



**CITY GOVERNMENT OF TAGAYTAY**  
**CITIZEN'S CHARTER**  
**2025 (1<sup>st</sup> Edition)**

# AGENCY PROFILE

## I. Mandate:

Tagaytay City was created on June 21, 1938, by Commonwealth Act 338. The City of Tagaytay is a tourism destination for local and foreign visitors located at the highest point of Cavite.

## II. Vision:

A haven upholding the virtues of a character city, governed by competent leaders, and empowered, peaceful and resilient community, enjoying a progressive economy, balanced and sustainable environment.

## III. Mission:

**We** shall expand and improve our infrastructure thereby securing a dynamic, safe, peaceful, and healthy environment conducive for retirement, learning, sports and religious activities and healthy tourism experience.

**We** shall strive for service excellence through continuous learning on service improvement with emphasis on positive qualities to serve our people and leave a legacy that our family and community will be proud of.

**We** shall encourage the participation of our stakeholders in crafting and implementing plans, programs, and activities to better address the needs of our people.

**We** shall be fully dedicated to the preservation and further enrichment of our environment.



**We** shall strive for excellence in all that we do drive by strength and good character and seek to be competitive with the best in the world.

**We** shall promote excellence in health, sustainable quality education, safe and peaceful community, and empowered sectors of the community.

**We** shall continue to strive to develop measures towards an economically and financially stable community less dependent but rather supportive of the objectives of the city government.

#### **IV. Service Pledge:**

##### **Service Vision:**

Towards accessible, community–based quality customer-oriented service delivery system by honest, competent, accommodating, and diligent Tagaytay City Government service providers.

##### **Service Values:**

Consistent with the mandates of the Constitution of the Republic of the Philippines, and the provisions of the 1991 Local Government Code, and for the realization of the common service vision of the city specifically in ensuring excellent service to the public, the city of Tagaytay firmly adheres to the following service values:

##### **☐ Empowerment of customers through**

- Listening to customer’s opinions and personal belief
- Accepting and respecting customer’s individuality having unique character regardless of economic status in society
- Giving due consideration for the satisfaction of the customers
- Valuing basic rights of customers



**Openness**

- Upholding transparency in the bureaucracy
- Being open to customer's suggestions/comments/criticisms
- Accepting constructive criticisms
- Being responsive to innovations

**Teamwork**

- Believing that success depends on teamwork and hard work; teamwork gets things done fast and sure; there is a sense of involvement and responsibility for the attainment of the common good.

**Quality**

- Maintaining good rapport with customers
- Providing service with courtesy, effectiveness, and efficiency
- Being responsible and accountable
- Believing in professionalism in various fields of expertise

**Responsiveness**

- Being responsive and sensitive to the needs of co-workers and customers

**Innovativeness**

- Being resourceful in serving customers
- Being open to possible innovations in improving service delivery systems

**Punctuality**

- Being able to deliver services fast and within the pledged time



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# OFFICE OF THE CITY MAYOR (INTERNAL AND EXTERNAL)



## 1. PREPARATION AND ISSUANCE CERTIFICATIONS, ENDORSEMENTS, AND RECOMMENDATIONS

This process involves the systematic preparation and issuance of official documents such as certifications, endorsements, and recommendations. These documents are typically required for various administrative, academic, or professional purposes. The process includes verifying the necessary information, ensuring compliance with relevant guidelines, and obtaining the required approvals before issuing the final document to the requester.

<b>OFFICE/DIVISION</b>		<b>OFFICE OF THE CITY MAYOR</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Barangay Certification/ Clearance</li> <li>➤ Personal letter stating the purpose of the request.</li> <li>➤ Other supporting documents, if necessary.</li> </ul>		<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Barangay</li> <li>➤ Client</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the documentary requirements	1.1 Check the documents presented	N/A	2 minutes	• <i>Casual Employee</i>
2. Receive instruction for claiming the requested document as to time and date.	2.1 Process and prepare the requested document for signature of the City Mayor	N/A	2 days	• <i>Casual Employee</i> • <i>Executive Assistant II</i> • <i>Hon. Abraham N. Tolentino, City Mayor</i>
<b>TOTAL</b>		<b>N/A</b>	<b>2 days, 2 minutes</b>	



## 2. RECEIVING AND RESPONDING TO INCOMING DOCUMENTS (LETTER REQUEST, PROPOSAL, COMPLAINTS, ETC.)

This process involves the systematic handling of incoming documents such as letter requests, proposals, and complaints. It includes logging the receipt of documents, reviewing their content, assigning them to the appropriate department or personnel, and ensuring timely and appropriate responses. The goal is to maintain efficient communication and address the needs and concerns of stakeholders effectively.

<b>OFFICE/DIVISION</b>		<b>OFFICE OF THE CITY MAYOR</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen) G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Incoming Documents received from client personally hand-carried, e-mailed or via mail/ courier.</li> <li>➤ Communication must have detailed contact information for feedback.</li> <li>➤ Other supporting documents and attachments when stated</li> </ul>		<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Client</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send document	1.1 Check completeness of document 1.2 Stamp and receive document indicating date/time, follow-up contact number and	N/A	1 minute  1 minute	• <i>Casual Clerks</i>  • <i>Casual Clerks</i>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	reference number. 1.3 Prepare for Review 1.4 Initial review and classify complexity of the document. 1.5 Final review, comment, and action by the City Mayor 1.6 Transmit documents to concerned office/unit	N/A	3 minutes  1 day  5 minutes	• <i>Casual Clerks</i>  • <i>Executive Assistant II</i>  Hon. Abraham Tolentino <i>City Mayor</i>  • <i>Casual Clerks</i>
2. Follow-up and receive feedback	2.1 Instruct client of the final instructions and comment and as to where the document was transmitted or endorsed	N/A	3 minutes	• <i>Casual Clerks</i>
<b>TOTAL</b>		N/A	<b>1 day, 13 mins</b>	



### 3. SOLEMNIZATION OF MARRIAGE (CIVIL WEDDING CEREMONY)

This process involves the official conduct of a civil wedding ceremony by a legally authorized officiant. It includes verifying the couple's eligibility, ensuring all legal requirements and documentation are met, and performing the marriage ceremony. The goal is to provide a legally binding and recognized union in accordance with civil laws and regulations.

<b>OFFICE/DIVISION</b>		<b>OFFICE OF THE CITY MAYOR</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Marriage License issued by the Local Civil Registrar		<b>WHERE TO SECURE:</b> ➤ Office of the Local Civil Registrar		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the documentary requirements	1.1 Verify authenticity of document submitted.	N/A	5 minutes	• <i>Casual Clerks</i>  • <i>Executive Assistant II</i>
	1.2 Schedule Date of Wedding Ceremony		1 minute	
2. Return on the date of Wedding Ceremony	2.1 Solemnize wedding ceremony	N/A	1 hour	<b>Hon. Abraham Tolentino, City Mayor</b>
<b>TOTAL</b>		<b>N/A</b>	<b>1 hour, 6 mins</b>	



#### 4. SCHEDULING OF APPOINTMENTS WITH THE CITY MAYOR

This process involves coordinating and managing requests for appointments with the City Mayor. It includes receiving appointment requests, verifying the purpose and urgency, checking the Mayor's availability, and confirming the appointment with the requester. The goal is to ensure efficient and organized scheduling to facilitate effective communication and decision-making.

<b>OFFICE/DIVISION</b>		<b>OFFICE OF THE CITY MAYOR</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government) G2B (Government to Business Entity) G2C (Government to Client)		
<b>WHO MAY AVAIL THE SERVICE</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Letter of Request for an Appointment		<b>WHERE TO SECURE:</b> ➤ Client		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send letter of request stating the intention for an appointment	1.1 Receive and have the letter reviewed by authorized personnel.	N/A	5 minutes	<ul style="list-style-type: none"> <li>• <i>Casual Clerks</i></li>   <li>• <i>Executive Assistant II</i></li> </ul>
	1.2 When approved, schedule/set the meeting.		1 minute	
	1.3 Inform requestor and confirm details of the appointment		5 minutes	



2. Return at the Office of the Mayor for the scheduled meeting	2.1 Prepare necessary documents.	N/A	10 minutes	<ul style="list-style-type: none"> <li>• <b>Executive Assistant II</b></li> <li>• <b>Executive Assistant II</b></li> </ul>
	2.2 Inform concerned personnel or department/unit to be present in the meeting.		5 minutes	
<b>TOTAL</b>		<b>N/A</b>	<b>26 mins</b>	





2. Return at the Office of the Mayor and receive Authority to Travel	2.1 Inform client. 2.2 Hand-over signed Authority to Travel	N/A	1 minute  1 minute	<ul style="list-style-type: none"> <li>• <b>Casual Clerks</b></li> <li>• <b>Casual Clerks</b></li> </ul>
<b>TOTAL</b>		<b>N/A</b>	<b>1 day, 7 mins</b>	



## 6. RECEIVING AND RELEASING OF DOCUMENTS FOR SIGNATURE OF THE CITY MAYOR

This process involves the systematic handling of documents that require the City Mayor's signature. It includes receiving documents, verifying their completeness and accuracy, forwarding them to the Mayor for signature, and subsequently releasing the signed documents to the appropriate parties. The goal is to ensure efficient and accurate processing of documents to facilitate smooth administrative operations.

<b>OFFICE/DIVISION</b>		<b>OFFICE OF THE CITY MAYOR</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		All Departments and Units of the Local Government		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Document/s to be signed by the City Mayor		<b>WHERE TO SECURE:</b> ➤ Concerned Department or Unit		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send document/s to be signed by the City Mayor	1.1 Receive and verify completeness document/s 1.2 Prepare documents for signature of the City Mayor	N/A	5 minutes  1 day	• <i>Casual Clerks</i>  • <i>Executive Assistant II</i> • <i>Records Officer</i>
2. Return at the Office of the Mayor and receive signed document/s	2.1 Inform concerned office. 2.2 Release signed document/s	N/A	1 minute  1 minute	• <i>Casual Clerks</i>
<b>TOTAL</b>		<b>N/A</b>	<b>1 day, 7 mins</b>	



# **PUBLIC EMPLOYMENT SERVICE OFFICE (PESO) (EXTERNAL SERVICE)**



## 1. SECURING LOCAL EMPLOYMENT REFERRALS (For Applicants)

The Public Employment Service of the City Government of Tagaytay facilitates for Job applicants for placement in the different public establishments within the city through the issuance of job referrals.

<b>OFFICE/DIVISION</b>		<b>PUBLIC EMPLOYMENT SERVICE OFFICE (PESO)</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Applicants		
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Curriculum Vitae/Resume with 2x2 recent picture</li> <li>➤ Transcript of records or graduation certificate (Form 138, for high school graduate)</li> <li>➤ Training certificates, if available</li> <li>➤ Employment certificate, if available</li> </ul>		<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Applicants</li> <li>➤ From school where the applicants graduated</li> <li>➤ Previous Employer</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applicant's submit the required documents to the PESO personnel/ staff	1.1 Personnel/ PESO staff receives Curriculum Vitae/ Resume of applicants	N/A	5 minutes	• <i>Admin Aide III</i> • <i>Admin Aide</i>
2. Applicants choose 1 or 2 positions from the current job vacancies posted on the PESO bulletin board.	2.1 PESO staff verifies qualifications of chosen positions of applicants	N/A	5 minutes	• <i>Admin Aide III</i> • <i>Admin Aide</i>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Applicant's qualifications are checked against the required qualifications of the vacancy he/she wishes to apply for. In cases of qualifications, mismatch, the applicant is advised to check other vacancies where his/her qualifications may find match.	3.1 PESO Staff prepares and prints the referral/endorsement letter	N/A	5 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide III</i></li> <li>• <i>Admin Aide</i></li> </ul>
4. Employers themselves may also visit the PESO office can browse on the resume/ curriculum vitae of applicants deposited therein		N/A	5 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide III</i></li> <li>• <i>Admin Aide</i></li> </ul>
5. After issuance of the referral letter, applicants may proceed to the establishments where he/she is being endorsed. Applicant's leave a copy their resume/curriculum vitae at the PESO staff/personnel for inclusion in the office data		N/A	5 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide III</i></li> <li>• <i>Admin Aide</i></li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Job vacancies posted at the PESO Office are updated every two (2) weeks. Coordination with establishments/ employers are also done to check whether the vacancies have already been filled out.		N/A	10 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide III</i></li> <li>• <i>Admin Aide</i></li> </ul>
<b>TOTAL</b>		<b>N/A</b>	<b>35 mins</b>	



## 2. POSTING JOB VACANCIES FROM COMPANIES/ESTABLISHMENTS

The Tagaytay City PESO assists employers by maintaining a database of applicants from where employers may initially choose potential employees.

<b>OFFICE/DIVISION</b>		<b>PUBLIC EMPLOYMENT SERVICE OFFICE (PESO)</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Applicants		
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Name and address of the person to whom the referral letter will be addressed</li> <li>➤ Contact number/Company's telephone number company</li> <li>➤ Brief description of the company/Nature of business (if possible, please provide a copy of the company's profile or brochure)</li> <li>➤ Job vacancies/Positions</li> <li>➤ Number of persons to be hired</li> <li>➤ Nature of job/Area of assignments</li> <li>➤ Qualification requirements of applicants</li> <li>➤ List of necessary papers to be submitted by applicants</li> </ul>		<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Employer</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Employer calls or visits the office and provides the required information. The job vacancies are then, included in the list of vacancies.	1.1 Personnel/ PESO staff assists the employer regarding their companies job vacancies.	N/A	5 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide III</i></li> <li>• <i>Admin Aide</i></li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Copies of this list are distributed to various barangays and schools in Tagaytay City.</i>				
2. Applicants bring with them a PESO referral letter and other pertinent documents.	<p>2.1 PESO staff looks in the database and try to find applicants who match the standards use by the employer.</p> <p>2.2 PESO staff verifies qualifications of chosen positions of applicants.</p> <p>2.3 Applicants who meet the employer's criteria, are referred to the employer.</p>	N/A	5 minutes	<ul style="list-style-type: none"> <li>• <b>Admin Aide III</b></li> <li>• <b>Admin Aide</b></li> </ul>
3. Employers themselves may also visit the PESO Office can browse on the resume/ curriculum vitae of applicants deposited therein.	3.1 PESO Staff assists the employer in browsing applicants resume/ curriculum vitae.	N/A	5 minutes	<ul style="list-style-type: none"> <li>• <b>Admin Aide III</b></li> <li>• <b>Admin Aide</b></li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Employers may also request the assistance of the PESO to conduct jobs fair. A letter of request shall be forwarded by the employer stating the proposed date of the jobs fair, the vacancies that shall be opened, the qualifications for each vacancy, etc. The letter shall be endorsed by the PESO to the City Administrators Office for approval. Upon approval, the employer shall be notified of the approved request. Arrangements as to the time and venue of the jobs fair shall likewise be coordinated.	4.1 PESO Staff receives the documents requesting for the conduct of jobs fair and local recruitment activity on the said date.	N/A	5 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide III</i></li> <li>• <i>Admin Aide</i></li> </ul>
5. Employers gives the PESO a report of applicants considered/list of applicants placed.	5.1 PESO staff receives the report on placement of applicants and submit it to DOLE for monthly accomplishment report.	N/A	5 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide III</i></li> <li>• <i>Admin Aide</i></li> </ul>
<b>TOTAL</b>		<b>N/A</b>	<b>25 mins</b>	



### 3. SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES)

The Special Program for Employment of Students is mandated under Republic Act No. 9547. It is DOLE's youth employment-bridging program which aims to provide temporary employment to poor but deserving students, out-of-school youth, and dependents of displaced or would-be displaced workers during summer and/or during Christmas vacation or any time of the year to augment the family's income to help ensure that beneficiaries can pursue their education.

<b>OFFICE/DIVISION</b>	<b>PUBLIC EMPLOYMENT SERVICE OFFICE (PESO)</b>
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2C (Government to Citizen)
<b>WHO MAY AVAIL THE SERVICE</b>	<p>Jobseekers Students/Out of School Youth (OSY)</p> <ul style="list-style-type: none"> <li>❖ 15 but not more than 30 years of age</li> <li>❖ Enrolled during the present school year/term immediately preceding the summer vacation, or an out-of-school youth who intends to continue his/her education.</li> <li>❖ Combined net income after tax of parents, including his/her own, if any, does not exceed the regional poverty threshold.</li> <li>❖ Students must have obtained a passing general weighted average (GWA)</li> <li>❖ OSY must be certified by the Social Welfare and Development Office (SWDO)</li> </ul>
<p><b>CHECKLIST OF REQUIREMENTS:</b></p> <ul style="list-style-type: none"> <li>➤ Duly filled-up Registration Form with ID pictures</li> <li>➤ Any of the following to attest to the application's age: <ul style="list-style-type: none"> <li>a) Birth Certificate</li> <li>b) Baptismal Certificate</li> </ul> </li> </ul>	<p><b>WHERE TO SECURE:</b></p> <ul style="list-style-type: none"> <li>➤ Student Applicant</li>   <li>➤ Philippine Statistics Office (PSA)</li> </ul>



CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> <li>➤ Any of the following to attest to the applicant's passing grade:               <ul style="list-style-type: none"> <li>a) Form 138 or Certification from the school as proof that he or she is currently enrolled and with an average grade of 85 and above.</li> <li>b) Certified true copy of the student's class card from where the passing grade could be determined.</li> </ul> </li> <li>➤ Any of the following to attest to the applicant's family income:               <ul style="list-style-type: none"> <li>a) Latest Income Tax Return of the parents/guardian</li> <li>b) Bureau of Internal Revenue (BIR) Certification that parents are not filing Income Tax Returns</li> </ul> </li> <li>➤ Barangay Certification/Affidavit of Indigency</li> <li>➤ Voter's ID</li> </ul>		<ul style="list-style-type: none"> <li>➤ From school/college/university</li> <li>➤ From school/college/university</li> <li>➤ Parent of student/Bureau of Internal Revenue (BIR)</li> <li>➤ Parent of student/Bureau of Internal Revenue (BIR)</li> <li>➤ From Barangay Captain</li> <li>➤ Commission on Election (Comelec) Office</li> </ul>		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Ask for copy and fill-up registration form</p> <p>Submits the registration form with 1"x1" pictures, not later than the specified date in the letter sent to the Punong Barangay</p> <p>Requirements will be evaluated upon submission of applicants.</p>	<p>1.1 Gives copy of Registration form to applicants.</p> <p>1.2 Receives the registration form from applicant.</p>	N/A	10 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide III</i></li> <li>• <i>Admin Aide</i></li> </ul>
	<p>1.3 Evaluates the submitted registration form and other supporting documents.</p>		5 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide III</i></li> <li>• <i>Admin Aide</i></li> </ul>



<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Assessment of Manpower Requirements	2.1 Offices/ departments within the City Government are asked whether they need additional manpower or if there might be some duties in the office that might be delegated to student applicants.	N/A		<ul style="list-style-type: none"> <li>• <i>Admin Aide III</i></li> <li>• <i>Admin Aide</i></li> </ul>
3. Evaluation	3.1 Applicants are asked to come back on a scheduled date. Students who qualify are contacted by phone.	N/A		<ul style="list-style-type: none"> <li>• <i>Admin Aide III</i></li> <li>• <i>Admin Aide</i></li> </ul>
4. SPES Orientation Applicants attend a SPES Orientation for information on the details and guidelines of the program.	4.1 Assists in the Orientation in coordination with DOLE representative	N/A		<ul style="list-style-type: none"> <li>• <i>Admin Aide III</i></li> <li>• <i>Admin Aide</i></li>   <li>• <i>Alma A. Malabanan,</i> <i>PESO Manager</i></li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>5. Work Assignment</p> <p>SPES participants proceed to the assigned office/ department.</p>	<p>5.1 Endorses the Applicants included in the master list to the department/ office where he/she will be assigned.</p> <p>5.2 PESO Staff monitors whether the participants of the SPES program have all been given their office assignments and whether the student Beneficiary has reported to his/her assigned post.</p>	N/A		<p>•Admin Aide III</p> <p>• Admin Aide</p> <p>•Alma A. Malabanan, PESO Manager</p>
<p>6. Signing of SPES Contract Applicants signs the Employment Contract and SPES Certification</p>	<p>6.1 PESO staff prepares SPES Contract for signing of eligible students.</p>	N/A		•Admin Aide III
<p>7. Signing of Termination Report At the end of the specified work period, the student reports to the PESO for signing of a Termination Report.</p>	<p>7.1 PESO staff gives Evaluation Report form to the SPES.</p>	N/A		•Admin Aide III



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>8. Payroll Preparation and Processing</p> <p>SPES grantees submits their duly filled up and signed Daily Time Record (DTR) and Accomplishment Report to the PESO staff.</p>	<p>8.1 PESO Staff prepares payroll and process it for payment of 60% counterpart wages SPES requirements together with the reports are submitted to the Department of Labor and Employment (DOLE) Field Office for further evaluation and processing of 40% of the SPES payroll. DOLE Field Office advises PESO when the 40% of the salary of the students is already available,</p>	<p>N/A</p>		<p>•Admin Aide III</p>
<b>TOTAL</b>		<b>N/A</b>	<b>15 mins</b>	



# **HUMAN RESOURCE MANAGEMENT OFFICE (HRMO) (INTERNAL SERVICE)**



## 1. EMPLOYEES HIRING AND APPOINTMENT

All vacant positions are open for application to Filipino Citizens provided that they meet the qualification of the vacant positions required, of good moral character and a resident of the City of Tagaytay. Vacant positions are posted on the CSC Job Portal.

<b>OFFICE/DIVISION</b>	<b>HUMAN RESOURCE AND MANAGEMENT OFFICE</b>
<b>CLASSIFICATION</b>	Complex
<b>TYPE OF TRANSACTION</b>	G2C (Government to Citizen) G2G (Government to Government)
<b>WHO MAY AVAIL THE SERVICE</b>	City Government Employees – Permanent, Co-Terminus, Casual, Job Contracts, Interested Individuals
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Application Letter Addressed to the City Mayor specifying the position applied for and the office where the vacancy is.</li> <li>➤ Scholastic Record/Academic record duly authenticated by authorized Personnel.</li> <li>➤ Original copy of the authenticated certificate of eligibility/Report of Rating/Valid Professional License.</li> <li>➤ NBI Clearance</li> <li>➤ Medical Certificate (CS Form No. 211, Revised 2018);</li> <li>➤ Photocopy of Training and Seminars attended; if necessary;</li> <li>➤ Personal Data Sheet (PDS) (CS Form No. 212, Revised 2017), must be notarized;</li> <li>➤ Certificate of Live Birth;</li> <li>➤ Marriage Contract/Certificate</li> <li>➤ Clearance from money, property and work-related accountabilities (CS Form No. 7, Revised 2018)</li> <li>➤ Other supporting documents, if necessary.</li> </ul>	<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Applicants</li>   <li>➤ CSC/PRC/SC/LTO</li>   <li>➤ NBI</li> <li>➤ Issued by a licensed government Physician</li>   <li>➤ Downloadable at CSC website</li>   <li>➤ PSA/LCR</li> <li>➤ PSA/LCR</li> <li>➤ From applicant's former office</li> </ul>



<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Refer to the HRMO Bulletin Board of Vacant Positions located at the City Hall Lobby and CSC Job Portal	1.1 Publication and Posting of vacant positions in HRMO Bulletin Board and CSC Job Portal	N/A	1 day	<b>•Administrative Assistant I</b>  <b>•Alma A. Malabanan, HRMO</b>
2. Submit application letter specifying the position applied for, together with the requirements to the Human Resource Management Office (HRMO). Interested and qualified applicants may also opt to submit via e-mail at hrmo_tagaytay@yahoo.com the scanned copy of their application together with the other requirements.	2.1 Received application; conduct preliminary screening and interview 2.2 Assessment and evaluation to be conducted by the concerned department 2.3 Ensure that the Personal Data Sheet is filled-up properly and completely with recent photo, thumb mark and signature.	N/A	Depending on the number of applicants received	<b>•Administrative Assistant I</b>  <b>•Alma A. Malabanan, HRMO</b>
3. Hiring of Successful applicants	3.1 Preparation of Appointment and other supporting documents.	N/A	Depending on the number of applicants received	<b>•Administrative Assistant I</b>  <b>•Alma A. Malabanan, HRMO</b>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Submission and evaluation of requirements and other documents. 3.3 Submission of appointment to the Local Chief Executive for signature 3.4 Submission of signed appointments at the Civil Service Commission			
<b>TOTAL</b>	<b>N/A</b>	<b>Depending on the number of applicants received</b>		



## 2. ISSUANCE OF CERTIFICATE OF EMPLOYMENT, SERVICE RECORD

The Certificate of Employment and Service Record is issued to employees upon request. This document serves as an official record of an individual's employment history, detailing the duration of employment, positions held, and the nature of duties performed. It is often required for various purposes such as job applications, verification of employment, and other official transactions.

<b>OFFICE/DIVISION</b>		<b>HUMAN RESOURCE AND MANAGEMENT OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		City Government Employees – Permanent, Co-Terminous, Casual, Contract of Service either currently employed, separated and retired.		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Request from the clients.		<b>WHERE TO SECURE:</b> ➤ Human Resource Management Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for documents needed (certificate of employment, service records and others)	1.1 Preparation and printing of documents.	N/A	5 minutes	<ul style="list-style-type: none"> <li>• <b>Administrative Officer V</b></li> <li>• <b>Administrative Assistant V</b></li> <li>• <b>Alma A. Malabanan, HRMO</b></li> <li>• <b>Administrative Assistant V</b></li> </ul>
	1.2 Signing of documents		2 minutes	
	1.3 Releasing of documents		1 minute	
2. Prepared memoranda, office order, etc	2.1 Printing of documents.	N/A	5 minutes	<ul style="list-style-type: none"> <li>• <b>Admin Aide</b></li> <li>• <b>Alma A. Malabanan, HRMO</b></li> </ul>
	2.2 Review and initials of documents.		2 minutes	



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Endorsement to Mayor's Office/City Administrator's Office for signature	N/A	2 minutes	<b>•Alma A. Malabanan, OIC-City Administrator</b>
<b>TOTAL</b>		<b>N/A</b>	<b>17 minutes</b>	



### 3. FILING AN APPLICATION FOR LEAVE

Employees accrued leave credits each month, and such credits may be used by the employee when the need to temporarily leave work arises, either due to the illness or personal circumstances.

Actual leaves are deducted from their leave credits, if an employee's leave period goes beyond the accrued credits, he/she will not be entitled to pay for the excess leave. Application for vacation leave must be filed at least five (5) days before the leave, for sick leave, the application must be filed immediately after an employee return to work.

<b>OFFICE/DIVISION</b>	<b>HUMAN RESOURCE AND MANAGEMENT OFFICE</b>
<b>CLASSIFICATION</b>	Complex
<b>TYPE OF TRANSACTION</b>	G2G (Government to Government)
<b>WHO MAY AVAIL THE SERVICE</b>	City Government Employees
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Employees submit the application for leave together with the requirements listed below:           <ul style="list-style-type: none"> <li>a) Leave Application, Vacation and Special leave privilege 5 days before their leave of absence with signature of authorized officer.</li> <li>b) Sick Leave (Medical cert. for 5days above)</li> <li>c) Paternity Leave (Marriage contract if Available)</li> <li>d) Maternity Leave               <ul style="list-style-type: none"> <li>• Birth Certificate</li> <li>• Certificate of last salary received</li> <li>• Money and Property Clearance</li> <li>• Approved Leave</li> </ul> </li> </ul> </li> </ul>	<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Human Resource Management Office</li> <li>➤ Respective offices of the applicant</li> </ul>



<p><b>CHECKLIST OF REQUIREMENTS:</b></p> <ul style="list-style-type: none"> <li>➤ Terminal leave processing <ul style="list-style-type: none"> <li>a) Application for leave</li> <li>b) Money and property clearance</li> <li>c) Xerox appointment</li> <li>d) SALN</li> <li>e) Notice of salary adjustment</li> <li>f) Last salary received</li> <li>g) Fiscal clearance</li> <li>h) Computation for TLB</li> <li>i) Cert. of leave credits</li> <li>j) GSIS Clearance</li> <li>k) Death Certificate (for deceased employee)</li> <li>l) Marriage contract</li> <li>m) Xerox Leave cards</li> <li>n) Transferred ARE</li> </ul> </li> </ul>	<p><b>WHERE TO SECURE:</b></p> <ul style="list-style-type: none"> <li>➤ Human Resource Management Office</li> </ul>
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CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee filed an application for leave of absence with signature of their corresponding Authorized officials.	1.1 Receives the application for leave & checks whether the supporting documents are correct.	N/A	3 minutes	<ul style="list-style-type: none"> <li>• <b>Administrative Assistant V</b></li> <li>• <b>Admin Aide I</b></li> </ul>
2. Employee submits the application for leave form together with the required documents listed below.	2.1 Computes the accrued leave credits, after which the application is processed.	N/A	15 minutes	• <b>Admin Aide I</b>
	2.2 After the computation of leave credits is accomplished, the application for leave is forwarded to the HRMO		3 minutes	• <b>Alma A. Malabanan, HRMO</b>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>HRMO who approves the computation on the application for leave.</p> <p>2.3 After the application has been approved by the HRMO the application for leave forward to the office of the City Mayor for approval or his authorized representative.</p> <p>2.4 Retains one copy of the approved leave for record purposes &amp; the employee claims the other two (2) copies.</p>	N/A		<p>• <i>Admin Aide I</i></p> <p>• <i>Hon. Abraham N. Tolentino, City Mayor</i></p>
<b>TOTAL</b>		<b>N/A</b>	<b>21 minutes</b>	



#### 4. PREPARATION OF EMPLOYEES PAYROLL

Preparing employees' payroll involves collecting necessary employee details, tracking work hours, calculating gross earnings including overtime and bonuses, deducting taxes and other withholdings, processing payroll data to generate paychecks or direct deposits, distributing pay on the scheduled payday, maintaining detailed records of all transactions, preparing and filing payroll tax reports with government agencies, and addressing any payroll-related inquiries from employees. This ensures accurate and timely compensation while maintaining compliance with legal and regulatory requirements.

<b>OFFICE/DIVISION</b>		<b>HUMAN RESOURCE AND MANAGEMENT OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		City Government Employees		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ GSIS Billing</li> <li>➤ PAGIBIG Billing</li> <li>➤ TCGEMPC Loan Deductions</li> <li>➤ Tipid Impok Loan Deductions</li> </ul>		<ul style="list-style-type: none"> <li>➤ Accounting Office</li> <li>➤ PAGIBIG Office</li> <li>➤ TCGEMPC Office</li> <li>➤ Tipid Impok Office</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for payroll	1.1 Prepares, encodes monthly deduction of regular and casual/job con payroll.	N/A	3 days	<ul style="list-style-type: none"> <li>• <i>Administrative Assistant V</i></li> <li>• <i>Admin Aide I</i></li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Distributes printed payroll to respective offices for signature of department head.			<ul style="list-style-type: none"> <li>• <i>Administrative Assistant V</i></li> <li>• <i>Admin Aide I</i></li> </ul>
<b>TOTAL</b>		<b>N/A</b>	<b>3 days</b>	



## 5. PROCESSING OF MULTI-PURPOSE LOAN

Processing a Pag-IBIG Multi-Purpose Loan involves checking the applicant's eligibility, ensuring they have at least 24 monthly savings and are active members. The applicant submits a completed loan application form along with required documents like valid IDs and proof of income. Pag-IBIG then evaluates the application based on the member's total savings. Approved loans are typically released within two days via a cash card. The loan is repayable within 24 to 36 months at a 10.5% annual interest rate, with repayments made through salary deduction or other payment channels. This process ensures members receive timely financial support while complying with Pag-IBIG policies

<b>OFFICE/DIVISION</b>		<b>HUMAN RESOURCE AND MANAGEMENT OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		City Government Employees		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ PagIBIG (MPL) application form</li> <li>➤ Photocopy of 2 valid ID's</li> <li>➤ Photocopy of ATM card (Landbank/PagIBIG Loyalty card &amp; balance inquiry)</li> </ul>		<ul style="list-style-type: none"> <li>➤ HRMO/PagIBIG office</li> <li>➤ From the employee/applicant</li> <li>➤ From the employee/applicant</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up of MPL form	1.1 Receives and evaluation of documents. 1.2 Signing of documents	N/A	1 hour  10 minutes	<ul style="list-style-type: none"> <li>• <b>Administrative Assistant V</b></li> <li>• <b>Alma A. Malabanan, HRMO</b></li> </ul>
<b>TOTAL</b>		<b>N/A</b>	<b>1 hour, 10 mins</b>	



## 6. SECURE INSURANCE SERVICE FOR CITY GOVERNMENT EMPLOYEES

Securing GSIS (Government Service Insurance System) coverage for City Government employees involves enrolling them in the GSIS program, which provides a range of social security benefits such as life insurance, retirement, separation, and disability benefits. The process includes verifying employee eligibility, collecting necessary documents, and ensuring compliance with GSIS regulations. Once enrolled, employees contribute monthly premiums, which fund their benefits. The city government also facilitates the management of claims and provides ongoing support to ensure employees can access their benefits when needed.

<b>OFFICE/DIVISION</b>	<b>HUMAN RESOURCE AND MANAGEMENT OFFICE</b>
<b>CLASSIFICATION</b>	Complex
<b>TYPE OF TRANSACTION</b>	G2G (Government to Government)
<b>WHO MAY AVAIL THE SERVICE</b>	GSIS Members
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Duly accomplished Application Forms for Membership, Retirement, Cash Surrender Value, Maturity, Separation, Survivorship, Death Benefit, Funeral Benefit</li> <li>➤ Service Record</li> <li>➤ Certification of Leave of Absence without Pay</li> <li>➤ Declaration of Pendency/Non-Pendency Case</li> <li>➤ Affidavit of Surviving Legal Heirs/Surviving Spouse Guardianship Form</li> <li>➤ Supporting documents such as PSA Birth Certificate, Death Certificate, Marriage Contract, Certificate of No Marriage (CENOMAR)</li> <li>➤ Two (2) Valid Government Identification Card (Xerox)</li> </ul>	<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Application forms are provided by the GSIS/HRMO</li> <li>➤ Supporting papers will be provided by the applicant and the Office concerned</li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application forms for Membership/ Maturity Retirement/Separation/ Cash Surrender Value/ Survivorship/ Death Benefit/ Funeral	1.1 Receives application form from GSIS Members	N/A	5 minutes	• <i>Admin Officer V</i>
2. Applicant fills up the form and submit to the processor.	2.1 Checks all Application forms and its supporting documents.	N/A	5 minutes	• <i>Admin Officer V</i>
	2.2 Prepares Service Record and Certification of Leave of Absence without pay.		10 minutes	
	2.3 Prepares transmittal List.		5 minutes	
3. Attach the required supporting papers for each claim.	3.1 Submit all required documents to GSIS			
<b>TOTAL</b>		<b>N/A</b>	<b>25 minutes</b>	



## 7. PHILHEALTH REGISTRATION

PhilHealth registration for employees involves the employer enrolling their staff in the National Health Insurance Program. This process includes filling out the PhilHealth Member Registration Form (PMRF) and submitting it along with the Employer Data Record (ER1) Form to a PhilHealth office. Once registered, employees receive a PhilHealth Identification Number (PIN) and a Member Data Record (MDR). Employers are responsible for deducting monthly contributions from employees' salaries and remitting these, along with their counterpart contributions, to PhilHealth. This ensures that employees have access to essential health benefits and services

<b>OFFICE/DIVISION</b>		<b>HUMAN RESOURCE AND MANAGEMENT OFFICE</b>		
<b>CLASSIFICATION</b>		Complex		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		All City Government Employees-Member of PhilHealth		
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Duly accomplished PhilHealth Member Registration Form</li> <li>➤ Supporting documents such as Birth certificate, Marriage Contract and Birth certificate of Children below 21 years old</li> <li>➤ 1 x 1 ID Picture</li> <li>➤ Report of Employee-Members Form</li> </ul>		<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Application Form provided by PhilHealth to be issued by HRMO</li> <li>➤ Supporting documents provided by the applicant</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills up application Form for Membership	1.1 Receives application form for membership	N/A	5 minutes	• <i>Admin Officer V</i>



<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Attaches supporting documents such as Birth certificate, and Marriage contract (if married) and Birth certificate of dependent children.	2.1 Checks application forms and supporting papers if already completed.	N/A	5 minutes	• <i>Admin Officer V</i>
3. Attach 1 x 1 ID Picture of applicant	3.1 Prepares Report of Employee-Members Form to be signed by the employer.	N/A	5 minutes	• <i>Admin Officer V</i>
4. Attaches Report of Employee-Members Form	4.1 Submits the accomplished document to PhilHealth	N/A	10 minutes	• <i>Admin Officer V</i>
5. For availment of benefits, fill up CSF application form (Claim Signature Form) and CF-1 (Claim Form I)		N/A	5 minutes	• <i>Admin Officer V</i>
6. Attach Member Data Record (MDR) and Certification of Premium payments		N/A		• <i>Admin Officer V</i>
<b>TOTAL</b>		<b>N/A</b>	<b>30 minutes</b>	



# CITY ACCOUNTING OFFICE (INTERNAL SERVICE)



## 1. RECEIVING, JOURNALIZATION, CERTIFYING OBLIGATION AND REVIEWING THE SUPPORTING DOCUMENTS OF EVERY DISBURSEMENT VOUCHER OF ALL FUNDS

All disbursements to be released by the City should be certified by this office as to completeness and propriety of supporting documents, previous cash advance liquidated and existence of funds held in trust.

<b>OFFICE/DIVISION</b>		<b>CITY ACCOUNTING OFFICE</b>		
<b>CLASSIFICATION</b>		Complex		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		Government Offices Of The City		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ List of supporting documents given to different offices as required by COA.		<b>WHERE TO SECURE:</b> ➤ City Accounting Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward Disbursement Voucher together with the supporting documents to Accounting Office.	1.1 Attach accounting slip to every disbursement voucher received from different offices and record to incoming logbook	N/A	5 minutes	• <i>CTO Staff</i>
	1.2 Compute corresponding gross deductions and prepare the accounting journal entry per		10 minutes	• <i>Admin Aide III</i>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	disbursement voucher and sign 1.3 Record the corresponding voucher transaction as to obligation 1.4 Check/ Evaluate the supporting documents per disbursement voucher 1.5 Accounting head finally checks and sign Box B of disbursement voucher form 1.6 Record and release the Disbursement Voucher form together with the attached documents	N/A	5 minutes  15 minutes  5 minutes  5 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide III</i></li> <li>• <i>Admin Aide VI</i></li> <li>• <i>Admin Aide IV</i></li>   <li>• <i>Rosemarie V. Lerio, City Accountant</i></li>   <li>• <i>Casual Employee</i></li> </ul>
2. Receive copy of Disbursement Voucher and supporting documents.		N/A		
<b>TOTAL</b>		N/A	<b>45 minutes</b>	



# CITY BUDGET OFFICE

## (INTERNAL SERVICE)



## 1. PROCESSING OF FINANCIAL TRANSACTION

Processing of Voucher, Purchase Request, Payroll, and other claims of different offices

<b>OFFICE/DIVISION</b>		<b>CITY BUDGET OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Government Offices Of The City		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b> ➤ City Accounting Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Vouchers, PR, Payrolls, and other claims with corresponding Obligations Requests Slips recorded numbered. a) General Fund b) Local School Board	1.1 Obligations Request recorded and numbered upon receipts.	N/A	2 minutes	<ul style="list-style-type: none"> <li>• <b>Administrative Assistant I</b></li> <li>• <b>Administrative Aide III</b></li> </ul>
	1.2 Obligation Request recorded after verification of proper allocation.		5 minutes	<ul style="list-style-type: none"> <li>• <b>Administrative Assistant II</b></li> <li>• <b>Administrative Aide I</b></li> </ul>
	1.3 Obligation Request signed after verification of proper allocation - vouchers, PR, Payroll, and other claims.		3 minutes	<ul style="list-style-type: none"> <li>• <b>Administrative Assistant I</b></li> <li>• <b>Administrative Aide III</b></li> <li>• <b>Casual Employee</b></li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. For request for Realignment	2.1 Approved Vouchers, PRs, Payrolls, and other claims delivered to concern offices.	N/A	6 minutes	• <b>Merle B. Hernando, OIC-City Budget Officer</b>
	2.2 Submit for Request for Realignment of fund and verified of the nature of transaction requested for realignment.		5 minutes	• <b>Casual Employee</b>
	2.3 Request for Realignment approved after verification of the nature of transaction expense requested for realignment.		5 minutes	• <b>Administrative Assistant I</b> • <b>Administrative Aide III</b> • <b>Casual Employee</b>
3. Gas Issuance	3.1 Gas slip issued to requesting office after verification of actual allocation of all offices and school.	N/A	2 minutes	• <b>Administrative Aide I</b> • <b>Administrative Aide III</b>
<b>TOTAL</b>		<b>N/A</b>	<b>28 minutes</b>	



# **CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE (EXTERNAL SERVICE)**



## 1. ISSUANCE OF GARBAGE COLLECTION CONTRACT

The City Environment and Natural Resources Office provide Solid waste disposal system or environmental management system and services of facilities related to general hygiene and sanitation.

<b>OFFICE/DIVISION</b>		<b>CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2B (Government to Business)		
<b>WHO MAY AVAIL THE SERVICE</b>		Business Establishments		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Business Permit		<b>WHERE TO SECURE:</b> ➤ City Environment and Natural Resources Office ➤ City Legal Office ➤ City Treasurer's Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Logbook	1.1 Give the Logbook to the client	N/A	1 minute	• <b>CENRO Staff</b>
2. Present Business permit	2.1 Release the Contract for signing for payment.	N/A	2 minutes	• <b>CENRO Staff</b>
3. Fill up and sign the agreement under the terms and conditions.	3.1 Received a copy of garbage contract signed by both parties	N/A	5 minutes	• <b>CENRO Staff</b> • <b>Oscar Laurenciana, OIC-CENRO</b>
4. Notarize the contract to Legal Office		P 300.00	10 minutes	• <b>City Legal Office</b>



<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
5. Pay the amount given for initial operation of Garbage collection contract		Depending on the agreed amount of both parties	30 minutes	• <i>City Treasurer's Office</i>
6. Return the copy of contract with the receipt	6.1 Give the log book to the client	N/A	1 minute	• <i>CENRO Staff</i>
7. Receive waste collection compliance sticker		N/A	1 minute	• <i>CENRO Staff</i>
<b>TOTAL</b>		<b>300+ Depending on the agreed amount of both parties</b>	<b>50 minutes</b>	



## 2. GREENING AND CLEAN UP OF PARKS AND FACILITIES

This type of service includes trimming of trees, grass cutting, cleanliness and development of parks within the city.

<b>OFFICE/DIVISION</b>		<b>CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE</b>		
<b>CLASSIFICATION</b>		Complex		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		Property Owners, Government Facilities		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ None		<b>WHERE TO SECURE:</b> ➤ None		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit order from City Administrator's Office	1.1 Received order from Admin Office 1.2 Endorse to immediate supervisor 1.3 Actual Implementation of Instructions	N/A	1 minute  5 minutes  depending on the status/situation of the area	• <b>CENRO Staff</b>  • <b>Oscar Laurenciana, OIC-CENRO</b>  • <b>CENRO Staff</b>
<b>TOTAL</b>		<b>N/A</b>	<b>6 minutes or depending on the status/situation of the area</b>	

### 3. ISSUANCE OF NO OBJECTION CERTIFICATE FOR TREE CUTTING PERMIT

This type of service includes trimming of trees, grass cutting, cleanliness and development of parks within the city.

<b>OFFICE/DIVISION</b>		<b>CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		All Government and Private agencies, Schools, Non-Government Organizations, and other stakeholders		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Land Title (Photocopy)</li> <li>➤ Certification of No Objection from the Barangay or Subdivision</li> <li>➤ Request letter address to DENR</li> <li>➤ Ocular Inspection report from Agriculture Office</li> </ul>		<ul style="list-style-type: none"> <li>➤ Requesting party</li> <li>➤ Barangay Hall/Subdivision</li>   <li>➤ Requesting Party</li> <li>➤ Agriculture Office</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign the logbook and submit the complete documentary requirements to the receiving officer.	1.1 Let the client sign the logbook, check the completeness of the requirements as enumerated and refer the client to City ENRO.	N/A	1 minute	<ul style="list-style-type: none"> <li>• <b>CENRO Staff</b></li> <li>• <b>Casual Employee</b></li> </ul>
	1.2 Assessment and validation of the submitted requirements		2 minutes	<ul style="list-style-type: none"> <li>• <b>CENRO Staff</b></li> <li>• <b>Casual Employee</b></li> </ul>



<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.3 Endorsement to City ENRO for approval	N/A	2 minutes	<ul style="list-style-type: none"> <li>• <i>Casual Engineer</i></li> <li>• <i>CENRO Staff</i></li> <li>• <i>Oscar Laurenciana, OIC-CENRO</i></li> </ul>
2. Receives the certification	2.1 Once the certification is being signed by the City ENRO and the requirements is presented, the certification now be released to the requesting client.	N/A	N/A	<ul style="list-style-type: none"> <li>• <i>Casual Engineer</i></li> <li>• <i>CENRO Staff</i></li> <li>• <i>Oscar Laurenciana, OIC-CENRO</i></li> </ul>
<b>TOTAL</b>		<b>N/A</b>	<b>5 minutes</b>	



#### 4. ENVIRONMENTAL MANAGEMENT CLEARANCE

This type of service creates a database for all establishments to monitor their compliance to all the National and Local ordinances.

<b>OFFICE/DIVISION</b>		<b>CITY ENVIRONMENT AND NATURAL RESOURCES</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		All Government and Private Agencies, Schools, Non-Government Organizations and other stakeholders		
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Acquire CENRO Waste Collection Compliance Sticker</li> <li>➤ Ensure that Business/Commercial Establishment has no pending violations as per CENRO record</li> <li>➤ Fill-up the Environment Management Clearance Form</li> </ul>		<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ City Environment And Natural Resources</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign the logbook and submit the complete documentary requirements to the receiving officer	1.1 Let the client sign the logbook, check the completeness of the requirements as enumerated and refer the client to CENRO	N/A	1 minute	<ul style="list-style-type: none"> <li>• <i>Casual Engineer</i></li> <li>• <i>CENRO Staff</i></li> <li>• <i>Oscar B. Laurenciana, OIC-CENRO</i></li> </ul>
	1.2 Assessment and validation of the submitted requirements	N/A	30 minutes	



<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Printing the clearance		N/A	5 minutes	<ul style="list-style-type: none"> <li>• <i>Casual Engineer</i></li> <li>• <i>CENRO Staff</i></li> </ul>
3 Receives the clearance	3.1 Once the certification is being printed, the certification now be released to the requesting client	N/A	2 minutes	<ul style="list-style-type: none"> <li>• <i>Casual Engineer</i></li> <li>• <i>CENRO Staff</i></li> <li>• <i>Oscar Laurenciana, OIC-CENRO</i></li> </ul>
<b>TOTAL</b>		<b>N/A</b>	<b>38 minutes</b>	



## 5. ISSUANCE OF IMPOUNDING VEHICLE

The Equipment Pool Office provides assistance for towing and impounding of vehicles to the Tagaytay City Police.

<b>OFFICE/DIVISION</b>		<b>CITY ENVIRONMENT AND NATURAL RESOURCES</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		All Government and Private Agencies, Schools, Non-Government Organizations and other stakeholders		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Police Release Paper ➤ Receipt		<b>WHERE TO SECURE:</b> ➤ Police Station		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign the logbook and submit the complete documentary requirements to the receiving officer	1.1 Let the client sign the logbook, check the completeness of the requirements as enumerated and refer the client to equipment Pool Office	N/A	1 minute  30 minutes	<ul style="list-style-type: none"> <li>• <i>Casual Engineer</i></li> <li>• <i>MRF Staff</i></li> </ul>
2. Towed by Wrecker Vehicle	2.1 Assessed in Equipment Pool Office	N/A	Depends upon the area or type of vehicle	<ul style="list-style-type: none"> <li>• <i>Casual Engineer</i></li> <li>• <i>MRF Staff</i></li> </ul>
3. Pay the amount given for impounding fee		P3,500.00 Towing Fee <i>(Depends on the agreed amount of both parties)</i>	2 minutes	<ul style="list-style-type: none"> <li>• <i>City Treasurer's Office</i></li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. One Paid submit all the given requirements to Equipment Pool Office	4.1 Review completeness of Requirements	N/A	1 minute	<ul style="list-style-type: none"> <li>• <i>Casual Engineer</i></li> <li>• <i>MRF Staff</i></li> <li>• <i>Oscar Laurenciana, OIC-CENRO</i></li> </ul>
5. Receives the certificates	5.1 Once the certification is being signed by the Equipment Pool Officer and the requirements is presented, the certification now be released to the requesting client.	N/A	1 minute	<ul style="list-style-type: none"> <li>• <i>Casual Engineer</i></li> <li>• <i>MRF Staff</i></li> <li>• <i>Oscar Laurenciana, OIC-CENRO</i></li> </ul>
<b>TOTAL</b>		<b>P3,500.00 Towing Fee</b> <i>((Depends on the agreed amount of both parties))</i>	Depends upon the area or type of vehicle	



# **TAGAYTAY CITY DISASTER RISK REDUCTION & MANAGEMENT OFFICE (EXTERNAL SERVICE)**



## 1. OPERATION CENTER AND RESCUE/EMERGENCY MEDICAL SERVICE

The Operation Center and Rescue/Emergency Medical Service coordinates emergency responses, including medical services and search and rescue operations. It ensures timely and efficient handling of crises to protect public health and safety.

<b>OFFICE/DIVISION</b>		<b>TAGAYTAY CITY DISASTER RISK REDUCTION &amp; MANAGEMENT OFFICE</b>		
<b>CLASSIFICATION</b>		Highly Technical		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Any Person Needing Emergency Response		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ None		<b>WHERE TO SECURE:</b> ➤ None		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client's request for RESCUE EMS operation (through Phone, Radio (walk-In))	1.1 CDRRMO Dispatch EMS team to the scene	N/A	2 minutes	• <i>Duty Officer of the Day</i>
	1.2 CDRRMO coordinate with other concerned agencies.		2 minutes	• <i>Assigned Rescue EMS Team</i>
	1.3 Wait for the Rescue EMS Team to arrive at the scene.		5 minutes	• <i>Assigned Rescue EMS Team</i>
	1.4 Team conducts Basic First Aid, CPR, and other Emergency Medical Services		3 minutes	• <i>Assigned Rescue EMS Team</i>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Rescue EMS Team transport casualties to the coordinated hospitals/ concerned agencies.	N/A	5 minutes	<b>•Assigned Rescue EMS Team</b>
<b>TOTAL</b>		<b>N/A</b>	<b>17 minutes</b>	



## 2. TRAININGS AND SEMINARS ON DISASTER RISK REDUCTION MANAGEMENT

Trainings and seminars on Disaster Risk Reduction Management (DRRM) provide essential knowledge and skills for managing and mitigating disaster impacts. These programs cover risk assessment, emergency preparedness, response strategies, and recovery planning to enhance community resilience.

<b>OFFICE/DIVISION</b>		<b>TAGAYTAY CITY DISASTER RISK REDUCTION &amp; MANAGEMENT OFFICE</b>		
<b>CLASSIFICATION</b>		Complex		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen) G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		Barangay Official, Business Establishments, Schools, etc.		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Approved Request Letter from the Mayor's Office		<b>WHERE TO SECURE:</b> ➤ Office of the City Mayor		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client submits written request to the Office of the City Mayor	1.1 Receives client request and forwarded to the Office of the City Mayor for approval	N/A		• <i>Duty Officer of the Day</i>
2. Client receives Approved request.	2.1 Release the approved request to the client	N/A	10 minutes	• <i>Duty Officer of the Day</i>
3. Client proceed to CDRRMO Operation for scheduling	3.1 Schedule and inform concerned personnel	N/A	3 minutes	• <i>Duty Officer of the Day</i>



CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Clients verify availability of schedule	4.1 Confirmation of Schedule and inform concerned personnel to proceed to the venue during the agreed schedule	N/A	2 minutes	• <i>Duty Officer of the Day</i>
<b>TOTAL</b>		<b>N/A</b>	<b>15 minutes</b>	



### 3. WEATHER MONITORING AND ADVISORY AND TRAFFIC SITUATIONS

Weather monitoring and advisory services provide real-time weather updates and warnings, while traffic situation monitoring offers live updates on road conditions and congestion. Together, they enhance public safety and improve transportation efficiency.

<b>OFFICE/DIVISION</b>		<b>TAGAYTAY CITY DISASTER RISK REDUCTION &amp; MANAGEMENT OFFICE</b>		
<b>CLASSIFICATION</b>		Highly Technical		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen) G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		Any person needing Weather Advisory/ General Public		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ N/A		<b>WHERE TO SECURE:</b> ➤ N/A		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients request for Weather Advisory and Traffic Situations	1.1 CDRRMO provide accurate advisory	N/A	2 minutes	• <i>Duty Officer of the Day</i>
	1.2 Release weather advisory		3 minutes	
	1.3 Daily weather advisory		5 minutes	
<b>TOTAL</b>		<b>N/A</b>	<b>10 minutes</b>	



# **CITY ADMINISTRATOR'S OFFICE**

## **(INTERNAL AND EXTERNAL SERVICE)**



## 1. SECURING A BUILDING PERMIT

A requirement to Application in securing Building Permit

<b>OFFICE/DIVISION</b>		<b>CITY ADMINISTRATOR'S OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Property/Company Owners		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Signed Application for Building Permit		<b>WHERE TO SECURE:</b> ➤ City Engineering Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the filled-up Building Permit Form	1.1 Review and assess	N/A	5 minutes	<ul style="list-style-type: none"> <li>• <i>Administrative Assistant III</i></li> <li>• <i>Daniel Alcala, Asst. City Administrator</i></li> </ul>
2. Wait for the signature of the City Administrator	2.1 Sign the Building Permit	N/A	5 minutes	<ul style="list-style-type: none"> <li>• <i>Alma A. Malabanan, OIC-City Administrator</i></li> </ul>
3. Receive the signed Building Permit	3.1 Release the signed Building Permit	N/A	5 minutes	<ul style="list-style-type: none"> <li>• <i>Administrative Assistant III</i></li> <li>• <i>Admin Aide</i></li> </ul>
<b>TOTAL</b>		<b>N/A</b>	<b>15 minutes</b>	



## 2. ISSUANCE OF SPECIAL PERMIT

### Special Permits for Fireworks Display, Setting up of Booths, Activities

<b>OFFICE/DIVISION</b>		<b>CITY ADMINISTRATOR'S OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2B (Government to Business)		
<b>WHO MAY AVAIL THE SERVICE</b>		Owners of Business Establishments		
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Approved letter request</li> <li>➤ Fireworks Display Clearance</li> <li>➤ OR of Payment for Special Permit Fees</li> </ul>		<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Mayor's Office/City Administrator's Office</li> <li>➤ Fire Department</li> <li>➤ City Treasurer's Office</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present approved letter of request for Special permit	1.1 Check for completion of requirements	N/A	5 minutes	•Clerk III •Admin Aide
2. Wait for the instruction of the City Administrator	2.1 Refer to Cashier for payment of Special permit fee.	N/A	5 minutes	• Alma A. Malabanan, OIC-City Administrator
3. Present Original Receipt for payment of Special permit fee	3.1 Prepare Special Permit	N/A	5 minutes	•Clerk III •Admin Aide
4. Wait for the signed Special permit.	4.1 Sign the Special Permit	N/A	5 minutes	•Alma A. Malabanan, OIC-City Administrator
5. Receive the signed Special permit	5.1 Release the signed Special permit	N/A	5 minutes	•Clerk III •Admin Aide
<b>TOTAL</b>		<b>N/A</b>	<b>25 minutes</b>	



### 3. SECURING A LAND DISPUTE CLEARANCE

A requirement in Application in securing Building Permit

<b>OFFICE/DIVISION</b>		<b>CITY ADMINISTRATOR'S OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Property/Company Owners		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Signed Application for Fencing Permit		<b>WHERE TO SECURE:</b> ➤ City Planning and Development Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the signed Land Dispute Clearance Form	1.1 Review and assess	N/A	5 minutes	<ul style="list-style-type: none"> <li>• <i>Daniel Alcala, Asst. City Administrator</i></li> <li>• <i>Admin Asst. III</i></li> <li>• <i>Admin Aide</i></li> </ul>
2. Wait for the signature of the City Administrator	2.1 Sign the Land Dispute Clearance	N/A	5 minutes	<ul style="list-style-type: none"> <li>• <i>Alma A. Malabanan, OIC-City Administrator</i></li> </ul>
3. Receive the signed Land Dispute Clearance	3.1 Release the signed Land Dispute Clearance	N/A	5 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Asst. III</i></li> <li>• <i>Admin Aide</i></li> </ul>
<b>TOTAL</b>		<b>N/A</b>	<b>15 minutes</b>	



# CITY ASSESSOR'S OFFICE (EXTERNAL SERVICE)



## 1. TRANSFER OF OWNERSHIP OF TAX DECLARATION

The Owner's Copy of a tax declaration is issued upon registration of transfer of ownership of real property from the previous owner to a new owner.

<b>OFFICE/DIVISION</b>	<b>CITY ASSESSOR'S OFFICE</b>
<b>CLASSIFICATION</b>	Highly Technical
<b>TYPE OF TRANSACTION</b>	G2C (Government to Citizen)
<b>WHO MAY AVAIL THE SERVICE</b>	Taxpayers / Appraisers / Contract of Realtor / Representative with S.P.A. or Authorization Letter / Authorized Broker
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ C.T.C. of Deed of Conveyance <ul style="list-style-type: none"> <li>a) Deed of Absolute Sale</li> <li>b) Deed of Donation</li> <li>c) Extra-Judicial Settlement of Estate</li> <li>d) Affidavit of Consolidation</li> </ul> </li> <li>➤ C.T.C. of New Title</li> <li>➤ C.T.C. of Old Title</li> <li>➤ C.T.C. of Certification <ul style="list-style-type: none"> <li>a) Capital Gain Tax</li> <li>b) Donors Tax</li> <li>c) Estate Tax</li> </ul> </li> <li>➤ Transfer Tax</li> <li>➤ Tax Clearance</li> <li>➤ Processing Fee</li> <li>➤ Other requirements: S.P.A. (if it is included on the documents) / Secretary Certificate (for corporation)</li> </ul>	<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Registry of Deeds – Tagaytay</li>   <li>➤ Registry of Deeds - Tagaytay</li> <li>➤ Registry of Deeds - Tagaytay</li> <li>➤ Registry of Deeds - Tagaytay</li>   <li>➤ Registry of Deeds – Tagaytay/Land Tax Office</li> <li>➤ Land Tax Office</li> <li>➤ Land Tax Office</li> <li>➤ Registry of Deeds – Tagaytay</li> </ul>



<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements	1.1 Examine the submitted documents/ requirements.	N/A	10 minutes	• <b>Paola Grace P. Cosa</b> , Casual Employee
2. Preparation of Tax Declaration (For encoding and printing of newly transferred Tax Declaration)		N/A	7 days	• <b>Annabelle F. Caraan</b> , Tax Mapping Aide • <b>Paola Grace P. Cosa</b> , Casual Employee
3. Approved Tax Declaration			2 minutes	• <b>Gloria P. Penales</b> , OIC-City Assessor
4. Receives copy Tax Declaration	4.1 Releases of Tax Declaration and Notice of Assessment		5 minutes	• <b>Annabelle F. Caraan</b> , Tax Mapping Aide • <b>Paola Grace P. Cosa</b> , Casual Employee • <b>Rosenda P. Creus</b> , Assessment Clerk I
<b>TOTAL</b>			<b>7 days, 17 minutes</b>	



## 2. DECLARATION OF NEWLY CONSTRUCTED BUILDINGS AND OTHER IMPROVEMENTS (MACHINERIES)

The Owner's Copy of a tax declaration is issued upon declaration of new building or improvement and machinery.

<b>OFFICE/DIVISION</b>	<b>CITY ASSESSOR'S OFFICE (Administrative &amp; Assessment Division)</b>
<b>CLASSIFICATION</b>	Highly Technical
<b>TYPE OF TRANSACTION</b>	G2C (Government to Citizen)
<b>WHO MAY AVAIL THE SERVICE</b>	Taxpayers / Appraisers / Contract of Realtor / Representative with S.P.A. or Authorization Letter / Authorized Broker
<b>CHECKLIST OF REQUIREMENTS:</b>  <b>FOR BUILDINGS:</b> <ul style="list-style-type: none"> <li>➤ Building Plan</li> <li>➤ Building Permit</li> <li>➤ Construction Estimate/Bill of Materials</li> <li>➤ Certificate of Occupancy/ Certificate of Completion</li> <li>➤ Sworn Statement</li> </ul> <b>FOR MACHINERIES:</b> <ul style="list-style-type: none"> <li>➤ Sales Invoice</li> <li>➤ Cost of Auxiliaries and/or Optional Accessories</li> <li>➤ Freight from source to the site</li> <li>➤ Installation which includes controls and wirings electrical and mechanical (connections millwrights work and foundation)</li> <li>➤ Sworn Statement</li> </ul>	<b>WHERE TO SECURE:</b>  <ul style="list-style-type: none"> <li>➤ City Engineering Office</li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Examine the submitted documents/ requirements.	N/A	5 minutes	• <b>George B. Bayhon</b> , <i>Administrative Assistant I</i>
2. Submits duly accomplished Sworn Statement	2.1 Conduct an Ocular Inspection for improvements of property.	N/A	2 hours per property	• <b>George B. Bayhon</b> , <i>Administrative Assistant I</i>
3. Clients pay corresponding fee	3.1 City Treasurers Office (Land Tax Division) 3.2 Prepares Field Appraisal & Assessment Sheets (FAAS) for improvements. 3.3 Prepares FAAS as to appraisal and assessment in accordance with the Approved Schedule of Market Value (SMV) 3.4 Review and recommended for approval of prepared FAAS 3.5 Prepare tax declaration (For encoding and printing of newly Tax Declaration)	P100.00/ tax declaration	1 minute  1 day  1 day  5 minutes  3 days	• <b>City Treasurer's Office (Land Tax Division)</b> • <b>George B. Bayhon</b> , <i>Administrative Assistant I</i>  • <b>George B. Bayhon</b> , <i>Administrative Assistant I</i>  • <b>Gloria P. Penales</b> , <i>OIC-City Assessor</i>  • <b>Annabelle F. Caraan</b> , <i>Tax Mapping Aide</i>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.6 Approved Tax Declaration	N/A	2 minutes	• <b>Gloria P. Penales</b> , OIC- City Assessor
4. Receives copy Tax Declaration	4.1 Releases of Tax Declaration and Notice of Assessment	N/A	5 minutes	<ul style="list-style-type: none"> <li>• <b>Annabelle F Caraan</b>, Tax Mapping Aide</li> <li>• <b>Paola Grace P. Cosa</b>, Casual Employee</li> <li>• <b>Rosenda A. Creus</b>, Assessment Clerk I</li> </ul>
<b>TOTAL</b>		<b>P100.00/ tax declaration</b>	<b>5 Days, 2 hours &amp; 18 minutes</b>	



### 3. SUBDIVISION AND/OR CONSOLIDATION OF TAX DECLARATION

The Owner's Copy of a tax declaration is issued upon subdivision and/or consolidation of tax declaration.

<b>OFFICE/DIVISION</b>		<b>CITY ASSESSOR'S OFFICE (Assessment And Tax Mapping Division)</b>		
<b>CLASSIFICATION</b>		Highly Technical		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Taxpayers / Appraisers / Contract of Realtor / Representative with S.P.A. or Authorization Letter / Authorized Broker		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Letter Request</li> <li>➤ Approved Subdivision/ Consolidation Plan</li> <li>➤ Technical Description</li> <li>➤ C.T.C. of New Title (if titled property)</li> <li>➤ C.T.C. of Old Title</li> <li>➤ Sketch Plan in case of portion sale without titled.</li> </ul>		<ul style="list-style-type: none"> <li>➤ DENR – Los Baños</li> <li>➤ DENR – Los Baños</li>   <li>➤ Registry of Deeds Tagaytay</li> <li>➤ Registry of Deeds Tagaytay</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements	1.1 Examine the submitted documents/ requirements.	N/A	10 minutes	• <b>Paola Grace P. Cosa, Casual Employee</b>
2. Clients pay corresponding fee	2.1 City Treasurers Office (Land Tax Division) 2.2 For approval subdivision/ consolidation	P100.00/ tax declaration	5 minutes  5 minutes	• <b>City Treasurers Office (Land Tax Division)</b> • <b>Gloria P. Penales, OIC-City Assessor</b>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Prepares Field Appraisal & Assessment Sheets (FAAS) as to land sketch, area & boundaries.	N/A	3 days	<ul style="list-style-type: none"> <li>• <b>Rosenda A. Creus</b>, Assessment Clerk I</li> <li>• <b>Ashley M. Coleto</b>, Statistician I</li> </ul>
	2.4 Prepares FAAS as to appraisal and assessment in accordance with the Approved Schedule of Market Value (SMV)		5 days	<ul style="list-style-type: none"> <li>• <b>Rosenda A. Creus</b>, Assessment Clerk I</li> <li>• <b>Ashley M. Coleto</b>, Statistician I</li> </ul>
	2.5 Review and recommended for approval of prepared FAAS		20 minutes	<ul style="list-style-type: none"> <li>• <b>Gloria P. Penales</b>, OIC-City Assessor</li> </ul>
	2.6 Prepare tax declaration of the subdivided/ consolidated parcels for encoding on the RPTA System		5 days	<ul style="list-style-type: none"> <li>• <b>Annabelle F. Caraan</b>, Tax Mapping Aide</li> </ul>
	2.7 Approved Tax Declaration		5 minutes	<ul style="list-style-type: none"> <li>• <b>Gloria P. Penales</b>, OIC-City Assessor</li> </ul>
3. Receives copy Tax Declaration	3.1 Releases C.T.C. of Tax Declaration/ Tax	N/A	5 minutes	<ul style="list-style-type: none"> <li>• <b>Paola Grace P. Cosa</b>, Casual Employee</li> </ul>
<b>TOTAL</b>		<b>P100.00/ tax declaration</b>	<b>13 days, 15 mins</b>	



#### 4. TRACEBACK/TRACEUP OF TAX DECLARATION AND OTHER SUPPORTING DOCUMENTS

The City Assessor's Office provides Certified True Copy of Tax Declaration and supporting documents upon the request of the owner or his authorized representative, any government agency, or private entities, for various reasons other legal purposes.

<b>OFFICE/DIVISION</b>		<b>CITY ASSESSOR'S OFFICE (Record's Division)</b>		
<b>CLASSIFICATION</b>		Highly Technical		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Taxpayers / Appraisers / Contract of Realtor / Representative with S.P.A. or Authorization Letter / Authorized Broker		
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Authorization Letter in case of the requester is not the declared owner.</li> <li>➤ ID of the owner</li> <li>➤ ID of the requester</li> <li>➤ Filled out for request.</li> </ul>		<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ City Assessor's Office</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished Request Form	1.1 Validates and receives request.  1.2 Verifies property being requested.	N/A	5 minutes	<ul style="list-style-type: none"> <li>• <b>Sonia Torres</b>, <i>Local Assessment Operations Officer I</i></li> <li>• <b>Marissa Marinduque</b>, <i>Administrative Officer I</i></li> </ul>
2. Clients pay corresponding fee	2.1 City Treasurers Office (Land Tax Division)	P130.00/ tax declaration & other supporting documents	5 minutes	<ul style="list-style-type: none"> <li>• <b>City Treasurers Office (Land Tax Division)</b></li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Preparation of Traceback / Trace up of Tax Declaration and other supporting documents	N/A	10 days	<ul style="list-style-type: none"> <li>• <b>Sonia Torres</b>, Local Assessment Operations Officer I</li> <li>• <b>Marissa Marinduque</b>, Administrative Officer I</li> </ul>
	2.3 Approved tax declaration and other supporting documents for signing		10 minutes	<ul style="list-style-type: none"> <li>• <b>Gloria P. Penales</b>, OIC-City Assessor</li> </ul>
3. Presents corresponding O.R.	3.1 Logs the request, records the O.R. number	N/A	1 minute	<ul style="list-style-type: none"> <li>• <b>Sonia Torres</b>, Local Assessment Operations Officer I</li> <li>• <b>Marissa Marinduque</b>, Administrative Officer I</li> </ul>
4. Receives copy of C.T.C. of Tax Declaration and other supporting documents	4.1 Releases C.T.C. of Tax Declaration and other supporting documents	N/A	1 minute	<ul style="list-style-type: none"> <li>• <b>Sonia Torres</b>, Local Assessment Operations Officer I</li> <li>• <b>Marissa Marinduque</b>, Administrative Officer I</li> </ul>
<b>TOTAL</b>		<b>P130.00/ tax declaration</b>	<b>10 days, 22 minutes</b>	



**5. SECURING CERTIFIED TRUE COPY OF TAX DECLARATION, TAX MAPS AND OTHER CERTIFICATIONS (No Improvement, Aggregate Land Holding, No Property).**

The City Assessor’s Office provides Certified True Copy of Tax Declaration, Tax Maps and other certification including (No Improvement, Aggregate Land Holding, No Property) upon the request of the owner or his authorized representative, any government agency, or private entities, for various reasons, the most common of which are for property transfer-related transactions, as a requirement of BIR and many other legal purposes.

<b>OFFICE/DIVISION</b>		<b>CITY ASSESSOR’S OFFICE (Administrative And Tax Mapping Division)</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Taxpayers / Appraisers / Contract of Realtor / Representative with S.P.A. or Authorization Letter / Authorized Broker		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Authorization Letter in case of the requester is not the declared owner.</li> <li>➤ ID of the owner</li> <li>➤ ID of the requester</li> <li>➤ Filled out for request.</li> </ul>		<ul style="list-style-type: none"> <li>➤ From the Declared Owner</li> <li>➤ From the Office of the City Assessor</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit duly accomplished Request Form	1.1 Validates and received request.  1.2 Verifies property being requested.	N/A	5 minutes  5 minutes	<i>For CTC Tax Declaration and Other Certification</i> • Paola Grace P. Cosa, Casual Employee



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Issued order of payment 1.4 Prepares C.T.C. of Tax Declaration/ Tax map and other certification.	N/A		<b>For Tax Mapping</b> • <b>Rosenda P. Creus,</b> Assessment Clerk I • <b>Ashley M. Coleto,</b> Statistician I
2. Clients pay corresponding fee	2.1 City Treasurers Office (Land Tax Division)  2.2 Approved tax declaration and other supporting documents for signing	P130.00/ tax declaration and other certification  P100.00/ tax map	5 minutes  5 minutes	• <b>City Treasurers Office (Land Tax Division)</b>  • <b>Gloria P. Penales, OIC-</b> City Assessor
3. Presents corresponding O.R.	3.1 Logs the request, records the O.R. number	N/A	1 minute	<b>For CTC Tax Declaration and Other Certification</b> • <b>Paola Grace P. Cosa,</b> Casual Employee
4. Receives copy of C.T.C. of Tax Declaration/ Tax Map/ other certification	4.1 Releases C.T.C. of Tax Declaration/ Tax Map/ other certification		1 minute	<b>For Tax Mapping</b> • <b>Rosenda P. Creus,</b> Assessment Clerk I • <b>Ashley M. Coleto,</b> Statistician I
<b>TOTAL</b>		<b>P130.00/ tax declaration</b> <b>P100.00/tax map</b>	<b>22 minutes</b>	

**Processing Period :** Within 10-15 minutes waiting time; first come, first served policy



## 6. ISSUANCE OF CLEARANCE AND TAGAYTAY MEMORIAL CERTIFICATION

Issues clearance for interment at Tagaytay Memorial Cemetery, Condominium Apartment and Columbarium

<b>OFFICE/DIVISION</b>		<b>CITY ASSESSOR'S OFFICE (Tax Mapping Division)</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		ALL		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Official Receipt (Fully Paid) <ul style="list-style-type: none"> <li>a) Lawn Lots (P12,200.00)</li> <li>b) Condo Apartment (P25,000.00)</li> <li>c) Columbarium (P5,000.00)</li> </ul> </li> <li>➤ Affidavit of Undertaking (in case of installment for lawn lots and condo apartment)</li> </ul>		<ul style="list-style-type: none"> <li>➤ City Treasurers Office (Land Tax Division)</li>   <li>➤ Legal Office</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements	1.1 Examine the submitted requirements. 1.2 Logs the request and records the O.R. number 1.3 Preparation of Clearance	N/A	5 minutes  2 minutes  5 minutes	<ul style="list-style-type: none"> <li>• <b>Gloria P. Penales, OIC-City Assessor</b></li> <li>• <b>Rosenda P. Creus, Assessment Clerk I</b></li> <li>• <b>Ashley M. Coletto, Statistician I</b></li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receives copy Clearance	2.1 Releases Clearance		1 minute	<ul style="list-style-type: none"> <li>• <b>Rosenda P. Creus,</b> Assessment Clerk I</li> <li>• <b>Ashley M. Coletto,</b> Statistician I</li> </ul>
<b>TOTAL</b>			<b>13 minutes</b>	



**7. REQUESTING FOR CHANGES ON VALUATION AND OTHER ANNOTATIONS**  
*(Re-Assessment, Re-Classification, Cancellation, Annotation of Mortgage, Adverse Claim and others)*

Changes on valuations and other annotations would only take place if the request of the Owner / declarant with supporting documents is approved by the City Assessor.

<b>OFFICE/DIVISION</b>	<b>CITY ASSESSOR'S OFFICE (Administrative, Tax Mapping, Assessment And Record's Division)</b>
<b>CLASSIFICATION</b>	Highly Technical
<b>TYPE OF TRANSACTION</b>	G2C (Government to Citizen)
<b>WHO MAY AVAIL THE SERVICE</b>	Tax Payers (Declared Owner) / Representative with S.P.A.
<p><b>CHECKLIST OF REQUIREMENTS:</b></p> <ul style="list-style-type: none"> <li>➤ <b>REQUEST LETTER</b> for Changes on Valuation and other annotations <ul style="list-style-type: none"> <li>a) For Changes on Valuation (Examples) <ul style="list-style-type: none"> <li>• Correction of Area/ Boundaries (must have an Attachment of Approved Plan and Affidavit of Correction)</li> <li>• Re-Assessment and Re-Classification</li> </ul> </li> <li>b) For Annotations <ul style="list-style-type: none"> <li>• Mortgage and Cancellation</li> <li>• Adverse Claim</li> <li>• Other documents needed to be annotated on Tax Declaration</li> </ul> </li> </ul> </li> <li>➤ ID of the owner and representative with Special Power of Attorney (SPA)</li> </ul> <p><b>Note:</b> <i>Some requirements must be notarized (e.g Affidavit... Mortgage, adverse claim etc.)</i></p>	<p><b>WHERE TO SECURE:</b></p> <ul style="list-style-type: none"> <li>➤ From the Declared Owner</li> <li>➤ Documents needed for the request.</li> </ul>



CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request with supporting documents/ reason for request	1.1 Receive and logs the request 1.2 Verification and assessment of the request 1.3 Approval and Denial of request (based on the verification report)	N/A	5 minutes  5 days	<ul style="list-style-type: none"> <li>• <b>Paola Grace P. Cosa, Casual Employee</b></li> <li>• <b>Assessment Division</b></li> <li>• <b>Administrative Division</b></li> <li>• <b>Tax Mapping Division</b></li> <li>• <b>Records Division</b></li> </ul>
3. Verified the status of the request	3.1 Informing the requestor what will be the status of their request (if it's approved or denied) 3.2 If approved, implementation on changes depending on the request preparation of the requested changes on valuations and other annotations	N/A	5 days  5 days	<ul style="list-style-type: none"> <li>• <b>Assessment Division</b></li> <li>• <b>Administrative Division</b></li> <li>• <b>Tax Mapping Division</b></li> <li>• <b>Records Division</b></li> </ul>
5. Clients pay corresponding fees	5.1 City Treasurers Office (LandTax Division)	P130.00/ annotation fee	5 minutes	• <b>City Treasurers Office (LandTax Division)</b>
6. Present corresponding O.R.	6.1 Logs the request and records the O.R. number		2 minutes	• <b>Paola Grace P. Cosa, Casual Employee</b>



CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7. Receives copy of requested changes on valuation and annotations	7.1 Releases Tax Declaration	N/A	2 minutes	• <i>Paola Grace P. Cosa, Casual Employee</i>
<b>TOTAL</b>		<b>P130.00/ Tax Declaration with changes on valuation or annotations</b>	<b>15 days, 14 minutes</b>	



# **BUSINESS PERMIT AND LICENSING OFFICE**

## **(EXTERNAL SERVICE)**



## 1. MAYOR'S CLEARANCE

All employees working for government employees are required to secure Mayor's Clearance. Payments may be made upon securing Mayor's Clearance. It takes a minimum of 10 minutes. This already includes verification of clearances from various offices and government agencies.

<b>OFFICE/DIVISION</b>		<b>BUSINESS PERMIT AND LICENSING OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2B (Government to Business)		
<b>WHO MAY AVAIL THE SERVICE</b>		Government Employee		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Barangay Clearance</li> <li>➤ Police Clearance</li> <li>➤ Medical Clearance</li> <li>➤ Drug Test</li> <li>➤ Court Clearance</li> <li>➤ Fiscal Clearance</li> <li>➤ RTC Clearance</li> <li>➤ Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>➤ Designated Barangays</li> <li>➤ PNP</li> <li>➤ City Health Office</li> <li>➤ Drug Testing Center</li> <li>➤ Hall of Justice</li> <li>➤ Hall of Justice</li> <li>➤ Hall of Justice</li> <li>➤ City Treasurer's Office</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure requirements	1.1 BPLO staff gives client the needed requirements	P450.00	10 minutes	• <i>Casual Employee</i>
2. Submit the complete required documents	2.1 BPLO staff will prepare and release the Mayor's Clearance	N/A		• <i>Casual Employee</i>
<b>TOTAL</b>		<b>N/A</b>	<b>10 minutes</b>	



## 2. WORKING PERMIT

All employees working for private establishments are required to secure a Working Permit. The Working must be renewed annually. Payments may be made upon securing working permit.

It takes a minimum of 10-15 minutes. This already includes clearances from various offices and government agencies.

Renewal of Working Permit may take 10 minutes. Verification includes all from various offices and government agencies.

<b>OFFICE/DIVISION</b>		<b>BUSINESS PERMIT AND LICENSING OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2B (Government to Business)		
<b>WHO MAY AVAIL THE SERVICE</b>		Private Employee		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Barangay Clearance</li> <li>➤ Police Clearance/NBI Clearance</li> <li>➤ Health Card</li> <li>➤ Drug Test</li> <li>➤ Court Clearance</li> <li>➤ Fiscal Clearance</li> <li>➤ Official Receipt/ Certificate of First Time Job Seeker</li> <li>➤ Mayor's Referral</li> </ul>		<ul style="list-style-type: none"> <li>➤ Designated Barangays</li> <li>➤ PNP/NBI Office</li> <li>➤ City Health Office</li> <li>➤ Drug Testing Center</li> <li>➤ Hall of Justice</li> <li>➤ Hall of Justice</li> <li>➤ City Treasurer's Office/Designated Barangay</li> <li>➤ Municipalities/Cities</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure requirements	1.1 1. BPLO staff gives client the needed requirements	<b>New:</b> P520.00 <b>Renewal:</b> P570.00	1 minute	• <i>Casual Employee</i>
2. Submit the complete required documents.	2.1 2. BPLO staff gives application form for working permit	N/A	4 minutes	• <i>Casual Employee</i>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. After completing the application form, client proceeds to the City Administrator's Office for the releasing of Working Permit	3.1 City Administrator's Office will prepare and release the working permit	N/A	5 minutes	<ul style="list-style-type: none"> <li>• <i>City Administrator's Staff</i></li> </ul>
<b>TOTAL</b>		<b>New: P520.00 Renewal: P570.00</b>	<b>10 minutes</b>	



### 3. BUSINESS PERMIT

All Enterprises are required to secure a Business License and Mayor's Permit and pay business taxes before the start of commercial operations. The license must be renewed from January 1-20, every year. Penalties are imposed after this period.

Business taxes for new enterprises are based on capitalization. Those for succeeding years are computed as a percentage of gross receipts/sales. Payment may be made annually, semi-annually, or quarterly. Taxes are due on the first 20 days of each quarter. It takes a minimum of 1 day to process new applications. This already includes the requisite inspection and clearances from various offices and government agencies.

Renewal of licenses may take 15-30 minutes depending on the results of verification made by Local Revenue Collection Officer. Verification determines whether an applicant still must secure clearances from various offices. Processing of licenses for these applicants will take approximately 1hour.

<b>OFFICE/DIVISION</b>	<b>BUSINESS PERMIT AND LICENSING OFFICE</b>
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2B (Government to Business)
<b>WHO MAY AVAIL THE SERVICE</b>	Business Owners
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Zoning/Locational Clearance</li> <li>➤ DTI (if Sole proprietorship)/SEC Registration (if Partnership or Corporation or CDA (if Cooperative)</li> <li>➤ Barangay Clearance</li> <li>➤ Sanitary Permit</li> <li>➤ A. Tax Clearance (RPT)</li> <li>➤ B. For Leased Premises Lease Contract/Lessor's Permit</li> <li>➤ Fire Inspection Certificate (after billing)</li> <li>➤ Working Permit (if applicable)</li> <li>➤ Liability Insurance (if applicable)</li> <li>➤ Professional Tax (if applicable)</li> </ul>	<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ City Planning and Development Office</li> <li>➤ Negosyo Center Tagaytay City</li> <li>➤ City Treasurer Office</li> <li>➤ City Health Office</li> <li>➤ Land Tax Division</li> <li>➤ Lease Contract – Lessor, Lessor's Permit – BPLO</li> <li>➤ Bureau Of Fire Protection</li> <li>➤ BPLO Tagaytay City</li> <li>➤ Business One-Stop-Shop</li> <li>➤ Land tax Division</li> </ul>



CHECKLIST OF REQUIREMENTS:		WHERE TO SECURE:		
<ul style="list-style-type: none"> <li>➤ CCTV Certificate from PNP (if applicable)</li> <li>➤ Billboard Permit (if applicable)</li> <li>➤ Character Seminar (if applicable)</li> </ul>		<ul style="list-style-type: none"> <li>➤ City Planning and Development Office</li> <li>➤ Character Office</li> </ul>		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the unified application form with complete documentary requirements for business permit application	1.1 Received filled up unified application form with required documents	N/A	1 hour & 30 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide I</i></li> <li>• <i>Dniel P. Alcala, OIC-BPLO</i></li> <li>• <i>Josephine C. Caraan, City Treasurer</i></li> <li>• <i>Admin Aide III</i></li> </ul>
	1.2 Review and sign the unified application form.		1 hour & 30 minutes	
	1.3 Assess the business tax and regulatory fees.			
	1.4 Assess the fees for fire inspection certificate			
2. Proceed to land tax division for payment	2.1 Process payment	N/A	1 hour	• <i>LandTax Staff</i>
3. Claim the business permit, business plate and sticker	3.1 Prepare and release the business permit, business plate and sticker	N/A		• <i>Admin Aide I</i>
<b>TOTAL</b>		<b>Based on Revenue Code</b>	<b>4 hours</b>	



#### 4. APPLICATION FOR BUSINESS RETIREMENT

This service is particularly applicable to all business owners of Tagaytay City who are requesting to close their business officially.

<b>OFFICE/DIVISION</b>		<b>BUSINESS PERMIT AND LICENSING OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2B (Government to Business)		
<b>WHO MAY AVAIL THE SERVICE</b>		Business Owners		
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Request Letter</li> <li>➤ Certificate of Closure</li> <li>➤ Original Copy of Business Permit</li> <li>➤ Original Business Plate</li> <li>➤ Cancellation of DTI (If applicable)</li> </ul>		<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Business Owner</li> <li>➤ Designated Barangays</li> <li>➤ Business Owner</li> <li>➤ Business Owner</li> <li>➤ DTI</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the complete required documents	1.1 CTO staff will receive and approve the application for retirement 1.2 BPLO staff will compute the taxes and fees.	Base on Revenue Code of the City of Tagaytay	10 minutes	• <i>Admin Aide I</i>
2. Client proceeds to Land Tax Division for payment	2.1 Process Payment			• <i>LandTax Staff</i>
3. Proceeds to BPLO for Certificate of Closure	3.1 BPLO staff will prepare the Certificate of Closure			• <i>Admin Aide III</i>
<b>TOTAL</b>		<b>Base on Revenue Code of the City of Tagaytay</b>	<b>10 minutes</b>	



## 5. CERTIFICATE OF NO EXISTING BUSINESS

This service is particularly applicable to all constituents of Tagaytay City who are indigent but deserving and qualified students who will avail of scholarship program offered by the City Government of Tagaytay and to those who are applying for Special Program for Employment of Students (SPES).

<b>OFFICE/DIVISION</b>		<b>BUSINESS PERMIT AND LICENSING OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2B (Government to Business)		
<b>WHO MAY AVAIL THE SERVICE</b>		Indigents		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Request Letter</li> <li>➤ Certificate of No Existing Business</li> <li>➤ Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>➤ Applicant</li> <li>➤ Designated Barangays</li> <li>➤ City Treasurer's Office</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure requirements	1.1 BPLO staff gives client the needed requirements	P130.00	10 minutes	• <i>Admin Aide III</i>
2. Submit the complete required documents	2.1 BPLO staff will prepare and release the Certificate of No Existing Business			• <i>Admin Aide III</i>
<b>TOTAL</b>		<b>P130.00</b>	<b>10 minutes</b>	



# **CITY PLANNING AND DEVELOPMENT OFFICE (CPDO) (EXTERNAL SERVICE)**



## 1. ISSUANCE OF LOCATIONAL CLEARANCE FOR CONSTRUCTION (Building, Fence, Establishments, And Others)

The service is highly technical, and the issuance of the clearance depends on the City Zoning Ordinance and Restriction, and allowable uses.

<b>OFFICE/DIVISION</b>		<b>CITY PLANNING AND DEVELOPMENT OFFICE (CPDO)</b>		
<b>CLASSIFICATION</b>		Highly Technical		
<b>TYPE OF TRANSACTION</b>		G2B (Government to Business) G2C (Government to Citizen) G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		All Types Of Clusters Regarding The Construction		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Application Form for Locational Clearance</li> <li>➤ Pahintulot ng Barangay</li>   <li>➤ Transfer Certificate Title (TCT)</li> <li>➤ Tax Declaration</li> <li>➤ Latest Tax Receipt</li> <li>➤ Lot Plan</li> <li>➤ Bill of Materials and Specification</li> <li>➤ Plans and Drawings</li>   <li>➤ Homeowner's Association (HOA) Approval (if the construction is within the Subdivision)</li> </ul>		<ul style="list-style-type: none"> <li>➤ CPDO</li>   <li>➤ Barangay Hall where the construction will take place.</li> <li>➤ Registry of Deeds</li> <li>➤ Assessor's Office</li> <li>➤ City Treasury's Office</li> <li>➤ Assessor's Office</li> <li>➤ Owner's Copy/Construction Owner's Copy</li> <li>➤ From the Architect/Engineer who made the Plans and Drawings</li> <li>➤ HOA of the Subdivision</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure the Application Form	1. Accept the Application and the submitted documents	Variables depends on type of Construction and Fees are based on City Revenue Code for Locational Clearance	30 minutes  (End of transaction at the CPDO)	• -



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Complete the Requirements for Locational Clearance Working Permit	2. Assess the submitted documents and evaluate the Plans and Drawings	Variables depends on type of Construction and Fees are based on City Revenue Code for Locational Clearance	10 minutes	• -
3. Submit the Application and complete the requirements to CPDO	3.1 State the findings / if there is, state it back to the client		(End of transaction at the CPDO)	
	3.2 If there is no finding, prepare the assessment of fees to be paid and give to the client		15 minutes	
	3.3 When the client had already paid the fees, return the receipt to the CPDO Office		(End of transaction at the CPDO)	
	3.4 Prepare the pertinent Documents of the Locational Clearance prior to the approval of Zoning administrator		15 minutes	



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5 Transfer the LC Documents to the Mayor's Office for approval 3.6 After the approval of Locational Clearance, return the approved LC to CPDO for recording and counter signing of the Plans and Drawings 3.7 Releasing of the approved Locational Clearance to the Applicant			-
<b>TOTAL</b>	<b>Depending on the type of construction</b>	<b>70 minutes</b>		



## 2. LOCATIONAL CLEARANCE FOR NEW BUSINESS

Locational Clearance issued to those businesses with approved building permit locational viable to the place with appropriate occupancy permit for the type of business.

<b>OFFICE/DIVISION</b>		<b>CITY PLANNING AND DEVELOPMENT OFFICE (CPDO)</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2B (Government to Business)		
<b>WHO MAY AVAIL THE SERVICE</b>		Business Operators		
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ DTI or SEC Registration</li> <li>➤ Occupancy of the building for new business</li> <li>➤ Lease Contract of the operator if he/she is not the owner of the building</li> </ul>		<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ DTI / SEC</li> <li>➤ Engineering's Office</li> <li>➤ Operator's Copy</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure all the requirements on the Checklist	1.1 Accept the application	P50.00/ Locational Clearance Fee	15 minutes	• -
2. Submit the form for the Issuance of Locational Clearance	2.1 Process the application			
<b>TOTAL</b>		<b>P50.00/ Locational Clearance Fee</b>	<b>15 minutes</b>	



### 3. ISSUANCE OF ZONING CERTIFICATION/LOCATIONAL VIABILITY

Zoning Certification issued to the transacting public to inform them about their locational viability and what type of house they can build.

<b>OFFICE/DIVISION</b>		<b>CITY PLANNING AND DEVELOPMENT OFFICE (CPDO)</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Lot Owners		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Request Letter</li> <li>➤ Transfer Certificate Title (TCT)</li> <li>➤ Tax Declaration</li> <li>➤ Latest Tax Receipt</li> <li>➤ Lot Plan / Tax Map</li> </ul>		<ul style="list-style-type: none"> <li>➤ Lot Owner's Copy</li> <li>➤ Registry of Deeds</li> <li>➤ Assessor's Office</li> <li>➤ City Treasury's Office</li> <li>➤ Assessor's Office</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Complete the requirements on the checklist	1.1 Accept the Application Request for Zoning Certification	Certification Fee based on Building/ Revenue Code	15 minutes	-
2. Apply the request to our office (CPDO)	2.1 Prepare the Certification			
3. Pay the Certification Fee at the City Treasury's Office	3.1 Signed the Certification 3.2 Release the Certification			<b>•Engr. Emilma U. Pello, CPDC</b>
<b>TOTAL</b>		<b>P50.00/ Locational Clearance Fee</b>	<b>15 minutes</b>	



# **PUBLIC INFORMATION OFFICE (EXTERNAL SERVICE)**



## 1. PROVIDING INFORMATION AND PROMOTIONAL MATERIALS FROM THE PUBLIC INFORMATION OFFICE

Information about the city and promotional materials are available at the Public Information Office. This includes: City Profile and Demographics, Photos, etc.

<b>OFFICE/DIVISION</b>		<b>PUBLIC INFORMATION OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Universal Serial Bus (USB)/Flash Drive for soft copy		<b>WHERE TO SECURE:</b> ➤ Public Information Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <b>Inquiry</b> The client approaches the frontline personnel in the Public Information Office who will refer him to the person in charge of the data being requested.	1.1 The person responsible accommodates the client.	N/A	5 minutes	• <i>Clerk I</i> • <i>Admin Aide III</i>
2. <b>Verify Information Availability</b>	2.1 Person-in-charge verifies if the required information is available.	N/A	5 minutes	• <i>Clerk I</i>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Access Information	3.1 If data is available, client waits while the person-in-charge access the information. Otherwise, the client is referred to other probable sources of information.  <i>General information can be accessed through the City Government Facebook Page.</i>	N/A	5 minutes/ soon as information is available	• <i>Clerk I</i>
4. Review and Verification	4.1 Person-in-charge reviews and verifies the information to be given to the client.	N/A	5 minutes	• <b>Faith Maranan, OIC-PIO</b>
5. Release of copy documents	5.1 Clients are given a photo or digital copy of documents.	N/A	5 minutes	• <b>Faith Maranan, OIC-PIO</b>
<b>TOTAL</b>		N/A	<b>25 minutes or as the need arises</b>	



## 2. PROVIDING SERVICES/ASSISTANCE TO CLIENTS SECURING RELEVANT DOCUMENTS FROM THE PUBLIC INFORMATION OFFICE

<b>OFFICE/DIVISION</b>		<b>PUBLIC INFORMATION OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen) G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ External Hard Drive for soft copy		<b>WHERE TO SECURE:</b> ➤ Public Information Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <b>Request for photography</b> The client approaches the frontline personnel in the PIO who will refer him to the person in charge.	1.1 The person responsible accommodates the client. 1.2 Goes to the location where photoshoot will take place 1.3 Took photo of the subject	N/A	5 minutes  Depending on the Location  5 minutes per subject or depending on the number of subject	• <i>Photographer</i>
2. Request for copies of photographs/ pictures	2.1 The person responsible accommodates the client. 2.2 Opens the files stored in the computer 2.3 Releases the requested documents/	N/A	5 minutes  15 minutes  5 minutes	• <i>Photographer</i>



CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	photos to the requesting party thru e-mail or hard copies	N/A		
<b>TOTAL</b>		<b>N/A</b>	<b>1 hour, 10 minutes</b>	



### 3. DESIGN LAYOUT AND PRINTING OF MATERIALS

Designing and printing materials for the City's projects and announcements involve creating visually appealing and organized layouts that clearly convey public information. This ensures that the community receives important updates in an engaging and effective manner.

<b>OFFICE/DIVISION</b>		<b>PUBLIC INFORMATION OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		Offices of the City Government of Tagaytay		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ External Hard Drive for soft copy		<b>WHERE TO SECURE:</b> ➤ Public Information Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. <b>Layout and design of printed materials</b> The client delivers his/her request letter for layout of design and printing to the PIO.	1.1 The person responsible receives the letter 1.2 Delivers letter to the Mayor's office for approval	N/A	5 minutes  Depending on the availability of the City Mayor	• <i>Clerk I</i>
2. The client delivers his/her request letter for layout of design and printing directly to the Mayor's Office	2.1 The person responsible receives the letter 2.2 Prepares the layout of design (at least 3 designs) 2.3 Sends back the layout of design to the concerned signatory for approval	N/A	15 minutes per design  5 minutes	• <i>Clerk I</i>



CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>Once the design has been approved</i> 2.4 The person responsible receives the same 2.5 Finalizes the layout of design 2.6 Sends the layout to the printing shop thru e-mail	N/A	10 minutes  5 minutes	
<b>TOTAL</b>		N/A	<b>40 minutes</b>	



## 4. PROCESSING OF OFFICIAL DOCUMENTS

### Providing Services to Internal Offices

<b>OFFICE/DIVISION</b>		<b>PUBLIC INFORMATION OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ External Hard Drive for soft copy		<b>WHERE TO SECURE:</b> ➤ Public Information Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Processing of official documents	1.1 The person responsible prepares the necessary documents	N/A	5 minutes	• <b>Admin Aide III</b>
	1.2 Purchase request, etc.		5 minutes	
	<i>Once the Purchase Request is approved;</i>			
	1.3 Prepares the other necessary attachments		15 minutes	
	1.4 Delivers the documents to the office concerned for processing and releasing of payments or check		10 minutes	
1.5 Follow up documents	10 minutes			



CLIENT STEP	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><i>Once all documents/ attachments has been approved;</i></p> <p>1.6 Delivers the documents to the office concerned for processing and releasing of payments or check</p> <p>1.4 Contacts/calls the supplier for the delivery of goods/items</p> <p><i>Once the payment of check is approved;</i></p> <p>1.5 Contact the supplier to pick the payment/check</p>	N/A	5 minutes	• <b>Admin Aide III</b>
			5 minutes	
<b>TOTAL</b>		<b>N/A</b>	<b>55 minutes</b>	



# **CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE**

**(EXTERNAL SERVICE)**



## 1. SECURING A CERTIFICATE OF INDIGENCY

A Certificate of indigency is required by the Public Attorney's Office (PAO) for scholarship programs of various agencies; and for PCSO, NSO, Phil health, among others as a requirement for the availment of services.

<b>OFFICE/DIVISION</b>		<b>CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Indigent		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Barangay Certificate of Residency.</li> <li>➤ Certificate from the City Assessor's Office on non-ownership of real property.</li> <li>➤ Certificate from the Bureau of Internal Revenue (BIR) as a non-tax filer.</li> </ul>		<ul style="list-style-type: none"> <li>➤ Concerned Barangay/Barangay Chairman</li> <li>➤ City Assessor's Office</li>   <li>➤ Bureau of Internal Revenue (BIR)</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client writes his/her name and the purpose of the visit on the logbook and signs the same.	1.1 Personnel in charge give the list of requirements to the client.	N/A	1 minute	• -
2. Client secures all the requirements needed in securing Certificate of Indigency and submitted to the CSWDO.	2.1 Personnel in charge conduct a one-on-one interview with the client to get pertinent information.	N/A	5 minutes	• -

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p><i>The result of the interview is written on the Intake sheet.</i></p> <p>2.2 Personnel in charge prepare the Certificate of Indigency in 2 copies.</p> <p>2.3 CSWDO head approves the Certificate of Indigency.</p>	N/A	1 minute	• -
		N/A	1 minute	• <b>Elma M. Patawe,</b> CSWDO
3. Client waits for the Certificate of Indigency.	3.1 Person-in-charge release the Certificate of Indigency	N/A	1 minute	• -
4. Client receives the Certificate of Indigency.		N/A	1 minute	• -
<b>TOTAL</b>		<b>N/A</b>	<b>10 minutes</b>	



## 2. AVAILING OF DISASTER RELIEF ASSISTANCE

The City Social Welfare and Development Office (CSWDO) pro-actively provide assistance to individuals and families who are victims of natural or manmade calamities such as typhoon, landslide, or fire.

<b>OFFICE/DIVISION</b>		<b>CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Victims of Calamities or Affected Families		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Certification that client is a victim of calamity		<b>WHERE TO SECURE:</b> ➤ Concerned Barangay/Barangay Chairman		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client writes his/her name and the purpose of the visit on the logbook and signs the same.	1.1 Personnel in charge conduct assessment and interview using Disaster Assistance Family Access Card (DAFAC) at the evacuation center or other temporary facility.	N/A	5 minutes	• -
2. Client receives the food packs.	2.1 Personnel in charge deliver and distribute food packs to victims or affected families.	N/A	30 minutes	• -
<b>TOTAL</b>		<b>N/A</b>	<b>35 minutes</b>	



### 3. AVAILING OF CARE AND PROTECTION FOR CHILDREN UNDER DIFFICULT CIRCUMSTANCES

The City Social Welfare and Development Office (CSWDO) assists children and youth whose basic needs have been deliberately unattended to by their parents or guardians, or have been victims of any form of exploitation, neglect, or abuse.

<b>OFFICE/DIVISION</b>		<b>CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE</b>		
<b>CLASSIFICATION</b>		Complex		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Abandoned, neglected, physically, emotionally, and sexually abused; victims of rape, incest or acts of lasciviousness.		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Birth Certificate		<b>WHERE TO SECURE:</b> ➤ Local Civil Registry		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client, with the guidance of the parent/guardian and Barangay Council for the Protection of Children (BCPC) report the incident to the PNP Tagaytay.	1.1 Personnel in charge conduct a one-on-one interview with the client to get pertinent documents and information. <i>The result of the interview using the intake sheet are written and Assessed respectively.</i>	N/A	20 minutes	• -



<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Client secures all the requirements needed in securing Certificate of Indigency and submitted to the CSWDO for the purpose of filing the case.	2.1 The personnel in charge assist and refer the minor to the Philippine National Police (PNP) for proper intervention.	N/A	20 minutes	• -
3. Client waits for the schedule of hearing.	3.1 The personnel in charge conduct counselling to the victim.	N/A	20 minutes	• -
<b>TOTAL</b>		<b>N/A</b>	<b>1 hour</b>	



#### 4. PROMOTING WELFARE OF SOCIALLY DISADVANTAGED WOMEN

The City Social Welfare and Development Office (CSWDO) respond to the needs of disadvantaged women for the prevention and eradication of exploitation, domestic violence, and other form of abuse.

<b>OFFICE/DIVISION</b>		<b>CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE</b>		
<b>CLASSIFICATION</b>		Complex		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Victims Of Rape, Abuse, Or Maltreated Women		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Medico Legal Certificate		<b>WHERE TO SECURE:</b> ➤ Medico Legal Doctor		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Reports to Barangay Concerned/PNP/CSWDO.	1.1 Rescue of Victims on site with PNP and Barangay Concerned.	N/A	1 hour	• -
2. Client writes his/her name and the purpose of the visit on the logbook and signs the same.	2.1 Interview and provide Counselling and assistance to report to the WCPD of PNP.	N/A	10 minutes	• -
3. Request referral letter from the PNP for Medico-legal examination.	3.1 Assistance in securing medico-legal services.	N/A	10 minutes	• -
4. Preparation of required documents for acceptance in a shelter	4.1 Referral for temporary shelter and custodial care.	N/A	3 weeks	• -
<b>TOTAL</b>		<b>N/A</b>	<b>3 weeks, 21 minutes</b>	



## 5. SECURING A SOCIAL CASE STUDY REPORT

Before a beneficiary can avail of the assistance, he/she is required to secure a social case study report from the CSWDO.

<b>OFFICE/DIVISION</b>		<b>CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Indigent		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Medical/Clinical Abstract or Medical Certificate		<b>WHERE TO SECURE:</b> ➤ Attending Physician		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client writes his/her name and the purpose of the visit on the logbook and signs the same.	1.1 Provides list of requirements in securing social case study report.	N/A	3 minutes	• <i>CSU Personnel on duty</i>
2. Client gives information to CSWDO Personnel.	2.1 Conducts an interview to assess the needs of the client.	N/A	5 minutes	• <i>Officer of the day</i>
3. Client waits for the release of social case study report.	3.1 The result of the interview is written on an intake sheet for the preparation of social case study report. 3.2 Document is signed by a Social Workers and CSWDO;	N/A	4 minutes	• -



CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Client receives the social case study report.	4.1 Release of document.	N/A	1 minute	• -
<b>TOTAL</b>		<b>N/A</b>	<b>13 minutes</b>	



## 6. (A) SECURING A SOCIAL CASE STUDY REPORT

Preparation of Social Case Study Report for Children in Conflict with the Law (CICL)

<b>OFFICE/DIVISION</b>		<b>CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE</b>		
<b>CLASSIFICATION</b>		Complex		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Children in Conflict with the Law		
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Birth Certificate</li> <li>➤ Medical Certificate</li> <li>➤ Police Report</li> </ul>		<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Local Civil Registry</li> <li>➤ Attending Physician</li> <li>➤ Women and Children Protection Desk of the PNP</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client writes his/her name and the purpose of the visit on the logbook and signs the same.	1.1 Personnel in charge refer the minor to the social worker.	N/A	2 minutes	• <i>CSU Personnel on duty</i>
2. Client fills up intake sheet.	2.1 Prepares discernment tools such as questionnaires and other prescribed forms.	N/A	15 minutes	• -
3. Client answers the discernment tools.	3.1 The social worker guides the client in answering discernment tools.	N/A	15 minutes	• -

<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
4. Client interacts with the social worker and answer the questions appropriately and properly.	4.1 The Social worker conduct interview and assessment.	N/A	20 minutes	• -
5. Client is endorsed to the parents and Barangay Council for the Protection of Children.	5.1 The Social worker prepares social case study report for the determination of discernment.	N/A	1 hour	• -
6. Client waits for the scheduled hearing.	6.1 Assists in every scheduled court hearing.	N/A	As scheduled by the court	
<b>TOTAL</b>		<b>N/A</b>	<b>1 hour, 52 minutes</b>	



## 6. (B) SECURING A SOCIAL CASE STUDY REPORT

### Preparation of Social Case Study Report for Adoption Cases

<b>OFFICE/DIVISION</b>		<b>CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE</b>		
<b>CLASSIFICATION</b>		Highly Technical		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Petitioner (Prospective Adoptive Parents)		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Birth Certificate</li> <li>➤ Marriage Contract</li> <li>➤ Medical Certificate</li> <li>➤ Family Photo and Photo of the Minor</li> <li>➤ Financial Records or Documents</li> <li>➤ Endorsement letter from DSWD-Region IV-A</li> </ul>		<ul style="list-style-type: none"> <li>➤ Local Civil Registry</li> <li>➤ Local Civil Registry</li> <li>➤ Attending Physician</li>   <li>➤ DSWD-Region IV-A</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client writes his/her name and the purpose of the visit on the logbook and signs the same.	1.1 Personnel in charge refers the minor to the social worker.	N/A	2 minutes	• <i>CSU Personnel on duty</i>
2. Client submits the documents needed by the social worker.	2.1 The Social Worker reviews all the documents submitted.	N/A	5 minutes	• _
3. Client interacts with the social worker and answers the inquiry properly and appropriately.	3.1 The social worker documents all the information from the client.	N/A	30 minutes	• _



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Client waits for home visitation schedule.	4.1 The social worker conducts home visitation and collateral interview.	N/A	1 hour	• -
5. Client awaits for the approval of social case study.	5.1 The social worker prepares the social case study report and submit all the pertinent documents to DSWD Region IV-A for validation and technical assistance; once the DSWD approves the documents, it will be forwarded to the family court.	N/A	30 days	• -
6. Client prepares herself/himself for court hearing	6.1 The social worker assists the client during scheduled court hearings.	N/A	As scheduled by the court	
<b>TOTAL</b>		<b>N/A</b>	<b>1 month</b>	



## 7. AVAILING OF ASSISTANCE TO INDIVIDUAL IN CRISIS SITUATIONS

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

The situations covered are:

- Burial Assistance
- Being stranded within the city or losing money to pickpockets, food, and transportation assistance
- Need for medicine or medical assistance not available at the city owned and operated Hospital.

<b>OFFICE/DIVISION</b>		<b>CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Indigent		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Medical/Clinical Abstract or Medical Certificate ➤ Death Certificate		<b>WHERE TO SECURE:</b> ➤ Attending physician  ➤ City Health Office/ Local Civil Registry		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client writes his/her name and the purpose of the visit on the logbook and signs the same	1.1 Giving the list of requirements in securing social case study report	N/A	3 minutes	• <i>CSU Personnel on duty</i>
2. Client gives information to the CSWDO	2.1 Conducts an interview to assess the needs of the client	N/A	5 minutes	• —

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Client is waiting for the release of social case study report;	3.1 The results of the interview are written on an intake sheet for the preparation of social case study report;	N/A	3 minutes	• -
4. Client is waiting for the release of social case study report;	4.1 Documents are signed by the Social Workers and CSWD head;	N/A	1 minute	• -
5. Client received social case study report.	5.1 Release of documents.	N/A	1 minute	
<b>TOTAL</b>		<b>N/A</b>	<b>13 minutes</b>	



# **PERSONS WITH DISABILITY AFFAIRS OFFICE (PDAO) (EXTERNAL SERVICE)**



## 1. PROVISION OF ASSISTIVE MOBILITY DEVICES

This program is intended for persons with disabilities (PWDs). It provides assistive devices that will enable physically- handicapped persons to integrate into the mainstream of community life.

<b>OFFICE/DIVISION</b>	<b>PERSONS WITH DISABILITY AFFAIRS OFFICE (PDAO)</b>
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2C (Government to Citizen)
<b>WHO MAY AVAIL THE SERVICE</b>	Must be a resident of Tagaytay City who because of permanent and partial mobility impairment or disability, is required to use assistive devices.
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ <b>Claimant</b> <ul style="list-style-type: none"> <li>▪ Valid and original copy of the Barangay Clearance</li> <li>▪ Personal letter to the City Mayor</li> <li>▪ One (1) Photocopy of any government- issued identification Card (ID)</li> <li>▪ In addition, if the claimant is not a relative of the user/recipient. An authorization letter must be presented Ex. Client's significant other like his/her/friend/neighbor/ barangay official.</li> </ul> </li> <li>➤ <b>Recipients/ Beneficiary (User of the assistive device)</b> <ul style="list-style-type: none"> <li>▪ A whole-body picture/image with a clear view of his/her disability to correctly assess and validate the required or necessary assistive device</li> <li>▪ One (1) Photocopy of any government- issued identification card (I.D.) if available (Ex.: PWD/Senior Citizen ID)</li> </ul> </li> </ul>	<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Barangay Hall</li> <li>➤ Client</li> <li>➤ Client</li> <li>➤ Client</li> <li>➤ Client</li> <li>➤ Client</li> <li>➤ Client</li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements	1.1 Receive and review requirements	N/A	3 minutes	• -
	1.2 Validate clients previous record and register from the eReg. System.	N/A	3 minutes	
	1.3 Record the transaction (logbook) of the eligible client	N/A	3 minutes	
2. Sign from the logbook as proof of his/her transaction and receive the assistive device	2.1 Approve and release the requested device	N/A	3 minutes	• -
<b>TOTAL</b>		<b>N/A</b>	<b>12 minutes</b>	



## 2. MECHANISM FOR THE ISSUANCE OF IDs FOR PERSON WITH DISABILITY

This program is intended for persons with disabilities (PWDs) who are Physically, Emotionally, Visually, Psychosocially, Intellectually, Mentally, Speech and Language Disability.

<b>OFFICE/DIVISION</b>	<b>PERSONS WITH DISABILITY AFFAIRS OFFICE (PDAO)</b>
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2C (Government to Citizen)
<b>WHO MAY AVAIL THE SERVICE</b>	Must be a resident of Tagaytay City who because of permanent and partial mobility impairment or disability, is required to use assistive devices.
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ If found qualified, list of requirements will be given to with: <ul style="list-style-type: none"> <li>▪ 3 copies of 1x1 ID picture</li> <li>▪ Members Data for the signature of Focal Head, Barangay Captain and Member</li> <li>▪ Whole body picture (close up picture of disability)</li> <li>▪ Barangay Certification for PWD purpose only</li> <li>▪ Photocopy of any government issued ID (id available)</li> <li>▪ Medical Certificate or Medical Abstract indicating or proof that the person has disability</li> <li>▪ Birth Certificate (18 years old below)</li> </ul>	<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Client</li> <li>➤ Client</li> <li>➤ Client</li> <li>➤ Barangay</li> <li>➤ Client</li> <li>➤ Physician</li> <li>➤ Client</li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client writes his/her name and the purpose of the visit on the logbook and signs the same.	1.1 Interview the client using the Intake Form.	N/A	3 minutes	• -
2. Client secures all the requirements needed in securing PWD ID.	2.1 Personnel in charge give the list of requirements to the client.	N/A	1 minute	• -
3. Client is waiting for the release of PWD ID	3.1 Upon compliance to all the requirements, the PDAO will prepare the PWD ID for the signature of the City Mayor and immediately issue to the client with purchase Booklet, Medicine Booklet, and free Movie Booklet.	N/A	1 Day	• <b>Abraham N. Tolentino, City Mayor</b>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Client Receives the PWD ID.	Release of documents. The name of the client will be written in the receiving logbook and transfer to another roster per Barangay where they belong. Encode the name of the PWD to the computer per Barangay.	N/A		-
<b>TOTAL</b>		<b>N/A</b>	<b>1 day, 4 minutes</b>	



### 3. AVAILING OF PHYSICAL RESTORATION ASSISTANCE

This program is intended for persons with disabilities (PWDs). It provides assistive devices that will enable physically- handicapped persons to integrate into the mainstream of community life.

Aside from assistive devices, the City Social Welfare and Development Office (CSWDO) in coordination with the Person with Disability Affairs Office (PDAO) also provide identification cards, medicine, purchase and cinema booklets, counseling, financial or medical assistance and other services as need arises.

<b>OFFICE/DIVISION</b>		<b>PERSONS WITH DISABILITY AFFAIRS OFFICE (PDAO)</b>		
<b>CLASSIFICATION</b>		Complex		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Person With Disability (PWD)		
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Certification from the doctor or attending physician as to qualification for PWD ID.</li> <li>➤ Three (3) pieces latest 1x1 ID picture. <ul style="list-style-type: none"> <li>a) Whole body picture.</li> <li>b) Birth Certificate (below 18 years old).</li> </ul> </li> </ul>		<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Attending physician</li> <li>➤ Local Civil Registry</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client applies PWD ID.	1.1 Provides list of requirements in securing PWD ID	N/A	3 minutes	• -
2. Client writes his/her name and the purpose of the visit on the logbook and signs the same.	2.1 Conducts an interview to assess the needs of the client or the Person with Disability (PWD).	N/A	10 minutes	• -

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Client secures medical certificate.	3.1 Advises client to secure Attending Physician's Certification indicating the necessity for the prosthesis/gadget/assistive devices.	N/A	1 week	• -
4. Client waits for the release of prosthesis/gadget/assistive device.	4.1 Prepares and processes all documents required for the provision of the prosthesis/gadget/assistive device needed.	N/A	2 weeks	• -
5. Client prepares herself/himself to accept the prosthesis/gadget/assistive device.	5.1 Documents are signed by the interested parties, Endorsement letter is prepared to release the prosthesis/gadget/assistive devices, conduct a constant follow-up and home visit to monitor the status of the PWD.	N/A	1 month	• -



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. The client receives the prosthesis/ gadget/assistive device.	6.1 Release of documents.	N/A	5 minutes	• -
<b>TOTAL</b>		<b>N/A</b>	<b>1 month, 3 weeks, 18 minutes</b>	



# OFFICE OF THE SENIOR CITIZEN'S AFFAIRS (INTERNAL AND EXTERNAL SERVICE)



## 1. AVAILING OF SOCIAL PENSION

Social Pension Program for Indigent Senior Citizens (SPISC) is the additional government assistance in the amount of Five Hundred Pesos (P500.00) monthly stipend, to augment the daily subsistence and other medical needs of indigent senior citizens.

<b>OFFICE/DIVISION</b>		<b>OFFICE OF THE SENIOR CITIZENS AFFAIRS (OSCA)</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		<p><b><i>Sixty (60) years old and above senior citizens who are:</i></b></p> <ul style="list-style-type: none"> <li>• Frail, sickly or with disability;</li> <li>• No pension from the Government and Private Institutions;</li> <li>• No permanent source of income; and.</li> <li>• No regular support from family or relatives for his/her basic needs</li> </ul>		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<p>➤ If found qualified, list of requirements will be given to wit;</p> <ul style="list-style-type: none"> <li>▪ Photo copy of Senior Citizens ID</li> <li>▪ Photo copy of Birth Certificate</li> <li>▪ Whole Body Picture</li> <li>▪ Barangay Clearance</li> <li>▪ Certificate of Indigency</li> <li>▪ Intake Sheet Endorsement</li> <li>Letter from Barangay Captain</li> </ul>		<ul style="list-style-type: none"> <li>▪ Client</li> <li>▪ Client</li> <li>▪ Client</li> <li>▪ Barangay Hall</li> <li>▪ Barangay Hall</li> <li>▪ Barangay Hall</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documentary requirements	1.1 Receive and review requirements 1.2 Validate clients previous record and register from the Master list	N/A	3 minutes  3 minutes	• —
<b>TOTAL</b>		<b>N/A</b>	<b>7 minutes</b>	



## 2. MECHANISM FOR THE ISSUANCE OF IDS FOR SENIOR CITIZENS

Refers to any Filipino citizen who is a resident of the Philippines, and who is sixty (60) years old above. It may apply to senior citizens with “dual citizenship” status provided they prove their Filipino citizenship and above six (6) months residency in the Philippines.

<b>OFFICE/DIVISION</b>	<b>OFFICE OF THE SENIOR CITIZENS AFFAIRS (OSCA)</b>
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2C (Government to Citizen)
<b>WHO MAY AVAIL THE SERVICE</b>	Must be resident of Tagaytay City, permanent and with sic (6) months residency.
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ If found qualified, list of requirements will be given to wit; Photo copy of Senior Citizens ID <ul style="list-style-type: none"> <li>▪ Copies of recent 1x1 photos</li> <li>▪ Photo copy of Birth Certificate</li> <li>▪ Members Data for the signature of Barangay Senior Chapter President, Barangay Captain and Member</li> <li>▪ Any of the Following IDs: <ul style="list-style-type: none"> <li>○ Postal IDs</li> <li>○ Driver’s License</li> <li>○ NBI Clearance</li> <li>○ Voter’s ID</li> <li>○ Police Clearance</li> <li>○ Old residence certificate</li> <li>○ Valid Passport</li> <li>○ Or other documents containing your name, birth date, and current address</li> </ul> </li> </ul> </li> </ul>	<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>▪ Client</li> <li>▪ Client</li> <li>▪ Client/Barangay Hall</li>   <li>▪ Client</li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client writes his/her name and purpose of the visit to the logbook and sign the same	1.1 Interview the client using the intake sheet	N/A	3 minutes	• _
2. Clients secures all the requirements needed in securing Senior ID	2.1 Personnel in charge give the list of requirements to the client	N/A	1 minute	
3. Client is waiting for the release of Senior ID.	3.1 Upon compliance to all the requirements, the OSCA will prepare the Senior ID for the Signature of the City Mayor and immediately issue to the client with Purchased Booklet, Medicine Booklet and Movie Booklet.	N/A	1 Day	



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Client Receives the Senior ID	4.1 Release of Documents. 4.2 The name of the client will be written in the receiving logbook and transfer to another rooster per Barangay where they belong. 4.3 Encode the name of the Senior to the computer per Barangay	N/A	1 minute	• -
<b>TOTAL</b>		<b>N/A</b>	<b>1 day, 5 minutes</b>	



### 3. AVAILING OF BENEFISYO NG TAGAYTAY (BNT)

A City Ordinance No. 2013-115, known as “Benepisyong Ng Tagaytay (BNT) para sa Senior Citizens” provides for additional benefits and privileges to Senior Citizens Which Include the grant Cash Incentive in the amount of Php 3,000.00 annually;

<b>OFFICE/DIVISION</b>		<b>OFFICE OF THE SENIOR CITIZENS AFFAIRS (OSCA)</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Must be a legitimate resident, a registered member of the Senior Citizens of Tagaytay and registered voters of Tagaytay.		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ If found qualified, list of requirements will be given to with: Photo copy of Senior Citizens ID           <ul style="list-style-type: none"> <li>▪ Vote’s registration or Photocopy of Voter’s ID</li> <li>▪ Birth Certificate from the Civil Registry or Philippine Statistic Authority (PSA), if available</li> <li>▪ Certification form Persons with Disability Affairs Office (PDAO) – is needed if the beneficiary is disabled.               <ul style="list-style-type: none"> <li>○ Certification from the Barangay Senior Chapter President and Barangay Captain.</li> </ul> </li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>▪ COMELEC</li> <li>▪ Local Civil Registry</li> <li>▪ Persons with Disability Affairs Office</li> <li>▪ Barangay Hall</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documentary requirements	1.1 Receive and Review the requirements	N/A	3 minutes	• _



CLIENT STEP	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Validate client's previous record.	N/A	3 minutes	• -
2. Clients secure all the requirements needed in securing the application for <i>Benepisyong</i> Ng Tagaytay	2.1 Personnel in charge give the list of requirements to the client.	N/A	1 minute	• -
<b>TOTAL</b>		<b>N/A</b>	<b>7 minutes</b>	



# OFFICE OF THE SECRETARY TO THE SANGGUNIAN (EXTERNAL SERVICE)



## 1. ISSUANCE OF CERTIFIED TRUE COPY (Resolutions/Ordinances)

The SANGGUNIANG PANLUNGSOD compiles resolutions and ordinances that have been adopted for the general welfare of researchers (from Tagaytay City and from other cities and municipalities as well) who come to this office to seek certified true copies of said documents for their reference. Other researchers are students coming from different universities securing copies of ordinances in reference for their thesis.

<b>OFFICE/DIVISION</b>		<b>OFFICE OF THE SECRETARY TO THE SANGGUNIANG</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Any person, natural or juridical, business entity, government agencies		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Request letter		<b>WHERE TO SECURE:</b> ➤ Requesting party		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request letter	1.1 Accepts letter and pass to agency head for approval	N/A	3 minutes	• <i>Senior Admin Assistant I</i> • <i>Admin Aide III</i>
2. Pay Secretary's fee at the Office of the City Treasurer	2.1 Prepares document, certified with the city seal.	P50.00	15 minutes	• <i>Cashier</i>
3. Present OR and claim requested document.	3.1 Release document to requisitioner		3 minutes	• <i>Senior Admin Assistant I</i> • <i>Admin Aide III</i>
<b>TOTAL</b>		<b>P50.00</b>	<b>21 minutes</b>	



## 2. ISSUANCE OF TRICYCLE FRANCHISE

Tricycle Franchise or Motor Tricycle Operator's Permit (MTO) is a Provisional Authority to operate tricycle unit/s within authorized routes Valid for 5 years (provided that MTO will be validated yearly).

<b>OFFICE/DIVISION</b>	<b>VICE MAYOR'S OFFICE (Tricycle Franchising Regulatory Committee)</b>
<b>CLASSIFICATION</b>	Complex
<b>TYPE OF TRANSACTION</b>	G2C (Government to Citizen)
<b>WHO MAY AVAIL THE SERVICE</b>	Tricycle Operators
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Application Form</li> <li>➤ Photocopy of Certificate of LTO Registration</li> <li>➤ Official Receipt of LTO Registration</li> <li>➤ Barangay Clearance (DRIVER)</li> <li>➤ Medical Certificate (Driver)</li> <li>➤ Drug Test of Driver/s</li> <li>➤ Photocopy – Voter's ID/Registration (Operator/DRIVER)</li> <li>➤ Compulsory Motor Vehicle Liability Insurance</li> <li>➤ Certification of Road Worthiness from TOPS</li> <li>➤ Certificate of Dropping, if applicant is transferee</li> <li>➤ Police Clearance (driver)</li> <li>➤ Photocopy of Driver/s License</li> <li>➤ Character ID (driver)</li> <li>➤ Stencil of Motor No. and Chassis No.</li> <li>➤ Certification of Membership from the Zone Assoc.</li> <li>➤ 2x2 Picture applicant/operator and driver</li> </ul>	<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Office of the SP Committee on Tricycle Franchise</li> <li>➤ Land Transportation Office/Operator</li> <li>➤ Land Transportation Office/Operator</li> <li>➤ Barangay</li> <li>➤ City Health Officer</li> <li>➤ DOH Accredited Testing Center/Laboratory</li> <li>➤ COMELEC</li> <li>➤ Insurance Company</li> <li>➤ Tagaytay Office of Public Safety (TOPS)</li> <li>➤ Tricycle Franchising Office</li> <li>➤ Tagaytay City Component Police Station</li> <li>➤ Land Transportation Office/Driver</li> <li>➤ Character Office</li> <li>➤ Operator</li> <li>➤ Respective Zone President</li> <li>➤ Operator</li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seek application form – Pay Filing Fee	1.1 Accepts and evaluate application and requirements.	P50.00	5 minutes	• <i>Casual Employee</i>
2. Comply with the requirements <ul style="list-style-type: none"> <li>• Barangay Clearance</li> <li>• Police Clearance</li> <li>• Medical Clearance</li> <li>• Character Certificate</li> <li>• Certification of Membership</li> <li>• Drug Test</li> <li>• Cert. of Road Worthiness</li> <li>• Franchise Tax (New)</li> <li>• Mayors Permit</li> <li>• Sticker/Plate</li> </ul>	2.1 Processing, approval & signing of MTOP	P50.00 P50.00	5 days (hearing and evaluation per Tricycle Franchising Code)	• <i>TFRC Board</i>
	2.2 Releases MTOP	P20.00	5 minutes	• <i>SP Tricycle Franchise Office</i> • <i>Casual Employee</i>
<b>TOTAL</b>		<b>P595.00</b>	<b>5 days, 10 minutes</b>	



### 3. VALIDATION OF TRICYCLE FRANCHISE

MTOP is validated every year for the legal operation of tricycle within authorized routes.

<b>OFFICE/DIVISION</b>		<b>VICE MAYOR'S OFFICE (Tricycle Franchising Regulatory Committee)</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Tricycle Operators		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Copy of Motor Tricycle Operator's Permit (MTOP)</li> <li>➤ Medical Certificate (Driver)</li> <li>➤ Certification of Road Worthiness from TOPS</li> <li>➤ Police Clearance (driver)</li> <li>➤ Character ID (driver)</li> <li>➤ Certification of Membership from the Zone Association</li> </ul>		<ul style="list-style-type: none"> <li>➤ Operator/ Office of the SP Committee on Tricycle Franchise (Cert. True Copy)</li> <li>➤ City Health Office</li> <li>➤ Tagaytay Office of Public Safety (TOPS)</li> <li>➤ Tagaytay City Component Police Station</li> <li>➤ Driver or Character Office</li> <li>➤ Tricycle Zone President</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present MTOP and other requirements to Tricycle Franchising Office	.	N/A	1 minute	• <i>Casual Employee</i>
2. Pay necessary validation fees:			5 minutes	• <i>City Treasurer's Office</i>
<ul style="list-style-type: none"> <li>o Police Clearance</li> <li>o Medical Clearance</li> <li>o Character Certificate</li> <li>o Franchise Tax(New)</li> <li>o Mayor's Permit</li> <li>o Sticker</li> </ul>		P50.00 P50.00 P20.00 P225.00 P100.00 P150.00		
3. Wait and secure validated MTOP	3.1 Records & release validated Franchise		10 minutes	• <i>Casual Employee</i>
<b>TOTAL</b>		<b>P595.00</b>	<b>16 minutes</b>	



#### 4. DROPPING/CANCELLATION OF FRANCHISE

MTOP is being dropped once it will be operating outside Tagaytay.

<b>OFFICE/DIVISION</b>		<b>VICE MAYOR'S OFFICE (Tricycle Franchising Regulatory Committee)</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Tricycle Operators		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Copy of Motor Tricycle Operator's Permit (MTOP)</li> <li>➤ Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>➤ Operator/ Office of the SP Committee on Tricycle Franchise (Cert. True Copy)</li> <li>➤ City Treasurer's Office</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Files request for dropping at the Tricycle Franchising Office	1.1 Prepares Certification for Dropping/ Cancellation for approval of the TFRC Chairman	N/A	5 minutes	• <i>Casual Employee</i>
2. Pay corresponding fee	2.1 Process and release of Dropping Form	P50.00		• <i>City Treasurer's Office</i>
3. Wait and secure document			10 minutes	• <i>Casual Employee</i>
<b>TOTAL</b>		<b>P50.00</b>	<b>15 minutes</b>	



## 5. CHANGE MOTOR

Updating of MTOP changing the description of motor tricycle. (When an operator wants to replace his old unit with a new one).

<b>OFFICE/DIVISION</b>		<b>VICE MAYOR'S OFFICE (Tricycle Franchising Regulatory Committee)</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Tricycle Operators		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Copy of Motor Tricycle Operator's Permit (MTOP)</li> <li>➤ Official Receipt</li> </ul>		<ul style="list-style-type: none"> <li>➤ Operator/Office of the SP Committee on Tricycle Franchise (Cert. True Copy)</li> <li>➤ City Treasurer's Office</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Files request for change motor at the Tricycle Franchising Office	1.1 Prepares new MTOP for approval & signature of the TFRC	N/A	3 minutes	• <i>Casual Employee</i>
2. Pay corresponding Fee	2.1 Issue Official Receipt	P50.00	5 minutes	• <i>City Treasurer's Office</i>
3. Wait and Secure Document	3.1 Processing and release	N/A	5 working days	• <i>Casual Employee</i>
<b>TOTAL</b>		<b>P50.00</b>	<b>5 days, 8 minutes</b>	

# CITY LEGAL OFFICE

## (EXTERNAL SERVICE)



## 1. DRAFTING, NOTARIZATION OF AFFIDAVITS AND OTHER LEGAL DOCUMENTS

Drafting and notarizing affidavits and other legal documents ensure they are accurately prepared and officially validated. This process confirms the identity of signatories and the authenticity of their signatures, making the documents legally binding.

<b>OFFICE/DIVISION</b>		<b>CITY LEGAL OFFICE</b>		
<b>CLASSIFICATION</b>		Complex		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ USB/Flash Drive for soft copy		<b>WHERE TO SECURE:</b> ➤ City Legal Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client looks for assigned clerk and states his/her request.	1.1 Preparation of appropriate legal documents. 1.2 The Clerk of legal Researcher asks the client about the documents he/she wants to secure, stating the purpose why the document is being secured..	N/A	1 minute	• <i>Admin Asst. I</i> • <i>Casual Employee</i>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	The information declared shall be used in preparing the legal document being requested			
2. Present the document to the assigned clerk for recording in the Notarial Registry	2.1 Clerk forwards the document to the Attorney III for notarization. Attorney III administers Oath and signs the document.	N/A	1 minute	• <b>Atty. Gerardo Gabriel C. Reyes, Attorney III</b>
3. Client receives notarized document and leaves a file copy with the assigned clerk.	2.1 Accept, evaluate application form and provide the necessary requirement			• <b>Admin Asst I</b>
<b>TOTAL</b>		<b>N/A</b>	<b>2 minutes</b>	



## 2. AVAILING OF FREE LEGAL COUNSELLING

Free legal counseling offers professional legal advice at no cost, helping individuals understand their rights and make informed decisions.

<b>OFFICE/DIVISION</b>		<b>CITY LEGAL OFFICE</b>		
<b>CLASSIFICATION</b>		Complex		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ USB/Flash Drive for soft copy		<b>WHERE TO SECURE:</b> ➤ City Legal Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Legal Researcher or assigned clerk interviews the client about his/her problem/query in order to obtain determine the proper advice course of action to take in relation with the client's problem.	1.1 Aims to provide clients with useful advice regarding their legal problems and/or guidance towards the proper legal procedure needed to resolve their legal issues	N/A	5 minutes	• <i>Admin Asst. I</i>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Client proceeds to the City Legal Officer or other lawyers assigned at the Legal Office who may deepen the interview and render legal counseling on the case at hand.		N/A	1 hour/ depending on the legal case	<ul style="list-style-type: none"> <li>• <b>Atty. Edwin Alden V. Uy,</b> <i>City Legal Officer</i></li> <li>• <b>Atty. Gerardo Gabriel C. Reyes,</b> <i>Attorney III</i></li> <li>• <b>Atty. Ronald M. Aala,</b> <i>Attorney V</i></li> </ul>
<b>TOTAL</b>		N/A	<b>1 hour, 5 minutes</b>	



### 3. ISSUANCE AND AUTHENTICATION OF CLEARANCES

Issuance and authentication of clearances involve the process of providing official documents that verify an individual's background, qualifications, or status. This ensures that the clearances are genuine and recognized by relevant authorities, which is essential for various legal, professional, and governmental purposes.

<b>OFFICE/DIVISION</b>		<b>CITY LEGAL OFFICE</b>		
<b>CLASSIFICATION</b>		Complex		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		General Public		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ USB/Flash Drive for soft copy		<b>WHERE TO SECURE:</b> ➤ City Legal Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client approaches the assigned clerk and cites the kind of certification to be secured/ document to be authenticated.	1.1 Transactions entered which require proof of clean and/or good employment record with the government.	N/A	3 minutes	• <i>Admin Asst. I</i>
2. The clerk prepares the requested certification/ clearance/ document for authentication.		N/A	5 minutes	• <i>Casual Employee</i>
3. Attorney III signs the certification or clearance.		N/A	2 minutes	• <i>Atty. Gerardo Gabriel C. Reyes, Attorney III</i>
<b>TOTAL</b>		<b>N/A</b>	<b>10 minutes</b>	



#### 4. REQUESTING A WRITTEN LEGAL OPINION

Requesting a written legal opinion involves asking a legal expert to provide a detailed analysis of a specific legal issue, offering authoritative guidance.

<b>OFFICE/DIVISION</b>		<b>CITY LEGAL OFFICE</b>		
<b>CLASSIFICATION</b>		Complex		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Government Employee/Agency		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ USB/Flash Drive for soft copy		<b>WHERE TO SECURE:</b> ➤ City Legal Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Case in Written Form Client (LGUs) and officials submits a written query to the Receiving Clerk who acknowledges receipt thereof.	1.1 City Legal Officer is depended upon by various city departments and the barangays on issues involving interpretation or applicability of the law.	N/A	2 minutes	• <i>Casual Employee</i>
2. Legal Researcher (LR) conducts research about the query.	2.1 The office renders legal opinion based on a written query and given a particular set of facts.	N/A	2 days	• <i>Admin Asst. I</i>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. City Legal Officer prepares written opinion about the legal query. The designated messenger delivers written opinion to the client		N/A	1 day	<ul style="list-style-type: none"> <li>• <b>Atty. Edwin Alden V. Uy,</b> <i>City Legal Officer</i></li> <li>• <b>Atty. Gerardo Gabriel C. Reyes,</b> <i>Attorney III</i></li> <li>• <b>Atty. Ronald M. Aala,</b> <i>Attorney V</i></li> </ul>
<b>TOTAL</b>		N/A	<b>3 days, 2 minutes</b>	



# **TOURISM AND CULTURAL DEVELOPMENT OFFICE (TCDO) (EXTERNAL SERVICE)**



## 1. TOURIST INFORMATION DESK

A tourist information desk provides visitors with essential information about local attractions, accommodations, transportation, and events. It serves as a helpful resource for travelers to plan their activities, get directions, and receive recommendations to enhance their experience in the area.

<b>OFFICE/DIVISION</b>		<b>TOURISM AND CULTURAL DEVELOPMENT OFFICE (TCDO)</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		Those with transactions and inquiry at Tagaytay City.		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ None		<b>WHERE TO SECURE:</b> ➤ Tourist Information Desk		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients shall inform Tourism Personnel pertaining to their concern.	1.1 Tourism personnel will carefully listen to clients' query and give appropriate actions.	N/A	5 minutes	<b>•Casual Employee</b>
<b>TOTAL</b>		<b>N/A</b>	<b>5 minutes</b>	

## 2. LAKBAY ARAL / TAGAYTAY CITY TOUR

The Lakbay Aral/Tagaytay City Tour offers an educational and scenic experience, showcasing Tagaytay's beautiful landscapes and key attractions. Participants can enjoy the cool climate, visit popular sites like Taal Volcano, and learn about the city's history and culture, making it a memorable and enriching trip.

<b>OFFICE/DIVISION</b>		<b>TOURISM AND CULTURAL DEVELOPMENT OFFICE (TCDO)</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		Those with transactions and inquiry at Tagaytay City.		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Approval of Request Letter		<b>WHERE TO SECURE:</b> ➤ Tourism Office or Concerned Department/Agency		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. If requesting only for City Tour, client must send a letter of request including specific Tourist Attractions. This can be done by personally carrying the letter to City Hall or <i>**via email</i> .	1.1 Once received by the concern department, tourism staff will request a copy of the received letter and monitor its movement for status update (approve/disapproved)  <i>**if via email, tourism staff will print and give the letter to the</i>	Entrance Fees at Government Owned Tourist Attractions are free of charge. *** Entrances and other charges of private establishments are shouldered by the client.	2 days	• <i>Casual Employee</i>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<i>addressee and monitor its movement for status</i>			
1a. If requesting only for Lakbay Aral, client must send a letter of request including their purpose of visiting the city. This can be done by personally carrying the letter to City Hall or <b>**via email.</b>				
2. Client must arrive at Tagaytay City with the given details he provided to tourism staff.	2.1 If the letter was approved, tourism staff will coordinate with the client and ask for details including date of event, number of pax, how many days and point of interest. Additional for 1a, the staff will include Barangay to visit in their itinerary in line with their Lakbay Aral's point of interest.	N/A	10 minutes	• <b>Casual Employee</b>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Clients must return to their service vehicle and arrange themselves for city tour.	3.1 Tourism staff will do 'Lakbay Aral Event Order Form' and will give cc copy to Mayor's Office, Admin Office, GSO, and Community Affairs Office & Concerned Department.	N/A	25 minutes	• -
	3.2 Before the arrival of the client, staff must already have the Streamer from GSO. - Upon arrival of the client, Tourism Head and Concern Department will welcome the visitors/ clients.		8 minutes	• -
	3.3 For City Tour guests and after their welcome, staff will collect them into their service vehicles and can now proceed with City Tour		5 minutes	• -



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	- For 1a, Tagaytay Best Practices discussion will be made by the Tourism Head and the concern department. City Tour and Barangay Visit will proceed after the discussion.	N/A	30 minutes	• -
<b>TOTAL</b>		<b>N/A</b>	<b>3 days, 28 minutes</b>	



### 3. TAGAYTAY TOURISM COUNCIL ACCREDITATION

Tagaytay Tourism Council Accreditation ensures that tourism-related businesses and services meet high standards of quality and professionalism. Accredited establishments are recognized for providing excellent service, enhancing the overall experience for visitors and promoting Tagaytay as a premier tourist destination.

<b>OFFICE/DIVISION</b>		<b>TOURISM AND CULTURAL DEVELOPMENT OFFICE (TCDO)</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2B (Government to Business)		
<b>WHO MAY AVAIL THE SERVICE</b>		All Tourism Related Establishments (TREs)		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Business validation from City Planning and Development Office (CPDO) must be under tourism related.		<b>WHERE TO SECURE:</b> ➤ Business One Stop Shop- Express Lane		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients shall fill out form which includes name of the business, address, and contact information.	1.1 Tourism personnel will input the details of the business into record/file.	P500.00	5 minutes	• <i>Secretariat to the Tagaytay Tourism Council</i>
2. Clients must pay the Accreditation Fee for (new) membership.	2.1 Tourism personnel will receive payment and will provide Tagaytay Tourism Council Accreditation Plate & Acknowledgement Receipt to client.	P2,400.00		• <i>Secretariat to the Tagaytay Tourism Council</i>



CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Payment of annual dues for members		N/A		• -
<b>TOTAL FOR NEW MEMBERSHIP</b>		<b>P2,900.00</b>	<b>5 minutes</b>	
<b>TOTAL FOR RENEWAL OF MEMBERSHIP</b>		<b>P2,400.00</b>		



# CITY COOPERATIVE OFFICE (EXTERNAL SERVICE)



## 1. COOPERATIVE ORGANIZATION, REGISTRATION AND DEVELOPMENT

Cooperative organization, registration, and development involve forming a cooperative, officially registering it with the appropriate authorities, and fostering its growth. This process ensures that the cooperative operates legally, benefits its members, and contributes to community development through shared resources and collective efforts.

<b>OFFICE/DIVISION</b>		<b>CITY COOPERATIVE OFFICE</b>		
<b>CLASSIFICATION</b>		Complex		
<b>TYPE OF TRANSACTION</b>		G2B (Government to Business) G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		The General Public Interested In The Organization Of Cooperative		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Request for Pre-Registration Seminar</li> <li>➤ Certificate of completion of Pre-registration seminar</li> <li>➤ Accomplished Articles of Cooperation and By-Laws, Economic Survey, Feasibility Study.</li> </ul>		<ul style="list-style-type: none"> <li>➤ The group/organization who intends to be registered as cooperative.</li> <li>➤ City Cooperative Office</li>   <li>➤ The group/organization for registration as cooperative.</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for Pre-Registration Seminar.	1.1 Provide/ Conduct Pre-Registration Seminar.	N/A	1 day	• -
2. Process and submit the Articles of Cooperation, By-Laws, Economic Survey and Feasibility Study.	2.1 Review and evaluate the submitted documents.	N/A	1 day	• -



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit the documents to the City Cooperative Office.	3.1 Submit the documents to the Cooperative Development Authority.	P500.00 or 1/10 of one percent of the Paid-Up capital, whichever is lower to be paid to the Cooperative Development Authority	1 day	• -
4. Secure Certificate of Tax Exemption from the Bureau of Internal Revenue.	4.1 Prepare documents required in securing Tax Exemption.	N/A	1 day	• -
5. Formulate Development Plans and Programs for newly registered cooperative.	5.1 Assist the newly registered cooperative in the formulation of development plans and programs.	N/A	2 days	• -
	5.2 Monitor the implementation of the development plans and programs.		1 day	• -
	5.3 Provide technical assistance to cooperatives in areas of bookkeeping, preparation and		Continuing Activity	• -

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	submission of compliance reports, and other organizational functions of the cooperative. 5.4 Provision of Continuous Education and Training to officers and members of cooperatives.	N/A	Continuing Activity	-
<b>TOTAL</b>		<b>N/A</b>	<b>Continuing Activity</b>	



# GENERAL SERVICES OFFICE (EXTERNAL SERVICE)



## 1. PROPERTY ACKNOWLEDGEMENT RECEIPT

The purpose of this service is to provide good quality control to all purchased supplies and equipment used by different agencies.

<b>OFFICE/DIVISION</b>		<b>GENERAL SERVICES OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		Different Offices/Agencies		
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Property Acknowledgement Receipt (Property Equipment)</li> <li>➤ Property Acknowledgement Receipt (Government Vehicle)</li> </ul>		<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ General Services Office</li> <li>➤ General Services Office</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present/ Check the required document (Property Equipment)	1.1 Controlled Numbering of Property Acknowledgement Receipt from different offices  1.2 Updating of Property Acknowledgement Receipt	N/A	3 minutes	• <i>Admin Aide III</i>
<b>TOTAL</b>		<b>N/A</b>	<b>3 minutes</b>	



## 2. INVENTORY CUSTODIAN SLIP

An Inventory Custodian Slip is a document used to track the issuance and return of items within an organization. It typically includes details such as the item description, quantity, date of issuance, and the name of the custodian responsible for the items. This slip ensures accountability and helps maintain accurate inventory records, preventing loss or mismanagement of assets.

<b>OFFICE/DIVISION</b>		<b>GENERAL SERVICES OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		Different Offices/Agencies		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Inventory Custodian Slip		<b>WHERE TO SECURE:</b> ➤ General Services Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present/ Check the required document	1.1 Controlled Numbering of Inventory Custodian Slip from different offices	N/A	3 minutes	• <i>Admin Aide III</i>
<b>TOTAL</b>		<b>N/A</b>	<b>3 minutes</b>	



### 3. RECEIVING AND FILLING OF RECORDS

Receiving and filling of records involves the systematic process of accepting, documenting, and organizing records within an organization. This process ensures that all incoming records are accurately logged, categorized, and stored in their appropriate locations for easy retrieval and reference. Proper management of this process helps maintain the integrity and accessibility of important documents, supporting efficient operations and compliance with regulatory requirements.

<b>OFFICE/DIVISION</b>		<b>GENERAL SERVICES OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		Different Offices/Agencies		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Receiving/Recording/Filing of Memo's, Travel Order, etc.		<b>WHERE TO SECURE:</b> ➤ General Services Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receiving/Recording/Filing of Memos, Travel Order, etc.	1.1 Received/Record/Filed incoming and outgoing various, memos, travel orders and other correspondences with 100% accuracy.	N/A	3 minutes	• <i>GSO Staff</i>
<b>TOTAL</b>		<b>N/A</b>	<b>3 minutes</b>	



#### 4. INSPECTION AND ACCEPTANCE REPORT

An Inspection and Acceptance Report is a document used to verify that goods or services received meet the specified requirements and standards. It includes details such as the description of the items, inspection results, and any discrepancies found. This report is crucial for ensuring quality control and accountability, as it confirms that the delivered goods or services are acceptable before they are officially accepted and recorded in the inventory.

<b>OFFICE/DIVISION</b>		<b>GENERAL SERVICES OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		Different Offices/Agencies		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Inspection and Acceptance Report		<b>WHERE TO SECURE:</b> ➤ General Services Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Checking and numbering the Acceptance Inspection Report	1.1 Prepare/ Validate the Inspection and Acceptance Report 1.2 Inspection of equipment	N/A	3 minutes	• <i>GSO Staff</i>
<b>TOTAL</b>		<b>N/A</b>	<b>3 minutes</b>	



## 5. PROPERTY, PLANTS & EQUIPMENTS

For the General Services Office, Property, Plants, and Equipment (PP&E) encompasses all tangible long-term assets utilized in the provision of public services and maintenance of city infrastructure. This includes land, buildings, machinery, vehicles, and other essential equipment. Proper management and upkeep of PP&E are vital for ensuring the efficient and effective delivery of services, supporting the city's operational needs, and maintaining public assets in good condition.

<b>OFFICE/DIVISION</b>		<b>GENERAL SERVICES OFFICE</b>		
<b>CLASSIFICATION</b>		Complex		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		Different Offices/Agencies		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Checking of Property, Plants & Equipment ➤ Tagging Stickers		<b>WHERE TO SECURE:</b> ➤ General Services Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Check Property, Plants & Equipment	1.1 Updating for Semi Annual Government and Actual Inventory of Property, Plants & Equipment.	N/A	1 hour	• <i>Admin Aide I</i> • <i>Admin Aide III</i>
	1.2 Tagging of New Acquired Government Equipment and Actual Inventory of Property, Plants & Equipment.		1 hour	• <i>Admin Aide III</i> • <i>Admin Aide I</i> • <i>Job Con</i>
<b>TOTAL</b>		<b>N/A</b>	<b>2 hours</b>	

## 6. WASTE MATERIALS REPORT

This report is essential for monitoring waste management practices, ensuring compliance with environmental regulations, and identifying opportunities for reducing waste and improving sustainability efforts.

<b>OFFICE/DIVISION</b>		<b>GENERAL SERVICES OFFICE</b>		
<b>CLASSIFICATION</b>		Complex		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		Different Offices/Agencies		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Checking of Waste Materials Report, Condemnations, Return Card etc.		<b>WHERE TO SECURE:</b> ➤ General Services Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Checking of Waste Materials Report, Condemnations, Return Card etc	1.1 Checking and segregating the material that can be waste by controlling the number of inventory if the materials are unserviceable /condemned.	N/A	1 hour	<ul style="list-style-type: none"> <li>• <i>Admin Aide III</i></li> <li>• <i>Admin Aide I</i></li> <li>• <i>Job Con</i></li> </ul>
<b>TOTAL</b>		<b>N/A</b>	<b>1 hour</b>	



## 7. REGISTERED OF GOVERNMENT VEHICLES

The registration of government vehicles involves officially documenting and licensing vehicles owned by a government entity. This ensures legal recognition, proper identification, and compliance with regulations, aiding in the efficient management of the government fleet.

<b>OFFICE/DIVISION</b>		<b>GENERAL SERVICES OFFICE</b>		
<b>CLASSIFICATION</b>		Complex		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		Different Offices/Agencies		
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Checking and updating Government Vehicles Inventory and Report</li> <li>➤ Updating Government Vehicles Insurance (GSIS)</li> </ul>		<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ General Services Office</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Checking and updating Government Vehicles Inventory and Report	1.1 Preparing required Documents and Papers like Government Vehicles Inventory and Property Acknowledgment Receipt. 1.2 Updating Papers and Payment for Government Vehicles Insurance (GSIS)	N/A	5 minutes  1 hour	<ul style="list-style-type: none"> <li>• <i>Admin Aide I</i></li> <li>• <i>Job Con</i></li> </ul>
<b>TOTAL</b>		<b>N/A</b>	<b>1 hour</b>	

## 8. PROVIDE OFFICE SUPPLIES FOR DIFFERENT OFFICES

Providing office supplies ensures each department has the necessary materials to function efficiently, supporting daily tasks and productivity.

<b>OFFICE/DIVISION</b>		<b>GENERAL SERVICES OFFICE</b>		
<b>CLASSIFICATION</b>		Complex		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		All Department/Offices		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Request letter ➤ RIS (Requisition and Issuance Slip)		<b>WHERE TO SECURE:</b> ➤ Department/Offices ➤ General Services Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present/ Submit Request letter	1.1 Accept and verify the stock availability of supplies	N/A	7 minutes	• <i>Admin Aide I</i>
2. Receiving and Sign RIS	2.1 Prepare Requisition and Issuance Slip	N/A	1 hour	• <i>Admin Aide I</i> • <i>Casual</i>
	2.2 Release supplies		15 minutes	
<b>TOTAL</b>		<b>N/A</b>	<b>1 hour, 22 minutes</b>	

## 9. NUMBERING OF REPORT OF SUPPLIES AND MATERIALS ISSUED

The purpose of this service is to provide the control number assigned by the designated personnel.

<b>OFFICE/DIVISION</b>		<b>GENERAL SERVICES OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		All Department/Offices		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Signature of the Officer-in-Charge of GSO		<b>WHERE TO SECURE:</b> ➤ General Services Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present/ Submit approved RSMI	1.1 Check and verify the requirements provided	N/A	3 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide I</i></li> <li>• <i>Admin Aide III</i></li> <li>• <i>Casual</i></li> </ul>
<b>TOTAL</b>		<b>N/A</b>	<b>3 minutes</b>	



## 10. NUMBERING OF REQUISITION AND ISSUE SLIP

Numbering of a Requisition and Issue Slip involves assigning a unique control number to each slip for tracking and reference purposes. This number helps in organizing and managing inventory requests, ensuring that each transaction is properly documented and easily retrievable for auditing and accountability.

<b>OFFICE/DIVISION</b>		<b>GENERAL SERVICES OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		All Department/Offices		
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Signature of the requested Head Officer</li> <li>➤ Signature of the Officer-in-Charge of GSO</li> <li>➤ Signature of the assigned personnel</li> <li>➤ Signature of the receiving personnel</li> </ul>		<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Office concerned</li> <li>➤ General Services Office</li> <li>➤ General Services Office</li> <li>➤ Office concerned</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present/ Submit approved RIS	1.1 Check and verify the requirements provided	N/A	5 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide I</i></li> <li>• <i>Admin Aide III</i></li> <li>• <i>Casual</i></li> </ul>
<b>TOTAL</b>		<b>N/A</b>	<b>5 minutes</b>	

## 11. PROCUREMENT PROCEDURE

To provide proper and efficient process/service for Agency Procurement

<b>OFFICE/DIVISION</b>		<b>GENERAL SERVICES OFFICE</b>		
<b>CLASSIFICATION</b>		Complex		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		All Department/Offices		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Purchase Request ➤ Purchase Order		<b>WHERE TO SECURE:</b> ➤ General Services Office ➤ General Services Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request Letter	1.1 Prepare the request letter	N/A	30 minutes	• <i>Admin Aide I</i>
2. Present the required documents	2.1 Check/ verify the price Specification Purchase Request	N/A	30 minutes	• <i>Admin Aide I</i> • <i>Jennifer A. Bayot, OIC-GSO</i>
	2.2 Upon receipt of either BAC award or resolution, and other documents, goods will be purchase		30 minutes	
<b>TOTAL</b>		<b>N/A</b>	<b>5 minutes</b>	



## 12. NUMBERING OF PURCHASE REQUESTS AND ORDERS

Receiving, recording, and numbering of Purchase requests and orders. Submitting monthly report of Purchase order and Acceptance & Inspection to Commission on Audit.

<b>OFFICE/DIVISION</b>		<b>GENERAL SERVICES OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		All Department/Offices		
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Complete Signature of office involved.</li> <li>➤ Purchase Request copy (needed in numbering of Purchase Order)</li> <li>➤ 2 extra copies</li> </ul>		<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ General Services Office</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Completing the signatures needed	1.1 Numbering, recording, and taking of extra copies.	N/A	2 minutes	• <i>Admin Aide I</i>
<b>TOTAL</b>		<b>N/A</b>	<b>2 minutes</b>	



### 13. PROPERTY ACKNOWLEDGEMENT RECEIPT (VEHICLES)

The purpose of this service is to provide good quality control to all purchased supplies and equipment used by different agencies.

<b>OFFICE/DIVISION</b>		<b>GENERAL SERVICES OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		All Department/Offices		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Property Acknowledgement Receipt		<b>WHERE TO SECURE:</b> ➤ General Services Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present/ Check the required document	1.1 Check and Verify the required documents. 1.2 Preparation/ Updating of Property Acknowledgement Receipt	N/A	2 minutes	• <i>Admin Aide I</i>
<b>TOTAL</b>		<b>N/A</b>	<b>2 minutes</b>	



## 14. CONSOLIDATION OF REPORT ON PHYSICAL COUNT OF INVENTORIES (RPCI)

Submitting consolidated report for semi-annual of Report on Physical Count of Inventories (RPCI) to Commission on Audit and Accounting Office.

<b>OFFICE/DIVISION</b>		<b>GENERAL SERVICES OFFICE</b>		
<b>CLASSIFICATION</b>		Complex		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		All Department/Offices		
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Complete Signature of Office Involved</li> <li>➤ Report on Physical Count of Inventories (RPCI)</li> <li>➤ 3 extra copies</li> </ul>		<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ General Services Office</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Completing the signatures needed	1.1 Check and verify if the all the signatories have proper signature.	N/A	1 hour	• <i>Casual</i>
<b>TOTAL</b>		<b>N/A</b>	<b>1 hour</b>	



**15. CERTIFICATE TRANSFER PRIVATE VEHICLE TO GOVERNMENT VEHICLE  
(Due for transfer of ownership to CGO-Tagaytay)**

To certify that the following vehicles are all properties of the City Government of Tagaytay to wit.

<b>OFFICE/DIVISION</b>		<b>GENERAL SERVICES OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		All Department/Offices		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Complete details of Government Vehicle from Private to Government/Red Plate ➤ 3 extra copies		<b>WHERE TO SECURE:</b> ➤ General Services Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Requesting of Certificate from private to Government Vehicle/Red plate	1.1 Check and verify all the details are correct	N/A	2 minutes	• <i>Admin Aide I</i>
<b>TOTAL</b>		<b>N/A</b>	<b>2 minutes</b>	



# PICNIC GROVE

## (EXTERNAL SERVICE)



## 1. ISSUANCE OF CASH TICKET

Our guest is required to secure assessment indicating the no. of persons and types of vehicles upon entering the park and cash ticket for the walk-in guest. Tagaytay Picnic Grove will provide customers with a safe maintained space for the community members of all ages. The gentle breeze and panoramic view of Taal Volcano also make the perfect setting for a nice family picnic all while forming lasting memories at affordable rates.

<b>OFFICE/DIVISION</b>		<b>PICNIC GROVE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Tourists/Guests		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Walk-in Teller	1.1 Assessed the Guest and issued cash ticket.	P75.00	2 minutes	• <i>Casual Employee</i>
2. Present Cash Ticket	2.1 Counted/checked issued ticket	N/A	2 minutes	• <i>Casual Employee</i>
<b>TOTAL</b>		<b>P75.00/guest</b>	<b>4 minutes</b>	



## 2. ISSUANCE OF ASSESSMENT

Our guest is required to secure assessment indicating the no. Of persons and types of vehicles upon entering the park and cash ticket for the walk-in guest. Tagaytay Picnic Grove will provide customers with a safe maintained space for the community members of all ages. The gentle breeze and panoramic view of Taal Volcano also make the perfect setting for a nice family picnic all while forming lasting memories at affordable rates.

<b>OFFICE/DIVISION</b>		<b>PICNIC GROVE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Tourists/Guests		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Type of Vehicle ➤ Passenger (No. Of person)		<b>WHERE TO SECURE:</b> ➤ Entrance/Parking Attendant		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Entrance	1.1 Assessed the Guests	P75.00	2 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide III</i></li> <li>• <i>Casual Employee</i></li> </ul>
2. Proceed to payment	2.1 Issue OR/Exit Pass	N/A	5 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide III</i></li> <li>• <i>Casual Employee</i></li> <li>• <i>Local Treasury Operation Assistant</i></li> </ul>
3. Present Official Receipt/Exit Pass	3.1 Get Exit Pass	N/A	2 minutes	<ul style="list-style-type: none"> <li>• <i>Blue Guard</i></li> </ul>
<b>TOTAL</b>		<b>P75.00/guest</b>	<b>9 minutes</b>	



### 3. ISSUANCE OF CERTIFICATION

Every Stall Holder is required to secure clearance annually as a pre-requisite to securing Mayor's/Business Permit certifying that all Concessionaire fees and rentals for the preceding year is fully paid. No Fee is required for securing the clearance.

<b>OFFICE/DIVISION</b>		<b>PICNIC GROVE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2B (Government to Business)		
<b>WHO MAY AVAIL THE SERVICE</b>		Concessionaire		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Official Receipt		<b>WHERE TO SECURE:</b> ➤ Park Administrator's Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Park Admin	1.1 Verify status of Payment	N/A	2 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide I</i></li> <li>• <i>Admin Aide III</i></li> <li>• <i>Casual Employee</i></li> </ul>
2. Proceed to payment	2.1 Issue Official Receipt	P4,500.00 P2,250.00 P1,800.00	3 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide III</i></li> <li>• <i>Casual Employee</i></li> <li>• <i>Local Treasury Operation Assistant</i></li> </ul>
3. Present Official Receipt	3.1 Issue Certification	N/A	3 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide I</i></li> <li>• <i>Admin Aide III</i></li> <li>• <i>Casual Employee</i></li> </ul>
<b>TOTAL</b>		<b>P4,500.00/ Stall/Month</b>	<b>8 minutes</b>	



#### 4. ISSUANCE OF OFFICIAL RECEIPT

Our guest is required to secure assessment indicating the no. Of persons and types of vehicles upon entering the park and cash ticket for the walk-in guest. Tagaytay Picnic Grove will provide customers with a safe maintained space for the community members of all ages. The gentle breeze and panoramic view of Taal Volcano also make the perfect setting for a nice family picnic all while forming lasting memories at affordable rates.

<b>OFFICE/DIVISION</b>		<b>PICNIC GROVE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Tourists/Guests		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Type of Picnic Huts		<b>WHERE TO SECURE:</b> ➤ Picnic Areas/Grounds		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Picnic Huts/ Tables/ Pavilions/ Family Shed	1.1 Issued Official Receipt	P250.00 P150.00 P400.00 P600.00/ use	2 minutes	• <i>Admin Aide III</i> • <i>Casual Employee</i>
2. Present Official Receipt	2.1 Counted/ checked issued Official Receipt	N/A	2 minutes	• <i>Admin Aide III</i> • <i>Casual Employee</i>
<b>TOTAL</b>		<b>P250.00</b> <b>P150.00</b> <b>P400.00</b> <b>P600.00 / use</b>	<b>4 minutes</b>	



# LOCAL CIVIL REGISTRY

## (EXTERNAL SERVICE)



## 1. TIMELY REGISTRATION OF CERTIFICATE OF BIRTH

This is the process of registering Certificate of Live Birth of Filipino Citizens, born in Tagaytay City, within thirty (30) days from the date of birth.

<b>OFFICE/DIVISION</b>		<b>LOCAL CIVIL REGISTRY OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		All Government/Private Hospitals, Maternity & Lying-In Clinics/other birth attendants, Tagaytay City Constituents, Non-Tagaytay City residents who were born in Tagaytay City		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ 1 set of Certificate of Birth</li> <li>➤ Parents' Certificate of Marriage (1 original)</li> </ul> <p><b>FOR ILLEGITIMATE CHILD:</b></p> <ul style="list-style-type: none"> <li>➤ Notarized Affidavit to Use the Surname of the Father if the child was acknowledged.</li> <li>➤ Any Government Issued Valid ID's</li> <li>➤ Community Tax certificate</li> </ul>		<ul style="list-style-type: none"> <li>➤ Hospital, Maternity/Lying-In Clinic</li> <li>➤ PSA</li>   <li>➤ Public Attorney's Office, Law Offices, Notary Public</li>   <li>➤ City Treasurer's Office</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Certificate of Live Birth and all the requirements	1.1 Receives Certificate of Live Birth for Registration 1.2 Checks completeness of entries and attachments 1.3 If complete, Assigns registry number	P100.00/ Registration Fee if <b>not married</b> P150.00/ Paternity Admission Fee  AUSF – Php 150.00 Certification Fee – Php 100.00 Doc Stamp – Php 30.00	10 minutes	<ul style="list-style-type: none"> <li>• <b>Admin Aide I</b></li> <li>• <b>Atty. Emerson U. Palad, City Civil Registrar</b></li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		P100.00/ Registration Fee <b>married</b> P150.00/		
2. Receive released document.	2.1 Release personal copy to registrant.	N/A		• <i>Admin Aide I</i>
<b>TOTAL</b>		<b>P100.00/ Registration Fee P530.00/ Others</b>	<b>10 minutes</b>	



## 2. LATE REGISTRATION OF CERTIFICATE OF BIRTH

This is the process of registering Certificate of Live Birth of Filipino Citizens, born in Tagaytay City, after the thirty (30)- days filling period from the date of birth of the person or those who have no existing record in the Register of Births of the City.

<b>OFFICE/DIVISION</b>	<b>LOCAL CIVIL REGISTRY OFFICE</b>
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2C (Government to Citizen)
<b>WHO MAY AVAIL THE SERVICE</b>	All Government/Private Hospitals, Maternity & Lying-In Clinics/other birth attendants, Tagaytay City Constituents, Non-Tagaytay City residents who were born in Tagaytay City
<p><b>CHECKLIST OF REQUIREMENTS:</b></p> <ul style="list-style-type: none"> <li>➤ 1 set of Certificate of Birth for Late Registration</li> <li>➤ Negative Result from PSA (1 original)</li> <li>➤ Parents Certificate of Marriage (1 original &amp; 2 photocopies)</li>   <li>➤ Baptismal Certificate (1 original &amp; 2 photocopies)</li> <li>➤ Form 137 (1 original &amp; 2 photocopies)</li> <li>➤ Joint Affidavit of 2 witnesses with cedula</li> <li>➤ Cedula of parents/applicant</li> <li>➤ Valid ID's of mother or applicant</li> <li>➤ Voter's Certification of applicant (18 above)</li> <li>➤ Marriage Contract of applicant (if married)</li> </ul> <p><b>FOR ILLEGITIMATE CHILD:</b></p> <ul style="list-style-type: none"> <li>➤ 1 set of Certificate of Birth for Late Registration</li> <li>➤ Negative Result from PSA (1 original)</li> </ul>	<p><b>WHERE TO SECURE:</b></p> <ul style="list-style-type: none"> <li>➤ Hospital, Maternity/Lying-In Clinic</li> <li>➤ Philippine Statistics Authority (PSA)</li> <li>➤ Philippine Statistics Authority (PSA)/Certified True Copy from Local Civil Registry Office(LCRO)/Municipal Civil Registry Office (MCRO)</li> <li>➤ Church, place of baptismal</li> <li>➤ School</li> <li>➤ Public Attorney's Office, Law Offices, Notary Public</li> <li>➤ City Treasurer's Office</li> <li>➤ COMELEC</li> <li>➤ Civil Registry Office/Philippine Statistics Authority (PSA)</li> <li>➤ Philippine Statistics Authority (PSA)</li> </ul>



<p><b>CHECKLIST OF REQUIREMENTS:</b></p> <ul style="list-style-type: none"> <li>➤ Baptismal Certificate (1 original &amp; 2 photocopies)</li> <li>➤ Form 137 (1 original &amp; 2 photocopies)</li> <li>➤ Joint Affidavit of 2 witnesses with cedula</li> <li>➤ Cedula of parents/applicant</li> <li>➤ Any government Valid ID's of mother or applicant</li> <li>➤ Voter's Certification of applicant (18 above)</li> <li>➤ Other documents declaring the date and place of birth of the subject person.</li> </ul> <p><i>NOTE: Father's appearance is needed if parents were not married from the time of birth</i></p>		<p><b>WHERE TO SECURE:</b></p> <ul style="list-style-type: none"> <li>➤ Church, place of baptismal</li> <li>➤ School</li> <li>➤ Public Attorney's Office, Law Offices, Notary Public</li> <li>➤ City Treasurer's Office</li> <li>➤ COMELEC</li> </ul>		
CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Certificate of Live Birth and all the requirements	1.1 Receives Certificate of Live Birth for Registration 1.2 Checks completeness of entries and attachments	N/A	15 minutes	• <b>Admin Aide I</b>
2. Pay at the City Treasurer's Office the corresponding fee(s).	2.1 Upon receipt of the of the official receipt, process the delayed registration of birth, give contact number for follow up after 15 days	<b>Not Married:</b> Registration Fee – Php 100.00  Processing Fee – Php 150.00  Admission of Paternity – Php 150.00		• <b>Admin Aide I</b>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		AUSF – Php 150.00  Certification Fee – Php 100.00  Doc Stamp – Php 30.00  Verification Fee – Php 100.00  <b>Married:</b> Registration Fee – Php 100.00  Processing Fee – Php 150.00  Doc Stamp – Php 30.00  Verification Fee – Php 100.00  -P-310 .00 (Illegitimate)	15 minutes	• <i>Admin Aide I</i>
	2.2 Prepare notice and certificate of no record	N/A	5 minutes (10 days posting period)	• <i>Admin Aide I</i>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 4. Approve, assign register number, and register the document after 10 days	N/A	10 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide I</i></li> <li>• <i>Atty. Emerson U. Palad, City Civil Registrar</i></li> </ul>
3. Receive registered document.	3.1 Release the documents	N/A	5 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide I</i></li> </ul>
<b>TOTAL</b>		<b>P780.00/ If not married P380.00/ if married</b>	<b>50 minutes</b>	



### 3. TIMELY REGISTRATION OF CERTIFICATE OF MARRIAGE

For ordinary marriage, the time for submission of the certificate of marriage is 15 days following the solemnization of marriage, while for marriage exempt from license requirement, the prescribed period is 30 days, at the place where the marriage was solemnized.

<b>OFFICE/DIVISION</b>	<b>LOCAL CIVIL REGISTRY OFFICE</b>
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2C (Government to Citizen)
<b>WHO MAY AVAIL THE SERVICE</b>	The concerned parties and/or Solemnizing Officer (who were married or solemnized a wedding at Tagaytay City)
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ 1 set of Certificate of Marriage</li> <li>➤ If necessary: <ul style="list-style-type: none"> <li>a. Affidavit of Cohabitation (for Marriage under Art.34)</li> <li>b. Affidavit of Solemnizing Officer (for Marriage under Art.34)</li> <li>c. Marriage License</li> <li>d. Certificate of Registration of the Authority to Solemnize Marriage (CRASM)</li> <li>e. Approved request for celebration of marriage in a place other than those authorized by law.</li> <li>f. Certification from Venue</li> </ul> </li> </ul>	<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Provided by the Solemnizing Officer <ul style="list-style-type: none"> <li>a. Public Attorney's Office, Law Offices, Notary Public</li> <li>b. Provided by the Solemnizing Officer (back portion of Certificate of Marriage)</li> <li>c. Issued by the Local Civil Registry Office from either one or both the contracting parties place of residence.</li> <li>d. Issued by Philippine Statistics Office (PSA)</li> <li>e. Provided by the contracting parties with the approval of the Solemnizing Officer</li> <li>f. Issued by personnel of the place where the marriage was held.</li> </ul> </li> </ul>



<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up Document Registration Slip.	1.1 Give the Document Registration Slip to the client	N/A	1 minute	<ul style="list-style-type: none"> <li>• <i>Admin Aide I</i></li> <li>• <i>Registration Officer I</i></li> </ul>
2. Submit the required documents with the Document Registration Slip for verification	2. Examination of document and supporting papers (if necessary) <ul style="list-style-type: none"> <li>a. Determines timeliness, signatures, and completion of data.</li> <li>b. Assessment of fee(s).</li> </ul>	N/A	2 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide I</i></li> <li>• <i>Registration Officer I</i></li> </ul>
3. Pay at the City Treasurer's Office the corresponding fee(s).	3.1 Issues client's documents with signed and assessed Document Registration Slip.	P100.00/ Registration Fee	5 minutes	<ul style="list-style-type: none"> <li>• <i>City Treasurer's Office</i></li> </ul>
4. Return the document with the Document Registration Slip and Official Receipt to LCRO.	4.1 Receives the client's document and note the details of the Official Receipt.	N/A	2 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide I</i></li> <li>• <i>Registration Officer I</i></li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Receive registered document.	5.1 Upon verification of payment, assign registry number and release the document to the client.	N/A	5 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide I</i></li> <li>• <i>Registration Officer I</i></li> <li>• <i>Atty. Emerson U. Palad, City Civil Registrar</i></li> </ul>
<b>TOTAL</b>		<b>P100.00/ Registration Fee</b>	<b>15 minutes</b>	



#### 4. DELAYED REGISTRATION OF CERTIFICATE OF MARRIAGE

For ordinary marriage, the time for submission of the certificate of marriage is 15 days following the solemnization of marriage, while for marriage exempt from license requirement, the prescribed period is 30 days, at the place where the marriage was solemnized.

<b>OFFICE/DIVISION</b>	<b>LOCAL CIVIL REGISTRY OFFICE</b>
<b>CLASSIFICATION</b>	Highly Technical
<b>TYPE OF TRANSACTION</b>	G2C (Government to Citizen)
<b>WHO MAY AVAIL THE SERVICE</b>	The concerned parties and/or Solemnizing Officer (who were married or solemnized a wedding at Tagaytay City)
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Marriage License Application Form</li> <li>➤ Government Issued/Valid Identification Card</li> <li>➤ PSA Birth Certificate</li> <li>➤ PSA CENOMAR</li> <li>➤ Community Tax Certificate</li> <li>➤ Certificate of Pre-Marriage Counselling and Family Planning Seminar</li> <li>➤ <b>If applicable:</b> <ul style="list-style-type: none"> <li>a. Affidavit of Parental Consent (if 18-20 years old)</li> <li>b. Affidavit of Parental Advise (if 21-24 years old)</li> </ul> </li> <li>➤ <b>If Annulled:</b> <ul style="list-style-type: none"> <li>a. Copy of Decree of Nullity of Marriage</li> <li>b. Annotated Marriage Contract from previous marriage</li> </ul> </li> <li>➤ <b>If widowed:</b> <ul style="list-style-type: none"> <li>a. Death Certificate of previous spouse</li> <li>b. Marriage Contract from previous marriage</li> </ul> </li> </ul>	<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Local Civil Registrar Office, Tagaytay City</li> <li>➤ BIR, SSS, GSIS, PAG-IBIG, LTO, PRC, DFA, Company ID, Postal ID</li> <li>➤ Issued by Philippine Statistics Office (PSA)</li> <li>➤ Issued by Philippine Statistics Office (PSA)</li> <li>➤ City Treasurer's Office of Tagaytay City</li> <li>➤ DSWD Tagaytay City</li> </ul> <ul style="list-style-type: none"> <li>a. LCRO Tagaytay City</li> <li>b. LCRO Tagaytay City</li> </ul> <ul style="list-style-type: none"> <li>➤ <ul style="list-style-type: none"> <li>a. Issued by Philippine Statistics Office (PSA)</li> <li>b. Issued by Philippine Statistics Office (PSA)</li> </ul> </li> </ul> <ul style="list-style-type: none"> <li>a. Issued by Philippine Statistics Office (PSA)</li> <li>b. Issued by Philippine Statistics Office (PSA)</li> </ul>



<b>CHECKLIST OF REQUIREMENTS:</b> ➤ <b>If a Foreign National:</b> a. Photocopy of valid passport b. Legal Capacity to Marry c. If Divorce, copy of final decree or absolute divorce		<b>WHERE TO SECURE:</b>  a. Provided by Client b. Embassy of Country of Origin c. Court where the divorce was decided.		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up Marriage License Application Form	1.1 Give the Marriage License Application Form to the client	N/A	1 minute	• <i>Admin Aide I</i> • <i>Registration Officer I</i>
2. Submit the required documents with the Marriage License Application Form for verification	2.1 Examination of document and supporting papers and assessment of fees.	N/A	2 minutes	• <i>Admin Aide I</i> • <i>Registration Officer I</i>
3. Pay at the City Treasurer's Office the corresponding fee(s).	3.1 Issues client's documents with signed and assessed Document Registration Slip.	P100.00/ Application Fee  Marriage Counselling – Php 100.00  Character Seminar – Php 100.00  Family Planning & Tree Planting – Php 100.00  License Fee – Php 200.00	5 minutes	• <i>City Treasurer's Office</i>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Returns the document to LCRO	4.1 Receives and verifies the document of the client after which the client will be advised to proceed to DSWD for the schedule of Pre-Marriage Counselling Seminar	N/A	2 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide I</i></li> <li>• <i>Registration Officer I</i></li> </ul>
5. Attends Pre-Marriage Counselling Seminar		N/A	2 minutes	<ul style="list-style-type: none"> <li>• <i>DSWD</i></li> </ul>
6. Receive registered document.	6. Upon verification of payment, mandatory posting of document for 10 days, on the eleventh day, assign registry number and release the document to the client.	N/A	11 days	<ul style="list-style-type: none"> <li>• <i>Admin Aide I</i></li> <li>• <i>Registration Officer I</i></li> <li>• <i>Atty. Emerson U. Palad, City Civil Registrar</i></li> </ul>
<b>TOTAL</b>		<b>P600.00</b>	<b>11 days, 12 minutes</b>	



## 5. APPLICATION FOR MARRIAGE LICENSE

For couple applying for and issuing a Marriage License wherein at least one or both contracting party is a resident of Tagaytay City.

<b>OFFICE/DIVISION</b>	<b>LOCAL CIVIL REGISTRY OFFICE</b>
<b>CLASSIFICATION</b>	Highly Technical
<b>TYPE OF TRANSACTION</b>	G2C (Government to Citizen)
<b>WHO MAY AVAIL THE SERVICE</b>	The concerned parties and/or Solemnizing Officer (who were married or solemnized a wedding at Tagaytay City)
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ 1 set of Certificate of Marriage</li> <li>➤ If necessary; <ul style="list-style-type: none"> <li>a. PSA Negative Result</li> <li>b. Notarized Affidavit of Delayed Registration</li> <li>c. Affidavit of Cohabitation (for Marriage under Art.34)</li> <li>d. Affidavit of Solemnizing Officer (for Marriage under Art.34)</li> <li>e. Marriage License</li> <li>f. Certificate of Registration of the Authority to Solemnize Marriage (CRASM)</li> <li>g. Approved request for celebration of marriage in a place other than those authorized by law</li> <li>h. Certification from Venue</li> </ul> </li> </ul>	<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Provided by the Solemnizing Officer <ul style="list-style-type: none"> <li>a. Issued by Philippine Statistics Office (PSA)</li> <li>b. Provided by the Solemnizing Officer (back portion of Certificate of Marriage)</li> <li>c. Public Attorney's Office, Law Offices, Notary Public</li> <li>d. Provided by the Solemnizing Officer (back portion of Certificate of Marriage)</li> <li>e. Issued by the Local Civil Registry Office from either one or both the contracting parties place of residence</li> <li>f. Issued by Philippine Statistics Office (PSA)</li> <li>g. Provided by the contracting parties with the approval of the Solemnizing Officer</li> <li>h. Issued by personnel of the place where the marriage was held.</li> </ul> </li> </ul>



<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up Document Registration Slip.	1.1 Give the Document Registration Slip to the client	N/A	10 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide I</i></li> <li>• <i>Registration Officer I</i></li> </ul>
2. Submit the required documents with the Document Registration Slip for verification	2.1 Examination of document and supporting papers (if necessary) <ul style="list-style-type: none"> <li>a. Determines timeliness, signatures, and completion of data.</li> <li>b. Assessment of fee(s).</li> </ul>	N/A	2 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide I</i></li> <li>• <i>Registration Officer I</i></li> </ul>
3. Pay at the City Treasurer's Office the corresponding fee(s).	3.1 Issues client's documents with signed and assessed Document Registration Slip.	Application Fee – Php 200.00  Marriage Counselling & Family Planning – Php 200.00  Character Seminar – Php 150.00  Family Planning Tree Planting – Php 150.00	5 minutes	<ul style="list-style-type: none"> <li>• <i>City Treasurer's Office</i></li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		License Fee – Php 250.00  Accountable Form #54 – Php 2.00		
4. Return the document with the Document Registration Slip and Official Receipt to LCRO.	4. Receives the client's document and note the details of the Official Receipt.	N/A	2 minutes	<ul style="list-style-type: none"> <li>• <b>Admin Aide I</b></li> <li>• <b>Registration Officer I</b></li> </ul>
5. Receive registered document.	5. Upon verification of payment, mandatory posting of document for 10 days, on the eleventh day, assign registry number and release the document to the client.	N/A	11 days	<ul style="list-style-type: none"> <li>• <b>Admin Aide I</b></li> <li>• <b>Registration Officer I</b></li> <li>• <b>Atty. Emerson U. Palad, City Civil Registrar</b></li> </ul>
<b>TOTAL</b>		<b>P700.00</b>	<b>11 days, 19 minutes</b>	



## 6. TIMELY REGISTRATION OF CERTIFICATE OF DEATH

This is the process of registering the Certificates of Death of the constituents whose death occurred in Tagaytay City within thirty (30) days from the date of death.

<b>OFFICE/DIVISION</b>		<b>LOCAL CIVIL REGISTRY OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Tagaytay residence or Non residence who died in Tagaytay City hospital or within the vicinity of Tagaytay City, Funeral Parlors		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ 1 set of Certificate of Death</li> <li>➤ Autopsy Report, if applicable</li> <li>➤ Affidavit of Not Embalm</li> <li>➤ Certification of Embalmer</li> </ul>		<ul style="list-style-type: none"> <li>➤ Hospitals, Funeral Parlors</li> <li>➤ PNP-Medico Legal Section</li> <li>➤ Legal Office or Any Notary Public</li> <li>➤ Funeral Services</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a Certificate of Death for registration	1.1 Receives Certificate of Death for registration, checks if reviewed by health dept. and embalmer's signature	N/A	2 minutes	<ul style="list-style-type: none"> <li>• <b>Admin Aide I</b></li> <li>• <b>Atty. Emerson U. Palad, City Civil Registrar</b></li> </ul>
2. Pays at City Treasurer's Office corresponding fees	2.1 Issues order of payment	Registration Fee – 100.00  Cemetery fee - 100.00  Embalmer's fee-100.00	15 minutes	<ul style="list-style-type: none"> <li>• <b>Cash Division, City Treasurer's Office</b></li> </ul>

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Interment Fee – 200.00  Burial fee - 100.00  Other fees: Transfer fee - 200.00  Re-Opening – 300.00  Public Cemetery Lot: Per Year – 350.00 For 5 Years – 1,750.00		
3. Received and released document	3. Upon receipt of Official Receipt, assign registry no. and release the day.	N/A	3 minutes	<ul style="list-style-type: none"> <li>• <b>Admin Aide I</b></li> <li>• <b>Atty. Emerson U. Palad, City Civil Registrar</b></li> </ul>
<b>TOTAL</b>		<b>P200.00</b> <b>P900.00</b>	<b>20 minutes</b>	



## 7. DELAYED REGISTRATION OF CERTIFICATE OF DEATH

This is the process of registering the Certificates of Death of the constituents whose death occurred in Tagaytay City within thirty (30) day filing period from the date of death.

<b>OFFICE/DIVISION</b>		<b>LOCAL CIVIL REGISTRY OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Tagaytay residence or Non residence who died in Tagaytay City hospital or within the vicinity of Tagaytay City, Funeral Parlors		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ 1 set of Certificate of Death</li> <li>➤ Autopsy Report, if applicable</li> <li>➤ Affidavit of Not Embalm</li> <li>➤ PSA Negative Certification</li> <li>➤ Affidavit for Delayed Registration of Death Certificate</li> <li>➤ Certificate of No Record</li> </ul>		<ul style="list-style-type: none"> <li>➤ Hospitals, Funeral Parlors</li> <li>➤ PNP-Medico Legal Section</li> <li>➤ Legal Office or Any Notary Public</li> <li>➤ PSA</li> <li>➤ Legal Office or Any Notary Public</li> <li>➤ Local Civil Registry Department</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a Certificate of Death for late registration	1.1 Receives Certificate of Death for registration, checks if reviewed by health dept. and embalmer's signature	N/A	11 Days *mandated 10 days posting period from date of receipt	<ul style="list-style-type: none"> <li>• <b>Admin Aide I</b></li> <li>• <b>Atty. Emerson U. Palad, City Civil Registrar</b></li> </ul>

CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pays at City Treasurer's Office as indicated in the order of payment	2.1 Issues order of payment	Registration Fee – Php 100.00  Certification Fee – Php 100.00  Doc. Stamp – Php 30.00  Processing Fee – Php 150.00  Verification Fee – Php 100.00	**If Release date falls on a holiday, the next working day; if it falls on Saturday or Sunday, release shall be on a Monday	• <b>Cash Division, City Treasurer's Office</b>
3. Received and released document	3.1 Upon receipt of Official Receipt, assign registry no. and release the same.	N/A	2 minutes	• <b>Admin Aide I</b> • <b>Atty. Emerson U. Palad, City Civil Registrar</b>
<b>TOTAL</b>		<b>P480.00</b>	<b>11 days</b>	



## 8. R.A. 9048 – PETITION FOR CHANGE OF FIRST NAME (CFN)

Authorizes the city/municipal civil registrar or the consul general to correct a clerical error or typographical error in an entry and/or change of first name or nick name in the civil register without need of judicial order.

<b>OFFICE/DIVISION</b>	<b>LOCAL CIVIL REGISTRY OFFICE</b>
<b>CLASSIFICATION</b>	Complex
<b>TYPE OF TRANSACTION</b>	G2C (Government to Citizen)
<b>WHO MAY AVAIL THE SERVICE</b>	Parents/document owners/Attorneys-in-Fact who have discrepancies in the Certificate of Live Birth, Death, and Marriage
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Latest PSA Copy sought to be changed (1 original &amp; 2 photocopies)</li> <li>➤ Certified Photocopies of the Certificate of Live Birth (2 copies)</li> <li>➤ Clearance from the Authorities-Mandatory requirements (1 original &amp; 2 photocopies) <ul style="list-style-type: none"> <li>a. Employer (If employed): Certificate of Employment</li> <li>b. If not employed: Affidavit of Non-Employment</li> <li>c. NBI and Police Clearance: Purpose: for Change of First Name</li> </ul> </li> <li>➤ Baptismal Certificate (1 original &amp; 2 photocopies)</li> <li>➤ School Records (1 original &amp; 2 photocopies)</li> <li>➤ Voter's Certificate (1 original &amp; 2 photocopies)</li> <li>➤ Affidavit of Publisher &amp; News clipping</li> <li>➤ Community Tax Certificate</li> </ul>	<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Philippine Statistics Authority</li> <li>➤ Local Civil Registry Office / Client</li> <li>➤ Employer of Client</li> <li>➤ Law Offices</li> <li>➤ NBI/Police Station</li> <li>➤ Church of Client</li> <li>➤ School of Client</li> <li>➤ COMELEC</li> <li>➤ Client</li> <li>➤ Provided by Client</li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/Submit the requirement sought for change of first name	1. Receive, evaluate, and examine the authenticity of the document	N/A	10 minutes	• <b>Admin Aide III</b>
2. Review and signs petition form	2. Prepare petition form to be signed by the client	N/A	10 minutes	• <b>Admin Aide III</b>
3. Pay at the City Treasurer's Office the corresponding fee(s).	3. Upon receipt of official receipt, process petition, assign petition number. Gives Contact Nos. for follow up after 3 months.	Filing Fee – Php 3,000.00 Processing Fee – 500.00 Posting Fee – 150.00 Notarial Fee – 250.00 Certificate of Finality – 250.00	10 minutes	• <b>City Treasurer's Office</b>
	3.1 Review and prepare notice	N/A	5 minutes <i>10 days mandatory posting period</i>	• <b>Admin Aide III</b>
	3.2 Approve/deny petition after 14 days.	N/A	5 minutes	• <b>Atty. Emerson U. Palad, City Civil Registrar</b>
	3.3 Prepare Certificate of Posting and Decision	N/A	5 minutes	• <b>Admin Aide III</b> • <b>Atty. Emerson U. Palad, City Civil Registrar</b>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Prepare transmittal letter.	N/A	5 minutes 8 weeks (PSA Legal Office)	<ul style="list-style-type: none"> <li>• <i>Admin Aide III</i></li> <li>• <i>Atty. Emerson U. Palad, City Civil Registrar</i></li> </ul>
	3.5 Upon receipt from PSA, annotate document, issue certificate of finality and annotated copy. Release	N/A	3 months	
<b>TOTAL</b>		<b>P4,150.00</b>	<b>5 months</b>	



## 9. R.A. 10172 – PETITION FOR CORRECTION OF GENDER AND DATE OF BIRTH

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

<b>OFFICE/DIVISION</b>	<b>LOCAL CIVIL REGISTRY OFFICE</b>
<b>CLASSIFICATION</b>	Complex
<b>TYPE OF TRANSACTION</b>	G2C (Government to Citizen)
<b>WHO MAY AVAIL THE SERVICE</b>	Parents/document owners/Attorneys-in-Fact who have discrepancies in the Certificate of Live Birth, Death, and Marriage
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ 1 Latest PSA Copy sought to be corrected (1 original &amp; 2 photocopies)</li> <li>➤ Certified Photocopies of the Certificate of Live Birth (2 copies)</li> <li>➤ Clearance from the Authorities-Mandatory requirements (1 original &amp; 2 photocopies)</li> <li>➤ Employer (If employed): Certificate of Employment</li> <li>➤ If not employed: Affidavit of Non-Employment</li> <li>➤ NBI and Police Clearance Purpose: for <b>Change of First Name</b></li> <li>➤ Baptismal Certificate (1 original &amp; 2 photocopies)</li> <li>➤ Earliest School Records (1 original &amp; 2 photocopies)</li> <li>➤ Medical Record</li> <li>➤ Medical Certificate</li> <li>➤ Voter's Certificate (1 original &amp; 2 photocopies)</li> <li>➤ Affidavit of Publisher &amp; News clipping</li> <li>➤ Community Tax Certificate</li> </ul>	<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Philippine Statistics Authority</li> <li>➤ Local Civil Registry Office / Client</li> <li>➤ Employer of Client</li> <li>➤ Law Offices</li> <li>➤ NBI/Police Station</li> <li>➤ Church of Client</li> <li>➤ School of Client</li> <li>➤ Clinic/Hospital</li> <li>➤ City Health Office</li> <li>➤ COMELEC</li> <li>➤ Client</li> <li>➤ Provided by Client</li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/ Submit the requirement sought for change of first name	1.1 Receive, evaluate, and examine the authenticity of the document	N/A	10 minutes	• <i>Admin Aide III</i>
2. Review and signs petition form	2.1 Prepare petition form to be signed by the client	N/A	10 minutes	• <i>Admin Aide III</i>
3. Pay at the City Treasurer's Office the corresponding fee(s).	3.1 Upon receipt of official receipt, process petition, assign petition number. Gives Contact Nos. for follow up after 3 months.	Filing Fee – Php 3,000.00  Processing Fee – 500.00  Posting Fee – 150.00  Notarial Fee – 250.00	10 minutes	• <i>City Treasurer's Office</i>
	3.2 Review and prepare notice	Certificate of Finality – 250.00	5 minutes (mandatory posting in 10 days)	• <i>Admin Aide III</i>
	3.3 Approve/ deny petition after 14 days.	N/A	5 minutes	• <i>Atty. Emerson U. Palad, City Civil Registrar</i>
	3.4 Prepare Certificate of Posting and Decision	N/A	5 minutes	• <i>Admin Aide III</i> • <i>Atty. Emerson U. Palad, City Civil Registrar</i>
	3.5 Prepare transmittal letter.		5 minutes (8 weeks [PSA Legal Office])	• <i>Admin Aide III</i> • <i>Atty. Emerson U. Palad, City Civil Registrar</i>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.6 Upon receipt from PSA, annotate document, issue certificate of finality and annotated copy. Release	N/A	20 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide III</i></li> <li>• <i>Atty. Emerson U. Palad, City Civil Registrar</i></li> </ul>
<b>TOTAL</b>		<b>P4,150.00</b>	<b>5 months</b>	



## 10. R.A. 9048 – PETITION FOR CORRECTION OF CLERICAL OR TYPOGRAPHICAL ERROR (CCE)

An act further authorizing the city/municipal civil registrar or the consul general to correct clerical or typographical errors in his civil register documents.

<b>OFFICE/DIVISION</b>	<b>LOCAL CIVIL REGISTRY OFFICE</b>
<b>CLASSIFICATION</b>	Complex
<b>TYPE OF TRANSACTION</b>	G2C (Government to Citizen)
<b>WHO MAY AVAIL THE SERVICE</b>	Parents/document owners/Attorneys-in-Fact who have discrepancies in the Certificate of Live Birth, Death, and Marriage
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Latest PSA Copy sought to be corrected (1 original &amp; 2 photocopies)</li> <li>➤ Certified Photocopies of the Certificate of Live Birth (2 copies)</li> <li>➤ Documents showing the correct entry/entries upon which the correction shall be based. All must be presented in original and 2 photocopies. <ul style="list-style-type: none"> <li>a. Certificate of Live Birth (Wife/Husband, for Marriage Petition)</li> <li>b. Baptismal Certificate</li> <li>c. School Records</li> <li>d. Voter’s Certificate</li> <li>e. SSS/GSIS Record</li> <li>f. Certificate of Marriage</li> <li>g. Certificate of Live Birth of Child/children</li> <li>h. Certificate of Live Birth of the Father, Mother and Siblings</li> <li>i. Certificate of Marriage of parents</li> <li>j. Valid Identification Card</li> </ul> </li> </ul>	<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Philippine Statistics Authority</li> <li>➤ Local Civil Registry Office / Client</li> <li>➤ PSA/Civil Registry Office</li> <li>➤ Church</li> <li>➤ School of Client</li> <li>➤ COMELEC</li> <li>➤ SSS/GSIS</li> <li>➤ PSA/Civil Registry Office</li> </ul>

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/ Submit the requirement sought for change of first name	1.1 Receive, evaluate, and examine the authenticity of the document	N/A	10 minutes	• <i>Admin Aide III</i>
2. Review and signs petition form	2.1 Prepare petition form to be signed by the client	N/A	10 minutes	• <i>Admin Aide III</i>
3. Pay at the City Treasurer's Office the corresponding fee(s).	3.1 Upon receipt of official receipt, process petition, assign petition number. Gives Contact Nos. for follow up after 3 months.	Filing Fee – Php 1,000.00  Processing Fee – 500.00  Posting Fee – 150.00  Notarial Fee – 250.00  Certificate of Finality – 250.00	10 minutes	• <i>City Treasurer's Office</i>
	3.2 Review and prepare notice	N/A	5 minutes (mandatory posting in 10 days)	• <i>Admin Aide III</i>
	3.3 Approve/ deny petition after 14 days.	N/A	5 minutes	• <i>Atty. Emerson U. Palad, City Civil Registrar</i>
	3.4 Prepare Certificate of Posting and Decision	N/A	5 minutes	• <i>Admin Aide III</i> • <i>Atty. Emerson U. Palad, City Civil Registrar</i>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5 Prepare transmittal letter.	N/A	5 minutes 8 weeks (PSA Legal Office)	• <i>Admin Aide III</i> • <i>Atty. Emerson U. Palad, City Civil Registrar</i>
	3.6 Upon receipt from PSA, annotate document, issue certificate of finality and annotated copy. Release	N/A	20 minutes	• <i>Admin Aide III</i> • <i>Atty. Emerson U. Palad, City Civil Registrar</i>
<b>TOTAL</b>		<b>P2,150.00</b>	<b>5 months</b>	



## 11. LEGITIMATION WITH ADMISSION OF PATERNITY, LEGITIMATION INCLUDING R.A. 9858

Legitimation is a remedy by means of which those who in fact were not born in wedlock and should, therefore, be considered illegitimate, are, by fiction considered legitimate, it being supposed that they were born when their parents were already validly married.

<b>OFFICE/DIVISION</b>	<b>LOCAL CIVIL REGISTRY OFFICE</b>
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2C (Government to Citizen)
<b>WHO MAY AVAIL THE SERVICE</b>	Parents/Document owners
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ <b>For Legitimation with Admission of Paternity and Legitimation including R.A. 9858</b> <ul style="list-style-type: none"> <li>a. Certificate of No Previous Marriage (CENOMAR) of both parents (1 original &amp; 2 photocopies)</li> <li>b. Certificate of Marriage of parents</li> <li>c. Child's Certificate of Live Birth</li> <li>d. Baptismal Certificate</li> <li>e. School Record</li> </ul> </li> <li>➤ <b>Additional requirements:</b> <ul style="list-style-type: none"> <li>a. Father's Employment Record</li> <li>b. SSS/GSIS Record</li> <li>c. Insurance Policy</li> <li>d. SALN</li> <li>e. ITR</li> <li>f. Affidavit of Admission of Paternity</li> <li>g. Affidavit of Legitimation execute by both parents</li> </ul> </li> </ul> <p><b>NOTE: Appearance Of Both Parents Is Required</b></p>	<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ PSA</li> <li>➤ PSA/LCR Office</li> <li>➤ PSA/LCR Office</li> <li>➤ Church</li> <li>➤ School</li> <li>a. Company/Employer</li> <li>b. SSS/GSIS</li> <li>c. Company</li> <li>d. BIR</li> <li>e. Law Offices</li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/ submit required documents	1.1 Receive, evaluate, and examine the authenticity of the document	N/A	10 minutes	• <i>Admin Aide III</i>
2. Pay at the City Treasurer's Office the corresponding fee(s).	2.1 If requirements are in order, issue order of payments	Admission of paternity –P-150.00  Legitimation Fee - Php 150.00  Processing Fee – Php 150.00  Cert. Fee – 100.00  CTC Birth - 200.00  Doc Stamp – 30.00	10 minutes	• <i>Admin Aide III</i>
	2.2 Upon receipt of official receipt, process legitimation. Give Contact Nos. for follow up after 1 week.	None	10 minutes	• <i>Admin Aide III</i>



CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Review, assign registry numbers and register in Legal Instruments	N/A	10 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide III</i></li> <li>• <i>Atty. Emerson U. Palad, City Civil Registrar</i></li> </ul>
<b>TOTAL</b>		<b>P780.00</b>	<b>40 minutes</b>	



## 12. OCRG EXTENSION OFFICE BREQS TAGAYTAY CITY

The Office of the City Civil Registrar of Tagaytay accepts request for authenticated PSA copies of documents for Birth, Marriage, Death and CENOMAR.

<b>OFFICE/DIVISION</b>		<b>LOCAL CIVIL REGISTRY OFFICE</b>		
<b>CLASSIFICATION</b>		Highly Technical		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Owner of Documents, Relatives or Representatives		
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ PSA form Birth, Marriage, Death and CENOMAR</li> <li>➤ Valid ID's</li> <li>➤ If Relatives or Representative will present with Authorization letter and 2 Valid ID's</li> </ul>		<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Extension of Philippine Statistic Authority PSA Trece Martires Office Cavite</li> <li>➤ Any Government Agency issuing valid Id's</li> <li>➤ Provided by the client</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-out request form and submit to receiving Clerk	1.1 Check if the application form is fill-out correctly and completely	N/A	1 minute	<ul style="list-style-type: none"> <li>• <i>Household Attendant II</i></li> <li>• <i>Casual Employee</i></li> </ul>
2. Pay the corresponding fee at the City Treasury Office	2.1 Orders and advises the client to pay the corresponding fee	<b>P100.00 (City Counter part)</b> - Birth, Marriage, Death and CENOMAR	5 minutes	<ul style="list-style-type: none"> <li>• <i>City Treasurer's Office</i></li> </ul>
3. Return to secure the documents with Official Receipt	3.1 Check the payments from City Treasury Office	N/A	1 minute	<ul style="list-style-type: none"> <li>• <i>Household Attendant II</i></li> <li>• <i>Casual Employee</i></li> </ul>



<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
4. Client will be pay at LCRO for PSA fee request	4.1 Receive the payments for PSA fee	<b>P210.00</b> - Birth, Marriage, Death and <b>P155.00</b> - CENOMAR	2 minutes	<ul style="list-style-type: none"> <li>• <i>Household Attendant II</i></li> <li>• <i>Casual Employee</i></li> </ul>
5. Client will receive the request documents after 10 days	5.1 Receive the client's documents and sign in the logbook.	N/A	1 minute	<ul style="list-style-type: none"> <li>• <i>Household Attendant II</i></li> <li>• <i>Casual Employee</i></li> </ul>
<b>TOTAL</b>		<b>P255.00</b> - Birth, Marriage, Death Certificate  <b>P310.00</b> – CENOMAR	<b>10 minutes</b>	



# OFFICE OF THE CITY AGRICULTURIST (EXTERNAL SERVICE)



## 1. TREE CUTTING PERMIT

A tree cutting permit is an official authorization issued by the City Mayor that allows the removal, cutting, or earth-balling of trees. This permit ensures that tree removal is conducted responsibly and in compliance with local environmental regulations. The process typically involves submitting an application, an assessment of the trees to be cut, and adherence to specific guidelines to minimize environmental impact.

<b>OFFICE/DIVISION</b>		<b>DEPARTMENT OF AGRICULTURE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Lot owner with tree located inside his/her residential lot that obstruct the construction of the project		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Request letter address to the City Mayor</li> <li>➤ Reason for tree cutting request.</li> <li>➤ Proof of ownership of lot</li> <li>➤ Picture of tree</li> </ul>		<ul style="list-style-type: none"> <li>➤ Department of Agriculture Office</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare a request letter address to the city Mayor with client's contact number.	1.1 Contact the client to accompany the technician to their place for ocular inspection	Base on the ocular inspection result w/ corresponding seedling as replacement.	4 hours prepared & submitted to the office of the city Mayor for approval	<ul style="list-style-type: none"> <li>• <b>Dr. Joselito R. Laguardia, OIC-City Agriculturist</b></li> <li>• <b>Casual Employee</b></li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit to the City Mayors Office the complete requirements.	2.1 Prepare ocular inspection report w/ recommendation for approval of the city Mayor.	<b>TREE TYPE</b> Small 500 – 1,000 Medium 1,500 – 3,000 Large 3,500 – 5,000 Extra Large 5,500 - 10,000	2 minutes	• <b>Agriculturist II</b>
3. Wait for the notification from Agriculture Office Personnel for the Ocular Inspection schedule.	3.1 Notification of the requester to claim & pay the tree cutting fee permit after the approval of the City Mayor.	<b>Seedling Replacement</b> 3-5 seedlings 6-10 seedlings 11-30 seedlings 31-50 seedlings		• <b>Agriculture Office Staff</b>
<b>TOTAL</b>			<b>4 hours</b>	



## 2. TREATMENT OF SICK ANIMALS

The Department of Agriculture provides essential services for the treatment of sick animals, ensuring their health and well-being. This includes veterinary care, vaccination programs, and emergency medical assistance. The goal is to promote animal welfare, prevent the spread of diseases, and support responsible pet ownership within the community.

<b>OFFICE/DIVISION</b>		<b>DEPARTMENT OF AGRICULTURE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Pet/Livestock Owner		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ N/A		<b>WHERE TO SECURE:</b> ➤ Department of Agriculture Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Consult personally to Agriculture Office	1.1 Offer the logbook for signature	Free of Charge	15 minutes	<ul style="list-style-type: none"> <li>• <b>Dr. Joselito R. Laguardia, OIC-City Agriculturist</b></li> <li>• <b>Agricultural Technologist</b></li> </ul>
2. Sign to client's logbook	2.1 Entertain the complaint/problem			
3. Submit the client for interview by a veterinarian.	3.1 Administer the required medicine 3.2 Give Recommendation			
<b>TOTAL</b>			<b>15 minutes</b>	



### 3. VEGETABLE SEEDS PROVISION

The Department of Agriculture provides vegetable seeds to residents to promote sustainable agriculture and enhance food security within the community. This initiative supports local farmers and home gardeners by offering high-quality seeds, encouraging self-sufficiency, and fostering a healthier, more resilient community.

<b>OFFICE/DIVISION</b>		<b>DEPARTMENT OF AGRICULTURE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Farmers / BNS / Home makers w/ lot for vegetable production		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ N/A		<b>WHERE TO SECURE:</b> ➤ Department of Agriculture Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Visit Personally to Agriculture Office	1.1 Offer the logbook for signature	Free of Charge	10 minutes	• <i>Casual Employee</i>
2. Sign to client's logbook	2.1 Provide the requested vegetable seeds			
3. Sign to Master list of farmers received intervention.	3.1 Give recommendation on proper cultural practice and management.			
<b>TOTAL</b>			<b>10 minutes</b>	



# OFFICE OF THE CITY ENGINEER (EXTERNAL SERVICE)



## 1. ISSUANCE OF BUILDING PERMIT AND OTHER RELATED PERMITS

A Building Permit is required prior to construction, erection, alteration, major repair, or renovation or conversion of any building/structure owned by government or private entities.

A permit is required to proceed with the construction of a specific project/ building/structure or portions thereof after the accompanying principal plans, specifications and other pertinent documents with the duly notarized application are found satisfactory and substantially conforming with the National Building Code of the Philippines and Its Implementing Rules and Regulations.

<b>OFFICE/DIVISION</b>	<b>CITY ENGINEER'S OFFICE/ OFFICE OF THE BUILDING OFFICIAL</b>
<b>CLASSIFICATION</b>	Complex
<b>TYPE OF TRANSACTION</b>	G2C (Government to Citizen)
<b>WHO MAY AVAIL THE SERVICE</b>	ALL
<b>CHECKLIST OF REQUIREMENTS:</b> <i>(6 copies each)</i> <ol style="list-style-type: none"> <li>1. Proof of Ownership <ul style="list-style-type: none"> <li>▪ Certified true copy of Transfer Certificate of Title <ul style="list-style-type: none"> <li>➤ TCT is not yet in the name of applicant <ul style="list-style-type: none"> <li>▪ Deed of Absolute Sale</li> <li>▪ Contract to Sell</li> <li>▪ Deed of Assignment/Donation or any equivalent</li> </ul> </li> <li>➤ Applicant is a lessee or TCT is in the name of a corporation. <ul style="list-style-type: none"> <li>▪ Lease Contract</li> <li>▪ Corporate Secretary's Certificate</li> </ul> </li> <li>➤ Applicant is not the registered owner or with co-owner of the land <ul style="list-style-type: none"> <li>▪ Landowner's Affidavit of Consent</li> <li>▪ Extrajudicial Settlement</li> </ul> </li> </ul> </li> <li>2. Tax Declaration</li> <li>3. Latest Tax Receipt/Tax Clearance</li> <li>4. Pahintulot ng Barangay</li> </ul></li></ol>	<b>WHERE TO SECURE:</b> <ol style="list-style-type: none"> <li>1. Registry of Deeds <ul style="list-style-type: none"> <li>▪ Client/Applicant</li> </ul> </li> <li>▪ Client/Applicant</li> <li>▪ City Assessor's Office</li> <li>▪ City Treasurer's Office</li> <li>▪ Client/Applicant's Geodetic Engineer</li> </ol>



<p>5. Lot Plan/Location Plan</p> <p>6. Plan/Details (A3 size, soft copy in USB or CD)</p> <p>7. Bill of Materials</p> <p>8. Specifications</p> <p>9. Structural Design Computation for 2 or more Story Building</p> <p>10. Construction Safety and Health Program (CSHP)</p> <p>11. Fire Safety Evaluation Clearance</p> <p>12. Locational Clearance</p> <p>13. Photocopy of PTR &amp; PRC License who will signed and sealed the permit and in-charge of construction.</p> <p>14. Logbook (1-pc) Expanded Envelop Long (2-pcs)</p> <p>15. Comply with BP 344 or Accessibility Law (for commercial building)</p>	<ul style="list-style-type: none"> <li>▪ Client/Applicant's Geodetic Engineer</li> <li>▪ Client/Applicant's Architect or Civil Engineer</li> <li>▪ Client/Applicant's Architect or Civil Engineer</li> <li>▪ Client/Applicant's Architect or Civil Engineer</li> <li>▪ Client/Applicant's Structural Engineer or Civil Engineer</li> <li>▪ Department of Labor and Employment (DOLE)</li> <li>▪ Bureau of Fire Protection (BFP)</li> <li>▪ City Planning and Development Office</li> <li>▪ Client/Applicant's Architect or Civil Engineer</li> <li>▪ Client/Applicant</li> <li>▪ BP 344 or Accessibility Law</li> </ul>
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CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Fill out &amp; submit accomplished application forms, plans and the required supporting documents and approved clearances from other government agencies.</p>	<p>1.1 Check &amp; receive the application and other supporting documents.</p>	<p>N/A</p>	<p>15 minutes</p>	<ul style="list-style-type: none"> <li>• <i>Casual Employee</i></li> </ul>
	<p>1.2 Evaluation and Assessment</p> <p>1.3 Evaluates and assess Line and Grade, Structural Plans, Architectural plans,</p>	<p>Fees are based on (IRR) of National Building Code of the Philippines (NBCP) (PD 1096)</p>	<p>15 minutes</p>	<ul style="list-style-type: none"> <li>• <i>Engineer II</i></li> <li>• <i>Engineering Assistant</i></li> <li>• <i>Admin Officer V</i></li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>and Related Documents</p> <p>1.4 Evaluates and assess Electrical Plans and other related.</p> <p>1.5 Evaluates and assess Sanitary/Plumbing Plans and other related documents.</p> <p>1.6 Evaluates and assess Mechanical Plans and other related documents.</p>	<p>and other Incremental &amp; Admin cost.</p> <p>N/A</p>	<p>20 minutes</p> <p>20 minutes</p> <p>20 minutes</p>	<p>• <b>Zoning Inspector II</b></p> <p>• <b>Draftsman I</b></p> <p>• <b>Zoning Inspector II</b></p>
2. Inquire about the result of evaluation and assessment of application.	<p>2.1 Returned Plans and documents if there are deficiencies.</p> <p>2.2 If no deficiencies, the technical staff reviews the submitted corrected plans and completeness of documents for processing.</p>	N/A	<p>15 minutes</p> <p>30 minutes</p>	<p>• <b>Engineering Assistant</b></p> <p>• <b>Admin Officer V</b></p> <p>• <b>Admin Officer V</b></p> <p>• <b>Zoning Inspector II</b></p> <p>• <b>Draftsman I</b></p> <p>• <b>Engineer I</b></p>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3 Issue order of payment	N/A	5 minutes	<ul style="list-style-type: none"> <li>• <i>Engineering Assistant</i></li> <li>• <i>Admin Officer V</i></li> </ul>
3. Pay the required fees.	3.1 Receive payment & issue official receipt	Fees are based on (IRR) of National Building Code of the Philippines (NBCP) (PD 1096) and other Incremental & Admin cost		<ul style="list-style-type: none"> <li>• <i>City Treasurer's Office</i></li> </ul>
4. Submit Official Receipt	4.1 Receive the official receipt	N/A	5 minutes	<ul style="list-style-type: none"> <li>• <i>Engineering Assistant</i></li> <li>• <i>Admin Officer IV</i></li> </ul>
	4.2 Sign the approved permit	N/A	10 minutes	<ul style="list-style-type: none"> <li>• <i>Engr. Noel C. Baybay, City Engineer</i></li> </ul>
	4.3 Endorse to City Mayor (for Ridge Area & Commercial Building)	N/A	10 minutes	<ul style="list-style-type: none"> <li>• <i>Building Official Staff</i></li> </ul>
	4.4 Endorse to City Administrator (for residential and non-Ridge Area)			



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.5 Sort, stamp & record and issue the permit number	N/A	15 minutes	<ul style="list-style-type: none"> <li>• <b>Engineering Assistant</b></li> <li>• <b>Admin Officer IV</b></li> </ul>
5. Claim the permit & sign logbook for acknowledgement	5.1 Release the approved permit	N/A	10 minutes	<ul style="list-style-type: none"> <li>• <b>Engineering Assistant</b></li> <li>• <b>Admin Officer IV</b></li> </ul>
	5.2 Scan & archive the approved permit		30 minutes	<ul style="list-style-type: none"> <li>• <b>Casual Employee</b></li> </ul>
<b>TOTAL</b>			<b>3 hours, 40 minutes</b>	



## 2. ISSUANCE OF OCCUPANCY PERMIT

An Occupancy Permit is required before any building or structure is used or occupied. It is usually secured after the completion of structure. It is also required if there is any change in the existing use or occupancy classification of a building, structure, or any portion thereof.

<b>OFFICE/DIVISION</b>	<b>CITY ENGINEER'S OFFICE/ OFFICE OF THE BUILDING OFFICIAL</b>
<b>CLASSIFICATION</b>	Complex
<b>TYPE OF TRANSACTION</b>	G2C (Government to Citizen)
<b>WHO MAY AVAIL THE SERVICE</b>	ALL
<b>CHECKLIST OF REQUIREMENTS:</b> <i>(3 copies each)</i> <ul style="list-style-type: none"> <li>➤ Completion Form</li> <li>➤ As-Built Plan if there are Changes or Alteration</li> <li>➤ Photocopy of approved Building Permit</li> <li>➤ Photocopy of Approved Electrical Permit</li> <li>➤ Photocopy of Approved Sanitary/Plumbing Permit</li> <li>➤ Photocopy of Approved Mechanical Permit</li> <li>➤ Photocopy of Locational Clearance</li> <li>➤ Fire Safety Inspection Certificate (FSIC)</li> <li>➤ Tree Planting Certification</li> <li>➤ Picture of Structure/Building (front, rear, and sides)</li> <li>➤ Photocopy of PTR &amp; PRC License who will signed and sealed the permit and in-charge of construction.</li> </ul>	<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Office of the Building Official</li> <li>➤ Client/Applicant's Architect or Civil Engineer</li> <li>➤ Client/Applicant</li> <li>➤ Client/Applicant</li> <li>➤ Client/Applicant</li>   <li>➤ Client/Applicant</li> <li>➤ Client/Applicant</li> <li>➤ Bureau of Fire Protection (BFP)</li> <li>➤ Department of Agriculture</li> <li>➤ Client/Applicant</li>   <li>➤ Client/Applicant's Architect, Structural Engineer or Civil Engineer, Electrical Engineer, Sanitary Engineer, Mechanical Engineer</li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out & submit accomplished completion forms, as built plans and the required supporting documents and approved clearances from other government agencies.	1.1 Check & receive the application and other supporting documents	N/A	15 minutes	<ul style="list-style-type: none"> <li>• <b>Engineering Assistant</b></li> <li>• <b>Admin Officer IV</b></li> </ul>
2. Actual Site Inspection	2.1 Building inspectors/ technical staff conduct actual inspection of the completed building/ structure in accordance with the approved plans and specifications	N/A	2 hours	<ul style="list-style-type: none"> <li>• <b>Engineering Assistant</b></li> <li>• <b>Admin Officer IV</b></li> <li>• <b>Inspector II</b></li> <li>• <b>Draftsman I</b></li> <li>• <b>Engineer I</b></li> <li>• <b>Admin Officer V</b></li> </ul>
3. If the Building Inspector Find that the completed project had deviation from the approved plans, Make the necessary corrections/submits additional documents listed in the inspection report.	3.1 Re-inspection of the Building Technical Staff conducts re-inspection if the deficiencies stated at the inspection report have been corrected.	N/A	30 minutes	<ul style="list-style-type: none"> <li>• <b>Engineering Assistant</b></li> <li>• <b>Admin Officer IV</b></li> <li>• <b>Zoning Inspector II</b></li> <li>• <b>Draftsman I</b></li> <li>• <b>Engineer I</b></li> <li>• <b>Admin Officer V</b></li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Once all the requirements have been complied with, an assessment will be given to applicant.	N/A	30 minutes	
4. Pay the required fees	4.1 Receive payment & issue official receipt	Fees are based on (IRR) of National Building Code of the Philippines (NBCP) (PD 1096) and other Incremental & Admin cost		<ul style="list-style-type: none"> <li>• <b>City Treasurer's Office</b></li> </ul>
5. Submit the official receipt	5.1 Receive the official receipt	N/A	5 minutes	<ul style="list-style-type: none"> <li>• <b>Engineering Assistant</b></li> <li>• <b>Admin Officer IV</b></li> </ul>
	5.2 Prepare the Certificate of Occupancy and process the submitted documents for final Approval		30 minutes	<ul style="list-style-type: none"> <li>• <b>Engineering Assistant</b></li> <li>• <b>Admin Officer IV</b></li> </ul>
	5.3 Sign the approved permit		10 minutes	<ul style="list-style-type: none"> <li>• <b>Engr. Noel Baybay, City Engineer</b></li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	5.4 Endorse to City Mayor (for Ridge Area & Commercial Building) 5.5 Endorse to City Administrator (for residential and non-Ridge Area) 5.6 Sort, stamp & record and issue the permit number	N/A	10 minutes	<ul style="list-style-type: none"> <li>• <b>Building Official Staff</b></li>   <li>• <b>Engineering Assistant</b></li> <li>• <b>Admin Officer IV</b></li> </ul>
6. Claim the permit & sign logbook for acknowledgement	6.1 Release the approved permit	N/A	10 minutes	<ul style="list-style-type: none"> <li>• <b>Engineering Assistant</b></li> <li>• <b>Admin Officer IV</b></li> </ul>
	6.2 Scan & archive the approved permit		30 minutes	<ul style="list-style-type: none"> <li>• <b>Casual Employee</b></li> </ul>
<b>TOTAL</b>			<b>5 hours, 5 minutes</b>	



### 3. PREPARATION OF PLANS AND PROGRAM OF WORK

One of the services rendered by the City Engineer's Office is the preparation of Plans and Program of Work as requested by Barangay officials, private concerned citizen and other offices and department of the city government. These usually are regarding repair and construction of Drainage, Concrete Roads, Public and Government Buildings and other Infrastructure projects. These services are being provided to guide constituents in the implementation of the proposed project especially regarding plans, specification, and cost.

<b>OFFICE/DIVISION</b>		<b>CITY ENGINEER'S OFFICE</b>		
<b>CLASSIFICATION</b>		Highly Technical		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		ALL		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Request Letter</li> <li>➤ Project proposal</li> <li>➤ Title</li> <li>➤ Lot Plan</li> </ul>		<ul style="list-style-type: none"> <li>➤ Client/Applicant</li> <li>➤ Client/Applicant</li> <li>➤ Client/Applicant</li> <li>➤ Client/Applicant</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter to the personnel in charge	1.1 Staff receives and record the request in logbook and submit the same to the City Engineer	N/A	15 minutes	<ul style="list-style-type: none"> <li>• <i>Casual Employee</i></li> <li>• <i>Engineer II</i></li> </ul>
2. Actual Site Inspection	2.1 Technical staff conduct actual inspection and investigation of the site	N/A	2 hours	<ul style="list-style-type: none"> <li>• <i>Engineer I</i></li> <li>• <i>Engineer II</i></li> <li>• <i>Architect I</i></li> <li>• <i>Admin Aide IV</i></li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	or location of the proposed project. 2.2 Engineer who made the evaluation and assessment talks to person and barangay official concerned on site.	N/A	1 hour	<ul style="list-style-type: none"> <li>• <b>Casual Employee</b></li> <li>• <b>Engineer II</b></li> </ul>
	2.3 Engineer proceeds to survey works if a survey is needed.	N/A	5 days	<ul style="list-style-type: none"> <li>• <b>Architect I</b></li> <li>• <b>Engineer I</b></li> </ul>
	2.4 Prepare detailed plan and specification.	N/A	3 days	<ul style="list-style-type: none"> <li>• <b>Admin Aide IV</b></li> <li>• <b>Casual Employee</b></li> <li>• <b>Engineer II</b></li> </ul>
	2.5 Estimate the cost and prepare a bill of Materials.	N/A	20 minutes	<ul style="list-style-type: none"> <li>• <b>Engineer I</b></li> <li>• <b>Architect I</b></li> <li>• <b>Engineer II</b></li> </ul>
	2.6 City Engineer evaluates and recommend the plans and Program of Work.	N/A		<ul style="list-style-type: none"> <li>• <b>Engr. Noel Baybay, City Engineer</b></li> </ul>
	2.7 Approval of City Mayor/ Barangay Chairman	N/A		



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Claim the approved Program of Work and Plans	3.1 Release the approved Program of work and Plans	N/A	10 minutes	• <i>Frontliner CEO Staff</i>
<b>TOTAL</b>			<b>8 days, 3 hours, 45 minutes</b>	



#### 4. REQUEST FOR BUILDING DATA

The public may request from CEO building data such as the following:

- Copy of Building Plans
- Certification of issuance of building permit for a particular building
- Certificate of Occupancy.

<b>OFFICE/DIVISION</b>		<b>CITY ENGINEER'S OFFICE/OFFICE OF THE BUILDING OFFICIAL</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		ALL		
<b>CHECKLIST OF REQUIREMENTS:</b> <i>(3 copies each)</i>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Request Letter</li> <li>➤ Authorization of owner if the requesting personnel is not the register owner.</li> </ul>		<ul style="list-style-type: none"> <li>➤ Client/Applicant</li> <li>➤ Client/Applicant</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter to the personnel in charge	1.1 Staff receives and record the request in logbook and submit the same to the City Engineer	N/A	15 minutes	<ul style="list-style-type: none"> <li>• <i>Casual Employee</i></li> <li>• <i>Engineer II</i></li> </ul>
2. Actual Site Inspection	2.1 Attending Staff checks if the requested data is available and retrievable. 2.2 Certified and photocopy the requested data.	N/A	1 hour	<ul style="list-style-type: none"> <li>• <i>Engineer I</i></li> <li>• <i>Engineer II</i></li> <li>• <i>Architect I</i></li> </ul>



<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Pay the required fees	3.1 Receive payment & issue official receipt	<b>P50.00</b> Certification Fee	10 minutes	• <i>City Treasurer's Office</i>
4. Submit the official receipt	4.1 Receive the official receipt	N/A	5 minutes	• <i>Engineer I</i> • <i>Architect I</i> • <i>Engr. Noel Baybay, City Engineer</i>
	4.2 2. Sign the requested data/ certification	N/A	10 minutes	
5. Claim the permit & sign logbook for acknowledgement	5.1 Release the approved Certification or Data	N/A	10 minutes	• <i>Frontliner CEO Staff</i>
<b>TOTAL</b>			<b>1 hour, 40 minutes</b>	



# OFFICE OF THE CITY TREASURER (EXTERNAL SERVICE)



## 1. PAYMENT OF REAL PROPERTY TAXES (RPT)

Payment of the Basic Tax on real properties at the annual rate of 1.5% on residential and agricultural, 2% on commercial, industrial, and special classes, additional 1% for the Special Education Fund and 5% for the Idle Land Tax shall accrue on the first day of January. The Basic and additional taxes shall be collected simultaneously.

Real property tax payments are done at the Land Tax Division of the City Treasurer's Office. Taxpayers have the option to pay on an annual or quarterly basis. Discounts are given for advance and prompt payments.

<b>OFFICE/DIVISION</b>		<b>CITY TREASURERS' OFFICE - LANDTAX DIVISION</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Taxpayers		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Copy of latest real property tax receipt, or</li> <li>➤ Copy of latest RPT Declaration, or</li> <li>➤ Provide the complete name of the declared owner or the Property Index Number (PIN)</li> </ul>		<ul style="list-style-type: none"> <li>➤ Land Tax Division</li> <li>➤ Land Tax Division/City Assessor's Office</li> <li>➤ Land Tax Division/City Assessor's Office</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present any of the listed requirements at the assigned counter for computation 1.1 Review the Statement of Account (SOA)	1.1 Verify and compute the taxes to be paid 1.2 Generate Statement of Account (SOA) 1.3 Issue Statement of Account (SOA) to the taxpayer	N/A	10 minutes per Property Index Number (PIN)	<ul style="list-style-type: none"> <li>• <b>Revenue Collection Clerk I (Counter 8)</b></li> <li>• <b>Casual Employee (Counter 10 &amp; 12)</b></li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the taxes due to the collector. Secure Real Property Tax Official Receipt and check before leaving the counter.	2.1 Collect payment and issue Real Property Tax Official Receipt.	<i>Refer to the Formula below.</i>	20 minutes per Property Index Number (PIN).	<ul style="list-style-type: none"> <li>• <b>Casual Employee</b> (Counter 7)</li> <li>• <b>Admin Assistant II</b> (Counter 9)</li> <li>• <b>Ticket Checker</b> (Counter 11)</li> <li>• <b>Admin Aide I</b> (Counter 14)</li> </ul>
<b>TOTAL</b>		<b>Computation based on the assessed value</b>	<b>30 minutes</b>	

**Formula:**

Tax Due = Basic Tax + SEF

Where:

Basic Tax = Assessed Value x Tax Rate

- Residential & Agricultural - 1.5%
- Commercial, Industrial, & Special - 2%

SEF = Assessed Value x 1%

*A ten percent (10%) discount shall be granted to taxpayers who pay within the quarterly installment dates and twenty percent (20%) discount to taxpayers who pay in full on or before January 31 of the current year; provided that there is no existing delinquency on the subject property.*

*1<sup>st</sup> Installment – on or before March 31*

*2<sup>nd</sup> Installment – on or before June 30*

*3<sup>rd</sup> Installment – on or before September 30*

*4<sup>th</sup> Installment – on or before December 31, all of which are the current year*

*In case of failure to pay the Real Property Tax upon the expiration of the periods as stated above, the taxpayer shall be subjected to pay the interest at the rate of two percent (2%) per month on the unpaid amount or fraction thereof, until the delinquent tax shall have been fully paid; provided, however, that in no case shall the total penalty on the unpaid tax or portion thereof exceed thirty-six (36) months.*



## 2. REQUEST FOR REAL PROPERTY TAX CLEARANCE/CERTIFICATE OF NON DELIQUENCY

A certificate of Tax Clearance/Non-Delinquency is made at the Land Tax Division of the City Treasurer's Office and is issued to taxpayers who have religiously paid their taxes on time.

<b>OFFICE/DIVISION</b>		<b>CITY TREASURERS' OFFICE - LANDTAX DIVISION</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen). G2B (Government to Business)		
<b>WHO MAY AVAIL THE SERVICE</b>		Tax Payers		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Copy of latest real property tax receipt</li> <li>➤ Certification Fee/ Tax Clearance Official Receipt.</li> <li>➤ If the requisitioner is not the declare owner: Special Power of Attorney or Authorization Letter from the property owner and other supporting documents like valid ID's of the owner and the representative.</li> </ul>		<ul style="list-style-type: none"> <li>➤ Tax payer</li> <li>➤ City Treasurer's Office - Land Tax Division</li> <li>➤ Tax payer</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for certification, present the requirements and inform the assigned personnel the purpose of the requested clearance.	1.1 Verify the documents submitted	N/A	10 minutes per Property Index Number (PIN)	<ul style="list-style-type: none"> <li>• <b>Revenue Collection Clerk I (Counter 8)</b></li> <li>• <b>Casual Employee (Counter 12)</b></li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay certification fee at Counter 5 or 6.	2.1 Collect payment and issue tax clearance official receipt (OR).	P100.00 per copy, per PIN + P30.00 (Documentary Stamp) per copy	20 minutes	<ul style="list-style-type: none"> <li>• <b>Revenue Collection Clerk I (Counter 5)</b></li> <li>• <b>Casual Employee (Counter 6)</b></li> </ul>
3. Present tax clearance official receipt (OR) to the assigned personnel	3.1 Process and print tax clearance 3.2 Forward to the officer-in-charge, sign and dry seal the certificate	N/A	25 minutes	<ul style="list-style-type: none"> <li>• <b>Revenue Collection Clerk I (Counter 8)</b></li> <li>• <b>Casual Employee (Counter 12)</b></li> <li>• <b>Alex Mendoza, OIC-Land Tax Division</b></li> </ul>
4. Receive the requested certification/tax clearance.	4.1 Release certification together with the tax clearance official receipt (OR).	N/A	5 minutes	<ul style="list-style-type: none"> <li>• <b>Revenue Collection Clerk I (Counter 8)</b></li> <li>• <b>Casual Employee (Counter 12)</b></li> </ul>
<b>TOTAL</b>		<b>P100.00</b> per property <b>P30.00</b> Documentary Stamp	<b>1 hour</b>	



### 3. PAYMENT OF TRANSFER TAX

This tax is imposed on the sale, donation, barter, or any other mode of transferring ownership or title of real property from one person to another.

<b>OFFICE/DIVISION</b>		<b>CITY TREASURERS' OFFICE - LANDTAX DIVISION</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Tax Payers		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Certificate Authorizing Registration (CAR)</li> <li>➤ Deed of Sale/Donation/Extra Judicial, etc.</li> <li>➤ Latest Tax Declaration (land and improvement as applicable)</li> <li>➤ Certification of No-Improvement</li> <li>➤ Real Property Tax Clearance</li> <li>➤ Certified True Copy of the Certificate of Title</li> </ul>		<ul style="list-style-type: none"> <li>➤ Bureau of Internal Revenue (BIR)</li> <li>➤ Tax Payer</li> <li>➤ City Assessor's Office</li> <li>➤ City Assessor's Office</li> <li>➤ Land tax Division</li> <li>➤ Registry of Deeds</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the requirements at Counter 5 and 6.	1.1 Check the requirements 1.2 Compute transfer tax 1.3 Issue tax order of payment	N/A	40 minutes	<ul style="list-style-type: none"> <li>• <b>Revenue Collection Clerk I (Counter 5)</b></li> <li>• <b>Casual Employee (Counter 6)</b></li> </ul>
2. Pay transfer tax and secure official receipt (OR)	2.1 Collect payment and issue official receipt (OR).	75% of 1% of the total consideration or fair market value, whichever is higher	20 minutes	<ul style="list-style-type: none"> <li>• <b>Revenue Collection Clerk I (Counter 5)</b></li> <li>• <b>Casual Employee (Counter 6)</b></li> </ul>





#### 4. ISSUANCE OF COMMUNITY TAX CERTIFICATE (CEDULA)

There shall be imposed a community tax on persons, natural or juridical, residing in the city. A Community Tax Certificate (CTC) shall be issued to every person or corporation upon payment of the community tax.

<b>OFFICE/DIVISION</b>		<b>CITY TREASURERS' OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		Every inhabitant of the Philippines who is a resident of this city, eighteen (18) years of age or over		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Valid Identification Card</li> <li>➤ Client's Information Slip</li>   <li>➤ For individual <ul style="list-style-type: none"> <li>▪ Proof of Income</li> </ul> </li> <li>➤ For Corporation <ul style="list-style-type: none"> <li>▪ Approved Business</li> <li>▪ Assessment Form</li> <li>▪ Declaration of Annual Gross Receipts</li> <li>▪ Income Tax Return (ITR)</li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>➤ Tax payer</li> <li>➤ City Treasurer's Office to be filled-out by Tax payer</li> <li>➤ Tax payer/Employee's Agency</li>   <li>➤ Business Permit and Licensing Office</li>   <li>➤ Company/Business Owner</li>   <li>➤ Bureau of Internal Revenue</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the filled-out client's information slip and present the requirements at Counters 3 or 4.	1.1 Receive the requirements, encode the information and compute the taxes to be paid.	N/A	20 minutes	<ul style="list-style-type: none"> <li>• <b>Admin Aide I</b> (Counter 4)</li> <li>• <b>CTO Staff</b> (Counter 3)</li> </ul>
2. Pay the community tax. Receive the Community Tax Certificate.	2.1 Collect payment and issue Community Tax Certificate	<i>Please refer to the schedule of payment below</i>	10 minutes	<ul style="list-style-type: none"> <li>• <b>Admin Aide I</b> (Counter 4)</li> <li>• <b>CTO Staff</b> (Counter 3)</li> </ul>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	- BIR Form 0016 (Individual) - BIR Form 0017 (Corporation)			
<b>TOTAL</b>		<b>Please refer to the schedule of payment below</b>	<b>30 minutes</b>	

### Schedule of Payment

*The community tax shall accrue on the first (1<sup>st</sup>) day of January each year which shall be paid not later than the last date of February of each year.*

<b>INDIVIDUAL:</b>	Basic	P5.00
	Additional	P1.00 for every P1,000.00 of income regardless of whether from business, exercise of profession or from property
<b>CORPORATION:</b>	Not to Exceed	P5,000.00
	Basic	P500.00
	Additional	P2.00 for every P5,000.00 of assessed value of Real property, Gross Receipts, Dividends
	Not to Exceed	P10,000.00

***PENALTY:*** Interest of 2% per month is charged on top of the total if CTC is issued after February of the applicable year.

## 5. PAYMENT OF BUSINESS TAX

Business Taxes imposed shall be payable for every separate or distinct establishment or place where business subject to the tax is conducted and one line of business does not become exempt by being conducted with some other business for which such tax has been paid. The tax on business must be paid by the person conducting the same.

The tax shall be paid once within the first twenty (20) days of January or in quarterly installments within the first twenty (20) days of January, April, July, and October of each year.

<b>OFFICE/DIVISION</b>		<b>CITY TREASURERS' OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen) G2B (Government to Business)		
<b>WHO MAY AVAIL THE SERVICE</b>		Business Owners		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Statement of Account (SOA) on Business		<b>WHERE TO SECURE:</b> ➤ Business Permit and Licensing Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present SOA at Counters 1 & 2	1.1 Receive and verify SOA, process payment and prepare the receipt	N/A	20 minutes	• <i>Ticket Checker</i> (Counter 1 & 2)
2. Pay the required amount. 2.1 Receive the Official Receipt (OR)	2.1 Collect payment and issue official receipt (OR)	Based on Tax Ordinance	20 minutes	• <i>Ticket Checker</i> (Counter 1 & 2)
<b>TOTAL</b>		<b>Based on Tax Ordinance</b>	<b>40 minutes</b>	

### ***For Late Payment***

*The Tax Payer shall be subjected to a surcharge of 25% of the original amount of tax due and an interest of 2% per month upon the unpaid amount from the due date, until such amount is fully paid but shall not exceed thirty-six (36) months or seventy-two percent (72%).*



## 6. PAYMENT OF MISCELLANEOUS FEES AND CHARGES

Fees and chargers is an allowable local government imposition for the services rendered by the local government and charges for the use of public utilities, and penalties for violations of the City Ordinances.

This city imposes the collection of fees and charges (such as Motorized Tricycle Operator's Permit (MTOP), building permits, zonal/locational clearances and development permits, occupational fees, etc.) in accordance with city's tax legislation.

<b>OFFICE/DIVISION</b>		<b>CITY TREASURERS' OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		All		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Order of Payment		<b>WHERE TO SECURE:</b> ➤ Requesting/Concerned Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present order of payment at Counter 5 & 6.	1.1 Receive Order of payment and prepare the receipt.	N/A	10 minutes	<ul style="list-style-type: none"> <li>• <b>Revenue Collection Clerk I (Counter 5)</b></li> <li>• <b>Casual Employee (Counter 6)</b></li> </ul>
2. Pay the required fees and/or charges. 2.1 Receive the official receipt 2.2 Proceed to the concerned office	2.1 Receive payment and issue official receipt (OR)	As per order of payment issued by concerned office.	10 minutes	<ul style="list-style-type: none"> <li>• <b>Revenue Collection Clerk I (Counter 5)</b></li> <li>• <b>Casual Employee (Counter 6)</b></li> </ul>
<b>TOTAL</b>		<b>As per order of payment</b>	<b>20 minutes</b>	

## 7. PAYMENT FOR BARANGAY CLEARANCE

Barangay Clearance is issued by the barangays in relation to the issuance of business permit and locational clearance by the city or any other permit as may be required. Barangay clearance fee is imposed by the barangays through an ordinance and collected by the city.

<b>OFFICE/DIVISION</b>		<b>CITY TREASURERS' OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen) G2B (Government to Business)		
<b>WHO MAY AVAIL THE SERVICE</b>		All		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Order of Payment/Application form for Barangay Clearance		<b>WHERE TO SECURE:</b> ➤ Requesting/Concerned Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present filled out application form for barangay clearance/Order of payment to the designated collector.	1.1 Receive the filled-out application form for barangay clearance/Order of payment 1.2 Check the requirements 1.3 Prepare the receipt	N/A	10 minutes	• <i>Admin Aide I</i>
2. Pay the corresponding fees 2.1 Receive the official receipt	2.1 Collect payment and issue official receipt (OR)	Based on Barangay Revenue Code	10 minutes	• <i>Admin Aide I</i>
<b>TOTAL</b>		<b>Based on Barangay Revenue Code</b>	<b>20 minutes</b>	



## 8. ISSUANCE OF CHECK

Checks shall be drawn only on duly approved disbursement vouchers. It shall be drawn by the City Treasurer and countersigned by the City Administrator. In case, however, of expenditures appropriated for the operation of the Sanggunian, checks drawn shall be countersigned by the City Vice Mayor.

IT is issued to individuals, government entities, suppliers/business owners and contractors for payment of their claims and services rendered.

<b>OFFICE/DIVISION</b>		<b>CITY TREASURERS' OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen) G2B (Government to Business) G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		All		
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Valid Identification Card</li> <li>➤ Invoice/Official Receipt (for government entities, suppliers/business owners and contractors)</li> <li>➤ If the claimant is not the payee: Special Power of Attorney or Authorization Letter from the payee and other supporting documents like valid ID's of the payee and the representative</li> </ul>		<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Claimant/Payee</li> <li>➤ Claimant/Payee</li>   <li>➤ Claimant/Payee</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the requirements.	1.1 Verify documents presented	N/A	10 minutes	• <i>Admin Aide IV</i> • <i>Admin Aide I</i>
2. Sign in the disbursement voucher and check register.	2.1 Assist the client to acknowledge receipt check in the disbursement voucher and	N/A	20 minutes	• <i>Admin Aide IV</i> • <i>Admin Aide I</i>



CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1 Prepare and issue invoice/official receipt (for government entities, suppliers/business owners and contractors).	check register. 2.2 Receive and attach Invoice/OR and other supporting documents in the disbursement voucher.			
3. Claim the check.	3.1 Release the check.	N/A	5 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide IV</i></li> <li>• <i>Admin Aide I</i></li> </ul>
<b>TOTAL</b>		<b>N/A</b>	<b>35 minutes</b>	



# CITY HEALTH OFFICE

## (EXTERNAL SERVICE)



## 1. SECURING HEALTH AND MEDICAL CERTIFICATE

Securing a health certificate involves obtaining an official document from the local government unit that certifies an individual's health status. This certificate is often required for employment, travel, or participation in certain activities. The process typically includes a medical examination, submission of necessary documents, and adherence to local health regulations.

<b>OFFICE/DIVISION</b>		<b>CITY HEALTH OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Workers		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Laboratory or Diagnostic Result, if applicable		<b>WHERE TO SECURE:</b> ➤ Laboratory (any public or private) ➤ Hospital (any public or private)		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Personnel instruct client to pay required certification fee and present official receipt.	1.1 Check The Requirements	N/A	2 minutes	• <b>Sanitary Inspector</b>
2. Register	2.1 Personnel accomplish certificate form, registered, and refers client to the physician on duty.	N/A	2 minutes	• <b>Midwife on Duty</b>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Issuance of certificate. Wait for the Issuance of Health, and Medical Certificate	3.1 Physician on duty assesses and examines the client before signing the certificate form. Health or Medical Certificate is issued to client	N/A	2 minutes	• <i>Dr. Alexis Deus Angcaya, OIC-CHO</i>
<b>TOTAL</b>		<b>N/A</b>	<b>6 minutes</b>	



## 2. SECURING SANITATION PERMIT

Securing a sanitation permit involves obtaining an official authorization from the local government unit that certifies compliance with health and sanitation standards. This permit is required for businesses and establishments to operate legally and ensure public health and safety. The process typically includes an inspection, submission of necessary documents, and adherence to local health regulations.

<b>OFFICE/DIVISION</b>		<b>CITY HEALTH OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Business Establishments		
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Health Certificate/Health Card</li> <li>➤ Employees Working Permit</li> <li>➤ Desludging of Septic Tanks (Renewal)</li> <li>➤ Pest Control/Vermin Control <ul style="list-style-type: none"> <li>- Contract of Service</li> <li>- Service Report</li> </ul> </li> <li>➤ Solid Waste Collection from CENRO (Contract of Service) Additional for Hotel and Restaurants <ul style="list-style-type: none"> <li>- Microbiological Test (Monthly),</li> <li>Physical/Chemical Test (Semi-Annual)</li> </ul> </li> </ul>		<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ City Health Office</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present official receipt for health certificate fee to the person-in-charge.	1.1 Check the receipt	N/A	1 minute	<ul style="list-style-type: none"> <li>• <i>Nurse III</i></li> <li>• <i>Sanitary Inspector</i></li> </ul>
2. Present the requirements.	2.1 Assess completeness of requirements.	N/A	3 minutes	<ul style="list-style-type: none"> <li>• <i>Nurse III</i></li> <li>• <i>Sanitary Inspector</i></li> </ul>
3. Register	3.1 Register client and purpose of issuance.	N/A	2 minutes	<ul style="list-style-type: none"> <li>• <i>Nurse III</i></li> <li>• <i>Sanitary Inspector</i></li> </ul>



<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
4. Accomplish health card, sanitary permit form and business license.	4.1 Record and Accomplish forms and Business License	N/A	4 minutes	<ul style="list-style-type: none"> <li>• <i>Nurse III</i></li> <li>• <i>Sanitary Inspector</i></li> </ul>
5. Submit accomplished forms	5.1 Accomplished forms submit to City Health Officer or Medical Officer for Signature	N/A	1 minute	<ul style="list-style-type: none"> <li>• <i>Dr. Alexis Deus Angcaya, OIC-CHO</i></li> </ul>
6. Wait for the release of Documents	6.1 Release Sanitary permit.		1 minute	<ul style="list-style-type: none"> <li>• <i>Nurse III</i></li> <li>• <i>Sanitary Inspector</i></li> </ul>
<b>TOTAL</b>		<b>N/A</b>	<b>12 minutes</b>	



### 3. OUT-PATIENT CONSULTATION

Outpatient consultation services offered by the local government unit provide residents with access to medical care without the need for hospital admission. These services include routine check-ups, diagnosis, treatment, and follow-up care for various health conditions. The goal is to ensure timely and efficient healthcare, promote wellness, and address the medical needs of the community.

<b>OFFICE/DIVISION</b>		<b>CITY HEALTH OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Out-Patients		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Diagnostic		<b>WHERE TO SECURE:</b> ➤ City Health Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Clients admit for OPD	1.1 Nursing Attendant/ Barangay Health Worker (BHW) on duty asks client reasons for consultation and writes clients data on the dispensary book	N/A	2 minutes	• <b>Barangay Health Worker (BHW) on Duty</b>
2. Ready for Assessment	2.1 Nurse/ Midwife on duty takes Medical History of patient.	N/A	2 minutes	• <b>Nurse or Midwife on Duty</b>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Gets vital signs and records in the Individual Treatment Record form (ITF), refers the patient to the physician on duty.			
3. Ready for Examination	3.1 Physician on duty examines patient and prescribes appropriate medicines and gives medical advice. Refers patient to assigned personnel for issuance of medicines.	N/A	10 minutes	• <b>Dr. Alexis Deus Angcaya, OIC-CHO</b>
4. Proceed to assigned personnel for Issuance of Medicines	4.1 Issuance of required medicines if available. If hospitalization is required fill up referral form for the hospital of choice.	N/A	2 minutes	• <b>Nurse or Midwife on Duty</b>
<b>TOTAL</b>		<b>N/A</b>	<b>16 minutes</b>	



#### 4. IMMUNIZATION SERVICES

Immunization services offered by the local government unit aim to protect the community from vaccine-preventable diseases. These services include the administration of vaccines to children, adults, and vulnerable populations, as well as public health education and outreach programs. The goal is to ensure high vaccination coverage, reduce the incidence of infectious diseases, and promote overall public health and safety.

<b>OFFICE/DIVISION</b>		<b>CITY HEALTH OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Out-Patients		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Immunization Card		<b>WHERE TO SECURE:</b> ➤ Barangay Health Station ➤ City Health Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Registration	1.1 Midwife on Duty/ Expanded Program on Immunization (EPI) coordinator gathers necessary data about the child or pregnant woman to be immunized. She/He reviews past immunizations given to the child or pregnant mother.	N/A	3 minutes	• <i>Midwife on Duty/Expanded Program on Immunization (EPI) Coordinator</i>



<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Immunization	2.1 Midwife on Duty/ Expanded Program on Immunization (EPI) nurse gives immunization as required.	N/A	5 minutes	• <i>Midwife on Duty/Expanded Program on Immunization (EPI) Coordinator</i>
3. Post Immunization Instruction	3.1 Midwife gives mother post immunization instructions and informs her about the schedule/s for the next round/s of immunization.	N/A	2 minutes	• <i>Midwife on Duty/Expanded Program on Immunization (EPI) Coordinator</i>
<b>TOTAL</b>		<b>N/A</b>	<b>10 minutes</b>	



## 5. DENTAL SERVICES

The local government unit offers comprehensive dental services to ensure the oral health and well-being of the community. These services include routine check-ups, cleanings, fillings, extractions, and preventive care. The goal is to provide accessible and affordable dental care, promote good oral hygiene practices, and prevent dental diseases.

<b>OFFICE/DIVISION</b>		<b>CITY HEALTH OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Patients		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ _		<b>WHERE TO SECURE:</b> ➤ _		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register name in a logbook and wait for a call number	1.1 Register name in a logbook and call for the number and records patient's blood pressure	N/A	3 minutes	• <b>Dental Aide on duty</b>
2. Tooth Examination	2.1 Performs tooth examination tooth extraction (if needed). Post-extraction instructions about oral health. Prescription of medicines, if needed	N/A	45 minutes	• <b>Dr. Frannie Bathan, Dentist</b>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed for the assigned Personnel for the Prescribed Medicines if needed	3.1 Issuance of medicines if needed/ available	N/A	2 minutes	• <i>Nurse or Midwife on Duty</i>
<b>TOTAL</b>		<b>N/A</b>	<b>50 minutes</b>	



## 6. ANTI-TUBERCULOSIS DRUGS

The local government unit offers access to anti-tuberculosis drugs to ensure the effective treatment and control of tuberculosis within the community. This service includes the provision of medication, regular monitoring, and support for patients undergoing treatment. The goal is to reduce the incidence of tuberculosis, prevent its spread, and promote public health and well-being.

<b>OFFICE/DIVISION</b>		<b>CITY HEALTH OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Patients		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ NTP Treatment Card</li> <li>➤ Chest X-ray</li> <li>➤ Gene Xpert Sputum Exam</li> </ul>		<ul style="list-style-type: none"> <li>➤ City Health Office</li> <li>➤ Other Tuberculosis Treatment Hub</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquiry (inquire about the Tuberculosis drug dispensary and the requirements)	1.1 Record and interview the client	N/A	2 minutes	• <i>Staff on duty</i>
2. Receive Instruction	2.1 Instruct the patient for proper sputum collection	N/A	3 minutes	• <i>Nurse-In-Charge</i>
3. Collection and submission of Specimen	3.1 Collect sputum specimen for Examination (client receives information as to the date of release of result)	N/A	10 minutes	• <i>Medical Technologist</i>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Enrolment of Patient	4.1 Assesses the patient, if eligible as National Tuberculosis Program (NTP) beneficiary. If eligible, enroll the patient and issues National Tuberculosis Program (NTP) Identification Card. Educate the patient about Tuberculosis disease and control, and the importance of the directly observed treatment for short course therapy with his/her treatment partner. Issues Initial Tuberculosis drug supply to treatment partner and instruct patient where to report his/her daily intake of Tuberculosis drugs and schedule of follow up sputum re-exam.	N/A	30 minutes	• <i>Casual Nurse</i>
<b>TOTAL</b>		<b>N/A</b>	<b>45 minutes</b>	



## 7. CONDUCTING PRE-MARRIAGE COUNSELLING SEMINARS

The local government unit conducts pre-marriage counseling seminars to prepare couples for a successful and harmonious marriage. These seminars cover essential topics such as communication, conflict resolution, financial management, and family planning. The goal is to equip couples with the knowledge and skills needed to build a strong and healthy relationship, ensuring a stable and supportive family environment.

<b>OFFICE/DIVISION</b>		<b>CITY HEALTH OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Couples to be Married		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ _		<b>WHERE TO SECURE:</b> ➤ _		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the Logbook Pre-Marriage Counseling	1.1 Assess and register their names the couple to be married for record purposes and provide schedule of Pre-Marriage Counseling	N/A	5 minutes	• <i>Nurse III</i>
2. Attend Seminar	2.1 Directs the couple to social development center multipurpose hall where pre marriage counselling seminars are held	N/A	8 hours	• <i>Nurse III</i>

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Awarding of Certificate	3.1 Pre-Marriage Counseling certificates are given right after the seminar	N/A	2 minutes	• <i>Nurse III</i>
<b>TOTAL</b>		<b>N/A</b>	<b>8 hours, 7 minutes</b>	



## 8. FAMILY PLANNING SUPPLIES

The local government unit provides family planning supplies to support reproductive health and responsible parenthood within the community. These supplies include contraceptives, educational materials, and counseling services. The goal is to empower individuals and couples to make informed decisions about family planning, promote maternal and child health, and enhance the overall well-being of the community.

<b>OFFICE/DIVISION</b>		<b>CITY HEALTH OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Patients		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Family Planning Form 1		<b>WHERE TO SECURE:</b> ➤ Barangay Health Station ➤ City Health Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire for the services	1.1 Person in charge evaluates the customer through medical & obstetrical-gynecological history taking to determine if Family Planning Commodities are contraindicated	N/A	5 minutes	• <i>Midwife on Duty</i>

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Issuance of Supplies	2.1 Issue a supply of Family Planning Commodities and discusses with client the method for using the contraceptives as well as its normal side effects	N/A	5 minutes	• <i>Midwife on Duty</i>
3. Register	3.1 Client Register his /her name in the logbook for documentation purposes	N/A	2 minutes	• <i>Midwife on Duty</i>
<b>TOTAL</b>		<b>N/A</b>	<b>12 minutes</b>	



## 9. ARRANGING ADMINISTRATION OF DEPOT MEDROXYPROGESTERONE ACETATE/DEPO-PROVERA (DMPA) INJECTION

The local government unit provides services for the administration of DMPA (Depo-Provera) injections, a form of contraceptive that is given every three months. This service includes scheduling appointments, administering the injection, and providing information on its use and benefits. The goal is to support reproductive health and family planning within the community.

<b>OFFICE/DIVISION</b>		<b>CITY HEALTH OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Patients		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Family Planning Form 1		<b>WHERE TO SECURE:</b> ➤ Barangay Health Station ➤ City Health Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request for DMPA/Depo-Provera Injection	1.1 Assess/ interview the client	N/A	10 minutes	• <i>Midwife on Duty</i>
2. Present DMPA/Depo-Provera Card	2.1 For new acceptors person-in-charge conducts medical & Obstetrical/ Gynecological history taking to evaluate the patient, if DMPA/Depo-Provera injection is not contraindicated.	N/A	10 minutes	• <i>Midwife on Duty</i>

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	She then informs the patient about how the DMPA/Depo-Provera works and its normal side effects			
3. Validation of Record and Appointment Date	3.1 Person-in-Charge validate record and appointment date) whether DMPA/Depo-Provera is supposed to be injected on a particular date) and takes Blood Pressure	N/A	10 minutes	• <i>Midwife on Duty</i>
4. Administration of DMPA/Depo-Provera Injection	4.1 If clients blood Pressure is within normal limits, person-in-charge administers DMPA/Depo-Provera injection	N/A	10 minutes	• <i>Midwife on Duty</i>
5. Schedule of next appointment / register in the logbook	5.1 Inform the client for her next appointment and register her name for documentation purposes	N/A	10 minutes	• <i>Midwife on Duty</i>
<b>TOTAL</b>		<b>N/A</b>	<b>50 minutes</b>	

## 10. REQUESTING REFERRAL FOR VOLUNTARY CONTRACEPTION

Requesting a referral for voluntary contraception involves obtaining an official recommendation from the local government unit to access contraceptive services. This process ensures that individuals receive appropriate guidance and support for their reproductive health needs. The referral typically includes a consultation with a healthcare provider, assessment of contraceptive options, and provision of necessary information and resources

<b>OFFICE/DIVISION</b>		<b>CITY HEALTH OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Patients		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Family Planning Form 1		<b>WHERE TO SECURE:</b> ➤ Barangay Health Station ➤ City Health Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ready for Interview	1.1 Person-in-charge request the client for personal interview	N/A	6 minutes	• <i>Midwife/ Nurse on Duty</i>
2. Counselling	2.1 Conducts counselling regarding the client's chosen method of family planning	N/A	6 minutes	• <i>Midwife/ Nurse on Duty</i>
3. Screening	3.1 Conducts screening through medical and obstetrical/ gynecological history taking and physical examination	N/A	6 minutes	• <i>Midwife on Duty</i>

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Signing of Consent Form	4.1 Signs the client a consent form specifying her consenting to the ligation surgical procedure	N/A	6 minutes	• <i>Midwife on Duty</i>
5. Wait for referral and final instructions	5.1 Coordinator issues a referral and provides client with final instruction so that she can avail of the voluntary sterilization program of the <b>BMC</b>	N/A	6 minutes	• <i>Midwife on Duty</i>
<b>TOTAL</b>		<b>N/A</b>	<b>30 minutes</b>	



## 11. CONSULTATION WITH INFECTIOUS OF NOTIFIABLE DISEASED PATIENT

A consultation for a patient with an infectious or notifiable disease involves collecting patient history, conducting a physical examination, ordering diagnostic tests, developing a treatment plan, notifying health authorities, and providing patient education to ensure effective management and prevention of disease transmission.

<b>OFFICE/DIVISION</b>		<b>CITY HEALTH OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Patients		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ _		<b>WHERE TO SECURE:</b> ➤ _		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish of <b>CIF</b>	1.1 Case Verification 1.2 Patient Interview 1.3 Assessment	N/A	1 minute 5 minutes 5 minutes	• <i>Nurse on Duty</i> • <i>Deus Alexis Angcaya, OIC-CHO</i>
2. Specimen collection for confirmatory testing	2.1 Collect and submit specimen	N/A	5 minutes	• <i>Nurse on Duty</i>
3. Case Management	3.1 Give appropriate referral 3.2 Implement isolation protocol 3.3 Give health education, instructions and advise 3.4 Ensure provision of medical instructions	N/A	5 minutes 5 minutes	• <i>Nurse on Duty</i> • <i>Deus Alexis Angcaya, OIC-CHO</i>

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5 Monitoring of patients and close contacts	N/A	5 minutes	
4. Under go reassessment on recovery	4.1 Reassessment of patient 4.2 Confirmation of recovery 4.3 Issuance of recovery certification (if needed)	N/A	3 minutes 2 minutes 5 minutes	<ul style="list-style-type: none"> <li>• <i>Nurse on Duty</i></li> <li>• <i>Deus Alexis Angcaya, OIC-CHO</i></li> </ul>
<b>TOTAL</b>		<b>N/A</b>	<b>41 minutes</b>	



# OSPITAL NG TAGAYTAY

## (EXTERNAL SERVICE)



## 1. ISSUANCE OF DRUGS/MEDICATION

The Health Care service, which comprises the practice, preparing, dispensing medicines and medical advice to the patients.

<b>OFFICE/DIVISION</b>		<b>OSPITAL NG TAGAYTAY/PHARMACY</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen) G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		Public		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Prescription		<b>WHERE TO SECURE:</b> ➤ ER/Medical Officer		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Prescription	1.1 Checking of the stocks and indicate price	N/A	5 minutes	• <i>Pharmacist</i>
2. Proceed to Cashier	2.1 Payment	Based on SOA	10 minutes	• <i>Billing Clerk</i>
3. Present Rx with OR attached	3.1 Prepares Medicine Needed	N/A	2 minutes	• <i>Pharmacist</i>
4. Receives the medication	4.1 Inform patient's the necessary information regarding the prescription	N/A	5 minutes	• <i>Pharmacist</i>
5. Leaves the Pharmacy	5.1 Record the quantity of medicine dispensed in stock room	N/A	5 minutes	• <i>Pharmacist</i>
<b>TOTAL</b>		<b>Based on SOA</b>	<b>27 minutes</b>	



## 2. GENERAL CONSULTATION, TREATMENT OF MINOR MEDICAL CASES AND EMERGENCIES

An outpatient department is the part of the hospital designed for treatment of outpatients, people with health problems who visits the hospital for diagnosis or treatments, but do not at this time require a bed or to be admitted for overnight.

<b>OFFICE/DIVISION</b>		<b>OSPITAL NG TAGAYTAY/OUT-PATIENT DEPARTMENT</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Public		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Health Declaration Form		<b>WHERE TO SECURE:</b> ➤ Triage ➤ Emergency Room		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire for the Doctor on duty	1.1 Inform the patient about the Doctor on duty	N/A	1 minute	• <i>OPD Personnel</i>
2. Fill-up the Health Declaration Form	2.1 Collect the Health Declaration Form and patients' information	N/A	5 minutes	• <i>OPD Personnel</i>
3. Wait to be called	3.1 Call out the patient on their turn for consultation	N/A	10 minutes	• <i>OPD Personnel</i>
4. Proceed to the consultation room	4.1 Assist the patient to the consultation room	N/A	1 minute	• <i>OPD Personnel</i>

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Leaves the Hospital	5.1 Assist to exit the hospital	N/A	1 minute	• <i>OPD Personnel</i>
<b>TOTAL</b>		<b>N/A</b>	<b>18 minutes</b>	



### 3. ISSUANCE OF MEDICAL ABSTRACT

An abstraction of the patient's medical records during the hospitalization.

<b>OFFICE/DIVISION</b>		<b>OSPITAL NG TAGAYTAY/RECORDS SECTION</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Public		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Health Declaration Form ➤ Medical Abstract Form		<b>WHERE TO SECURE:</b> ➤ Triage ➤ Emergency Room		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Patient will visit for check up	1.1 Provide Health Declaration Form	N/A	5 minutes	• <i>OPD Personnel</i>
2. Interview the patient	2.1 Nurse on duty will record all the necessary information of the patient	N/A	10 minutes	• <i>OPD Personnel</i>
3. Doctor assessment/ findings	3.1 Doctor will check the patient and record all the findings	N/A	10 minutes	• <i>OPD Personnel</i>
4. Collect Medical Abstract	4.1 Issuance of Medical Abstract	N/A	3 minutes	• <i>OPD Personnel</i>
<b>TOTAL</b>		<b>N/A</b>	<b>28 minutes</b>	



#### 4. ISSUANCE OF MEDICO LEGAL

A case of injury or ailment or a legal case requiring medical expertise when brought by the police for examination.

<b>OFFICE/DIVISION</b>		<b>OSPITAL NG TAGAYTAY/RECORDS SECTION</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Public		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Medico Legal Certificate		<b>WHERE TO SECURE:</b> ➤ Records Section		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide patients information	1.1 Record all the necessary information of the patient	N/A	5 minutes	• <i>Records Personnel</i>
2. Provide patients record and medical abstract to the Physician	2.1 Wait for Doctors assessment and instructions	N/A	20 minutes	• <i>Medical Officer</i>
3. Checking the information in the certificate	3.1 Final checking of the provided information, if it is duly signed for final printing of the certificate	N/A	5 minutes	• <i>Records Personnel</i>
4. Payment of necessary fees	4.1 Assist to the cashier	<b>Based on SOA</b>	5 minutes	• <i>Billing Clerk</i>
5. Collect Medico Legal Certificate	5.1 Issuance of Medico Legal Certificate	N/A	5 minutes	• <i>Records Personnel</i>
<b>TOTAL</b>		<b>Based on SOA</b>	<b>40 minutes</b>	



## 5. ISSUANCE OF BIRTH CERTIFICATE

An official document issued to record a person's birth, such as name, gender, date of birth, place of birth.

<b>OFFICE/DIVISION</b>		<b>OSPITAL NG TAGAYTAY/RECORDS SECTION</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Public		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Birth Certificate		<b>WHERE TO SECURE:</b> ➤ Records Section		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up the information of the new-born baby	1.1 Provide birth certificate draft form	N/A	30 minutes	• <i>Records Personnel</i>
2. Submit the filled-up form	2.1 Encode all the necessary information of the new-born baby to the birth certificate form for final printing	N/A	20 minutes	• <i>Records Personnel</i>
3. Double check the details in the death certificate	3.1 Request payment for the birth certificate	N/A	5 minutes	• <i>Records Personnel</i>
4. Pay necessary fees	4.1 Assist to proceed to the cashier	<b>P250.00</b>	5 minutes	• <i>Billing Clerk</i>
5. Collect the birth certificate form	5.1 Releasing of birth certificate to the new-born baby patients relative	N/A	3 minutes	• <i>Records Personnel</i>
<b>TOTAL</b>		<b>P250.00</b>	<b>1 hour, 3 minutes</b>	



## 6. ISSUANCE OF DEATH CERTIFICATE

An official statement signed by a Physician of the cause, date, and place of a person's death.

<b>OFFICE/DIVISION</b>		<b>OSPITAL NG TAGAYTAY/RECORDS SECTION</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Public		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Death Certificate		<b>WHERE TO SECURE:</b> ➤ Records Section		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up the information of the deceased patient	1.1 Provide death certificate draft form	N/A	30 minutes	• <i>Records Personnel</i>
2. Request birth certificate of the deceased patient	2.1 Attach the birth certificate to the form (provided the basic information of the deceased patient)	N/A	5 minutes	• <i>Records Personnel</i>
3. Submit the filled up of death certificate draft form	3.1 Encode all the necessary information of the deceased patient to the death certificate form for final printing	N/A	20 minutes	• <i>Records Personnel</i>
4. Double check the details in the death certificate	4. Request payment for the death certificate	N/A	5 minutes	• <i>Patients Representative</i>



<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
5. Pay necessary fees	5.1 Assist to proceed to the cashier	<b>P250.00</b>	5 minutes	• <b><i>Billing Clerk</i></b>
6. Collect the death certificate and for registration to Civil Registrar office	6.1 Releasing of death certificate to the deceased patients relative	N/A	3 minutes	• <b><i>Records Personnel</i></b>
<b>TOTAL</b>		<b>N/A</b>	<b>1 hour, 8 minutes</b>	



## 7. AVAILING OF MEDICAL ASSISTANCE FOR INDIGENT PATIENTS

To provide medical assistance to patients seeking consultation, rehabilitation, examination or otherwise confined in government hospitals.

<b>OFFICE/DIVISION</b>		<b>OSPITAL NG TAGAYTAY/SOCIAL SERVICES</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Public		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ _		<b>WHERE TO SECURE:</b> ➤ Social Services		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Interview the patient	1.1 Record all necessary information	N/A	10 minutes	• <i>Social Services Personnel</i>
2. Submit all required documents	2.1 Collect all necessary documents	N/A	5 minutes	• <i>Social Services Personnel</i>
3. Wait for the computation of the bill	3.1 Proceed to cashier for payment	N/A	10 minutes	• <i>Social Services Personnel</i>
4. Pay necessary fees	4.1 Pay and collect OR	Based on SOA	5 minutes	• <i>Billing Clerk</i>
5. Leaves the facility		N/A	1 minute	
<b>TOTAL</b>		<b>Based on SOA</b>	<b>31 minutes</b>	



## 8. ISSUANCE OF X-RAY RESULT

A radiologist is a medical doctor who is specially trained in reading and understanding the results of imaging scans like X-rays.

<b>OFFICE/DIVISION</b>		<b>OSPITAL NG TAGAYTAY/RADIOLOGY</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Public		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Request/Referral Form		<b>WHERE TO SECURE:</b> ➤ ER/OPD Doctor ➤ Medical Doctor		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client present the OR	1.1 Collect OR and advice to wait outside	N/A	5 minutes	• <i>Radiology Personnel</i>
2. Wait outside	2.1 Check the availability of the developed result	N/A	10 minutes	• <i>Radiology Personnel</i>
3. Collect the X-ray result	3.1 Release the X-ray result and ask to sign and receive	N/A	3 minutes	• <i>Radiology Personnel</i>
4. Leaves the facility		N/A	1 minute	• <i>Radiology Personnel</i>
<b>TOTAL</b>		<b>N/A</b>	<b>19 minutes</b>	



## 9. X-RAY PROCEDURE

X-rays are images that use a small dose of ionized radiation to take pictures of the inside of your body called radiographs.

<b>OFFICE/DIVISION</b>		<b>OSPITAL NG TAGAYTAY/RADIOLOGY</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Public		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Request/Referral Form		<b>WHERE TO SECURE:</b> ➤ ER/OPD Doctor ➤ Medical Doctor		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client enters the X-ray room and present the request/ referral form	1.1 Request to pay the fees	N/A	5 minutes	• <i>Radiology Personnel</i>
2. Pay necessary fees	2. Proceed to the cashier	P320.00	5 minutes	• <i>Billing Clerk</i>
3. Present the OR and proceed to dressing room and change to laboratory gown	3.1 Perform the procedure	N/A	15 minutes	• <i>Radiology Personnel</i>
4. Change the clothes	4.1 Advise the client when to collect the results of the X-ray	N/A	3 minutes	• <i>Radiology Personnel</i>
5. Leaves the facility		N/A	1 minute	
<b>TOTAL</b>		<b>P320.00</b>	<b>29 minutes</b>	

## 10. ISSUANCE OF PHILHEALTH FORMS

To provide Filipinos with financial assistance and access to affordable health services. It covers hospital costs, subsidy for room and boarding, medicine, and professional services.

<b>OFFICE/DIVISION</b>		<b>OSPITAL NG TAGAYTAY/PHILHEALTH</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Public		
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ PMRF Form/ Birth Certificate/</li> <li>➤ ID Copy</li> <li>➤ Request Letter</li> <li>➤ MDR</li> </ul>		<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Philhealth Section</li>   <li>➤ Philhealth</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client enters the Philhealth office	1.1 Entertain the client inquiries	N/A	5 minutes	• <i>Philhealth Personnel</i>
2. Inquire about the services and necessary requirements	2.1 Provide the list of requirements	N/A	5 minutes	• <i>Philhealth Personnel</i>
3. Submit all necessary requirements	3.1 Receive and check the requirement submitted	N/A	3 minutes	• <i>Philhealth Personnel</i>
4. Leaves the facility		N/A	1 minute	
<b>TOTAL</b>		<b>P320.00</b>	<b>14 minutes</b>	



## 11. BILLING/CASHIER SERVICES

A place/person handling payments and receipts of the procedures and services of the facility.

<b>OFFICE/DIVISION</b>		<b>OSPITAL NG TAGAYTAY/BILLING SECTION</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Public		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Billing Form		<b>WHERE TO SECURE:</b> ➤ Records Section		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the bill	1.1 Collect the billing form	N/A	1 minute	• <i>Billing Clerk</i>
2. Present the request form (X-ray/Lab)	2.1 Compute the final billing	N/A	5 minutes	• <i>Billing Clerk</i>
3. Pay necessary fees	3.1 Inform the final charges	N/A	2 minutes	• <i>Billing Clerk</i>
4. Collect OR	4.1 Collect payment and issue OR	Based on SOA	5 minutes	• <i>Billing Clerk</i>
5 Leaves the cashier counter		N/A	1 minute	
<b>TOTAL</b>		<b>Based on SOA</b>	<b>14 minutes</b>	



## 12. LABORATORY SERVICES

A medical laboratory or clinical laboratory is a laboratory where tests are done on clinical specimens in order to get information about the health of a patient as pertaining to the diagnosis, treatment, and prevention of disease.

<b>OFFICE/DIVISION</b>		<b>OSPITAL NG TAGAYTAY/LABORATORY</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Public		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Request/Referral Form ➤ Health Declaration Form		<b>WHERE TO SECURE:</b> ➤ ER/Medical Officer ➤ Triage		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up Health Declaration Form	1.1 Provide Health Declaration Form	N/A	3 minutes	• <i>CSU/Triage</i>
2. Interview	2.1 Collect necessary information of the patient	N/A	5 minutes	• <i>Triage Nurse</i>
3. Present Laboratory request form	3.1 Receive laboratory request and inform patient to wait in the waiting area	N/A	5 minutes	• <i>CSU</i>
4. Proceed to cashier for payment	4.1 Call out the patient and inform to pay the fees	N/A	5 minutes	• <i>CSU</i>
5. Pay necessary fees	5. Collect payment and issue OR	Based on SOA	5 minutes	• <i>Billing Clerk</i>

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Proceed to the laboratory	6.1 Collect the specimen	N/A	5 minutes	• <i>Medical Technologist</i>
7. Wait for the result	7. Release the results	N/A	3 minutes	• <i>Medical Technologist</i>
8. Leaves the facility		N/A	1 minute	
<b>TOTAL</b>		<b>Based on SOA</b>	<b>32 minutes</b>	



### 13. AVAILING OF GENERAL CONSULTATION, TREATMENT OF MINOR MEDICAL CASES AND EMERGENCIES

Allows the Physician to track the progress of the patient's condition, manage disease or disability, prevent future health issues; surgery involving little risk to the life of the patient; a serious, unexpected, and often dangerous situation requiring immediate action.

<b>OFFICE/DIVISION</b>		<b>OSPITAL NG TAGAYTAY/LABORATORY</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Public		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Request/Referral Form ➤ Specimen		<b>WHERE TO SECURE:</b> ➤ ER/Medical Officer ➤ Laboratory		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present request/referral form	1.1 Receive the referral/request form	N/A	2 minutes	• <i>Medical Technologist</i>
2. Pay necessary fees	2.1 Collect payment and issue OR	Based on SOA	5 minutes	• <i>Billing Clerk</i>
3. Proceed to the laboratory	3.1 Collect specimen	N/A	10 minutes	• <i>Medical Technologist</i>
4. Wait for the result outside	4.1 Release results	N/A	20 minutes	• <i>Medical Technologist</i>
5. Leave the facility		N/A	1 minute	
<b>TOTAL</b>		<b>Based on SOA</b>	<b>38 minutes</b>	



## 14. AVAILING OF GENERAL CONSULTATION, TREATMENT OF MINOR MEDICAL CASES AND EMERGENCIES

Allows the Physician to track the progress of the patient's condition, manage disease or disability, prevent future health issues; surgery involving little risk to the life of the patient; a serious, unexpected, and often dangerous situation requiring immediate action.

<b>OFFICE/DIVISION</b>		<b>OSPITAL NG TAGAYTAY/EMERGENCY ROOM</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Public		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Request/Referral Form</li> <li>➤ Specimen</li> <li>➤ Health Declaration Form</li> </ul>		<ul style="list-style-type: none"> <li>➤ ER/Medical Officer</li> <li>➤ Laboratory</li> <li>➤ Triage</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up Health Declaration Form	1.1 Provide Health Declaration Form	N/A	3 minutes	• <i>CSU</i>
2. Registration	2.1 Register the patients record	N/A	3 minutes	• <i>Triage Nurse</i>
3. Interview	3.1 Collect necessary information and taking of vital signs	N/A	10 minutes	• <i>Triage Nurse</i>
4. Diagnostic Testing	4.1 Process and assist patient for diagnostic test	N/A	30 minutes	• <i>Triage Nurse</i>
5. Pay necessary fees	5.1 Proceed to cashier	Based on SOA	5 minutes	• <i>Billing Clerk</i>



<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
6. Proceed to the Physician	6.1 Physician will take provide the general consultation and prescribe medications	PF 300.00	10 minutes	• <i>Medical Officer</i>
7. Confinement or Hospital transfer (if necessary)	7.1 Physician advise if patients need to be confined or transfer to another hospital of choice	N/A	15 minutes	• <i>Medical Officer</i>
8. Collect prescription and leaves the facility		N/A	1 minute	
<b>TOTAL</b>		<b>Based on Final SOA</b>	<b>1 hour, 17 minutes</b>	



## 15. DISCHARGING PATIENTS FROM CITY HOSPITAL

A hospital will discharge you when you no longer need to receive inpatient care and can go home, or a hospital will discharge you to send you to another type of facility.

<b>OFFICE/DIVISION</b>		<b>OSPITAL NG TAGAYTAY/EMERGENCY ROOM</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Public		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Record Book</li> <li>➤ Statement of Account</li> <li>➤ Discharge Clearance Form</li> <li>➤ Prescription and Medication Instruction</li> </ul>		<ul style="list-style-type: none"> <li>➤ ER</li> <li>➤ Billing Section</li> <li>➤ Medical Officer</li> <li>➤ Medical Officer/ER</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Wait for Doctors rounds schedule	1.1 Physician will perform daily rounds to patients and provide evaluation and medication instructions	N/A	10 minutes	<ul style="list-style-type: none"> <li>• <i>Medical Officer</i></li> <li>• <i>Nurse</i></li> </ul>
2. Prepare for Discharge advise from the Physician	2.1 Physician will order the discharge of the patient to the nurse.	N/A	10 minutes	<ul style="list-style-type: none"> <li>• <i>Medical Officer</i></li> <li>• <i>Nurse</i></li> </ul>
3. Prepare/Inquire the total hospital bill	3. Prepare chart billing and hand over to patients relative for payment	N/A	10 minutes	<ul style="list-style-type: none"> <li>• <i>Nurse</i></li> </ul>



<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
4. Present the billing chart to the cashier	4.1 Billing clerk will compute the final billing and provide to the patients relative	N/A	5 minutes	• <b>Billing Clerk</b>
5. Request for payment evaluation/type of payment collection	5.1 Medical Social worker evaluates whether the patient is entitled to a government subsidy or to pay the bill or not	N/A	20 minutes	• <b>Medical Social Worker</b>
6. Instruction of the Prescribed Medications	6.1 Nurse will provide the home medication instructions to the patients and/or relative	N/A	5 minutes	• <b>Nurse</b>
7. Prepare for discharge	7.1 Utility Worker will assist the patient for discharge	N/A	5 minutes	• <b>Utility Worker</b>
8. Prepare and wait for the Medical Certificate and Discharge Summary	8.1 If necessary, the Medical Record Officer will issue the Medical Certificate and/or Medico Legal of the patient	P250.00	Within 24 hours	• <b>Medical Record Personnel</b>
<b>TOTAL</b>		<b>P250.00</b>	<b>Within 24 hours</b>	



## 16. NEWBORN SCREENING SERVICES

Identifies conditions that can affect a child's long-term health or survival. Early detection, diagnosis, and intervention can prevent death or disability and enable children to reach their full potential.

<b>OFFICE/DIVISION</b>		<b>OSPITAL NG TAGAYTAY/EMERGENCY ROOM</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Public		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Registration Form</li> <li>➤ Statement of Account</li> <li>➤ Blood Specimen</li> </ul>		<ul style="list-style-type: none"> <li>➤ Emergency Room</li> <li>➤ Billing Section</li> <li>➤ Laboratory</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provide necessary information	1.1 Collect all necessary information of the mother and newborn baby	N/A	5 minutes	• <i>Nurse</i>
2. Prepare to enter Newborn Screening Room	2.1 Assist the mother and newborn baby to the Newborn screening room	N/A	5 minutes	• <i>Nurse</i>
3. Pay necessary fees	3.1 Assist to cashier to settle the payment	Based on SOA	5 minutes	• <i>Billing Clerk</i>
4. Prepare the newborn baby for Blood Extraction	4.1 Mother will leave the baby inside the room to proceed with the procedure and will wait outside the room	N/A	10 minutes	• <i>Medical Technologist</i> • <i>Nurse</i>

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Present OR	5.1 Collect the OR and advise the patient for final instructions	N/A	5 minutes	• <i>Nurse</i>
6. Leaves the Newborn Screening Room		N/A	1 minute	
<b>TOTAL</b>		<b>N/A</b>	<b>31 minutes</b>	



# **ELECTRONICS AND DATA PROCESSING UNIT (EDP)**

**(INTERNAL AND EXTERNAL SERVICE)**



## 1. PRINTING AND IT RELATED WORK

Printing of by ream document, ID's etc. Repair Computer, etc

<b>OFFICE/DIVISION</b>		<b>ELECTRONICS AND DATA PROCESSING UNIT</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Different Government Offices		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b> ➤ Budget Office ➤ General Services Office ➤ Accounting Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents for printing (official forms & ID)	1.1 a. Record documents for printing	P150.00/ID	2 minutes	• -
	b. Encodes data of employees/ students and barangay officials for printing of IDs.	P600.00 /ream, document printing (DUPLO)	5 minutes	• -
	c. Release printed documents & IDs.	700 back-to-back document printing	5 minutes	• -
2. Assist users of RPTA, Business and Miscellaneous Revenues Account System regarding minor system problem and technical problems	2.1 a. Attend to problems & concern.		3 minutes	• -
	b. If not solved relay the concern to software developer for assistance.		10 minutes	• -

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Prepare PR, Voucher, Inventory of supplies and equipment, and another task		N/A	2 minutes	• -
4. Computer repair and check-up			Depending on the computer problem	• -
5. Gas Issuance			3 minutes	• -
<b>TOTAL</b>		<b>P150.00/ID</b>  <b>P600.00/ream document printing (DUPLO),</b>  <b>P700.00 back-to-back document printing</b>	<b>25 minutes</b>	



# **HANGGANG SA KABILANG BUHAY SERVICES (HSKBS) (EXTERNAL SERVICE)**



## 1. PROVISION OF BURIAL AND CREMATION ASSISTANCE

The City Government of Tagaytay provides assistance to help them subsidize the burial costs of deceased family members.

<b>OFFICE/DIVISION</b>		<b>HANGGANG SA KABILANG BUHAY SERVICES</b>		
<b>CLASSIFICATION</b>		Complex		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		City of Tagaytay Residents		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Death Certificate</li> <li>➤ Barangay Clearance</li> <li>➤ Certificate of Indigency</li> <li>➤ Valid ID</li> <li>➤ Pink Card/Voter's ID</li> </ul>		<ul style="list-style-type: none"> <li>➤ Barangay Hall</li> <li>➤ Tagaytay City Hall</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Coordinate to City Health Office and Barangay.	1.1 Receive and validate request for assistance.	N/A	3 minutes	<ul style="list-style-type: none"> <li>• <b>HSKB Staff</b></li> <li>• <b>Oscar B. Laurenciana, OIC-HSKB</b></li> </ul>
2. Submit all the requirements to <i>Hanggang sa Kabilang Buhay Services</i> office.	2.1 Review completeness of the requirements	N/A	3 minutes	<ul style="list-style-type: none"> <li>• <b>HSKB Staff</b></li> </ul>
	2.2 Pick up/transfer of deceased to Hanggang sa Kabilang Buhay Services Office	N/A	Depending on the location	
	2.3 Embalming/ Cremation process of the deceased.	N/A	Embalming - 1hour Cremation - 2hours (Maximum)	

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.4 Arranging for the transportation of the deceased person from Hanggang Sa Kabilang Buhay Services Office to the place where the wake will be conducted.</p> <p>2.5 Wait for burying of the deceased. This involves the period during which the family and community wait for the burial arrangements to be completed.</p>	<p>N/A</p> <p>N/A</p>	<p>Depending on the location</p>	<p>• <i>HSKB Staff</i></p> <p>• <i>HSKB Staff</i></p>
<b>TOTAL</b>		N/A	<b>Depends on the location and type of services</b>	



# **TAGAYTAY INTEGRATED PUBLIC TRANSPORT TERMINAL (TERMINAL) (EXTERNAL SERVICE)**



## 1. ISSUANCE OF PARKING TICKET

The local government unit issues parking tickets to enforce parking regulations and ensure orderly use of public spaces. This process involves identifying parking violations, documenting the offense, and issuing a ticket that includes details of the violation and any associated fines. The goal is to maintain traffic flow, enhance public safety, and promote compliance with parking rules.

<b>OFFICE/DIVISION</b>		<b>TAGAYTAY INTEGRATED PUBLIC TRANSPORT TERMINAL (TERMINAL)</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Public Transport Drivers, Parking Guests		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ N/A		<b>WHERE TO SECURE:</b> ➤ Ticket Teller's Booth		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Parking Ticket	1.1 Issue Parking Ticket Upon Payment of Parking Fee	P30.00 - Van P12.00 - Jeep P6.00 – Tricycle	1 minute	• <i><b>Ticket Collectors on Duty</b></i>
2. Payment of Stall Rentals	2.1 Issue Official Receipt (Form 51) upon payment of Client	P1,320.00	5 minutes	• <i><b>Staff on Duty</b></i>
3. Payment of Utilities (Water & Electricity)	3.1 Issue Official Receipt upon payment of client	Per Billing Notice for Stall Holders, Concessionaires	5 minutes	• <i><b>Staff on Duty</b></i>
4. Issuance of Clearance for Securing Business Permit	4.1 Issue Clearance for securing business permit	Updated payments on stall rentals and utilities	6 minutes	• <i><b>Staff on Duty</b></i> • <i><b>Emer Martinez, OIC-Terminal</b></i>
<b>TOTAL</b>		<b>Depends on the Final Billing</b>	<b>17 minutes</b>	

## 2. APPLICATION OF NEW STALL CONTRACT

The local government unit facilitates the application process for new stall contracts to support local vendors and businesses. This process includes submitting an application, meeting specific requirements, and adhering to local regulations. The goal is to provide fair and transparent access to market spaces, promote local commerce, and enhance the economic vitality of the community.

<b>OFFICE/DIVISION</b>		<b>TAGAYTAY INTEGRATED PUBLIC TRANSPORT TERMINAL (TERMINAL)</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Stall Holders, Concessionaires		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Approved application for Stall		<b>WHERE TO SECURE:</b> ➤ Mayor's Office thru City Admin Office ➤ Submit to Terminal Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. New Stall Contract	1.1 Issue New Contract for Approval, Processing and Notary	Approved Application for Stall	30 minutes for contract preparation  30 minutes for contract signing.  1 week for Endorsement to Approving Authority, Approval and Notary	• <b>Staff on Duty</b> • <b>Emer Martinez, OIC-Terminal</b>
<b>TOTAL</b>		<b>Approved Application for Stall</b>	<b>1 week, 1 hour</b>	



### 3. ISSUANCE OF RENEWAL CONTRACT

The local government unit facilitates the issuance of renewal contracts to ensure the continued operation of businesses and services. This process includes reviewing the existing contract, verifying compliance with local regulations, and updating terms as necessary. The goal is to maintain transparency, support local enterprises, and promote economic stability within the community.

<b>OFFICE/DIVISION</b>		<b>TAGAYTAY INTEGRATED PUBLIC TRANSPORT TERMINAL (TERMINAL)</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Stall Holders, Concessionaires		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Updated payments on rentals ➤ Updated payments on Utilities		<b>WHERE TO SECURE:</b> ➤ Terminal Office ➤ For submission, approval, and further processing to City Admin Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Renewal of Stall Contract	1.1 Issue Renewed Contract for Approval, Processing and Notary	Updated Payments on Stall Rentals and Utilities	30 minutes for contract preparation  30 minutes for contract signing.  1 week for Endorsement to Approving Authority, Approval and Notary	• <i>Staff on Duty</i> • <i>Emer Martinez, OIC-Terminal</i>
<b>TOTAL</b>		<b>Updated Payments on Stall Rentals and Utilities</b>	<b>1 week, 1 hour</b>	



# MAHOGANY MARKET

## (EXTERNAL SERVICE)



## 1. ISSUANCE OF MARKET CLEARANCE

The local government unit issues market clearances to ensure that vendors and businesses comply with local regulations and standards. This process involves verifying the applicant's compliance with health, safety, and zoning requirements. The goal is to maintain a safe and orderly market environment, protect public health, and support fair business practices.

<b>OFFICE/DIVISION</b>		<b>MAHOGANY MARKET</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2B (Government to Business)		
<b>WHO MAY AVAIL THE SERVICE</b>				
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b> ➤ Mahogany Market Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Issuance of Market Clearance as a Prerequisite to Securing Mayor's / Business Permit	1.1 Proceed to Market Administrator's Office to verify status of payments fees and rentals.	N/A	5 minutes	• <i>Staff on Duty</i> •
	1.2 Proceed to payment of market fees and rentals.	1 month advance 2 months deposit (depends on monthly rental per section) Reservation fee	5 minutes	• -
	1.3 Present Official receipt for Preparation of market clearance			• -



CLIENT STEP	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Present market clearance for signature 1.5 Releasing of market clearance			
2. Accommodation of Application of Stall	2.1 Proceed to Market Administrator's Office for certification of availability of stall 2.2 Secure and fill up Application Form (if vacancy exists) 2.3 Payment of necessary fees 2.4 Submit Application Form for approval. 2.5 Approval of Application for Stall	N/A	5 minutes	• -
3. Renewal of Contract of Lease	3.1 Proceed to Market Administrator's Office and secure for renewal contract of Lease	N/A	5 minutes	• -



CLIENT STEP	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Secure certification of payment of market fees and rentals for Preparation of contract of Lease 3.3 Present certification of payment for Preparation of contract of Lease 3.4 Approval of contract of Lease 3.5 Releasing of approved contract of lease.			
4. Securing of Contract of Lease	4.1 Present approved application for Stall 4.2 Prepare contract of lease 4.3 Approved of contract of lease 4.4 Releasing of approved contract of lease	N/A	5 minutes	-
<b>TOTAL</b>		<b>N/A</b>	<b>20 minutes</b>	



# ECONOMIC ENTERPRISE OFFICE/CITY MARKET (EXTERNAL SERVICE)



## 1. CITY MARKET ISSUANCE OF MARKET CLEARANCE

The city market issues market clearances to ensure that vendors and businesses comply with local regulations and standards. This process involves verifying the applicant's compliance with health, safety, and zoning requirements. The goal is to maintain a safe and orderly market environment, protect public health, and support fair business practices.

<b>OFFICE/DIVISION</b>		<b>ECONOMIC ENTERPRISE OFFICE/ CITY MARKET</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2B (Government to Business)		
<b>WHO MAY AVAIL THE SERVICE</b>		Stallholders/Applicants For Stall		
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Issuance of Market Clearance as a Pre-requisite to securing Mayor's/Business Permit</li> <li>➤ Renewal of Contract of Lease</li> <li>➤ Accommodation of Application for stall</li> <li>➤ Surrender of Stall</li> </ul>		<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Market Administrator's Office</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. a. Proceed to Market Administrator's Office to verify status of rental & electric fees. b. Proceed to payment of Market Fees & rentals (should there be any delinquencies)	1.1 Assisting stallholders/ applicants/ inquiries	stall rental/ electric & water bill	5 minutes  2 minutes	• <i>Admin Staff</i>

CLIENT STEP	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
c. Present Official Receipt for preparation of Market Clearance d. Present Market Clearance for Signature e. Releasing of Market Clearance			5 minutes  2 minutes  1 minute	
2. a. Submit the required documents (Photocopied community tax clearance (new) and valid ID b. Waits for the preparation of Contract of Lease c. Submit duly signed Contract of Lease d. Wait for signature of City Administrator and notary of the Lease of Contract  e. Releasing of Approved Contract of Lease			2 minutes  5 minutes  2 minutes  2 days  2 minutes	<ul style="list-style-type: none"> <li>• <b>Alma A. Malabanan, OIC-City Administrator</b></li> <li>• <b>City Legal Office</b></li> </ul>
3. a. Proceeds to Market Administrator's Office for Certification of stall availability			2 minutes	



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>b. Secure &amp; fill-up Application form</p> <p>c. Submits the application form for recommendation and application.</p> <p>d. Approval of Stall Application</p>			<p>5 minutes</p> <p>2 minutes</p> <p>2 minutes</p>	<p>• -</p> <p>• <b>Alma A. Malabanan, OIC-City Administrator</b></p> <p>• <b>Hon. Abraham N. Tolentino, City Mayor</b></p>
<p>e. Payment of necessary fees  P1,000.00 – Reservation Fee  P150.00 – Application Fee  P50.00 – Miscellaneous Fee  One month deposit,  Two months advance fees  (Depending on the stalled applied for)</p>		<p>Reservation Fees  (dependent on stall applied for)</p>	<p>5 minutes</p>	
<p>4. a. Proceeds to Market Administrator's Office to inform intent of surrendering the stall</p> <p>b. Verify statue of stall requested to surrender</p>			<p>10 minutes</p> <p>2 minutes</p>	<p>• -</p>



CLIENT STEP	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
c. Payment of Outstanding balance			2 minutes	• -
d. Submission of surrender letter			2 minutes	
<b>TOTAL</b>		<b>Reservation Fees (depending on stall applied for)</b>	<b>2 days, 58 minutes</b>	



# PEOPLE'S PARK IN THE SKY (EXTERNAL SERVICE)



## 1. ISSUANCE OF DEPARTURE TICKET

All guest with vehicles must obtain a parking ticket upon entering the Parking area.

<b>OFFICE/DIVISION</b>		<b>PEOPLE'S PARK IN THE SKY</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Guests with Private Vehicle		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Departure Ticket (Parking Fee)		<b>WHERE TO SECURE:</b> ➤ Parking Ticketing Booth		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to ticketing booth.	1.1 Assessment & Issuance of ticket	N/A	30 seconds	• <b>Parking Attendant on duty</b>
2. Payment of departure ticket	2.1 Collect payment and provide change if applicable	P20.00 – Motorcycle P50.00 – Car P75.00 Van/ Coaster/ Jeep P150.00 – Bus	30 seconds	• <b>Teller</b>
<b>TOTAL</b>		<b>P20.00 – Motorcycle P50.00 – Car P75.00 Van/ Coaster/ Jeep P150.00 – Bus</b>	<b>1 minute</b>	

## 2. ISSUANCE OF CASH TICKET

All guests must obtain a cash ticket before entering the park. Children aged 3 years old and under are free of charge.

<b>OFFICE/DIVISION</b>		<b>PEOPLE'S PARK IN THE SKY</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Guests/Tourists		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Cash Ticket (Entrance Fee)		<b>WHERE TO SECURE:</b> ➤ Entrance Ticketing Booth		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to ticketing booth for payment	1.1 Assessment of guest count and issue cash ticket.	P50.00 per head (20% discount for PWD and Senior Citizen)	30 seconds	• <i>Teller</i>
2. Checking of Cash Ticket	2.1 Verify the guests cash ticket	N/A	1 minute	• <i>Checker</i>
<b>TOTAL</b>		<b>P50.00 per head</b> (20% discount for PWD and Senior Citizen)	<b>1 minute and 30 seconds</b>	



### 3. ISSUANCE OF CERTIFICATION

All stall owner must obtain a clearance certification from the PPS Administration Office stating that all fees have been fully paid.

<b>OFFICE/DIVISION</b>		<b>PEOPLE'S PARK IN THE SKY</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2B (Government to Business)		
<b>WHO MAY AVAIL THE SERVICE</b>		Concessionaires		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Fully Paid Balances (Rental & Electrical Fees)		<b>WHERE TO SECURE:</b> ➤ Park Administrator's Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Park Administrator's Office	1.1 Checking of account (Stall rentals and electricity)	Amount depending on contract	8 minutes	• <i>Admin Staff</i>
2. Payment	2.1 Issuance of Official Receipt		2 minutes	• <i>Admin Staff</i>
3. Renewal of Contract	3.1 Assisting Concessionaires	N/A	1 hour – Contract Preparation 5 mins – Contract Signing	• <i>Admin Staff</i>
4. Claiming of Certificate	4.1 Issuance of Certification for Securing Business Permit	N/A	2 days – Endorsement, Approval, Renewal & Notary	• <i>Lenard Lantican, OIC-PPS</i>
<b>TOTAL</b>		<b>Amount depending on contract</b>	<b>2 days, 1 hour, 15 mins</b>	

# **TANGGAPAN NG KATUWANG SA PANGKALUSUGANG MENTAL NG TAGAYTAY (INTERNAL SERVICE)**



# 1. SCHEDULING OF CLIENTS

## - Description

<b>OFFICE/DIVISION</b>		<b>TANGGAPAN NG KATUWANG SA PANGKALUSUGANG MENTAL NG TAGAYTAY</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		All		
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Letter of Request for a schedule</li> <li>➤ Forms given by the Katuwang's personnel</li> </ul>		<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Client</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send a letter of request for a schedule stating the client's concern	1.1 Receive and have the letter reviewed by the authorized personnel.	N/A	1 minute	• -
	1.2 Give the forms to the client for them to answer the client's information and informed consent.		1 minute	
2. Fill out the forms and return them to the personnel in charge	2.1 Receive and have the forms reviewed by the authorized personnel.	N/A	5 minutes	• -



CLIENT STEP	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Inform the client and confirm the details of the schedule including the date and time.	N/A	1 minute	• -
3. Return to the Office of Katuwang based on the scheduled appointment	3.1 Prepare the necessary documents.	N/A	1 minute	• -
	3.2 Inform the concerned personnel/doct or to be present in the counselling.	N/A	1 minute	
	3.3 The concerned personnel/doct or will give counselling to the client.	N/A	1 hour	
4. Wait for the follow-up schedule	4.1 Give feedback forms to the client after counselling.	N/A	1 minute	• -
	4.2 Inform the client of their follow-up schedule.	N/A	1 minute	
<b>TOTAL</b>		<b>N/A</b>	<b>1 hour, 12 minutes</b>	



## 2. RECEIVING AND RESPONDING TO THE INCOMING DOCUMENTS (Proposals, Referrals, Research, etc)

### - Description

<b>OFFICE/DIVISION</b>		<b>TANGGAPAN NG KATUWANG SA PANGKALUSUGANG MENTAL NG TAGAYTAY</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		All		
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Incoming documents received from the client personally hand-carried or e-mailed</li> <li>➤ Communication must have detailed contact information for feedback</li> <li>➤ Other supporting documents and attachments when stated</li> </ul>		<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Client</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send document	1.1 Check the completeness of the document. 1.2 Receive document indicating date/time, and follow-up contact number. 1.3 Prepare for review. 1.4 Initial review and classify the complexity of the document.	N/A	1 minute  1 minute  1 minute  3 minutes	• -

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Final, review, comment and action by the concerned personnel/doctor	N/A	5 minutes	-
<b>TOTAL</b>		<b>N/A</b>	<b>11 minutes</b>	



### 3. RECEIVING REQUEST FOR CERTIFICATE

*- Description*

<b>OFFICE/DIVISION</b>		<b>TANGGAPAN NG KATUWANG SA PANGKALUSUGANG MENTAL NG TAGAYTAY</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		All		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Letter of Request for a certificate		<b>WHERE TO SECURE:</b> ➤ Client		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send a letter of request for a certificate of appearance	1.1 Receive and have the letter reviewed by the authorized personnel.	N/A	1 minute	• -
	1.2 Give the letter to the concerned personnel/ doctor.		1 minute	
	1.3 Make a certificate of appearance request by the client.		1 day	
2. Return to the Office of Katuwang for the issuance of the certificate	2.1 Prepare the necessary documents.	N/A	1 minute	• -
	2.2 Issue the certificate to the client.		1 minute	
<b>TOTAL</b>		<b>N/A</b>	<b>1 day, 4 minutes</b>	

# **COMMUNITY/ BARANGAY AFFAIRS OFFICE**

**(INTERNAL AND EXTERNAL SERVICE)**



## 1. ASSISTING OTHER OFFICES AND DEPARTMENTS REGARDING BARANGAY MATTERS

This involves providing support and coordination with various offices and department to address and resolve issues related to barangay administration and governance. This may include facilitating communication, sharing resources, and ensuring that barangay concerns are effectively managed and addressed by the appropriate authorities.

<b>OFFICE/DIVISION</b>		<b>COMMUNITY/BARANGAY AFFAIRS OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		Offices and Departments of the City Government of Tagaytay		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Request letter from the office concerned		<b>WHERE TO SECURE:</b> ➤ Office and Department Concerned		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client will submit the document or correspondence addressed to barangay concerned	1.1 Receives the letter and notifies the barangay concerned	N/A	5 minutes	• <b>Community Affairs Staff</b>
2. The client will wait for the reply from the concerned barangay	2.1 Follow-up the concerned barangay 2.2 Communicate with the client, keeping the client informed about the progress and status of their submitted documents or correspondence.	N/A	5 minutes  20 minutes	• <b>Community Affairs Staff</b>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Providing ongoing support to the client for any additional needs or issues that may come up during the process.	N/A	5 minutes	• <i>Community Affairs Staff</i>
<b>TOTAL</b>		<b>N/A</b>	<b>35 minutes</b>	



## 2. FILING OF ACCOMPLISHED STATEMENT OF ASSETS, LIABILITIES AND NET WORTH (SALN) FORM OF ELECTED AND APPOINTED BARANGAY OFFICIALS

This involves the submission of a completed SALN form by elected and appointed barangay officials. The SALN form should detail the official's assets, liabilities, and net worth as of the end of the preceding calendar year. The completed form must be submitted within the prescribed period to ensure compliance with transparency and accountability regulations.

<b>OFFICE/DIVISION</b>		<b>COMMUNITY/BARANGAY AFFAIRS OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Client)		
<b>WHO MAY AVAIL THE SERVICE</b>		Barangay Officials		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Statement of Assets, Liabilities, and Net Worth (SALN) Form		<b>WHERE TO SECURE:</b> ➤ Office of Barangay and Community Affairs		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The elected/ appointed Barangay official will fill-out the SALN form in three (3) copies	1.1 Receives and verifies all the details	N/A	10 minutes	• <b>Community Affairs Staff</b>
2. The elected/ appointed Barangay official will then proceed to the City Administrator's Office for the signing of the Statement of Assets, Liabilities, and Net Worth (SALN) form		N/A	5 minutes	• <b>Alma A. Malabanan, OIC-City Administrator</b>

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. The elected/ appointed barangay official will submit the duly accomplished Statement of Assets, Liabilities, and Net Worth (SALN) Form to the office of Barangay/ Community Affairs.	3.1 Receives and verifies all the details	N/A	5 minutes	• <i>Community Affairs Staff</i>
	3.2 Organizing and storing a copy of the completed and signed SALN form in the office records.		20 minutes	
	3.3 Delivering one of the completed and signed copies of the SALN form to the designated office, to ensure compliance with regulatory requirements and proper documentation.		5 minutes	
<b>TOTAL</b>		<b>N/A</b>	<b>45 minutes</b>	



### 3. RECORDING OF OFFICIAL LIST OF BARANGAY OFFICIALS, WORKERS, AND STAFF OF 34 BARANGAYS OF TAGAYTAY CITY

This involves compiling and submitting a comprehensive list of all barangay officials, workers, and staff from the 34 barangays in Tagaytay City. The list should include names, positions, and other relevant details to ensure accurate records and facilitate efficient governance and coordination among the barangays.

<b>OFFICE/DIVISION</b>		<b>COMMUNITY/BARANGAY AFFAIRS OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Client)		
<b>WHO MAY AVAIL THE SERVICE</b>		Barangay Secretary		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Master Lists of Barangay Officials, Workers, and Staff		<b>WHERE TO SECURE:</b> ➤ Designated Barangay ➤ COMELEC		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Barangay Secretary will collect the list and details of elected/ appointed Barangay official, workers and staff	1.1 Receives the master list submitted by the Barangay Secretary 1.2 Verify the information about all elected and appointed barangay officials, workers, and staff. 1.3 Entering the collected details of barangay officials, workers, and staff	N/A	20 minutes  20 minutes  1 hour	<b>• Community Affairs Staff</b>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>into a computer system for digital record-keeping. Additionally, a hard copy of the information should be stored securely for safekeeping and future reference.</p> <p>1.4 Reviewing and updating the information of barangay officials, workers, and staff every three months to ensure that the records are accurate and up-to-date.</p>	N/A	10 minutes	<ul style="list-style-type: none"> <li>• <b>Community Affairs Staff</b></li> </ul>
<b>TOTAL</b>		<b>N/A</b>	<b>1 hour, 50 minutes</b>	



#### 4. TULONG PANGHANAPBUHAY SA ATING DISADVANTAGED/DISPLACED WORKERS (TUPAD) PROGRAM ASSISTANCE

Provides temporary employment to displaced, underemployed, and seasonal workers. The program offers various community-based jobs, ranging from 10 to 90 days, depending on the nature of the work. Eligible participants include disadvantaged workers aged 18 and older, senior citizens fit to work, and one member per family.

<b>OFFICE/DIVISION</b>		<b>COMMUNITY/BARANGAY AFFAIRS OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Client)		
<b>WHO MAY AVAIL THE SERVICE</b>		Barangay Secretary		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Masterlist of the Tulong Panghanapbuhay sa Ating Disadvantaged/Displaced Workers (TUPAD) Beneficiaries.		<b>WHERE TO SECURE:</b> ➤ Designated Barangay ➤ Human Resource Management Office (HRMO)		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	I. Informs the Barangay about the scheduled TUPAD Program Orientation	N/A	20 mins	• <b>Community Affairs Staff</b>
1. The barangay compile and submit the list of beneficiaries for the TUPAD program.	1.1 Receives the compiled list of TUPAD program beneficiaries from the barangays and submitting it to the Office of Human Resource.	N/A	5 minutes	• <b>Community Affairs Staff</b>

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Notify the beneficiaries of the TUPAD program about the confirmed schedule and any necessary requirements they need to prepare.	N/A	10 minutes	• <b>Community Affairs Staff</b>
2. Informs the qualified beneficiaries about the scheduled orientation	2.1 Assist the beneficiaries during the orientation 2.2 Informs the client about the schedule of TUPAD payout 2.3 Assist the beneficiaries on the day of the TUPAD payout			
<b>TOTAL</b>		<b>N/A</b>	<b>2 hours, 30 minutes</b>	



# **TAGAYTAY OFFICE OF PUBLIC SAFETY (INTERNAL SERVICE)**



## 1. REDEMPTION OF DRIVER'S LICENSE

<b>OFFICE/DIVISION</b>		<b>TAGAYTAY OFFICE OF PUBLIC SAFETY</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		All traffic violators		
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Yellow copy of the Ordinance Violation Receipt</li> <li>➤ Order of Payment</li> <li>➤ Official Receipt</li> </ul>		<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Tagaytay Office of Public Safety Officer</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Yellow copy of the Ordinance Violation Receipt (OVR) to the TOPS releasing officer	1.1 Releasing office verifies if the original copy of the OVR and Driver's License/other relevant documents are already transmitted by the issuing/ apprehending officer	N/A	10 minutes	• <i>Staff on duty</i>
2. Receive the Order of Payment	2.1 Releasing officer issues the order of payment	N/A	5 minutes	• <i>Staff on duty</i> • <b>Ferdinand Y. Bayot, OIC-TOPS</b>



<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Pay necessary fees	3.1 Collecting officers receives the payment and issues an official receipt	Applicable fee will be based on the presented order of payment	10 minutes	<ul style="list-style-type: none"> <li>• <i>Cashier, Picnic Grove, ONT, City Market, Mahogany Market, People's Park in the Sky</i></li> </ul>
4. Present the OR to the releasing group to claim driver's license	4.1 Releasing group records the detail of the OR and releases the driver's license	N/A	10 minutes	<ul style="list-style-type: none"> <li>• <i>Staff on duty</i></li> </ul>
<b>TOTAL</b>		<b>N/A</b>	<b>35 minutes</b>	



## 2. ASSISTANCE TO PARADES/MOTORCADES

<b>OFFICE/DIVISION</b>		<b>TAGAYTAY OFFICE OF PUBLIC SAFETY</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		All		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Approved request/application		<b>WHERE TO SECURE:</b> ➤ City Mayor's Office ➤ City Administrative Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present approved request/application for special permit	1.1 Counter-sign on approved request/application	N/A	5 minutes	• <i>Staff on duty</i>
	1.2 Schedule on activity calendar		5 minutes	
<b>TOTAL</b>		<b>N/A</b>	<b>10 minutes</b>	



### 3. ISSUANCE OF CERTIFICATION FOR FRANCHISE APPLICATION/RENEWAL

<b>OFFICE/DIVISION</b>		<b>TAGAYTAY OFFICE OF PUBLIC SAFETY</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		All		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Approved request/application		<b>WHERE TO SECURE:</b> ➤ City Mayor's Office ➤ City Administrative Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present TODA Certification	1.1 Verification 1.2 Preparation of Certification' 1.3 Signing of Certification	N/A	5 minutes 10 minutes 5 minutes	• <i>Staff on duty</i> • <i>Ferdinand Y. Bayot, OIC-TOPS</i>
<b>TOTAL</b>		<b>N/A</b>	<b>20 minutes</b>	



## 4. REDEMPTION OF IMPOUND VEHICLE

<b>OFFICE/DIVISION</b>		<b>TAGAYTAY OFFICE OF PUBLIC SAFETY</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		All traffic violators who have been issued the Ordinance Violation Receipt		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Yellow copy of the Ordinance Violation Receipt</li> <li>➤ Order of Payment</li> <li>➤ Official Receipt of Payment</li> </ul>		<ul style="list-style-type: none"> <li>➤ Tagaytay Office of Public Safety</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Yellow copy Ordinance Violation Receipt (OVR) to the TOPS releasing officer	1.1 Releasing officer verifies if the original copy of the OVR and the Driver's License/ other relevant documents are already transmitted by the issuing/ apprehending officer	N/A	10 minutes	• <i>Staff on duty</i>
2. Receive the Order of Payment	2.1 Assess the applicable fee/ penalty based on the indicated violation	N/A	5 minutes	• <i>Staff on duty</i> • <i>Ferdinand Y. Bayot, OIC-TOPS</i>
3. Pay the necessary fee	3.1 Collecting officer receives the payment and issues an official receipt	Applicable fee will be based on the	10 minutes	• <i>Cashier, Picnic Grove, ONT, City Market,</i>

CLIENT STEP	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		presented order of payment		<i>Mahogany Market, People's Park in the Sky</i>
4. Proceed to the impounding area and present the OR to the TOPS releasing group	4.1 Record the details of the OR 4.2 Release impound vehicle	N/A	15 minutes	• <i>Staff on duty</i>
<b>TOTAL</b>		<b>N/A</b>	<b>40 minutes</b>	



# CIVIL SECURITY UNIT

## (EXTERNAL SERVICE)



## 1. MONITORING, ASSIST CLIENT AND SECURITY ASSISTANCE

<b>OFFICE/DIVISION</b>		<b>CIVIL SECURITY UNIT</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		All		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤		<b>WHERE TO SECURE:</b> ➤		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Monitored incoming and outgoing equipment and supplies	1.1 Record all the incoming and outgoing equipment and supplies	N/A	10 minutes	• <i>Staff on duty</i>
2. Assists clients	2.1 Assist clients to other branch of office	N/A	2 minutes	• <i>Staff on duty</i>
3. Provide Security Assistance	3.1 Security assistance, Lakbay Aral from different provinces and VIP's	N/A	5 minutes	• <i>Staff on duty</i>
<b>TOTAL</b>		<b>N/A</b>	<b>17 minutes</b>	

# CHARACTER OFFICE

## (EXTERNAL SERVICE)



## 1. CHARACTER SEMINAR FOR BUSINESS ESTABLISHMENTS

Business Establishments with 5 or more employees are required to undergo a Character Seminar every 2nd week of November each year. This half-day seminar is a requirement for the renewal or issuance of business permits. Each establishment must send one representative, preferably the owner, manager, or HR manager

<b>OFFICE/DIVISION</b>		<b>CHARACTER OFFICE</b>		
<b>CLASSIFICATION</b>		Highly Technical		
<b>TYPE OF TRANSACTION</b>		G2B (Government to Business) GCC (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		All		
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Approved Project Proposal</li> <li>➤ Seminar Invitation Letter</li> <li>➤ List of Business Establishments</li> <li>➤ Registration Form</li> <li>➤ Receiving copy</li> <li>➤ Program</li> <li>➤ Presentation Slides</li> <li>➤ Certificates (Participation and Recognition)</li> </ul>		<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Character Office</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1.1 Prepare a letter and project proposal. Record the information and endorse the documents to the Mayor's Office for approval by the mayor	P200.00	1 hour	<ul style="list-style-type: none"> <li>• <i>Admin Aide IV</i></li> <li>• <i>Admin Aide I</i></li> </ul>



<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2. Received the invitation letter from the character office staff and acknowledge receipt	2.1 Deliver letters personally, ensuring receipt, and prepare a receiving copy for acknowledgment by the recipient.		3 weeks	<ul style="list-style-type: none"> <li>• <i>Admin Aide IV</i></li> <li>• <i>Admin Aide I</i></li> </ul>
3. Attend the seminar and personally fill out the registration form with their names and other required details	3.1 Facilitate attendee registration by providing a registration form for participants to fill out their names and other required details		1 hour	<ul style="list-style-type: none"> <li>• <i>Admin Aide I</i></li> </ul>
4. Actively participate in the seminar as scheduled.	4.1 Conduct the seminar and issue certificates of participation to attendees		4 hours	<ul style="list-style-type: none"> <li>• <i>Admin Aide IV</i></li> <li>• <i>Admin Aide I</i></li> </ul>
<b>TOTAL</b>		<b>P200.00</b>	<b>26 days, 6 hours, 30 minutes</b>	



## 2. CHARACTER SEMINAR FOR TRICYCLE DRIVERS AND OPERATORS

A half day seminar designed for all tricycle/bukyo operators and drivers. This seminar is a mandatory requirement prior to the issuance of a franchise permit.

<b>OFFICE/DIVISION</b>		<b>CHARACTER OFFICE</b>		
<b>CLASSIFICATION</b>		Highly Technical		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen) G2B (Government to Business)		
<b>WHO MAY AVAIL THE SERVICE</b>		Public		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Approved Project Proposal</li> <li>➤ List of Drivers and Operators</li> <li>➤ Registration Form</li> <li>➤ Program</li> <li>➤ Letter of Invitation to the speakers</li> <li>➤ Presentation Slides</li> <li>➤ Certificates (Participation and Recognition)</li> </ul>		<ul style="list-style-type: none"> <li>➤ Character Office</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1 Prepare a letter and project proposal Record the information and endorse the documents to the Mayor's Office for approval	P20.00	1 hour	<ul style="list-style-type: none"> <li>• <i>Admin Aide IV</i></li> <li>• <i>Admin Aide I</i></li> </ul>
	1.1 Once approved, schedule the venue, date and time of seminar, notify the concerned department by providing a copy		30 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide IV</i></li> </ul>

CLIENT STEP	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	of approved project proposal 1.2 Notify the Federation President about the seminar and provide a copy of the approved letter. Coordinate with the Federation to allow the presidents from different zones to decide who will attend each session		30 minutes	• <i>Admin Aide IV</i>
2. Attend the seminar and personally fill out the registration form with their names and other required details	2.1 Facilitate attendee registration by providing a registration form for participants to fill out their names and other required details		1 hour	• <i>Admin Aide I</i>
3. Actively participate in the seminar as scheduled.	3.1 Conduct the seminar and issue certificates of participation to attendees		4 hours	• <i>Admin Aide IV</i> • <i>Admin Aide I</i>
<b>TOTAL</b>		<b>P20.00</b>	<b>7 hours</b>	



### 3. CHARACTER SEMINAR FOR MARKET VENDORS

A half day seminar designed for all stall owners and vendors of Mahogany Market and City Market. Attendance at this seminar is mandatory prior to the issuance of business permits.

<b>OFFICE/DIVISION</b>		<b>CHARACTER OFFICE</b>		
<b>CLASSIFICATION</b>		Highly Technical		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen) G2B (Government to Business)		
<b>WHO MAY AVAIL THE SERVICE</b>		Public		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Approved Project Proposal</li> <li>➤ List of Vendors and Stall Owners</li> <li>➤ Registration Form</li> <li>➤ Program</li> <li>➤ Letter of Invitation to the speakers</li> <li>➤ Presentation Slides</li> <li>➤ Certificates (Participation and Recognition)</li> </ul>		<ul style="list-style-type: none"> <li>➤ Character Office</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1 Prepare a letter and project proposal Record the information and endorse the documents to the Mayor's Office for approval	N/A	1 hour	<ul style="list-style-type: none"> <li>• <i>Admin Aide IV</i></li> <li>• <i>Admin Aide I</i></li> </ul>
	1.2 Once approved, schedule the venue, date and time of seminar, notify the concerned department by providing a copy		30 minutes	<ul style="list-style-type: none"> <li>• <i>Admin Aide IV</i></li> </ul>

CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	of approved project proposal 1.3 Notify the Head of the Market Office about the seminar, provide them with the schedule, and allow them to decide who will attend each session.		15 minutes	• <i>Admin Aide IV</i>
2. Attend the seminar and personally fill out the registration form with their names and other required details	2.1 Facilitate attendee registration by providing a registration form for participants to fill out their names and other required details		1 hour	• <i>Admin Aide I</i>
3. Actively participate in the seminar as scheduled.	3.1 Conduct the seminar and issue certificates of participation to attendees		4 hours	• <i>Admin Aide IV</i> • <i>Admin Aide I</i>
<b>TOTAL</b>		<b>N/A</b>	<b>6 hours, 45mins</b>	



#### 4. CHARACTER BUILDING SEMINAR FOR DIFFERENT SECTORS

A half day seminar tailored for various sectors, designed to suit the unique needs of each group. This seminar focuses on character building, emphasizing 24-character traits actively promoted by the City Government of Tagaytay to foster personal and community development.

<b>OFFICE/DIVISION</b>	<b>CHARACTER OFFICE</b>
<b>CLASSIFICATION</b>	Highly Technical
<b>TYPE OF TRANSACTION</b>	G2C (Government to Citizen) G2B (Government to Business)
<b>WHO MAY AVAIL THE SERVICE</b>	Public
<b>CHECKLIST OF REQUIREMENTS:</b> <ul style="list-style-type: none"> <li>➤ Approved Project Proposal</li> <li>➤ Registration Form</li> <li>➤ Program</li> <li>➤ Presentation Slides</li> <li>➤ Certificate of Participation</li> </ul>	<b>WHERE TO SECURE:</b> <ul style="list-style-type: none"> <li>➤ Character Office</li> </ul>

<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1 Prepare a letter and project proposal Record the information and endorse the documents to the Mayor's Office for approval	N/A	1 hour	• <i>Admin Aide IV</i> • <i>Admin Aide I</i>
	1.2 Once approved, schedule the venue, date and time of seminar, notify the concerned department		30 minutes	• <i>Admin Aide IV</i>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>by providing a copy of approved project proposal</p> <p>1.3 Inform the Character Council Speakers Bureau about the scheduled seminar, either through a call or other communication . Once speaker availability is confirmed, notify the group coordinator.</p>		20 minutes	• <i>Admin Aide IV</i>
2. Attend the seminar and personally fill out the registration form with their names and other required details	2.1 Facilitate attendee registration by providing a registration form for participants to fill out their names and other required details		1 hour	• <i>Admin Aide I</i>
3. Actively participate in the seminar as scheduled.	3.1 Conduct the seminar and issue certificates of participation to attendees		4 hours	• <i>Admin Aide IV</i> • <i>Admin Aide I</i>
<b>TOTAL</b>		<b>N/A</b>	<b>6 hours, 50mins</b>	



# CITY NUTRITION OFFICE

## (INTERNAL AND EXTERNAL SERVICE)



## 1. REQUESTING LHEARN SESSION

The City Nutrition Office is committed to provide the highest possible service and pledge to sustain Health & Nutrition well-being across every life stages.

<b>OFFICE/DIVISION</b>		<b>CITY NUTRITION OFFICE</b>		
<b>CLASSIFICATION</b>		Highly Technical		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		Public		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Letter request to mayor signed by interested LGU and endorsement letter by CNAO		<b>WHERE TO SECURE:</b> ➤ Interested LGU		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Write the letter addressed to mayor requesting LHEARN Session	1.1 Communicate client through phone/email/messenger/Viber as soon as office required the approved request letter.	N/A	30 minutes	• <b>CNAO/CNPC</b>
2. Finalized the arrangement related to conducting the LHEARN session.	2.1 Schedule of training with the client (LGU). 2.2 Prepare training module. 2.3 Prepare print out, other documents, PowerPoint presentation need for LHEARN session.	N/A	15 minutes  8 hours  8 hours	• <b>CNPC</b>  • <b>Nutrition Staff</b>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Prepare travel documents/ gas slips and etc.	N/A	15 minutes	• <i>Nutrition Staff</i>
3. Convene the participants to prepare the venue & schedule of LHEARN session.	3.1 Conduct training as program schedule	N/A	depends on the program of activities of LHEARN Session.	• <i>CNAO/CNPC/ Nutrition Staff</i>
4. Received Certificate of Appearance with signature, travel pass slip, and other seminar/training materials.	4.1 Issue of a Certificate of Appearance, attendance, and travel pass slip.	N/A	15 minutes	• <i>CNAO/CNPC</i>
<b>TOTAL</b>		<b>N/A</b>	<b>17 hours, 15 mins</b>	





CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4 Conduct pre-test before the training and post-test and training evaluation after the Training	N/A	30 minutes	• <i>Nutrition Staff</i>
3. Issue Certificate of Appearance/ Attendance/ Appreciation and travel pass slip.	3.1 Provide Certificate of Appearance/ Attendance to participants and Certificate of Appreciation and token for the resource speaker.	N/A	30 minutes	• <i>Nutrition Staff</i>
<b>TOTAL</b>		<b>N/A</b>	<b>1 day, 1 hour, 20 mins</b>	



### 3. VERIFY & CONSOLIDATE EOPT PLUS REPORT

Verify & consolidate Operation Timbang (OPT) Plus report and Nutrition Situational Analysis of 34 barangays with 42 Barangay Nutrition Scholars to be used for the formulation of Nutrition Action Plan.

<b>OFFICE/DIVISION</b>		<b>CITY NUTRITION OFFICE</b>		
<b>CLASSIFICATION</b>		Highly Technical		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Barangay Nutrition Scholar (BNS)		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Signed OPT Plus		<b>WHERE TO SECURE:</b> ➤ Barangay Nutrition Scholar (BNS)		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit eOPT plus report for encoding, verification and Consolidation	1.1 Encode entries of OPT reports 1.2 Check and verify entries. 1.3 Consolidate & print 1.4 Return OPT for the signature of barangay captain. 1.5 Sign list of affected/ at risk pre school children. 1.6 Submit for approval of CNAO/CNPC	N/A	30 minutes 30 minutes 30 minutes 10 minutes 5 minutes 10 minutes	• <b>Nutrition Staff</b> • <b>CNAO/CNPC</b>
2. Accompany by nutrition staff in the validation of weighing measurements and height of affected children.	2.1 Check accuracy of scales and witness the weighing and height measurement.	N/A	10 minutes	• <b>Nutrition Staff</b>

CLIENT STEP	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Record weights and heights in case there are any discrepancies.	N/A	10 minutes	• <i>Nutrition Staff</i>
3. Record weight & height.	3.1 Signed print out and approved by the CNPC & CNAO.	N/A	10 minutes	• <i>Nutrition Staff</i>
<b>TOTAL</b>		<b>N/A</b>	<b>2 hours, 41 mins</b>	



#### 4. ISSUANCE OF FOOD COMMODITIES

Issuance of food commodities for underweight children and pregnant women to ensure access to a balanced and nutritious diet. Promoting healthy development for children and supporting the well being of pregnant mother during crucial stages of growth, thereby contributing to improved maternal and child health outcomes.

<b>OFFICE/DIVISION</b>		<b>CITY NUTRITION OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Children and Pregnant Mother		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ Master list of underweight children & pregnant mother submitted by BNS.		<b>WHERE TO SECURE:</b> ➤ City Nutrition Office		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Receive food commodities	1.1 Identify if the client is under weight through OPT	N/A	10 minutes	• <i>Nutrition Staff</i>
2. Secure menu plan & Recipe	2.1 Prepare & issue menu plan and recipe.	N/A	10 minutes	• <i>Nutrition Staff</i>
	2.2. Refer to BNS for feeding monitoring & growth monitoring.		10 minutes	
<b>TOTAL</b>		<b>N/A</b>	<b>30 mins</b>	

## 5. AVAILING SERVICES OF THE BREASTFEEDING ROOM

The City of Tagaytay Breastfeeding Room located at City Hall Complex main building was established on 2016 to cater breastfeeding women, whether employees or client. The room provide conducive place for mother who are breastfeeding their infants. Counseling and other IEC materials are provided. The room also equipped with refrigerator so the working mothers can temporarily store their expressed milk answer the R.A. 11210.

<b>OFFICE/DIVISION</b>		<b>CITY NUTRITION OFFICE</b>		
<b>CLASSIFICATION</b>		Simple		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Breastfeeding Women		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ None		<b>WHERE TO SECURE:</b> ➤ None		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register to the logbook, write name and purpose and receive IEC materials. Ask assistance for packaging of express milk.	1.1 Interview and counselling, the person in charge will ask for some pertinent data in relation to breastfeeding then proceed to counselling. 1.2 The staff in charge assist client for their breast-feeding and expressing milk. 1.3 The staff play video presentation while the client breastfeed them.	N/A	15 minutes  15 minutes  15 minutes	• <b>Nutrition Staff</b>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Issuance of breastfeeding education materials. 1.5 The staff issue referral form address to their respective BNS for monitoring at the barangay level.	N/A	5 minutes	• <b>Nutrition Staff</b>
<b>TOTAL</b>		<b>N/A</b>	<b>55 mins</b>	



## 6. TECHNICAL ASSISTANCE ON NUTRITION PROGRAM SERVICES

(monitoring and evaluation)

To enhance the efficiency and effectiveness of nutrition services, ensure the delivery of evidence-based interventions, a monitoring and evaluation system, and capacity-building initiatives that ultimately lead to improved nutritional outcomes for the target population.

<b>OFFICE/DIVISION</b>		<b>CITY NUTRITION OFFICE</b>		
<b>CLASSIFICATION</b>		Highly Technical		
<b>TYPE OF TRANSACTION</b>		G2G (Government to Government)		
<b>WHO MAY AVAIL THE SERVICE</b>		BNC & BNS		
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ None		<b>WHERE TO SECURE:</b> ➤ None		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Required letter from CNAO re-MELLPI assessment and technical assistance to BNC and BNS	1.1 Prepare letter to barangay captain and to BNS with list of reports to prepare for MELLPI assessment.	N/A	10 minutes	• <b>CNPC</b>
	1.2 Secure the MELLPI updated materials.		1 day	• <b>Nutrition Staff</b>
	1.3 Schedule the MELLPI assessment to the BNC & BNS.		30 days	• <b>CNPC</b>
2. Prepare BNC & BNS reports.	2.1 Received the document and review the schedule of assessment and validation.	N/A	30 minutes	• <b>Nutrition Staff</b>



CLIENT STEP	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Prepare for validation visit/ interview and documentation assessment.	3.1 Visit the work place, validate and interview. Feedbacking on the result of the assessment. 3.2 Technical assistance to BNC & BNS based on the result of assessment.	N/A	4 hours	• <b>Nutrition Staff</b>
4. Received feedback result	4.1 Staff in charge print out and signed the feedbacks results.	N/A	10 minutes	• <b>Nutrition Staff</b>
<b>TOTAL</b>		N/A	<b>9 days, 1 hour, 20 mins</b>	



## 7. TAGAYTAY CITY NUTRITION OFFICE SUPERVISION OF ON-THE-JOB TRAINING FOR STUDENT

To create a supportive and challenging learning environment that equips trainees with the knowledge, skills and attributes necessary for success in their respective roles.

<b>OFFICE/DIVISION</b>		<b>CITY NUTRITION OFFICE</b>		
<b>CLASSIFICATION</b>		Highly Technical		
<b>TYPE OF TRANSACTION</b>		G2C (Government to Citizen)		
<b>WHO MAY AVAIL THE SERVICE</b>		Fourth Year Student		
<b>CHECKLIST OF REQUIREMENTS:</b>		<b>WHERE TO SECURE:</b>		
<ul style="list-style-type: none"> <li>➤ Approved letter of request for affiliation of 4th year students in the city.</li> <li>➤ Student resume</li> <li>➤ Weekly accomplishment report</li> </ul>		<ul style="list-style-type: none"> <li>➤ Human Resource Management Office</li> <li>➤ City Nutrition Office</li> </ul>		
<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the letter of request approved by HR and school.	1.1 Received the letter	N/A	10 minutes	• <b>CNAO</b>
	1.2 Advice to student to prepare Daily Time Record		10 minutes	• <b>CNPC</b>
2. Received assigned task & functions	2.1 Print out and distribute assigned task and functions. 2.2 Inform the Nutrition Policy and program of activities in the barangay.	N/A	10 minutes	• <b>Nutrition Staff</b>

CLIENT STEP	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Presentation of accomplishment to CNAO/CNPC	3.1 Prepare and print out and signed certificate of appreciation/ completion to student (OJT).	N/A	30 minutes	<ul style="list-style-type: none"> <li>• <i>Nutrition Staff</i></li> <li>• <i>CNAO/CNPC</i></li> </ul>
<b>TOTAL</b>		<b>N/A</b>	<b>1 hour, 10 minutes</b>	



## 8. SUBMISSION OF REPORTS

Submission of reports serve the purpose of providing accurate and timely data information, regulatory compliance and performance analysis. It helps in tracking activities and insuring transparency and meeting legal obligation.

<b>OFFICE/DIVISION</b>	<b>CITY NUTRITION OFFICE</b>
<b>CLASSIFICATION</b>	Simple
<b>TYPE OF TRANSACTION</b>	G2C (Government to Citizen)
<b>WHO MAY AVAIL THE SERVICE</b>	Concerned Citizen
<b>CHECKLIST OF REQUIREMENTS:</b> ➤ BNC/BNS report with endorsement signed by barangay captain	<b>WHERE TO SECURE:</b> ➤ City Nutrition Office

<b>CLIENT STEP</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit reports a. eOPT Plus b. BNAP c. BNSAP d. Situational Analysis e. Semestral Accomplishment Report f. Monthly BNS Report w/endorsement letter g. Master list of Beneficiaries	1.1 Received endorsement letter, checked and validated. 1.2 Checked and endorsed the OPT report if accurate and correct 1.3 Validated Barangay Nutrition Action Plan, BNSAP and other reports if the concern signatory is done.	N/A	30 minutes  depends on the number of children  15 minutes	• <i>Nutrition Staff</i>



CLIENT STEP	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Consolidate/ checking/ signed situational analysis, BNAP, and PPAN semestral report for submission to province and NNC.	N/A	8 hours	<ul style="list-style-type: none"> <li>• <b>Nutrition Staff</b></li> <li>• <b>CNAO/CNPC</b></li> </ul>
2. Received the endorsement with signed by staff in charge	2.1 Return endorsement with signature of concern staff	N/A	2 minutes	• <b>Nutrition Staff</b>
<b>TOTAL</b>		<b>N/A</b>	<b>8 hours, 47 minutes</b>	



# DEPARTMENT/OFFICES

## CITY GOVERNMENT OF TAGAYTAY

OFFICE	ADDRESS	CONTACT DETAILS
Business Permit & Licensing Office (BPLO)	1st Floor Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 888-9500 loc 102
City Engineer's Office (CEO)	3rd Floor Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 888-9500 loc 105
City Budget Office (CBO)	2nd Floor, Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 888-9500 loc 208
City Accounting Office (CAO)	2nd Floor, Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 888-9500 loc 217
City Treasurer's Office (CTO)	2nd Floor, Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 888-9500 loc 203
Ospital ng Tagaytay (ONT)	Brgy. Maitim II East, Tagaytay City	888 – 9510 loc 211
City Health Office (CHO)	Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 4872-344
City Social Welfare and Development Office (CSWDO)	Akle St. Brgy. Kaybagal South, Tagaytay City	09082099503
City Planning & Development Office (CPDO)	3rd Floor, Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 888-9500 loc 324



OFFICE	ADDRESS	CONTACT DETAILS
City Administrator's Office	2nd Floor, Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 888-9500 loc 211
City Assessor's Office	2nd Floor, Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 888-9500 loc 206
City Civil Registry Office (CCR)	Brgy. Kaybagal South, Tagaytay City	09610115009
Office of the Sangguniang Panlungsod/VMO (SP/VMO)	Legislative Building, Brgy. Kaybagal South, Tagaytay City	(046) 420-5860
General Services Office (GSO)	Brgy. Maharlika West, Tagaytay City	(046) 404-9872
Tagaytay Picnic Grove	Brgy. Sungay East, Tagaytay City	09328567291
City Public Information Office (PIO)	3rd Floor, Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 888-9500 loc 307
City Legal Office	3rd Floor, Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 888-9500 loc 308
City Tourism and Cultural Development Office (TCDO)	3rd Floor, Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 888-9500 loc 312
City Environment and Natural Resources Office (CENRO)	Brgy. Maitim 2nd Central, Tagaytay City	09432849634
City Disaster Risk Reduction Management Office (CDRRMO)	Brgy. Sungay West, Tagaytay City	(046) 483-0446



OFFICE	ADDRESS	CONTACT DETAILS
City Cooperative Office (COOP)	2nd Floor, Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 423-3832
City Agriculture Office	Brgy. Guinhawa North, Tagaytay City	09338106226
Office of the City Mayor	3rd Floor, Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 888-9500 loc 318-320
Human Resource Management Office	3rd Floor, Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 888-9500 loc 305
Public Employment Service Office	3rd Floor, Tagaytay City Hall Building, Akle St. Brgy. Kaybagal South, Tagaytay City	(046) 888-9500 loc 304
Katuwang sa Pangkalusugang Mental ng Tagaytay	2nd Floor, Ospital Ng Tagaytay Building, Maitim II East, Tagaytay City	(046) 888 9510



# FEEDBACK MECHANISM

## ❖ *How to send feedback*

- Answer the client feedback form and drop it in the designated drop box in front of the Public Assistance and Complaints Desk (PACD) located at the City Hall Lobby, or in the drop box of the specific office being reviewed. Messages may also be sent to the official Facebook account of the city government.
- Contact info: (046) 888-9500 local 107

## ❖ *How feedback is processed*

- The Customer Service Assistant opens the drop box and compiles and records all feedback form submitted.
- Feedback requiring answers are forwarded to the City Administrator's Office and offices which are the subject of such complaints are required to answer within three (3) working days from receipt of the feedback form.
- The answer/explanation of the office is then relayed to the complainant.
- For inquiries and follow-ups, clients may call: (046) 888-9500 local 211, 304, and 305

## ❖ *How to file a complaint*

- Answer the client complaint form and drop it at the designated drop box in front of the Public Assistance and Complaints Desk (PACD)
- Complaints can also be filed via the Facebook messenger of the City Government of Tagaytay <https://www.facebook.com/TagaytayCityGovernment>
- Please make sure to provide the following information:
  - Name of person/Office being complained:
  - Incident:
  - Evidence (if any):
- For inquiries and follow-ups, clients may call: (046) 888-9500 local 211, 304, and 305

## ❖ ***How complaints are processed***

- The Customer Service Assistant evaluates each complaint.
- Upon evaluation, the Customer Service Assistant shall start the investigation and forward the complaint to the office of the City Administrator for endorsement of the person/office concerned.
- The Customer Service Assistant will give the feedback to the client as soon as the complaint has been addressed/answered.
- For complaints, inquiries and follow-ups, clients may contact:

### **CITY GOVERNMENT OF TAGAYTAY**

- (Office Name)
- Office email address
- Office contact number

### ***Facebook Page***

- <https://www.facebook.com/TagaytayCityGovernment>

### ***Email Address and Contact Details***

CITY HUMAN RESOURCE AND MANAGEMENT OFFICE:

- [hrmo\\_tagaytay@yahoo.com](mailto:hrmo_tagaytay@yahoo.com)
- (046) 888-9500 local 211, 304, and 305

### **ARTA:**

- [complaints@arta.gov.ph](mailto:complaints@arta.gov.ph)
- 1-ARTA (2782)

### **CONTACT CENTER NG BAYAN:**

- 0908-881-6565 (SMS)

### **PRESIDENTIAL COMPLAINTS CENTER:**

- 8888

