



VISION

“*ROXAS CITY* as the *cleanest, most livable, progressive and Preferred sustainable community that preserves its natural character and historical charm.*”

MISSION

“*Roxas City* commits to provide *excellent public service in transparent, efficient, and collaborative manner* in order to build and and sustain a preferred community to live, work, play and invest in. ”

INTRODUCTION

Change has always been the battle cry of City Mayor, an Ronnie T. Dadivas. This administration had embraced change in as much as it is a force that is to be reckoned with if progress is the end objective. As a result of this mindset and orientation, the local government of Roxas City has gone full speed ahead in terms of infrastructural development, social development, and even organizational development. Proof of this is the numerous awards and recognitions that the City has received for its innovative, successful, and effective programs and projects. The root of all these , is of course, a functional, dynamic, active, sincere, and responsive local government unit which is a result of proper, decisive, and pro-active organizational management.

The Citizen's Charter is the testament to this brand of organizational management, currently being spearheaded by the City Chief Executive. With the implementation of internal policies and procedures to ensure the efficiency of local government employees, the apolitical move of enhancing tax collections, the successful traffic regulation, impeccable health services the streamlining of implementation processes and procedures aimed at improving basic and governmental services, and many more, the City of Roxas has repeatedly been chosen as the destination of choice for other local governments seeking to improve their own services. All these are merely outward manifestations of the organizational change that has occurred and is still occurring within the walls of the Roxas City Hall and beyond.

The organizational and developmental platform of the Roxas City Local Government is hinged on the principle that change should not be viewed hostilely; rather, it has to be viewed as a measure of improvement so that whatever currently., adamantly resist change becomes a barrier for the realization of developmental plans and the implementation of progress agendas. This administration strives to make every public servant understand that in government., it is not seniority that matters and neither the force of habit or the culture of pessimism, instead, it is the sincere dedication of each public servant to truly want to serve the public as best as possible and in response and acceptance of the mandate that emanated from the public to begin with.

The Citizen's Chapter is as much a legacy as it is a monument to the organizational goals of this city – it is a concrete materialization of the sincerity to serve and the dedication of local leaders and lawmakers to the welfare of the people and continued progress of this city.

FOREWORD

The government exists because of the mandate it was given by the people. As such, the government is, first and foremost, duty bound to ensure that the people are served with a commitment to efficient, effective, and fast public service in mind. This would not be possible unless every local government is able to articulate its commitment and dedication to public service. The Citizen's Charter is an articulation of this commitment and dedication.

Nonetheless, the Citizen's Charter will inevitably be a waste of paper and ink if not for the commitment of all the members of the local government to the implementation of the changes and reforms articulated in the said document. The drive for change should be consistently pursued if any improvements in local government service are to be expected as a consequence of the implementation and operationalization of our Citizen's Charter. In addition, the Citizen's charter is not just an attempt to articulate the local government's commitment to quality public service but also an invitation for the public to be dynamic and active partners in local governance and development.

While Republic Act 7160 empowered local governments to decentralize public service said legislation will remain a white elephant if not for the sincere commitment of local governments to embrace change and reform. The Citizen's Charter is a manifestation of the power of local governments to implement reforms. Moreover, it is the product of tangible and materialized efforts to illicit change within the organization and enable a more progressive approach to systems thinking and organizational management. Along with Republic Act 7160 is Republic Act 9485 or the Anti-Red Tape Law which is embodied by our Citizen's charter as such seeks not only to be a useful operational manual for local government employees but also to become a pact between the government and the people for a transparent, responsive, and accountable local government unit.

LIST OF ALL DEPARTMENT HEADS

NAME	OFFICE	TELEPHONE NO.
RONNIE T. DADIVAS	City Mayor's Office	6212-049
ERWIN B. SICAD	Vice Mayor Office	522-8218
LORIE BELLE O. USISON	City Administrator's Office	
ATTY. ANTONIO A. BISNAR	City Legal Office	6200-451
TERESITA T. BIDIONES	City Accountant's Office	6215-428
EDGARDO A. ALFON	City Budget Office	6211-912
MIMI B. RIANO	Acting City Treasurer's Office	520-7103
SAMUEL C. NARCISO	City Assessor's Office	522-3987
LORELEI B. PIANSAY	City Planning & Dev't. Office	620-2787
NOEL I. LAMINARES	OIC- City Engineer's Office	620-5877
MARILYN G. ALBARAN	City Civil Registrar's Office	6211-679
LORY V. CAHILOG	City Health Office	6215-686
SEMIONETTE A. BELUSO	OIC-City Social Welfare & Dev't. Office	620-3190
BRYAN MARI J. ARGOS	City Tourism Office	6200-544
FLODELIZA A. GUSTILO	OIC-City Veterinarian's Office	
CARMELITA A. SOBERANO	OIC SP SECRETARY Sangguniang Panlungsod Office	522-2785
ENGR. JERIC C. ANDAMA	City General Services Office	6210-409
MARY ANN V. BARIA	OIC- City Agriculture's Office	6214-913
MARILYN G. ALBARAN	CMO- Human Resource management Division	6215-557 / 651-6053
NEREUS LEO V. AZARCON	CMO-Libas Fishing Port	6207-268
HELOISE C. MENDOZA	CMO- Market Operation	6210-099
MARGARITA B. MAESTRO	CENRO	

***LIST OF ROXAS CITY GOVERNMENT
FRONTLINE SERVICES***



Republic of the Philippines
City of Roxas
Office of the Sangguniang Panlungsod



EXCERPTS FROM THE MINUTES OF THE REGULAR SESSION OF THE HONORABLE
SANGGUNIANG PANLUNGSOD OF THE CITY OF ROXAS, HELD AT THE SP SESSION HALL ON
JULY 31, 2018

PRESENT: Hon. Powell A. Del Rosario Sanggunian Member I
Acting Presiding Officer
Hon. Matthew James A. Viterbo Sanggunian Member I
Hon. Jennifer Ann A. Poliran Sanggunian Member I
Hon. Albert Gregory Y. Polato Sanggunian Member I
Hon. Corazon B. Tiangco Sanggunian Member I
Hon. Julius L. Abela Sanggunian Member I
Hon. Vergilio A. Santos, Jr. (ABC Rep) Sanggunian Member I
Hon. Kitza V. Fernando(SK Rep) Sanggunian Member I
Hon. Erwin B. Sicad Vice Mayor I
Acting City Mayor
ABSENT: Hon. Trina Marie A. Ignacio Sanggunian Member I (PTL)
Hon. Cesar S. Yap, Jr. Sanggunian Member I (PTL)
Hon. Elynnne B. Lim Sanggunian Member I (Vac. Leave)
Hon. Jon Francis P. Sumcad Sanggunian Member I

RESOLUTION NO. 076 – 2018

RESOLUTION APPROVING AND ADOPTING THE REVISED CITIZEN'S CHARTER
OF THE ROXAS CITY GOVERNMENT.

WHEREAS, Republic Act No. 9485 otherwise known as "An Act to Improve Efficiency in the Delivery of Government Service to the Public Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Therefor" was signed into law by Her Excellency President Gloria Macapagal Arroyo on June 2, 2007;

WHEREAS, the Civil Service Commission issued Memorandum Circular No. 12 series of 2008 on September 16, 2008 promulgating the Implementing Rules and Regulations (IRR) of the said Act.

WHEREAS, Rule IV of the said IRR prescribed for the formulation of the Citizen's Charter.

WHEREAS, in accordance with the policy, local government units have been mandated by R.A. 9485 to set up service standards to be known as the Citizen's Charter in the form of information billboards which should be posted at the main entrance of offices or at the most conspicuous place, or in the form of published materials written either in English, Filipino or in the local dialect;

WHEREAS, the Anil Red Tape Act of 2007 otherwise known as Republic Act No. 9485 declared the policy of the State to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices aimed at the prevention of graft and corruption in government;

WHEREAS, all offices and agencies which provide frontline services and hereby mandated to regularly undertake time and motion studies, undergo evaluation and improvement of their transaction systems and procedures and re-engineer the same if deemed necessary to reduce bureaucratic red tape and processing time.

NOW, THEREFORE, on motion presented by Hon. Julius Abela, duly seconded by Hon. Corazon Tiangco, it was

RESOLVED: To approve and adopt, as this Honorable Body hereby approves and adopts the Revised Citizen's Charter of the Roxas City Government.

I hereby certify that this Resolution was duly passed and approved by the Sangguniang Panlungsod of Roxas City on the date herein stated.

ATTESTED:

POWELL A. DEL ROSARIO
SP Member I
Acting Presiding Officer

BRINOC BELUSO
SP Secretary

CITY MAYOR'S OFFICE

I) Name of Frontline Service: Securing Mayor's Clearance for employment purpose, to Travel Abroad, for taking board Examination.

Who May Avail of the Service: Any Filipino citizen who is a bonafide resident of the City of Roxas.

REQUIREMENTS: 1. Police/NBI Clearance, 2. Documentary Stamp, 3. Receipt of Payment.

HOW TO AVAIL OF THE SERVICE

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES
1	Submit requirements to the Service provider.	Prepares the Mayor's Clearance upon submission of requirements by client.	5 minutes	Benedicto D. Astrolabio, Jr. Administrative Officer II Donald B. Dela Cruz Job order	100.00
2		Submit clearance for signature by the Mayor.	1 hour if the Mayor is around, but subject to change upon availability of the Mayor.	Benedicto D. Astrolabio, Jr. Administrative Officer II Jay A. Almodiente Adm. Aide II Donald B. Dela Cruz Job order	
3		Release the Mayor's Clearance	1 minute	Benedicto D. Astrolabio, Jr. Administrative Officer II Jay A. Almodiente Adm. Aide II Donald B. Dela Cruz Job order	
		End of transactions			

CITY MAYOR'S OFFICE

II) Name of Frontline Service: Securing Recommendation Letter for Employment.

Who May Avail of the Service: Any Filipino citizen who is a bonafide resident of the City of Roxas.

REQUIREMENTS: 1. Resume/Bio-data, Endorsement Letter from the Barangay.

HOW TO AVAIL OF THE SERVICE

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES
1	Ask Permission from the Secretary of the Mayor & submit requirements to the service provider.	Prepares the Letter of recommendation upon submission of requirement by client.	30 minutes	Benedicto D. Astrolabio, Jr. Administrative Officer II Donald B. Dela Cruz Job order	
2		Submit recommendation letter for signature of the Mayor.	1 hour if the Mayor is around but subject to change upon availability of the Mayor.	Benedicto D. Astrolabio, Jr. Administrative Officer II Jay A. Almodiente Adm. Aide II Donald B. Dela Cruz Job order	
3		Release the recommendation letter to the client.	1 minute	Benedicto D. Astrolabio, Jr. Administrative Officer II Jay A. Almodiente Adm. Aide II Donald B. Dela Cruz Job order	
		End of transactions			

CITY MAYOR'S OFFICE

III) Name of Frontline Service: Securing Special Permit for Benefit Dance.

Who May Avail of the Service: Any Filipino citizen who is a bonafide resident of the City of Roxas.

REQUIREMENTS: Association/Barangay resolution, Photo copy of the business permit of the accompanying Sound system, O.R.

HOW TO AVAIL OF THE SERVICE

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES
1	Submit requirements to the Service Provider.	Prepares the Special Permit.	5 minutes	Benedicto D. Astrolabio, Jr. Administrative Officer II Donald B. Dela Cruz Job order	100.00
2		Special Permit to be signed by the applicant.	30 seconds	Applicant	
3		Facilitate Special Permit for signature by the Barangay Captain/DSWD Head & Chief of Police.	----	Applicant	
4		Submit Special Permit for signature by the Acting City Administrator.	5 minutes	Benedicto D. Astrolabio, Jr. Administrative Officer II Jay A. Almodiente Adm. Aide II Donald B. Dela Cruz Job order	
5		Release Special Permit for Benefit Dance.	1 minute	Benedicto D. Astrolabio, Jr. Administrative Officer II Jay A. Almodiente Adm. Aide II Donald B. Dela Cruz Job order	

CITY MAYOR'S OFFICE

IV) Name of Frontline Service: Special Permit (MOTORCADE, CARAVAN, PARADE, RALLY, CONCERT, PROMOTIONAL).

Who May Avail of the Service: Any Filipino citizen who is a bonafide resident of the City of Roxas.

REQUIREMENTS: Letter request to the event, receipt of payment, Vehicles Plate No. for Conveyance.

HOW TO AVAIL OF THE SERVICE

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES
1	Submit letter of request to the Receiving Section of the City Mayor's Office.	Receive approved request for the issuance of a Special Permit upon Payment of required fee.	5 minutes	Analy L. Basa	100.00
2		Special Permits to be signed by the applicant	30 seconds	Applicant	
3		Facilitate signing of Special Permit by the Chief of Police, as Recommending Officer.	5 minutes	Benedicto D. Astrolabio, Jr. Administrative Officer II Jay A. Almodiente Adm. Aide II Donald B. Dela Cruz Job order	
4		Submit Special Permit for Approval by the City Administrator/Representative.	1 minute	Benedicto D. Astrolabio, Jr. Administrative Officer II Jay A. Almodiente Adm. Aide II Donald B. Dela Cruz Joborder	
	Release Special Permit to client.				
		End of transactions			

ISSUANCE OF BUSINESS PERMIT

Schedule of Availability of Service:

Monday – Friday

8:00 – 5:00 pm without noon break

Who May Avail of the Service:

Citizens Doing Business or Planning to Do Business in Roxas City

What are the Requirements:

NEW

- Business Application Form
- Barangay Clearance (for Business)
- DTI Business Name Registration (for Single Proprietor)
- SEC Registration (for Partnership/Corporation)
- Cooperative Development Authority (CDA) Registration (for Cooperative)
- BIR Certificate of Registration (COR) and Annual Registration Fee
- Invested Capital
- Community Tax Certificate (Cedula)

RENEWAL

- Business Application Form
- Barangay Clearance (for Business)
- Gross Receipts for the Preceding Year supported by copies of BIR Annual/Quarterly/Monthly Tax Payment
- Community Tax Certificate (Cedula)

REGULATORY REQUIREMENTS:

Inspection Certificates from the following Offices:

- Zoning Clearance – Zoning Section
- Certificate of Annual Inspection – City Engineer's Office
- Fire Safety Inspection Certificate – Bureau of Fire Protection
- Sanitary Permit – City Health Office

Duration: 30 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Forms
1	Submit application with complete requirements	Receive and verify the validity of documents submitted	5 minutes	Licensing Staff	None	
2	Wait for the computation of business taxes and other fees and pay to the City Treasurer's Office	Assess Taxes due and other Fees involved	10 minutes	Licensing Staff Revenue Collection Clerk	Depending on the Gross Receipts and Nature of the business	Tax Order of Payment
3	Receives Business Permit	Prints, Signs and Issues Business Permit	15 minutes	Licensing Staff		
END OF TRANSACTION						

ISSUANCE OF MAYOR'S PERMIT FOR LOCAL EMPLOYMENT

Schedule of Availability of Service:

Monday – Friday

8:00 – 5:00 pm without noon break

Who May Avail of the Service:

Any person who wants to apply for an employment in Roxas City

What are the Requirements:

- 1 x 1 ID picture
- Community Tax Certificate (Cedula)
- Official Receipt

Duration: 30 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Forms
1	Submit application with complete data	Review accomplished form	5 minutes	Licensing Staff	None	Individual Application for Mayor's Permit
2	Pay to the City Treasurer's Office	While the client pays the corresponding fee, the application is being prepared to process	10 minutes	Licensing staff/Revenue Collection Clerk	P80.00	
3	Receives Mayor's Permit	Prints, Signs, Issues & releases Mayor's Permit	15 minutes	Licensing Staff / City Mayor		
END OF TRANSACTION						

ISSUANCE OF CERTIFIED COPY/IES OF BUSINESS PERMIT & CERTIFICATION (No Business, Retired/Closed Business)

Schedule of Availability of Service:

Monday – Friday
8:00 – 5:00 pm without noon break

Who May Avail of the Service:

Business owner or duly authorized representative.
Party requesting for Certification of No Business Operation.

What are the Requirements:

- Official Receipt

Duration: 10 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Forms
1	Request for a certified true copy of Business Permit/ Certification	Verify/check record of Business Permit	2 minutes	Licensing Staff	None	
2	Pay to the City Treasurer	While the client pays the corresponding fee, the request is being prepared	5 minutes	Licensing Staff/ Revenue Collection Clerk	P50.00	
3	Receives Certified True copy of Business Permit/Certification	Issues certified true copy/ies of business permit/ Certification	3 minutes	Licensing Staff		
END OF TRANSACTION						

CITY MAYOR'S OFFICE - OFFICE FOR SENIOR CITIZENS AFFAIRS(OSCA)

NAME OF FRONTLINE SERVICE : Issuance of Senior Citizen I.D. Cards / Replacement of I.D. / Lost I.D., and Booklets for Medicine and Groceries.

SCHEDULE & AVAILABILITY OF SERVICE : Monday to Friday, 8am- 5pm (No noon Break)

WHO MUST AVAIL THE SERVICE : Roxas City Citizens who are (60) sixty years old and above

QUALIFICATION : Must be a Filipino Citizen, (60) sixty years old and above and a resident of Roxas City.

WHAT ARE THE REQUIREMENTS : (For New I.D. Applicants)

1. 3pcs. I.D. picture 1"x1" (Latest Picture)
2. Barangay Certification (Latest Issue at least 1 month)
3. For married Female: submit (Marriage Contract / 1 xerox copy)
4. For Dual Citizen : submit (xerox copy of order of Approval / Citizenship Retention and Re-acquisition)
5. Any of the following (1xerox / photocopy)
 - a.) **GOVERNMENT OFFICE ID:**
 - a1. Driver's License
 - a2. PRC ID
 - a3. SSS ID
 - a4. GSIS ID
 - a5. COMELEC ID
 - a6. Latest POSTAL ID
 - b. Birth Certificate
 - c. Baptismal Certificate
 - d. Latest Passport
 - e. PHILHEALTH MDR
 - f. COMELEC Certification
 - g. Latest NBI Clearance

NOTE : Present original copy for verification

(For Replacement / Lost I.D.)

1. Submit 1pc. 1"x1" I.D. picture
2. P100.00 One Hundred Pesos to be paid to the City Treasurer(OSCA Trust Fund)

Duration : 1 hour & 2 minutes

HOW TO AVAIL THE SERVICE : (For New Member)

STEPS	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORM
1.	Submit (OSCA) Office for Senior Citizens Affairs requirements	Receives, reviews and process application forms	5 min.	OSCA Personnel		Application Form
2.		Encode data and prepare I.D. Cards	10 min.	Administrative Aide I		Senior Citizen I.D. cards
3.		Review all entries of I.D. cards and initial for signature of OSCA Head	10 min.	Administrative Asst. II		Senior Citizen I.D. cards w/ picture
4.		OSCA Head checks all steps 1,2,3, for signature	5 min.	OSCA Head		Senior Citizen I.D. cards
5.		Indorse I.D. Cards for Signature of the City Mayor	15 min.	City Mayor		I.D. cards
6.		City Mayor signed I.D. Cards	2 min.	City Mayor		Senior Citizen I.D. cards
7.	Receiving of I.D. cards w/ Booklets	Releasing of new Senior Citizen I.D. Cards	15 min.	OSCA Personnel		I.D. Cards w/ Booklets
END OF TRANSACTION						

Duration : 45 minutes

HOW TO AVAIL THE SERVICE : (For Replacement / Lost I.D.)

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES	FORM
1.	Submit OSCA requirements	Verify records of applicants,advise applicants to pay the corresponding fee with the treasurer	45 mins.	OSCA Personnel	P100.00	Lost/ Replacement forms
2.	Present official receipt to the OSCA personnel	Same at steps 2,3,4,5,6 and 7 of new applicants				
END OF TRANSACTION						

CITY MAYOR'S OFFICE –Aid to Individuals in Crisis Situation (AICS)

Name of Frontline Service : Aid to Individuals in Crisis Situation (AICS)
Schedule of Availability : Monday to Friday, 8:00 am – 5:00 pm
Who May Avail of the Service : All indigent Citizens of Roxas City, individuals and families on extreme difficulty brought about by a crisis and stressful situation that prevent them from functioning normally.

What are the Requirements : **Medical (Medicines, Laboratory) Processing**

1. Medical Certificate
2. Prescriptions of Doctor
3. Brgy. Certification / Brgy. Indigency (Original)

Hospital Bill Processing

1. Hospital Bill (Original Copy, Philhealth Deducted, Senior Citizen Discount if SC)
2. Medical Certificate, Medical Abstract, Certificate of confinement, Discharge summary
3. Brgy. Certification / Brgy. Indigency (Original)
- 4.

Funeral : Processing

1. Certified True Copy of Death Certificate
2. Brgy. Certification / Brgy. Indigency (Original)

CASH Financial Assistance:

(For Medicines)

1. Medical_Certificate
2. Prescription of Doctor
3. Brgy. Indigency/Brgy. Certification (Original)

(For Hospitalization)

1. Original Copy of Hospital Bill
2. Medical Certificate
3. Brgy. Indigency/Brgy. Certification (Original)

(For Funeral/Burial)

1. Certified Tru Copy of Death Certificate
2. Brgy. Indigency/Brgy. Certification (Original)

For Guarantee Letter

Funeral / Burial (Guarantee Letter)

1. Certified True Copy of Death Certificate
2. Brgy. Certification / Brgy. Indigency (Original)

Red Cross

1. Blood Request
2. Brgy. Indigency/Brgy. Certification

Rabies Center (Medicus)

1. Medical Certificate
2. Prescription
3. Brgy. Indigency/ Brgy. Certification

How to Avail of CASH FINANCIAL ASSISTANCE:

Duration : 40 minutes

STEP	CLIENT	Service Provider	Response Time	Persons Responsible	Form
1	Client submits documents	Verification/initial assessment of documents for validity	10 min. per client	City Mayor's Office (CMO) Staff	
2	Client registers his/her name at columnar notebook	Interviews client to determine if qualified for financial assistance if qualified- register client	10 min. per client	CMO Staff	Intake Form & Columnar Book
3	Client signs his/her name at Certificate of Eligibility & Petty Cash Voucher	Prepares Certificate of Eligibility & Petty Cash Voucher	10 min. per client	CMO Staff	Certificate of Eligibility & Petty Cash Voucher
		Prepares Certificate of Indigency	5 min. per client	Social Worker	Certificate of Indigency
4	Proceeds to City Budget Office for issuance of cash	Brings client to City Budget Office	3 min. per client	CMO Staff	
5	Client receives cash	Releases cash to client	2 min. per client	City Budget Office Disbursing Officer	
END OF TRANSACTION					

**How to avail Financial Assistance
Through Guarantee Letter:
Duration: 49 minutes**

STEP	CLIENT	SERVICE PROVIDER	RESPONSE TIME	PERSONS RESPONSIBLE	FORM
1	Client submits documents	Verification/Initial assessment of documents for validity	10 min. per client	City Mayor's Office (CMO Staff)	
2	Client registers his/her name at logbook	Interview client to determine if qualified for financial assistance. If qualified- register client	10 min. per client	CMO Staff	Certificate of Eligibility & Intake Form
3	Client signs his/her name at Certificate of Eligibility & Intake Form	Prepares Certificate of Eligibility for clients signature	10 min. per client	CMO 10 min. per client	Certificate of Eligibility & Intake Form
		Prepares Social Case Summary	15 min. per client	Social Worker	Social Case Summary Form
3.1		Prepares Guarantee Letter to Funeral Parlors, Hospitals, Rabies Center & Red cross	3 min. per client	CMO Staff	Guarantee Letter Form
4	Bring Guarantee Letter to hospitals, funeral parlors, etc. as the case may be.	Issues Guarantee Letter to client	1 min. per client	CMO Staff	Guarantee Letter Form
END OF TRANSACTION					

How to Avail Financial Assistance (Individual & Group Check)

Duration: 1 hour & 5 minutes – Individual Check

2 hours – Group Check

STEP	CLIENT	Service Provider	Response Time	Persons Responsible	Form
1	Client submits documents	Verification/initial assessment of documents for validity	10 min. per client	City Mayor's Office (CMO Staff)	
2	Client registers his/her name at logbook	Interviews client to determine if qualified for financial assistance. If qualified – register client	10 min. per client	CMO Staff	Intake form & Logbook
3	Client signs his/her name at Certificate of Eligibility & Intake Form	Prepares Certificate of Eligibility for client's signature	10 min. per client	CMO Staff	Certificate of Eligibility & Intake Form
4		Prepares Social Case Summary	15min. per client	Social Worker	Social Case Summary Form
		Prepares Vouchers of Individual Clients	15 min. per client	CMO Staff	Voucher
5	Client claims check at City Treasurer's Office		5 min.	Cashier-City Treasurer Office	
6		Delivers Checks to Funeral Parlors, Hospitals, Rabies Center & Red Cross	2 hours	Social Worker	Vouchers with attached check
END OF TRANSACTION					

City Mayor's Office - City Disaster Risk Reduction and Management Office

Response to Emergency Calls (thru Landline/Handheld Radio/ Social Media/ Cellphone)

Schedule of availability of services:

24 hours / 7 days a week with no AM NN & PM Break

Who may avail of the service:

General Public

What are the requirements:

Call for emergency response

Duration:

17 minutes

How to avail the service

Step	Applicants/Clients	Services Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Request for assistance via Landline/Handheld Radio/ Social Media/ Cellphone	Get data from caller and details of emergency and fill out Dispatch Form	3 mins	Dispatcher	None	Dispatch Form
2		If confirmed & <i>Emergency Response Team</i> (ERT) available	1 min	Dispatcher		
2.1			Dispatch ERT	5 mins		
2.2		Or	8 mins	Dispatcher		
3		If not refer to partner ERTs (CERT, Red Cross, BFP, PNP, or PCG)				
	Receives emergency response					
END OF TRANSACTION						

City Disaster Risk Reduction and Management Office

Issuance of Certificates

Schedule of availability of services:
Monday to Friday

Who may avail of the service:
General Public

What are the requirements:
Letter of Intent/Request, Lot Plan & Location

Duration:
3 working days

How to avail the service

Step	Applicants/Clients	Services Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Submit a letter of intent or request and attachments	Receive and evaluate accomplished form & refer to <i>Mines & Geoscience Bureau (MGB)</i> Findings and conduct field evaluation for further assessment	1-2days	Action Officer/DRRM Staff		
2	Receives Certification	Issue certification of MGB Findings	1 day	Action Officer/DRRM Officer		
END OF TRANSACTION						

City Mayor's Office - Tricycle Franchising and Regulatory Unit

Types of Service: Processing of Application of Mayor's Permit and Franchise

Schedule of Availability of Service: Monday to Friday, 8am -5pm (No Noon Break)

Who may Avail of The Service: Citizens Operating MCH or Planning to Operate MCH within the City of Roxas.

Requirements: Franchise contract of Confirmation, LTO Certificate of Registration (C.R.) and Official Receipt (O. R.), Brgy. Clearance, Driver's License, Residence Certificate (XEROX) Operator / Driver, Voters Registration from the COMELEC, Compliance (Inspection) of Tricycle Body Specification and Attendance of Traffic Orientation Seminar Conducted by TFRU.

Duration: 28 Minutes

How To Avail the Service:

STEPS	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Request payment and requirements for renewal of Franchises & Mayor's Permit	TFRU staff issue Order of Payments and requirements for the current year.	5 Minutes	TFRU Personnel/Staff	P385.00 – Regular Franchise P240.00 – Special Franchise	TFRU Form No. 01 TFRU Form No. 5
2	Submission of requirements for Renewal of Franchises.	Check various requirements and prepare applications for renewal of Franchises.	5 Minutes	TFRU Personnel/Staff	NONE	
3	Bring his/her complete requirements & Motor Tricycle for Inspection.	Checking all the requirement and the status of the Motor Tricycle.	10 Minutes	TFRU Personnel/Staff	NONE	

4	For final approval of Mayor's Permit and Franchises.	TFRU Head check/verify if all the requirements are complete and the Motor Tricycle was thoroughly inspected.	5 Minutes	TFRU Personnel/Staff	NONE	
5	Furnishing copy of Client's application forms for renewal of Mayor's Permit/Franchise. Clients waiting for their documents while being process.	TFRU Office endorse their Application Letter to the Office of Sangguniang Panlungsod for approval.		TFRU Personnel/Staff	NONE	
6	As soon as, if it is Approved. Tricycle Owner's. bring their documents for notarization.	The Officer/Staff received their Notarized Franchise documents and marked "RELEASED" and furnish a one (1) copy for Tricycle Owners.	3 Minutes	TFRU Personnel/Staff	NONE	
End of Transaction						

City Mayor's Office - Tricycle Franchising and Regulatory Unit

Types of Service: Processing of Application of Change Motor and Certification
 Schedule of Availability of Service: Monday to Friday, 8am -5pm (No Noon Break)
 Who may Avail of The Service: Citizens Operating MCH or Planning to Operate MCH within the City of Roxas.
 Requirements: Tricycle Franchise Agreement, LTO Certificate of Registration (C.R.) and Official Receipt (O. R.).

Duration: 28 Minutes

How To Avail the Service:

STEPS	APPLICANT/ CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Request application for Change Motor and conversion of his/her Unit from TC to MC/MTC.	Issuance of Order of Payment and Photo copy of his/her Original Registration & Certificate of Registration.	3 Minutes	TFRU Personnel/Staff	P52.00 Change Motor Fee. P12.00 Conversion of Unit Fee.	TFRU Form No. 08
2	After payment from the City Treasurer, the clients wait for the documents while being process.	Prepare the application for change motor and conversion of unit from TC to MC/MTC as required by the LTO.	5 Minutes	TFRU Personnel/Staff	NONE	
3	Bring his/her complete requirements & Motor Tricycle for Inspection.	Checking all the requirement and the status of the Motor Tricycle.	10 Minutes	TFRU Personnel/Staff	NONE	

4	For final approval of application for Change Motor and Franchise Confirmation/ Verification.	TFRU Head check/verify if all the requirements are complete and the Motor Tricycle was thoroughly inspected.	3 Minutes	TFRU Personnel/Staff	NONE	
5	Client's have to wait for approval of their Documents.	TFRU personnel bring their documents to the Office of the Mayor for final approval and provide one (1) copy for future reference.	7 Minutes	TFRU Personnel/Staff	NONE	
End of Transaction						

CITY MAYOR'S OFFICE- PUBLIC EMPLOYMENT SERVICE OFFICE

Response to Inquiries on Job Openings

Phone/Walk-in

Schedule of Availability of Service: Monday to Friday
8AM – 5PM without Noon Break

Who may avail of the Services: General Public

What are the Requirements: Resume, School Credentials (if available)

Duration: 32 Minutes

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity	Person – in Charge	Fees	Form
1	Request for Referral to available Job Openings	<ul style="list-style-type: none"> - Have Client fill-up the Applicants logbook & NSRS form - Borrow a Copy of Resume - Assist Client in seeking employment that match their skills & educational qualification - Gives referral to companies with Job Openings letter to the Client 	<p style="text-align: center;">10 minutes</p> <p style="text-align: center;">2 minutes</p> <p style="text-align: center;">5-15 minutes</p> <p style="text-align: center;">5 minutes</p>	PESO Manager & PESO Staff	None	NSRS form (National Skills Registry System)
END OF TRANSACTION						

CITY MAYOR'S OFFICE- PUBLIC EMPLOYMENT SERVICE OFFICE

Response to Inquiries on Job Openings

Response to Inquiries on (OWWA) Overseas Workers Welfare Administration, Programs or Services

Schedule of Availability of Service: Monday to Friday 8AM – 5PM without noon Break

Who may avail of the Service: OFW Families & Ex – OFWs

What are the requirements: Copy of passport, OWWA proof & membership

Duration: 27 minutes

How to avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity	Person – in Charge	Fees	Form
1	Inquires availment of OWWA programs	<ul style="list-style-type: none"> - Have the client fill up the logbook - Inform client on the programs & services of OWWA - Provide the forms to the assistance/service that the client will avail 	<p>5 minutes</p> <p>20 minutes</p> <p>2 minutes</p>	PESO/OWWA Help Desk Officer	None	OWWA forms
END OF TRANSACTION						

CITY MAYOR'S OFFICE- PUBLIC EMPLOYMENT SERVICE OFFICE

Response to Inquiries on Job Openings

**Response to inquiries on (SRA) Special Recruitment Activity
(Phone- in / thru Email / Walk-in)**

Schedule of Availability of Service: Monday- Friday
8-am- 5pm without noon break

Who may avail of the service: General Public

What are the requirements for Local Establishments.

- Business Permit
- B.I.R Registration
- Phil-Jobnet Registration
- List of Job openings with Job description & Qualifications

For International Employment copy of:

- POEA Registration
- B.I.R Registration
- Phil- job-net Registration
- List of POEA approval Job Order
- Letter of intent

Duration: 15 minutes

HOW TO AVAIL OF SERVICES:

STEP	APPLICANT / CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER NORMAL)	PERSON IN CHARGE	FEES	FORM
1	Request Assistance through Phone/email/walk-in	>Get information of client & fill out the data on the log book reply to queries For International Employment : >Give no Objection Certificate for conduct of SRA	5 minutes 10 minutes	PESO Manager staff & PESO in charge for Local & International Employment	None	Letter of Intent
END OF TRANSACTION						

HOUSING UNIT

CITY MAYOR'S OFFICE - ROXAS CITY LOCAL HOUSING UNIT

(ROXAS CITY LOCAL HOUSING BOARD)
FRONTLINE SERVICE

ENSURE COMPLIANCE WITH IMPLEMENTING RULES AND REGULATION (IRR) ON DEMOLITION & EVICTION (Clearing House Functions)

Schedule of Availability of Service: Monday to Friday 8:00 AM TO 5:00 PM

Who may Avail of the Service: The Demolition and Eviction Proponent and Underprivileged City Residents Scheduled for Demolition and Eviction:

What are the Requirements:

1. Masterlist of underprivileged and homeless beneficiaries(include full maiden name of spouse and basis for underprivileged and homeless status).
2. Copies of all Notice of Demolition issued to all affected families bearing acknowledgement receipts.
3. Minutes and attendance of consultation meeting(s) conducted (include three (3) Notices Receipts).
5. Tax Declaration of Tax Receipt, as may be appropriate.
6. Location Plan or Vicinity Map showing the boundary and illegal constructions.
7. Pictures of the area.
8. Certification from LGU or other concerned agency that the area is included in the list of danger areas and public areas that are subject for clearing or the area is the site of an infrastructure project with available funding and shall commence within sixty (60) days after clearing the said area, if applicable.
9. Proposed Development Plan of the property to be cleared.
10. Affidavit and or copy of MOA of negotiated and voluntary dismantling with Board Resolution designating People's Organization's representatives. As may be appropriate.
11. Certification of Availability of Resettlement / Relocation.
12. Development Plan of Relocation Site.

Duration: 4 hrs, 6 mins.

How to Avail of the Service:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (Under normal circumstances)	PERSON in CHARGE	FEES	FORM
1	Proponent secure checklist, Guidelines and submit the completed and filled up application form and documents enumerated in the checklist for the issuance of Certificate of Compliance by the Local Housing Board (LHB).	Accepts and evaluates required checklist, at least 15 working days prior to demolition for Administrative, 15 days for the Voluntary, 7 days for Summary, If found complete the RoxasCity Local Housing Unit (RCLHU) submits to the LHB.	2 mins.	RCHLU Unit Clerk	None	Application Form for Certificate of Compliance (COC).
2		The LHB verifies,evaluates the documents and delivirates on the matter. If documents are sufficient in form and in substance,Certificate of Compliance is granted by the Board and issued thru RCLHU. If not, proponent is notified for disapproval of the request or instructed for completion or submission of needed documents within prescribed time.	BOARD MEETING Half day (4 hrs)	Local Housing Board	None	None
3	Receives the notification of disapproval or Certificate of Compliance	If approved, issue Certificate of Compliance to proceed the scheduled Demolition.	4 mins.	RCHLU Unit Clerk	None	None
END OF TRANSACTION						

ZONING UNIT

ISSUANCE OF ZONING CLEARANCE/CERTIFICATION (For Business and Building Permits, land Use Reclassification, Subdivision Permit and ECC from DENR)

Schedule of Availability of Service:

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

Who may avail of the service:

1. Any individual/entity that will secure permit to operate a business within Roxas City
2. Any individual/entity that will secure permit to construct a building within Roxas City.
3. Any individual/entity that will secure ECC from the DENR for any activities to be undertaken within Roxas City.
4. Any individual/entity applying for Land Use Re-classification within Roxas City.
5. Any individual/entity applying for subdivision permit within Roxas City.

What are the requirements:

- For those securing business permit : 2 copies of duly subscribed/notarized application.
copy of lease contract, if not owner of the building.
1 copy of Brgy. Clearance and (Brgy. Resolution allowing to operate, if not in proper zone).
Previous Locational Clearance for renewal
- For those securing building permit : 2 copies of duly subscribed/notarized application
1 copy of Appendix #7
1 set Perspective duly signed by a Civil Engr. or Architect
1 set building plans duly signed by a Prospective Engr.
1 copy of Bill of Materials
1 set Specifications
1 copy TCT or Deed of Sale
1 copy Real Property Tax Declaration
1 copy of ECC or CNC, if applicable
1 copy each of Contract of Lease & Authorization to Occupy Lot, if not owned
1 copy of Special Power of Attorney (SPA), if necessary

- For ECC from the DENR : Depending on the type of ECC required by the DENR
- For Reclassification : Letter request
 - Certified copy of lot title and tax declaration
 - 1 copy of Sketch Plan & Vicinity Map signed & sealed by Geodetic Engineer
 - Authorization or SPA from lot owner (if applicable)
 - Barangay Resolution favorably endorsing the reclassification/conversion of lot usage
 - Certified copy of attendance sheet for public consultation
 - Certification from the following: CASO that the lot/land applied for reclassification is not covered by SAFDZ and not feasible/viable for production
 - DENR that the lot/land is not within 18% and above slope and not an ECAS/NIPAS
 - BFAR that the lot/land is not feasible/viable for fishpond operation
 - Endorsement to SP thru the City Mayor
- For applying subdivision permit:
 1. Application Form of the Proposed Subdivision
 2. Sketch Plan & Vicinity Map duly Signed & Sealed by Gerodetic Engr.
 3. Certified copy of Title & Tax Declaration.
 4. Current Tax Receipt
 5. Site Zoning Certification, ECC and DAR Conversion (If Applicable)
 6. Lot Tabulation, Program of Works, Bill of Materials & Estimates
 7. Certification of Road Right of Way & Drainage Outfall

Complete Set of Plans Such As:

- a.Site Development Plan
- b. Topographic Map
- c.Road Layout Plan, Section Detail
- d. Site Grading Plan
- e. Electrical layout Plan
- f.Drainage Layout Plan
- g.Water System Layout Plan
- h. Tree Planting Layout Plan

How to Avail the Services

Type of Service	Step	Process/Procedure		Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
		Applicant/Client	Service Provider				
Issuance of Zoning Clearance for Business	1	File application & requirements	Receive/review/evaluate documents	10 minutes	Junifer Gevero Francisco Ibañez	For Business P100/application	Application
	2		Record, Assess Payment & type Order of Payment/Locational Clearance	5 minutes	Zandra Arcangeles		
	3		Signing of Order of Payment	3 minutes	Francisco Ibañez	For Business Permit	
	4		Approval and Signing of Decision	5 minutes	Engr. Rebecca Y. Andrade		
	5	Pay the fees	Releasing of clearance (Staff check OR# and let customer sign in logbook of releasing)	2 minutes	Zandra Arcangeles Junifer Gevero Francisco Ibañez		
			Total Processing Time:	25 minutes			
End of Transaction							

How to Avail the Services

Type of Service	Step	Process/Procedure		Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
		Applicant/Client	Service Provider				
Issuance of Zoning Clearance/Locational Clearance for Building Permit	1	File application & requirements	Receive/review/evaluate documents	15 minutes	Junifer Gevero Francisco Ibañez	For Building: Depending on the type & cost of the building.	Application
	2		Inspection as per schedule		Junifer Gevero Francisco Ibañez Engr. Rebecca Y. Andrade		
	3		Recording/Evaluation of Fees/Typing		Junifer Gevero Francisco Ibañez		
	4		Final Evaluation/ (Approval or Denial) Signing	1 day	Junifer Gevero Francisco Ibañez Engr. Rebecca Y. Andrade		
	5		Confirmation by City Mayor	1 day			
	6		Releasing	10 minutes	Junifer Gevero Francisco Ibañez		
			Total Processing Time:	2 days & 25 minutes			
End of Transaction							

How to Avail the Services

Type of Service	Step	Process/Procedure		Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
		Applicant/Client	Service Provider				
Issuance of Certification as to Zone Classification	1	File application & requirements	Receive/review/evaluate documents Verification of Zone	10 minutes	Francisco Ibañez		Application
	2		Record/Assess Payment/Type	10 minutes	Francisco Ibañez		
	3		Approval & Signing	5 – 10 minutes	Engr. Rebecca Y. Andrade		
	4		Confirmation by City Mayor	1 day			
	5		Payment	10 minutes	Francisco Ibañez		
	6		Releasing	5 minutes	Francisco Ibañez		
			Total Processing Time:	1 day & 40 minutes			
End of Transaction							

How to Avail the Services

Type of Service	Step	Process/Procedure		Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
		Applicant/Client	Service Provider				
Issuance of Subdivision Permit (for Simple and Complex)	1	Submit Application & requirements	Receiving/Checking as to Requirements: Simple Subd. ----- Complex Subd. -----	10 minutes 20 minutes	Engr. Emmanuel Felipe Engr. Rebecca Y. Andrade		Application
	2		Review and evaluation of plans: Simple Subd. ----- Complex Subd. -----	20 minutes 3 days	Engr. Emmanuel Felipe Engr. Rebecca Y. Andrade		
	3		Inspection Report	1 to 2 hours	Engr. Emmanuel Felipe Engr. Rebecca Y. Andrade		
	4		Prepare Order of Payment & Signing/ Stamping/ Typing/Recording Simple Subd. ----- Complex Subd. -----	15 minutes 30 minutes	Ma. Carmela Hismaña Engr. Emmanuel Felipe		
	5		Final Evaluation & Signing for Endorsement to SP thru the City Mayor Simple Subd. ----- Complex Subd. -----	1 day 2 days	Engr. Emmanuel Felipe Engr. Rebecca Y. Andrade		
End of Transaction							

	6	Mayor endorses to SP					
	7	SP Approval					
	8	Releasing		10 minutes			
			Total Processing Time:	6 days & 55 minutes			
End of Transaction							

ISSUANCE OF SUBDIVISION PERMIT (Simple Subdivision & Complex Subdivision with PALC and Development Permit)

Schedule of Availability of Service:

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

Who may avail of the service:

1. Any individual/entity that will secure permit for Simple Subdivision.
2. Any individual/entity that will secure permit for Complex Subdivision (either under PD 957 or BP 220)

What are the requirements:

For Simple Subdivision :

1. 3 copies of application form
2. 3 copies of Title, Tax Declaration, Current Tax Receipt
3. 5 copies of Vicinity Map/Sketch Plan with Technical Description
4. Affidavit of Road Right of Way
5. Owner's Consent if lot is not owned
6. Zoning Certification

For Complex Subdivision:

1. Application Form of the Proposed Subdivision
2. Sketch Plan & Vicinity Map duly Signed & Sealed by Geodetic Engr.
3. Certified copy of Title & Tax Declaration.
4. Current Tax Receipt
5. Site Zoning Certification, ECC and DAR Conversion (If Applicable)
6. Lot Tabulation, Program of Works, Bill of Materials & Estimates
7. Certification of Road Right of Way & Drainage Outfall

Complete Set of Plans Such As:

- a. Site Development Plan
- b. Topographic Map
- c. Road Layout Plan, Section Detail
- d. Site Grading Plan
- e. Electrical layout Plan
- f. Drainage Layout Plan
- g. Water System Layout Plan
- h. Tree Planting Layout Plan

SANGGUNIANG PANLUNGSOD OFFICE

Name of Frontline Service: SECURING CERTIFIED TRUE COPIES OF SANGGUNIANG PANLUNGSOD DOCUMENTS

Schedule of availability of service: Monday to Friday; 8am to 5pm

Who May Avail of the Service: Any citizen who have interest on the requested documents.

REQUIREMENTS: Letter-Request specifying the document needed

DURATION: 20 Minutes

HOW TO AVAIL OF THE SERVICE

STEP	APPLICANT/CLIENT	SERVICE PROVIDED	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES
1	Submit letter of request in securing certified true copies of ordinances/resolutions to the receiving personnel	Receive letter, review and record in the logbook, then forwards the request to the SP Secretary.	2 minutes	Administrative Division	
2	Client waits while document (s) being processed	SP Secretary accepts and evaluate the request. Assigned staff(s) to research for the document(s) requested. If found, client will be advised to pay the corresponding fees.	1 minute 10 minutes	SP Secretary Administrative Division	

STEP	APPLICANT/CLIENT	SERVICE PROVIDED	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES
3	Client to pay the corresponding fees	City Treasurer's Office will receive payment and issue receipt.	5 minutes	City Treasurer's Office	P 50.00 per page
4	Client present the official receipt (OR) to the service provider	The releasing personnel will record the OR number in the Releasing Record book. Then attach the OR to the document(s) being requested.	1 minute	Administrative Division	
5	Client receives the document	Release the document to the client.	1 minute	Administrative Division	
END OF TRANSACTION					

CITY BUDGET OFFICE

Name of Frontline Service : Preliminary Review of Barangay /Sangguniang Kabataan Annual and Supplemental Budget

Schedule of Availability of Service : Monday to Friday, 8:00 a.m. to 5:00 p.m.

Who May Avail of the Service : Forty Seven (47) Barangays of the City of Roxas

What are the Requirements:

- Transmittal Letter
- Barangay Appropriation Bill
- Budget Message
- Barangay Executive Annual Budget
- Certified Statement of Income for past Year, and Budget Year
- Certified Statement of Income and Expenditure for Past Year, Calendar Year, and Budget Year
- Personnel Schedule (Plantilla of Barangay Officials)
- Resolution Approving the Barangay Annual Investment Plan
- Resolution Approving the Action Plan on Disaster Preparedness and Action Plan on Disaster Preparedness
- Resolution Approving the Barangay Council Protection for Children and BCPC Plan
- Resolution Approving the Gender Focal Point System and Gender and Development Plan
- Resolution Approving the Barangay Development and Annual Investment Plan
- Resolution Approving the Gender and Development Plan
- Barangay Expenditure Program/Sangguniang Kabataan Appropriation Bill
- Sangguniang Kabataan Resolution Approving the SK Plan or Work Program

Duration: 30 Minutes for Annual Budget and 15 minutes for Supplemental Budget

How to Avail of the Service:

STEPS	APPLICANTS/ CLIENTS	SERVICE PROVIDER	DURATION OF ACTIVITY (UNDER MANUAL CIRCUMSTANCES)	PERSON IN CHARGE	FEES	FORMS
1	Forty Seven (47) Barangays	Preliminary Review Of Barangay and Sangguniang Kabataan Annual Budget and Supplemental Budget	30minutes-Annual Budget 15 minutes Supplemental Budget	City Budget Officer City Budget Staff	None	<ul style="list-style-type: none"> * Transmittal Letter * Budget Message * Barangay Budget Authorization Form No. 01 * Barangay Budget Preparation Form No. 01 * Barangay Budget Preparation Form No. 02 * Barangay Budget Preparation Form No. 03 * Barangay Budget Preparation Form No. 04 * Personnel Schedule (Plantilla of Barangay Officials) * Disaster Preparedness Action Plan * Gender and Development Action Plan * Brgy. Council Protection for Children Plan * Brgy. Gender focal Point System * Annual Investment Plan * SK Plan or Work Program * Barangay Expenditure Program

OFFICE OF THE CITY ACCOUNTANT

SERVICE VISION

A transparent and customer-oriented department empowered by God-loving, dedicated, proactive, responsive, innovative and highly qualified professionals, equipped with modern technology, effective and efficient in safeguarding the assets of the city government.

SERVICE VALUES

- **We Value:**
 - **Respect and Courtesy**
 - We maintain good relationship with one another.
 - **Accuracy and Reliability**
 - We ensure accurate and reliable records and financial reports.

SERVICE STRATEGY

- Service with a smile/bawal ang nakasimangot.
- Wearing of service pin bearing the slogan *"You can count on us"*.
- Continuous personnel advancement/through trainings, seminar workshop, retreats and the like.
- Personnel motivation through merit and other rewards like recognition of accomplishments, promotion and step increments.
- Fast track the processing of transactions.

OFFICE OF THE CITY ACCOUNTANT

Name of Frontline Service: Computation of Withholding Tax of Employees
Schedule of Availability of Service: Monday to Friday, 8am-12pm and 1pm to 5pm
Who May Avail of the Service: Employees concern
What are the requirements:
Duration: 30 minutes
How To Avail of the Service:

Step	Applicant/Client	Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Form
1	Employees concerned	Update files for BIR Form 1902 and 2305 as well as salary ledger and computation slips for ready reference in the computation of income tax due.	5 minutes	Jocelyn S. Hermia	
2		Cumpute Annualize Income Tax taking into consideration the annual salary, honorarium, other benefits, personnel exemption as well as annual premiums for GSIS, PAG-IBIG, PhilHealth and health insurance.	25 minutes	Jocelyn S. Hermia	
END OF TRANSACTION					

OFFICE OF THE CITY ACCOUNTANT

Name of Frontline Service: Issuance of Certification of Net Take Home Pay
Schedule of Availability of Service: Monday to Friday, 8am-12pm and 1pm to 5pm
Who May Avail of the Service: Employees concerned
What are the requirements:
Duration: 30 minutes
How To Avail of the Service:

Step	Applicant/Client	Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Form
1	Employees concerned	Submit Certificate of Net Pay (CNP) for review to Person In Charge (PIC)	5 minute	Ma. Dolores H. Beldia-CBO, CPDO, CHO, Deeds, GSO II & GSO III, CEO, Contractual, Remittances; Carmen A. Bermejo-GSO I, SP, SPO, CPO, DSWD, CMO, CAO, DRRMO, RATA, Remittances; Russell P. Molino-Acctg.; Norbert Conlu-Toursim, Legal, SLH, Libas, Vet., DA; Elnora Clarito-Market, CTO, LCR, Admin.	
2		PIC reviews Net Pay and if found correct affix initial to CNP	20 minutes	same as above	
3		Forward the CNP and Salary Card to the City Accountant (CA)		same as above	
4		CA signs CNP and release to applicant	5 minutes	Teresita T. Bidiones	
END OF TRANSACTION					

OFFICE OF THE CITY ACCOUNTANT

Name of Frontline Service: Check Completeness of Disbursing Vouchers Supporting Documents
Schedule of Availability of Service: Monday to Friday, 8am-12pm and 1pm to 5pm
Who May Avail of the Service: Employees, Suppliers and Other Claimants
What are the requirements:
Duration: 30 minutes to 1 hour
How To Avail of the Service:

Step	Applicant/Client	Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Form
1	Employees, Suppliers & Other Claimants	Submit Disbursing Voucher to the Receiving Clerk	1 minute	Romeo B. Apruebo Jr.	
2		A. Person in Charge (PIC) checks the attached supporting documents as follows: a) charge slip, OBR, Purchase Request, quotations, Purchase Order, Letter of Award, Delivery Receipts, OR, BAC Resolution, Inspection & Acceptance Report, Program of Work, Philgeps & etc. and record in control book.	40 minutes	Welie C. Diestro Carlyn Joy Dela Cruz	
		B. PIC records to control books of specific projects and assign accounting entries on JEV	5 minutes	Carlyn Joy Dela Cruz /Russell P. Molino	
3		Checks the completeness of supporting documents, allotment obligates for the purpose, review accounting entries and affix signature on JEV and DV.	5 minutes	Vivian B. Obamos	
4		Checks and reconciles OBR with budget office. Encode and validate Journal Entries to the accounting system.	3 minutes	Carlyn Joy Dela Cruz /Russell P. Molino	
5		Final review of supporting documents and signs box A of DV and JEV.	5 minutes	Teresita T. Bidiones	
6		Release DV to City Treasurer's Office for payment.	1 minute	Dotie Bolido	
END OF TRANSACTION					

OFFICE OF THE CITY ACCOUNTANT

Name of Frontline Service: Processing of Remittances
Schedule of Availability of Service: Monday to Friday, 8am-12pm and 1pm to 5pm
Who May Avail of the Service: GOCCs and Lending Institutions
What are the requirements:
Duration: 30 minutes
How To Avail of the Service:

Step	Applicant/Client	Activity	Duration of Activity (Under Normal Circumstances)	Person In Charge	Form
1	GOCCs and Lending Institution	Submit DV for remittances to the receiving clerk.	1 minute	Romeo B. Apruebo Jr.	
2		PIC checks the amount of remittance or summary of deductions vis-à-vis the record book to ensure the correctness/accuracy of the amount remitted.	18 minutes	Ruby C. Villanueva	
3		Verifies the accuracy of the amount of remittances vis-à-vis summary of deduction as attached per office. If in order, affix initials to the JEV.	5 minutes	Jocelyn S. Hermia	
4		Verifies and approves the accuracy of amount of remittance against summary of deductions attached per office. If in order affix signature.	5 minutes	Vivian B. Obamos	
5		Release DV to CTO for issuance of check.	1 minute	Ma. Dotie A. Bolido	
END OF TRANSACTION					

CITY TREASURER'S OFFICE

PAYMENT OF REAL PROPERTY TAX

Real Property Tax Receipts are issued to declared owners and individuals who wanted to update record of payments for their real properties.

20% discount is given to advance payments made of the current taxable year.

10% discount is given to prompt payment made on or before the prescribed schedule of payment.

Who May Avail of the Service?

Citizens owning real property in the City.

Requirements:

- ❖ Latest Tax Declaration (from the City Assessor)
- ❖ Latest Official Receipt

SCHEDULE OF PAYMENT:

- 1st Installment – on or before March 31 of each year
- 2nd Installment – on or before June 30 of each year
- 3rd Installment – on or before September 30 of each year
- 4th Installment – on or before December 31 of each year

Real Property Tax Rate: Basic Tax & SEF 2.5% of the taxable assessed value

Penalty interest/Surcharges of 2% per month on the unpaid amount of the delinquent tax but not exceeding thirty-six (36) months.

CITY TREASURER'S OFFICE

Name of Frontline Service : **PAYMENT OF REAL PROPERTY – TRANSFER TAX**

Schedule of Availability of Service : **Monday to Friday, 8:00Am to Pm to 5:00 Pm (No noon break)**

Who May Avail of the Service : **General Public / Taxpayer
Declared Owner / Administrator**

What are the requirements : **Deed of Sale or Any other Deed of Conveyance
Latest Tax Declaration**

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
			(Under Normal Circumstances)			
1	Inquires how to pay Real Property Transfer Tax	Requires to present necessary documents	5 mins./Property	Business Tax Div. Personnel		Latest Tax Dec. , Deed of Sale or any other Deed of Conveyance
2	Presents document needed	Issue of Official Receipt	5 mins./Receipt	Business Tax Div. Personnel	75% of 1% based on Market value or Purchase Value whichever is higher	
3	Pays Official Receipt	Receives Payment	2 mins./Receipt	Revenue Collector (Bus. Tax Division)		AF # 51
END OF TRANSACTION						

Name of Frontline Service : **PAYMENT OF REAL PROPERTY TAX**
 Schedule of Availability of Service : **Monday to Friday, 8:00Am to 5:00 Pm (No noon break)**
 Who May Avail of the Service : **General Public /Taxpayer**
Declared Owner / Administrator
 What are the requirements : **Latest Real Property Tax Receipt**
Latest Tax Declaration
 Duration : **13 Minutes**

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
			(Under Normal Circumstances)			
1	Inquires payment of Real Property Tax	Requires necessary documents		Revenue Collectors <i>(Real Property Tax Div.)</i>		Latest Tax Declaration Latest Official Receipt
2	Presents required documents	Computes tax due	5 min/Tax Declaration		2.5% of Taxable assessed value for Basic & SEF 20% discount for advance payment 10% discount for prompt payment 2% per month for surcharge/interest on unpaid amount of delinquent tax but not to exceed 36 months.	
3		Issues of Official Receipt	5 Min./Receipts	Revenue Collectors <i>(Real Property Tax Div.)</i>		AF NO. 56
4	Pays Official Receipt	Receives payment	3 Min.			
END OF TRANSACTION						

Name of Frontline Service : **PAYMENT OF BUSINESS TAX**

Schedule of Availability of Service : **Monday to Friday, 8:00Am to 5:00 Pm (No noon break)**

Who May Avail of the Service : **General Public / Taxpayer
Declared Owner / Administrator**

What are the requirements : **Business Tax Order of Payment Form**

Duration : **7 Minutes**

How to Avail of the Service :

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
			(Under Normal Circumstances)			
1	Present Tax Order of Payment (TOP)	Issue Official Receipt	5 Min.	Business Tax Div. Personnel	Assessment of taxes based on kind business in the Revenue Code	BPLO Form AF NO. 51
2	Pays Official Receipt	Receives payment	2 Min.	Revenue Collectors <i>(Business Tax Div.)</i>		
END OF TRANSACTION						

Name of Frontline Service : **SECURING REAL PROPERTY TAX CLEARANCE CERTIFICATE**

Schedule of Availability of Service : **Monday to Friday, 8:00Am to 5:00 Pm (No noon break)**

Who May Avail of the Service : **General Public /Taxpayer
Declared Owner / Administrator**

What are the requirements : **Latest Tax Declaration
Latest Tax Payment / Official Receipt**

Duration : **30 Minutes**

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
			(Under Normal Circumstances)			
1	Inquires how to secure tax clearance / certificate	Requires necessary documents.	2 min.	Real Property Tax Div. Personnel		Latest Tax Declaration Latest Tax Payment Official Receipt
2	Presents documents needed	Issue Official Receipt	5 Min./Receipt	Revenue Collectors (<i>Business Tax Div.</i>)	Php 100.00	AF No. 51
3	Pays Official Receipts	Receives payment	5 Min.			
4	Presents Official Receipt	prepare Certificate of Tax Clearance	15 Min. / Tax Declaration	Real Property Tax Div. Personnel		
5	Received approved tax clearance / certificate	Release approve Tax Clearance Certificate to Requesting Party	3 Min./Tax Declaration	Real Property Tax Div. Personnel		
END OF TRANSACTION						

Name of Frontline Service : **SECURING COMMUNITY TAX CERTIFICATE (INDIVIDUAL)**

Schedule of Availability of Service : **Monday to Friday, 8:00Am to 5:00 Pm (No noon break)**

Who May Avail of the Service : **General Public / Taxpayer
Declared Owner / Administrator**

What are the requirements : **TAX PAYERS INFORMATION DATA FORM
IDENTIFICATION CARD / DRIVER'S LICENSE / VOTER'S ID**

Duration : **12 Minutes**

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity	Person In Charge	Fees	Form
			(Under Normal Circumstances)			
1	Accomplishes taxpayer's information data form	Requires necessary documents.	3 min./Client	Business Tax Division Personnel		Identification Card / Driver's License / Voter's ID
2	Presents documents needed	Computes Tax Due	5 Min./Receipt		1 peso for every 1,000 based on Annual Gross Income	
3		Issue Official Receipt	3 Min./Receipt	Business Tax Division Personnel		BIR FORM NO. 0016 (CTC INDIVIDUAL)
4	Pays Official Receipt	Receives payment	1 Min.			
END OF TRANSACTION						

CITY ASSESSOR'S OFFICE, ROXAS CITY

Name of Frontline Service : Ocular Inspection (Land, New Building, Demolished Building and Machinery)

Schedule of Availability of Service : Monday to Friday, 8:00 am to 5:00 pm

Who May Avail of the Service : Declared Owner/Administrator or Duly Authorized Representative
 What are the Requirements : Ocular Inspection Request
 Duration : 1 hour and 30 minutes
 How to Avail of the Service :

Step	Applicant/Client	Service Provided	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Request for service and pays corresponding fees to City Treasurer's Office	Gather details of the request and fill in provided Service Slip form for endorsement to Supervising Administrative Officer (SUPAO) for the preparation of Ocular Inspection report.	3 minutes	Action Officer Admin personnel City Treas. Office	P50.00- Processing Fee	Service Slip Ocular Inspecti on Request Form
2		Supervising Administrative Officer prepares the request, initials and endorse to the Head of Office for approval and assigns the task to the personnel in-charge of the concerned barangay.	5 minutes	Supervising. Admin. Officer City Assessor Local Assmt. Operations Officer.	P100.00- Inspection Fee	

Step	Applicant/Client	Service Provided	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
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3		<p>Local Assessment Operations Officer (LAOO) accompany the client to conduct ocular inspection of the specific property's location. The LAOO prepares the Field Inspection Report then</p> <p>Asst. City Assessor reviews and recommends the Field Inspection Report for approval and the</p> <p>City Assessor approves the Field Inspection Report.</p>	<p>may vary depending on the property size, location, distance, as well as the means of transportation</p> <p>(1 hour)</p> <p>22 minutes</p>	<p>Local Assessment Operations Officer (Assmt. Personnel)</p> <p>Asst. City Assessor</p> <p>City Assessor</p> <p>City Assessor I</p>	Ps100.00- Inspection Fee	Field Inspection Report
END OF TRANSACTION						

Name of Frontline Service : Issuance of Tax Declaration for Change or Transfer of Ownership (Segregation)

Schedule of Availability of Service : Monday to Friday, 8:00 am to 5:00 pm

Who May Avail of the Service : Declared Owner/Administrator or Duly Authorized Representative

What are the Requirements :: Real Property Tax Payment (Official Receipt), Copy of Subdivision or Consolidation Plan Approved by the Bureau of Lands and Subdivision Agreement.

Duration : May vary depending on the Quantity of parcels to be segregated.
: 1 hour and 30 minutes (2 parcels)

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Request for the service & pays corresponding fees for service and submits necessary requirements documents for requested transaction.	Gather details of request and fill in provided Service Slip for endorsement to Local Assessment Operations Officer (In charge of Brgy.)	3 minutes	Action officer Adm. Personnel	P50.00-Segregation Fee/Parcel P100-Inspection Fee	Service Slip
2		Designated personnel carefully checks submitted documents for the required transaction of the client.	5 minutes	Local Assessment Operations Officer		

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
3		Local Assessment Operations Officer submits documents	May vary depending on the property's size, location and number of parcels to be assigned. (2 parcels) 10 minutes	Local Assessment Operations Officer (LAOO) Assmt. Personnel	P50.00 Segregation Fee/parcel P100.00 Inspection Fee	
4		Draftsman II assigns new Property Index Numbers to the segregated property.	May vary on the property's size, location and number of parcels to be assigned.	Draftsman II Tax Mapping Personnel		
5		After the assigning of PIN, The LAOO in charge prepares the Field Appraisal Assessment Sheet and encodes new Tax Declaration with the assigned PIN and Tax Declaration Number wherein computation for the MV and AV for each parcel can be found.	May vary on the property's location, quantity and area/parcel. (2 parcels-25 minutes)	Local Assessment Operations Officer	50.00/parcel	Field Appraisal Assessment Sheet (FAAS) Tax Declaration

2	Waits for the documents to be evaluated by the designated Local Assmt. Operations Officer.	Local Assessment Operations Officer Evaluates and encodes carefully all the documents necessary for required transaction and assigns control tax declaration number.	5 minutes	Local Assessment Operations Officer Assmt. Personnel		
3		The Local Assessment Operations Officer works on the request, prepares Field Appraisal Assessment Sheet/Tax Declaration and indicates new data on the Transferred property/ies and other details Routes to Local Assmt. Oprns Offcr. IV to	May vary depending on the number of parcels to be transferred. (10 minutes for 1 simple transfer)	Local Assessment Operations Officer Assmt. Personnel	50.00 Processing Fee	Field Appraisal Assessment Sheet (FAAS) Tax Declaration

4		carefully check all details and affix initials to Field Appraisal Assmt. Sheet and Tax Declaration From the Local Assessment Operations Officer IV, the Asst. City Assessor subscribes Tax Declaration, reviews and recommends the Field and Tax Declaration for approval.	5 minutes	Asst City Assessor		
5		The Head of the office signs the approved FAAS Tax Declaration Designated Local Assmt. Oprns. Offcr. releases New Tax Declaration to Client. Client signs the logbook.	3 minutes	City Assessor		
6	Client receives document requested.		2 minutes	Local Assmt. Oprns. Offcr. Assmt.		

CITY ASSESSOR'S OFFICE, ROXAS CITY

Name of Frontline Service : Issuance of Certification/Certified True Copy of Tax Declaration

Schedule of Availability of Service : Monday to Friday, 8:00 am to 5:00 pm

Who May Avail of the Service : Declared Owner/Administrator or Duly Authorized Representative

What are the Requirements : Official Receipt of Certification Fee/Certified True Copy Fee, Research Fee, Documentary Stamp/s and owner's copy of Tax Declaration (if available for the request of certified true copy)

Duration : 23 minutes

How to Avail of the Service

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Request for service and Client's pay specified amount for the service requested	Gather details and fill in the provided Service Slip, Submit service slip together with the official receipt to the assigned admin. Personnel and wait for the request to be process.	5 minutes	Action Officer Adm Personnel City Treasurer's Office	P50.00- Certification Fee P50.00-Certified True Copy Fee P50.00-Research Fee	Service Slip

LOCAL CIVIL REGISTRAR'S OFFICE

Such as: RA 9255 (AUSF) Affidavit to Use the Surname of the Father

RA 9858 Legitimation of Children to Parents below 18 years old

OFFICE OF THE CITY CIVIL REGISTRAR

Name of Frontline Service: Registration of Registrable documents and Personal Events involving Status of a Person.

Schedule of Availability of Service: Monday to Friday 8:00 A.M. - 12:00 Noon (No Noonbreak) 1:00 P.M. - 5:00 P.M.

Who May Avail of the Service: General Public Registrants, Applicants, Guardians and Authorized Representative and institution.

What are the requirement: For Registration of Birth (New Born)

Duration: 15 Minutes

How to Avail of the Services:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORMS
One (1)	Applicant, Registrant, Parents, Midwives, Hilots and other Institutions	Approaches the Information Counter for direction to proper birth section.	1 minute	Ruby Masillonos		
Two (2)		Gather information and issuance of free birth form for completion.	10 minutes	Ruby Masillonos		MF 102
Three (3)		Submission of completed Form-102 signed by the attendants, informants and the one who prepared.	Time is dependent upon the applicant	Registrant or Applicant		
Four (4)		Checking	15 seconds	Ruby Masillonos		

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORMS
Five (5)		If not married, Signature of the Father at the back portion of the Form under oath.	Time is dependent upon the applicant	Registrant or Applicant		
Six (6)		Receiving with Signature	1 minute	Ruby Masillones		
Seven (7)		Review and Approval	5 minutes	Civil Registrar		
Eight (8)		Registration	1 minute	Ruby Masillones		
Nine (9)		Sealed and Release	1 minute	Releasing Counter		
One (1)	Hospitals and Birthing Clinics	Liaison Officer submit completed Form of Birth Certificate to the Birth Section.	1 minute	Ruby Masillones		

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEEES	FORMS
Two (2)		Staff in-charge will account and check the document	2 minutes	Ruby Masillones		
Three (3)		Received by the office and affix signature	1 minute	Ruby Masillones		
Four (4)		Review and Approval	3 minutes	Civil Registrar		
Five (5)		Registration	1 minute	Ruby Masillones		
Six (6)		Sealed and Release	1 minute	Personnel in-charge for the day in Releasing Counter		

What are the requirements: For Registration of Death

Duration: 5 Minutes

How to Avail of the Services:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORMS
One (1)	Hospitals	Client Approaches the Information Counter for direction to proper death section.	30 seconds			MF 103
Two (2)		Checking of the completeness of forms	1 minute	Helen Gerardino		
Three (3)		Requirement to pay Burial or Transfer Fees	1 minute	Helen Gerardino		
Four (4)		Payment of fee to CTO	1 minute	CTO	P 50.00	
Five (5)		Preparation of documents	5 minutes	Helen Gerardino		
Six (6)		Receiving and Signature	1 minute	Helen Gerardino		

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEE	FORMS
Seven (7)		Review/Approval	5 minutes	Civil Registrar		
Eight (8)		Registration	10 minutes	Helen Gerardino		
Nine (9)		Sealed and Release	1 minute	Personnel in-charge for the day in Releasing Counter		
One (1)	Surviving Spouse, Parents, Relative and other Institution	Approaches the Information Counter for direction to the proper death section.	30 seconds	Helen Gerardino		
Two (2)		Advice to proceed before the CHO providing free death certificate Form 103	30 seconds	Helen Gerardino		MF 103
Three (3)		Checking of submitted completed death form with signature including the embalmer.				
Four (4)		Requiring to pay burial or transfer permit fees.	5 minutes	Helen Gerardino		

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORMS
Five (5)		Payment to CTO	1 minute	Applicant	P 50.00	
Six (6)		Preparation of document	5 minutes	Helen Gerardino		
Seven (7)		Received and Signed	2 minutes	Helen Gerardino		
Eight (8)		Review and Approval	5 minutes	Civil Registrar		
Nine (9)		Registration	1 minute	Helen Gerardino		
Ten (10)		Sealed and Release	1 minute	Personnel of the Day in Releasing Counter		

Requirement for Application of Marriage License

Duration: After ten (10) days Publication or Posting

How to Avail of the Services:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORMS
One (1)	Couples Applicant	Applicant will approach the person in-charge for the issuance of Marriage License	30 seconds	Catherine M. Apruebo		
Two (2)		Interview and Issuance of requirement	3 minutes	Catherine M. Apruebo		
Three (3)		Advice to undergo and secure Pre-Marriage Counselling Certification from POPCOM Office		POPCOM Office		
Four (4)	If 18-19 yrs. old If 20-24 yrs. old	Secure Parental Consent Secure Parental Advice				MF 6 MF 9
Five (5)		Preparation of application form for signature by both parties	5 minutes	Catherine M. Apruebo		MF 2
Six (6)		Request payment for MA fee and ML	1 minute		P 300.00 10.00	

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORMS
Seven (7)		Payment to CTO	1 minute			
Eight (8)		Review and Approval	5 minutes	Civil Registrar		
Nine (9)		Posting	10 days	Civil Registrar		
Ten (10)		Approval of the ML	After Posting	Civil Registrar		
Eleven (11)		Registration	1 minute	Catherine M. Apruebo		
Twelve (12)		Sealed and Release	1 minute	Catherine M. Apruebo		

Requirement for Registration of Legal Instrument

Duration: .20 minutes

How to Avail of the Services:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORMS
	Parties Involved, Registrants, Guardians and Authorized Representatives					
One (1)		Approaches the Information Counter for direction to Person in-charge	30 seconds	Lalaine Hervias		
Two (2)		Hand-in the Req. documents	25 seconds	Lalaine Hervias		
Three (3)		Person in-charge shall evaluate the documents and fees	5 minutes	Lalaine Hervias		
Four (4)		Computation of fees for: Court Order (local birth) (out-of-town) Legitimation Supplemental AUSF Acknowledgment Adoption Annulment	2 minutes	Lalaine Hervias	P 800.00 600.00 490.00 450.00 280.00 P 70.00/copy of cmc + 100.00 - reg. fee 140.00 - cert. fee of court order	

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORMS
Five (5)		Computation of fees for processing of the ff.: Legitimation Acknowledgment AUSF	2 minutes	Lalaine Hervias	P 500.00 310.00 310.00	
Six (6)		Payment to CTO	1 minute	CTO		
Seven (7)		Preparation of documents for registration	5 minutes	Lalaine Hervias		
Eight (8)		Review and Approval	5 minutes	Civil Registrar		
Nine (8)		Registration	1 minute	Civil Registrar		
Ten (10)		Sealed and Release	1 minute	Lalaine Hervias		

Requirement for Certification / Issuance of Certified Machine Copy for Birth, Marriage, Death, Legal Instrument, Form 1A for birth-available, 1B for birth-not-available, 1C for birth-destroyed; 2A for death-available, 2B for death-not-available; 3A for marriage-available, etc.

Duration: .15 minutes

How to Avail of the Services:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORMS
One (1)	Gen. Public Owner and Authorized Representatives	Approaches the Information Counter for research or presentation of owner's copy	1 minute	Archive Personnel		
Two (2)		Request payment of research fee if no owner's copy	1 minute		P 70.00	
Three (3)		Payment to CTO	1 minute			
Four (4)		If positive, request payment for certification	1 minute		P 70.00	
Six (6)		Preparation of doc. For certification	5 minutes			
Seven (7)		Checking and Verification	1 minute	CTO		
Eight (8)		Review and Approval	4 minutes	Civil Registrar		
Nine (9)		Sealed and Release	1 minute	Personnel of the day		

Requirement for Late Registration

Duration: .After Ten (10) days Posting

How to Avail of the Services:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORMS
	General Public, Registrants, Applicants, Guardians, Authorized Representatives and Institutions					
One (1)		Applicant approaches the person in-charge for delayed registration of respective docs.	30 seconds			
Two (2)		Person in-charge shall initiate information preliminary for registration and provide requirement for completion	5 minutes	Person responsible for birth, death, marriage, legal instrument		
Three (3)		Applicant submit completed prepared docs. with all the requirement	5 minutes			
Four (4)		Interview, evaluation, rechecking, and verification of the application	5 minutes			
Five (5)		Preparation of document needed for registration	1 minute			
Six (6)		Posting	10 days			
Seven (7)		Review and Approval	5 minutes			
Eight (8)		Registration	1 minute			
Nine (9)		Sealed and Release	1 minute			

Requirement for Registration of Marriage Certificate

Duration: , 10 minutes

How to Avail of the Services:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORMS
One (1)	Husband and Wife, Applicants and Solemnizing Officer	Approaches the Person in-charge for marriage section	30 seconds	Catherine M. Apruebo		
Two (2)		Submission of complete Marriage Certificate with supporting requirement	1 minute			
Three (3)		Checking of the documents	1 minute			
Four (4)		Review and Approval	5 minutes	Civil Registrar		
Five (5)		Registration	1 minute			
Six (6)		Sealed and Release	1 minute	Catherine M. Apruebo		

Requirement for SECPA thru BREQS

How to Avail of the Services:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORMS
One (1)	General Public, owner, Authorized Representative	Approaches the Person in-charge for SECPA Copy		Leonardo A. Agana Jr.		
Two (2)		Filling up of Application Form	1 minute			
Three (3)		Checking and Assignment of payment to CTO and NSO	1 minute			
Four (4)		Payment to CTO and NSO with issuance of receipt	1 minute		P 250.00	
Five (5)		Giving of tentative schedule for release	1 minute			
Six (6)		Submission of BREQS to NSO Regional Office, Iloilo City	once a week			
Seven (7)		Claim and Release	1 minute	Leonardo A. Agana Jr.		

Petition under R.A. 9048 & R.A. 10172

Duration: Time frame provided by law

How to Avail of the Services:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORMS
One (1)	General Public, owner, Authorized Representative and Petitioner	Pet. present the doc. with erroneous entries		Helen A. Gerardino Ramelyn C. Aguas		
Two (2)		Person-in-charge evaluate and classified the doc. whether correction of clerical error (CCE) ,change of first name (CFN) under R.A. 9048 or under amended R.A. 10172 - change of sex and date of birth	2 minutes			
Three (3)		Interview	5 minutes			
Four (4)		Issuance of requirement for either CFN or CCE (R.A. 9048 and R.A. 10172)	2 minutes			
Five (5)		Preparation of the petition for either R.A. 9048 or R.A. 10172 or both	1 day			R.A. Form 1.1 (CCE) R.A. Form 4.1 (CFN)
Six (6)		Filing of proper petition under oath	1 day			R.A. Form 10.1 (notice) R.A. Form 8.1 (cert.)

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORMS
Eight (8)		Payment to CTO	1 minute			
Nine (9)		Preparation and Arrangement of Petition for Posting and Publication or both	1 day			
Ten (10)		Posting Publication	10 days once a week for 2 weeks			
Eleven (11)		Evaluation	5 days			
Twelve (12)		Decision	5 days	Civil Registrar		
Step 1-6 will be followed	In Case of Migrant Petition Migrant Petitioner or any Authorized Representative					
Seven (7)		Computation of fees R.A. 9048 R.A. 10172			P 1,500.00	
Eight (8)		Payment to CTO				
Nine (9)		Preparation and arrangement of petition for posting and publication or both				
Ten (10)		Posting, Publication or both	10 days			

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORMS
Thirteen (13)		Certification of all supporting docs. with sealed	30 minutes			
Fourteen (14)		Segregation and checking of docs. for transmittal	30 minutes			
Fifteen (15)		Mailing to Central Office NSO Manila Legal Decision	30 minutes			
If Affirmed						
Sixteen (16)	Petitioner or Authorized Representative	Preparation of the docs. for annotation of the affirmed decision	1 day	Civil Registrar		
Seventeen (17)		Computation of Fees	10 minutes		P 590.00	
Eighteen (18)		Payment to CTO	5 minutes			
Nineteen (19)		Preparation of Certified Docs.	1 day			
Twenty (20)		Preparation and arrangement Annotation of the affirmed decision in the documents				

Requirement Implementing R.A. 9048

Duration: Time frame provided by law

How to Avail of the Services:

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN-CHARGE	FEES	FORMS
One (1)	General Public, owner, Authorized Representative and Petitioner	Pet. present the doc. with erroneous entries		Special task force Personnel in-charge implementing R.A. 9048		
Two (2)		Person-in-charge evaluate and classified the doc. whether correction of clerical error (CCE) or change of first name (CFN)	2 minutes			
Three (3)		Interview	5 minutes			

NEW RATE OF CIVIL REGISTRY FEES

ARTICLE VII - CIVIL REGISTRY FEES – Section 48.00 - IMPOSITION OF FEES:

The following fees shall be collected for services rendered by the Office of the City Civil Registrar:

Section 48A.01 SERVICE FEES:

1. Research Fee P 30.00
2. Solemnization:
Local/Mixed Secretaries fee by Office of the Mayor
3. Certification Fee:
 - A. (Form 1A) True copy P 70.00/copy
 - B. Certified Transcription/Machine copy P 70.00/copy
 - C. Machine copy R.A. 9048 P 70.00/copy
4. Marriage Application:
 - Local P 300.00/set
 - Mixed P 2,000.00/set
5. Pre-Marriage Counselling FeeP 100.00

Section 48A.02 Court Decrees/Order:

- A. Registration Fees:
 1. AUSF (R.A. 9255)..... P 100.00
 2. Admission of Paternity or Acknowledgement. 100.00
 3. Legitimation 100.00

4.	Supplemental	100.00
5.	R.A. 9858	100.00
6.	Adoption	100.00
7.	Annulment/ Presumptive Death	100.00
8.	Registration Fee under 9048	100.00
9.	Other Court Decrees	100.00
B.	Implementing of R.A. 9048		
a.	CCE P	1,000.00
b.	CFN P	3,000.00
C.	Migrant Petitioner		
a.	CCE P	500.00
B.	CFN P	1,000.00
D.	If filed with Consul General		
	CCE P	50.00
	CFN P	150.00

E.	Amendment Verified		
	Petition P	250.00
	Processing Fees	500.00

F. BREQS Implementation:

SECPA

a)	Birth P	250.00/copy
b)	Marriage	250.00/copy
c)	Death	250.00/copy
d)	CENOMAR	305.00/copy



CITY HEALTH OFFICE

SERVICE VISION:

Progressive healthier people of Roxas City

ORGANIZATIONAL VISION:

" DYNAMIC" City Health Office for Excellent Service

CORE VALUES:

D= Dedicated

Y=Inspired

N=Knowledgeable

A=Active Achievers

M=Motivated

I=Involved

C=Committed, *Compassionate Health Service Providers*

MISSION:

Guarantee quality, comprehensive, and effective health care to the people of Roxas City, especially the poor, through a strong partnership between skilled service providers and an empowered community

SERVICE FEE FOR HEALTH EXAMINATION

LABOTORY EXAMINATION (PER EXAMINATION)	FEES
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• Complete Blood Count	50.00
• Urinalysis Examination	30.00
• Stool Examination	30.00
• Sputum Examination (For health certificate, food handlers, waiters & waitresses)	40.00
• Blood Typing	50.00
• Pregnancy Test (Urine)	110.00
• Pregnancy Test (Serum)	150.00
• Urethral & Vaginal Smear	15.00
• Occult Blood Count	15.00
• Platelet Count	30.00
• RH Typing	50.00
• Hemoglobin / Hematocirt	30.00
• Anti-TB (Syphilis)	150.00
• HBs Ag	130.00
• Anti- HBs	180.00
• Gram-Staining	50.00
• Creatine	80.00
• Drug Testing	200.00
• Typhoid test (Thyphidot)	200.00
• Urine bile	20.00
• H-Pylori	450.00
• FHB	75.00
• BUN	75.00
• Lipid Profile	330.00
	80.00

LABOTORY EXAMINATION (PER EXAMINATION)	FEES
• SGOT	80.00
• SGPT	80.00
• Uric Acid	100.00
• Cholesterol	100.00
• HDL	100.00
• Triglycerides	100.00
• HIV	200.00

OTHERS	FEES
• Medical Certificate Fee	50.00
• Dental Certificate Fee	50.00
• Health Examination Fee	50.00
• Transfer Burial Fee	50.00
• Burial Permit Fee	50.00
• Exhumation Permit fee	50.00
• Entrance of Cadaver	50.00
• Anamesis / Referral Fee	50.00
• Medico-Legal Fee	50.00
• Nebulization	10.00
• Dressing	20.00
• Minor Surgeries	
• Incision and Drainage	100.00

• Suturing / Excision	150.00
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BIRTHING CLINIC	FEES
<ul style="list-style-type: none"> • User's Fee for Non PhilHealth Members: <ol style="list-style-type: none"> 1. All Cases (with or without suturing) 2. Newborn Screening 	3,400.00 600.00
<ul style="list-style-type: none"> • For PhilHealth Members: <ol style="list-style-type: none"> 1. User's Fee for PhilHealth Members 2. New Born Screening 	4,500.00 1,000.00
<ul style="list-style-type: none"> • Circumcision • Debridement • Removal of Sutures / foreign bodies 	500.00 50.00 30.00

AMBULANCE CHARGES	FEES
<ul style="list-style-type: none"> • Transportation of Patient within Roxas City 	200.00
<ul style="list-style-type: none"> • Transportation of Patient from Roxas City to Iloilo City (Maintenance – P2,000.00/fuel & Lubricants P1,500.00) 	3,500.00
<ul style="list-style-type: none"> • Transportation of Patient from Roxas City to other Municipalities of Capiz 	30.00/Kilometer

CITY HEALTH OFFICE

Name of Fronthline Service: OUT-PATIENT SERVICES

Schedule of Availability of Service: MONDAY TO FRIDAY (8 AM TO 5 PM)

Who May Avail of the Service: General Public / Sick Patients / PhilHealth Beneficiaries

What are the Requirements: PhilHealth ID for sponsored beneficiaries (4P's / NHTS LGU Sponsored)

Duration: 1 Hour and 10 Minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form
1	Patient or parent/guardian	> Client is greeted and given priority number. *For new client - new	1 min. 10 mins.	Nursing Attendant Admitting Staff	None	-Individual Treatment Record -ECCD Card for

CITY HEALTH OFFICE

Name of Frontline Service: **BIRTHING CLINIC**

Schedule of Availability of Service: **MONDAY TO SUNDAY (24 hours)**

Who May Avail of the Service: **Pregnant Women and Newborn Children**

What are the Requirements: **HBMR, for PhilHealth Members: PhilHealth ID, Marriage Contract/MDR**

Duration: **At least 24 hours**

CITY HEALTH OFFICE

Name of Frontline Service: **MEDICAL LABORATORY SERVICES**
Schedule of Availability of Service: **MONDAY TO FRIDAY (8 AM TO 5 PM)**

CITY HEALTH OFFICE

Name of Frontline Service: **SANITATION SERVICES (Burial/Transfer Permit)**

Schedule of Availability of Service: **MONDAY TO FRIDAY (8 AM TO 5 PM)**

Who May Avail of the Service: **Relative/Folks of the Deceased**

What are the Requirements: **DEATH CERTIFICATE**

Duration: **30-45 MINUTES**

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form
1	Relative/Folk of the deceased/dead	> Client is greeted and applies for Burial/Transfer Permit				
2		> Client presents the death certificate to S.I. on duty. > If client has no death certificate, he/she is instructed to get the Death Certificate Form at Local Civil Registrar and pays to the City Treasurer's Office - For Death Certificate - For Burial and Transfer Permit	15-20 mins.	Local Civil Registrar Clerk City Treasurer's Office	50.00 50.00	Official Receipt Official Receipt
3		> Client returns to the City Health Office, presents the OR and fills up the information sheet for the deceased provided by the admin. clerks.	5-10 mins.	Admin. Section Staff		Information Sheet, Official Receipt
4		> Admin. staff type/fills up the Death Certificate based on the information provided by the client and instructs client to proceed to the medical officer on duty	10-15 mins.	Admin. Section Staff		Death Certificate Form

CITY HEALTH OFFICE

Name of Fronthline Service: **SANITATION SERVICES (Burial/Transfer Permit)**

Schedule of Availability of Service: **MONDAY TO FRIDAY (8 AM TO 5 PM)**

Who May Avail of the Service: **Relative/Folks of the Deceased**

What are the Requirements: **DEATH CERTIFICATE**

Duration: **30-45 MINUTES**

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form
5		> Medical Officer interviews client and signs Death Certificate and instruct client to go to another Medical Officer for review.	10-20 mins	Medical Officer on duty		Death Certificate Form
6		> Another medical officer review and signs the Death Certificate	5-10 mins.	Medical Officer		Death Certificate Form
7		> Client is told to have 4 photocopies of Death Certificate and give a copy to Admin. Staff and Medical Officers for filing.	5-10 mins.			4 Photocopies of Death Certificates
8		> Client is instructed to proceed to San. Section for Burial/Transfer Permit.		Admin. Section Staff		
9		> Client presents Official Receipt and Death Certificate to San. Inspector on Duty.				Photocopy of Death Certificate and OR
10		> Sanitation Inspector prepares/fills up the Burial/Transfer Permit form for approval of S.I. Chief and City Health Officer	20-30 mins.	San. Inspector, San. Inspector Chief and City Health Officer		Burial and Trasfer Permit

CITY HEALTH OFFICE

Name of Fronthline Service: **SANITATION SERVICES (Burial/Transfer Permit)**

Schedule of Availability of Service: **MONDAY TO FRIDAY (8 AM TO 5 PM)**

Who May Avail of the Service: **Relative/Folks of the Deceased**

What are the Requirements: **DEATH CERTIFICATE**

Duration: **30-45 MINUTES**

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form
1	Relative/Folk of the deceased/dead	> Client is greeted and applies for Burial/Transfer Permit		San. Inspector on duty.		
2		> Client present the death certificate to S.I. on duty. * If client has no death certificate, client is instructed of the procedure in applying for a death certificate and pay at City Treasurer's Office. > Client is instructed to pay at the City Treasurer's Office and Return the City Health Office. > Client present Official Receipt and Death Certificate to San. Inspector on Duty.	15-20 mins	City Treasurer's Office		Official Reciept Photocopy of Death Certificate

CITY HEALTH OFFICE

Name of Frontline Service: APPLICATION OF DEATH CERTIFICATE (For Non-Hospital Death Only)

Schedule of Availability of Service: MONDAY TO FRIDAY (8 AM TO 5 PM)

Who May Avail of the Service: Relative/Folks of the Deceased

What are the Requirements: DEATH CERTIFICATE

Duration: 30-45 MINUTES

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form
1	Relative/Folk of the deceased/dead	> Client is greeted & request for death certificate.		Admin. Section Staff		
2		> Client is instructed to get the Death Certificate Form at Local Civil Registrar and pays to the City Treasurer's Office > Client returns to the City Health Office with Death Certificate Form and official receipt.	15-20 mins.	Local Civil Registrar Clerk	50.00	Death Certificate Form and Official Receipt
3		> Client fills up the information sheet for the deceased provided by the admin. clerks.	5-10 mins.	Admin. Section Staff		Information Sheet

CITY SOCIAL WELFARE & DEV'T OFFICE CITIZENS CHARTER

Service Vision

“A systematic and transparent office manned by highly professionalized, God-loving and people-oriented service providers delivering excellent service, responsive to the needs and problems of the poor, vulnerable and disadvantaged sectors of our society, to empower leading to the improvement of their quality of life”

Service Values

We believe in the inherent worth and dignity of every individual and also promote and practice the following:

S ense of Responsibility
O penness
C onfidentiality
I ntegrity
A cceptance to change
L oyalty

W illingness to serve
E ffectiveness
L iberty
F airness
A ccessibility
R esponsive
E fficiency

Service Strategy

- We provide comprehensive and integrated social welfare services
- We promote social justice and equity
- We empower the capabilities and potentials of individuals, families and communities.

SOCIAL CASE STUDY REFERRALS

Social Case Study Referrals needed to vouch

Requirements:

1. Medical Abstract
2. Referral of the Physician
3. Required Protocol of Dedication

for the eligibility of medical and financial assistance can be accessed through the availability of a Registered Social Worker.

If requirements are complete, this transaction can normally be completed in one (1) working day.

Who May Avail of the Service?

Needy, Distressed Individual and Groups who wanted to Avail Financial and Medical Assistance.

Schedule of Availability of the Service?

Monday – Friday
8:00 a.m to 12:00 noon
1:00 p.m to 5:00 p.m



Republic of the Philippines
CITY OF ROXAS
CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
Inzo Arnaldo Village, Roxas City
Tel. No.: 6203-190/6215-366



Name of Frontline Service:
Schedule of availability of Service:
Who May Avail of the Service:

Preparation of Social Case Study Reports
Monday to Friday 8:00 AM to 12:00 PM and 1:00 Pm to 5:00 PM
Needy, Distressed Individual, Groups Needing to avail Financial and Medical Assistance

What are the requirements:

PCSO Referral-Medical Abstract	Referral to other agencies
Brgy. Certification	Barangay Certification
Hospital Bill	Certification from City & Provincial assessors Office
Letter form Medical Social Worker	Certification from BIR





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Name of Frontline Service: Provision of Day Care Services
 Schedule of availability of Service: Monday to Friday 8:00 AM to 12:00 PM and 1:00 Pm to 5:00 PM
 Who May Avail of the Service: 3 - 4 years old pre-schoolers
 Children of Working Parents
 What are the requirements: Certificate of Livebirth
 Health Record
 Duration:
 How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (under Normal Circumstances)	Person in Charge	Fees	Form
1	3-4 years old Pre-Schoolers Children of Working Parents	DCW Register Pre-Schoolers at the Day Care Center	5 to 10 minutes	Day Care Workers in the Barangay	100.00 registration fee 30.00 monthly due	Registration Form
2		DCW assess Pre-Schoolersfor Scheduling	1 day	Day Care Worker	None	ECCD Checklist
3		DCW Post Schedules of Children in the Day Care Center	10 minutes	Day Care Worker	None	
4		DCW conducts Day Care Sessions	2 Hours PM	Day Care Worker	None	
5		Focal Person/OIC CSWDO Conducts Monitoring Evaluation and Technical Coaching to the Day Care Worker	2 Hours PM	Day Care Worker	None	Monitoring Form
		End of Transaction				



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Inzo Arnaldo Village, Roxas City
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Name of Frontline Service: Provision of Services to Children In Conflict with the Law (Without Court Cases)
 Schedule of availability of Service: Monday to Friday 8:00 AM to 12:00 PM and 1:00 Pm to 5:00 PM
 Who May Avail of the Service: Children below 18 year of age who committed crimes against the Law
 What are the requirements: Referral Letter
 Birth Certificate

Duration:

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (under Normal Circumstances)	Person in Charge	Fees	Form
1	Children below 18 years old who committed a crime against the law	Clerk records referrals at the Admin Section	5 to 10 minutes	Clerk	None	
2		Casual worker conducts initial interview of the minor and refer to Social Worker incharge	10 to 20 minutes	Casual Worker	None	Intake Sheet for CICL
3		Social Worker incharge conducts individual assessment of minor and review supporting documents- SW conduct needs	30 minutes to 1 hour	Social Worker	None	
4		Social Worker conducts Individual Management of the case/provision of other support services and diversion program	3 to 6 months	Social Worker	None	
		End of Transaction				



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Name of Frontline Service: Provision of Services to Children In Conflict with the Law (With Court Cases)
 Schedule of availability of Service: Monday to Friday 8:00 AM to 12:00 PM and 1:00 Pm to 5:00 PM
 Who May Avail of the Service: Children who committed crimes against the law with cases filed in court
 What are the requirements: Referral Letter
 Birth Certificate
 Court Order

Duration:

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (under Normal Circumstances)	Person in Charge	Fees	Form
1	Children In Conflict with the Law	Clerk records referral letter and refer to Social Worker in charge	5 minutes	Clerk	None	
2		Casual Worker conducts initial interview with the minor	10-20 Minutes	Casual Worker	None	Intake Sheet
3		Social Worker conducts thorough interview review supporting documents and initial assessment of the minor	30 Minutes	Social Worker	None	Child Functioning Checklist Family Functioning Checklist Index of Values Judgement
4		Social Worker conducts collateral investigation of the minor and his family	4 to 8 hours	Social Worker	None	
5		Social Worker attends preliminary investigation of the Case	4 hours	Social Worker	None	
6		Social Worker formulates prepare Social Case Study Report	15 days	Social Worker	None	
7		SWO III conducts technical review of the report and case conference	1 to 2 hours	Social Welfare Officer III	None	
8		Social Worker submits report to the City Prosecutor's Office	30 minutes	Social Worker	None	

CITY ENGINEER`S OFFICE
BUILDING DIVISION

TYPE OF SERVICE	: Processing of Application for Building Permit
Schedule of Availability of the Services	: Monday to Friday, 8:00am to 5:00p.m.
Who may avail of the services	: Citizens planning to construct a Building
Requirements :	

1. Application Forms (Building, Sanitary, Plumbing, Electrical. Mechanical) 3 copies
2. Site Development Plan indicating the setback/yard distances at the front, sides and back with perspective – 4 copies
3. Building Plans(Architectural, Structural, Sanitary/Plumbing, Electrical, Mechanical), Bill of Mat`ls. & Estimates and other documents duly signed and sealed by the designer and signed by the owner – 5 copies
4. Specifications - 4 copies
5. Title of Property(Transfer Certificate f Titles) 3 copies
6. Deed of Sale/Lease Contract/ Contract to Sell, if the TCT is not in the name of the owner/applicant – 3 copies
7. Certified copy of Tax Declaration and Latest Real Property Tax Payment – 4 copies
8. Construction Logbook – for 2 Storey buildings and up
9. Structural Design Computations with seismic analysis which conforms to the latest NSCP – for 2 storeys and above or 1 storey with attic/mezzanine/roof deck/penthouse- 2 copies
10. Locational Clearance from CPDO
11. Clearances from other Agencies
12. Boring Test for 3 Storeys and above
13. Barangay Clearance

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How to avail the Service:

STEPS	APPLICANT/OWNER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Owner/Applicant	Bldg. Staff/Clerk give checklist of requirements, forms and advise	5 mins.	Zaida Tumlos		Form No. 1

STEPS	APPLICANT/OWNER	SERVICE PROVIDER	DURATION OF	PERSON IN CHARGE	FEES	FORM
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			ACTIVITY			
		applicants to secure first Locational Clearance from CPDO, DOLE Cert., other Clearances from other agencies (if applicable to the const.) and DOLE Cert.(Note: processing of DOLE is one month or less)				
2		Receives and checks the completeness of the required documents	10 mins	Zaida Tumlos		
3		Process documents even in the absence of DOLE Certificate (Line & Grade Verification)	5 mins	Rebecca Y Andrade		
4		Evaluation & Assessment	5 to 10 mis	Ma. Soc. Josephine Ponsaran Arthur Robles Rosano Anisco Delfin Borda Rebecca Andrade Concepcion Falsis Ronnie Talabucon Anthony ARcangeles Robert Baarde Erwin Loyola	Refer to Schedule of Fees of the Nat'l. Bldg. Code	Order of Payment

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5	Owner/Applicant	Pays the corresponding fees	5 mins	City Treasurer's Office collecting staff		
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6		Accept O.R. & prepares endorsement to Bureau of Fire	2 mins	Zaida P. Tumlos		
7		Conduct Inspection	Maximum of five(5) working days	Bureau of Fire Staff	Refer to Schedule of Fees of BOF	

BUILDING DIVISION

TYPE OF SERVICE : Processing of Application for Occupancy Permit
 Schedule of Availability of the Services : Monday to Friday, 8:00am to 5:00p.m.
 Who may avail of the services : Owners of a Building w/approved Building Permit
 Requirements :

1. Certificate of Completion from the Building Official
2. Certificate of Completion-Mechanical, Electrical and Sanitary/Plumbing Permits
3. Logbook of building construction and building inspection sheet duly accomplished by the contractor (if undertaken by contract) and signed and sealed by the architect or civil engineer (for Two Storeys and up Bldg.)
4. Certificate of Final Electrical Report by the Bureau of Fire Protection

STEPS	APPLICANT/OWNER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Owner/Applicant	Give Checklist of requirements & forms	2 mins.	Zaida Tumlos		Form No. 1-2
2		Receives and checks the completeness of all required documents	5 mins.	Rebecca Y. Andrade		
3		Building Inspection	2 hours	Line & Grade Rebecca Andrade Structural Concepcion Falsis Sanitary Rosano Anisco Electrical Leo Benjamin Mechanical Arthur Robles Erwin Loyola Anthony Arcangeles		

STEPS	APPLICANT/OWNER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
				Recommending Approval Ma. Soc. Josephine Ponsaran		
4		Assessment	2 minutes	Rebecca Andrade	Refer to Schedule of Fees of the Nat'l. Bldg. Code	Order of payment
5	Owner/Applicant	Pay the corresponding fees	5 mins	City Treasurer`s Office Collecting Staff		
6		Accept O.R & prepares Endorsement to Bureau of Fire	5 to mis	Zaida P. Tumlos	Refer to Schedule of Fees of the Nat'l. Bldg. Code	Order of Payment
7		Conduct Inspection	Maximum of five(5) working days	Bureau of Fire Staff	Refer to Schedule of Fees of BOF	
8		Accept Certificate of Evaluation Report from Bureau of Fire	2 mins	Zaida P. Tumlos		
9		Approval of Occupancy Permit		Line & Grade Rebecca Andrade Structural Concepcion Falsis Sanitary Rosano Anisco Electrical Delfin Borda Mechanical Arthur Robles Architectural Ronnie Talabucon Recommending Approval Ma.Soc.Josephine Ponsaran Approval Ardieli A. Ambrosio		
10		Releasing of Occupancy Permit	8 mins	Zaida P. Tumlos		

BUILDING DIVISION

TYPE OF SERVICE : Processing of Certificate of Annual Inspection
 Schedule of Availability of the Services : Monday to Friday, 8:00am to 5:00p.m.
 Who may avail of the services : Citizens engaged in business within the City of Roxas
 Requirements :

For Renewal :

1. Previous certificate of Annual Inspection
2. Xerox copy of Mayor`s Permit Application

For New Applicants :

1. Xerox copy of Certificate of Occupancy
2. Xerox copy of Approved Zoning Clearance
3. Xerox copy of Mayor`s Permit Application
4. Sketch of Location

How to avail the Service:

STEPS	APPLICANT/OWNER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
1	Owner/Applicant	Submit requirements	2 minutes	Merlinda Macabebe		
2		Receives and checks the completeness of all required documents and set schedule for inspection	3 mins.	Merlinda Macabebe		

STEPS	APPLICANT/OWNER	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM
3		Building Inspection	2 hrs.	Rebecca Andrade Concepcion Falsis Leo Benjamin Erwin Loyola Anthony ARcangeles DElfín Borda Guillermo Guivanni Artates Garry Bascos Robert Baarde Ronnie Talabucon		
4		Assessment	10 minutes	Concepcion Falsis Erwin Loyola Anthony ARcangele Robert Baarde Ronnie Talabucon Zaida Tumlos Rebecca Andrade	Refer to Schedule of Fees of the National Building Code	
5		Data Encoding	30 minutes	Zaida P. Tumlos		Certificate of Annual Inspection
6	Owner/Applicant	Pays the corresponding Fees	5 minutes	City Treasurer's Office Revenue Collections		Order of Payment
7		Approval of Certificate of Annual Inspection	10 minutes	Recommending Approval Ma.Soc.Josephine Ponsaran Approval Ardieli A. Ambrosio		
8		Releasing of Certificate of Annual Inspection	5 minutes	Merlinda Macabebe Zaida P. Tumlos		

CITY VETERINARIAN'S OFFICE

Name of Frontline Service: Issuance of Vaccination Certificates
 Schedule of Availability of Service: Monday to Friday, 8:00 am – 5:00 pm without noon break
 Who May Avail of the Service: General Public
 What are the Requirements: None
 Duration: 8 minutes
 How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Request for Vaccination Certificate/s	Taking of Basic Information	1 minute	Officer of the Day (O.D.)		
2		Retrieval of Data	3-5 minutes	Officer of the Day (O.D.)		
3		Billing	30 seconds	Officer of the Day (O.D.)		
4	Payment	City Treasure's Office			Php50.00	
5		Prepare Vaccination Certificate	1 minute	Officer of the Day (O.D.)		Vaccination Certificate
6		Signing of Certification	2 seconds	City Veterinarian		Vaccination Certificate
7		Release of Certification		Officer of the Day (O.D.)		Vaccination Certificate
END OF TRANSACTION						

CITY AGRICULTURE OFFICE

Name of Frontline Service: TECHNICAL SUPERVISION OF PROGRAMMED RICE FARMERS
 Schedule of Availability of Service: Monday to Friday
 Who May Avail of the Service: Bonafide Rice Farmers of Roxas City
 What are the requirements:
 Duration: 10 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provided	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form
1	Roxas City Farmers	Customer looks for personnel concern and inquires about the technical supervision.	10 minutes	Annabelle A. Albay Girly R. Fuentes Agricultural Technologists – Crops Sector	None	none
2		Customer signs in the customer's logbook (clearly printing his/her name and address)				
3		Setting schedule for farm visits				

CITY AGRICULTURE OFFICE

Name of Frontline Service: **PROVISION OF TECHNICAL ASSISTANCE ON CERTIFIED RICE SEEDS AVAILABILITY**

Schedule of Availability of Service: **Monday to Friday**

Who May Avail of the Service: **Bonafide Farmers of Roxas City**

What are the requirements: **Masterlisted Farmers**

Duration: **10 minutes (office transaction)
30 minutes (Grain warehouse transaction)**

How to Avail of the Service:

Step	Applicant/Client	Service Provided	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form
1	Bonafide Farmer Of Roxas City	Customer approach an Agricultural Technologist (AT) in charge to assist in the procurement of certified rice seeds	10 minutes	Annabelle A. Albay Girly R. Fuentes Agricultural Technologists – Crops Sector	None	Masterlist of Farmer/Bene ficiary Form
2		Customer sign in the customer's logbook (clearly printing his/her name & address)				
3		AT in charge entertain inquiry and elaborate the scheme/mechanics of the program				
4		AT list the farmer/beneficiary in the forms provided for the purpose. Farmers are checked in the master list and request to sign in the forms provided				
5		Issuance of eligibility documents to farmers. The AT provides farmers additional required papers for signing.				
6		Collection of payment. Payments for the certified rice seeds are collected in advance and remit same to the Provincial Rice Coordinator.				
7		Release of Seeds to the proponent. AT assist in the procurement and release of seeds from the Grain Warehouse.	30 minutes			

CITY AGRICULTURE OFFICE

Name of Frontline Service: REGULAR SUPERVISION OF SEED GROWERS
 Schedule of Availability of Service: Monday to Friday
 Who May Avail of the Service: Bonafide Farmers of Roxas City
 What are the requirements: Accredited Seed Growers
 Duration: Season-long activity

How to Avail of the Service:

Step	Applicant/Client	Service Provided	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form
1	Registered and Trained Farmers to grow rice crops for seed purposes	Seed growers inform the AT/Seed Inspector of the schedule of planting.	5 minutes	Girly R. Fuentes Agricultural Technologist/Seed Inspector– Crops Sector	Fees are determined by the Seed Testing Laboratory	Seed Certifying Agency Form
2		AT/Seed Inspector conducts regular ocular inspection and field monitoring	1 hour & twice a month			
3		AT/Seed Inspector draw samples and submit to regional testing laboratory				
4		Tagging of seeds in case samples passed quality control	20 minutes Once after harvest			

CITY AGRICULTURE OFFICE

Name of Frontline Service: **ACCESSING TECHNICAL ASSISTANCE ON CROP PRODUCTION PLAN AND BUDGET PREPARATION**

Schedule of Availability of Service: Monday to Friday

Who May Avail of the Service: Bonafide Farmers of Roxas City

What are the requirements: Bank loan application

Duration: 15 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provided	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form
1	Farmer securing loan from banking institution	Applicant approach the Agricultural Technologist (AT). Approach the AT assigned in the barangays. At City Hall, the farmer may approach the City Agriculture Office Officer-of-the-Day.	15 minutes	Annabelle A. Albay Girly R. Fuentes Agricultural Technologists – Crops Sector	None	Pro-forms prepared by lending institutions
2		Service Provision. Farm plan and budget preparation				
3		Set schedule for farm visits (in case concern needs further monitoring and evaluation)				

CITY AGRICULTURE OFFICE

Name of Frontline Service: DISTRIBUTION OF PLANT MATERIALS
 Schedule of Availability of Service: Monday to Friday
 Who May Avail of the Service: Bonafide Farmers of Roxas City, LGU, Schools and Walk-in Customers
 What are the requirements: Duly approved request letter
 Duration: 15 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provided	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form
1	Roxas City farmers, LGU, Schools and Walk-in Customers	Proponent submits written request address to the City Mayor/City Agriculturist. The written request must be accompanied with other requirements.	15 minutes	Engeline O. Aguirre City Agriculturist, Plant nursery-in-charge	None	Acknowledgement Receipt Form
2		Customer signs in the logbook				
3		Setting schedule for taking/transporting of planting materials				

CITY AGRICULTURE OFFICE

Name of Frontline Service: REORGANIZATION AND STRENGTHENING OF FARMERS ORGANIZATIONS AND OTHER AGRICULTURE-RELATED ORGANIZATION

Schedule of Availability of Service: Monday to Friday

Who May Avail of the Service: Roxas City Farmers, Women and Youth

What are the requirements: Duly approved request letter

Duration: (see schedule below)

How to Avail of the Service:

Step	Applicant/Client	Service Provided	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form
1	Roxas City Farmers, Women and Youth	Proponent submit written request addressed to the City Agriculturist to organize/reorganize associations	15 minutes	Annabelle A. Albay Girly R. Fuentes Engeline O. Aguirre Agricultural Technologists – Crops Sector	None	
2		Customer signs in the logbook				
4		Schedule for organization/strengthening of organization	Half Day (set by the proponent)			

CITY AGRICULTURE OFFICE

Name of Frontline Service: SECURING CERTIFICATION FOR LAND RECLASSIFICATION
 Schedule of Availability of Service: Monday to Friday
 Who May Avail of the Service: Landowners, Real Estate Developer
 What are the requirements: Duly approved request letter
 Duration: (see schedule below)

How to Avail of the Service:

Step	Applicant/Client	Service Provided	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form
1	Landowners, Real Estate Developers	Customer submit written request for inspection of lot applied for reclassification addressed to the City Agriculturist. The written request should be accompanied with other requirements.	15 minutes	Annabelle A. Albay (for agricultural area)	none	
2		Customer signs in the logbook				
3		AT or Officer-of-the-Day receives and scrutinize the written request				
4		Setting of schedule for ocular inspection. The schedule of inspection depends upon the agreement of the requesting party and the AT assigned.				
5		Ocular inspection. Both the requesting party and the inspector shall be present on the site. Pertinent data are recorded.	Within a day or as scheduled			
6	Technical study of the area applied for reclassification. The documents presented is further studied: technical description, boundaries, tenancy, ownership and other pertinent data required.	10 minutes				
7	Customer secure certification fee from the office of the City Treasurer. The requesting party is advised to secure certification fee from the Office of the Treasurer.	10 minutes	Approved fees determined by the City Treasurer's Office			
10		Issuance of Certification. The requesting party is advised to come to the office on the specific day of issuance of certification	10 minutes		Certification issued for the purpose	

CITY AGRICULTURE OFFICE

Name of Frontline Service: AVAILING OF INSURANCE FOR CROP PRODUCTION
 Schedule of Availability of Service: Monday to Friday
 Who May Avail of the Service: Bonafide Farmers of Roxas City
 What are the Requirements: Registry System for Basic Sectors in Agriculture (RSBSA) listed farmers, self-financed and bank borrowers
 Duration: 10-15 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provided	Duration of Activity (Under Normal Circumstances)	Person-in-Charge	Fees	Form
1	Farmer applying for Crop Insurance	Applicant approach the Agricultural Technologist (AT) in Crops Section and request for crop insurance application	10-15 minutes	Annabelle A. Albay, Girly R. Fuentes – Agricultural Technologists (Crops Section)	Approve fees as determined by the Philippine Crop Insurance Corporation	Pro-forms prepared by the Philippine Crop Insurance Corporation
2		Agricultural Technologist check name of farmer if registered in office registry, RSBSA and other records available				
3		Conducts interview and process application				
4		Submit to PCIC Office				

CITY AGRICULTURE OFFICE

Name of Frontline Service: RICE CROP MANAGER (RCM) ASSESSMENT FOR CROP PRODUCTION
 Schedule of Availability of Service: Monday to Friday
 Who May Avail of the Service: Bonafide Farmers of Roxas City
 What are the requirements: Farm is planted within eight days
 Duration: 10-15 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provided	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form
1	Walk-In Farmers and Applicants for Crop Insurance	Farmer is interviewed of his usual practice in the farm	10-15 minutes	Annabelle A. Albay, Girly R. Fuentes – Agricultural Technologists (Crops Section)	none	
2		Agricultural Technologist interviewed farmers using questionnaire from the electronic gadget (Tablet) use.				
3		Data generated is sent to IRRI, Los Baños for processing				
4		Result of processing is given to farmers for them to follow the recommendation				

CITY AGRICULTURE OFFICE

Name of Frontline Service: Availing free Technical Assistance in Aquaculture and Other Fishery Related Concerns

Schedule of Availability of Service: Monday to Friday

Who May Avail of the Service: Aquaculture/ Mariculture operators; Traders; Fisherfolk Associations/Cooperatives; Private Organizations & others.

What are the Requirements:

Duration:

How to Avail of the Service:

Step	Applicant/Client	Service Provided	Duration of Activity	Person in Charge	Fees	Form
1	Aquaculture/Mariculture operators; Cooperatives; Fisherfolk Associations; POs; NGOs	Client approach the agricultural technologist (AT) regarding his/her concern	<i>Right away</i>	M. V. Baria/ ATs		
2		AT conduct brief interview with the client's basic information (name; address; purpose) and discuss the needed technical assistance	10-20 minutes	M. V. Baria/ ATs		
3		AT gives advice or recommendations right away or schedule farm visit if necessary	15-30 min.	M. V. Baria/ ATs		
4		AT conducts farm visit and perform required service	1 day	M. V. Baria/ ATs		
5		Clients give feedback for follow up	15-30 minutes			

CITY AGRICULTURE OFFICE

Name of Frontline Service: Availing free Aquaculture and Other Fishery Related Training and Seminars

Schedule of Availability of Service: Monday to Friday (per scheduled date)

Who May Avail of the Service: Aquaculture operators; Fisherfolk Associations/Organizations

What are the Requirements:

Duration:

How to Avail of the Service:

Step	Applicant/Client	Service Provided	Duration of Activity	Person in Charge	Fees	Form
1	Aquaculture operators; Fisherfolk Associations/ POs	Client approach the City Agriculturist with request letter for training addressed to the City Mayor	10-20 minutes	E. Aguirre		
2		CA refers the request to the concerned Agricultural Technologist / personnel	5 min.	M. Baria/ B. Garrido		
3		AT discuss with client regarding the training requested	15-30 min.	M. Baria/ B. Garrido		
4		AT prepares proposal/ training design and schedule (subject to fund availability)	3 days	B. Garrido/ M. Baria		
5		CA recommends & submit the proposal to the Mayor for approval	1 day	E. Aguirre		
6		City Mayor approves/ disapproves the proposal submitted	1 day	City Mayor		

CITY AGRICULTURE OFFICE

Name of Frontline Service: Registration of Fishing Vessels Three (3) Gross Tons and Below
Schedule of Availability of Service: Monday to Friday
Who May Avail of the Service: Operators/Owners of Fishing Boats (3) Gross Tons and Below
What are the Requirements: 1) Barangay Clearance 2)Residence Certificate 3)Certification of Ownership
 4)Maritime Police Clearance 5) Boat Picture and Boat Captain Picture

Duration:

How to Avail of the Service:

Step	Applicant/Client	Service Provided	Duration of Activity	Person in Charge	Fees	Form
1	Fishing Boat operators using boat 3 gross tons and belows	Applicant fill up MFVR form provided by CAO; secures requirements for registration		G.A.Baes M.Baria		MFVR Form Affidavits of Ownership Builder's Certification
2		CAO conducts inspection and measurement	2 hours	G.A. Baes		
3		CAO assess required Fees	5 minutes	S. Reyes	Fees may vary depending on boat engine used per Annex C of City Ordinance No. 016-2007(schedule of Licenses,Permits,Fees,and Charges	
4		Applicant pays corresponding fee to Collecting officer		S. Reyes		
5		1.Certificate of Number 2.Motor Boat Operator's License 3.Permit to Operate				
6		City Agriculturist recommends for approval of the above stated documents	10 minutes	S. Borda		
7		City Mayor approves the ff: 1. Certificate of Number 2. Motorboat Operator's license 3.Permit to Operate	1 day	City Mayor		
8		CAO releases approved documents to applicants/clients	10 minutes	G.A. Baes		

CITY AGRICULTURE OFFICE

Name of Frontline Service: Issuance of Auxiliary Invoice for Outgoing Fishery Products

Schedule of Availability of Service: Monday to Friday

Who May Avail of the Service: Shippers, Fish Traders, Forwarder, Brokers

What are the Requirements:

Duration: 12 Minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provided	Duration of Activity	Person in Charge	Fees	Form
1	Shippers, Fish Dealers, Fish Brokers	Shipper declares kind and volume of fishery products to be transported.	2 minutes	S. Reyes		
2		Collecting Officer determines the fee of fish product for transport	3 minutes	S.Reyes	Fees may vary based on Ord.No.016-2007,Annex C: Schedule of Licenses,Permits,Fees and Charges	
3		Shipper pays the corresponding fee to the Collecting Officer	2 minutes	S. Reyes		
4		Collecting Officer issues auxiliary invoices and official receipt to client		S. Reyes		

CITY AGRICULTURE OFFICE

Name of Frontline Service: Issuance of Fishery License/Permit
Schedule of Availability of Service: Monday to Friday
Who May Avail of the Service: Roxas City fisherfolk (fishermen, fish operator, fish worker & etc.
What are the Requirements: 1.Fisherfolk registration 2)Barangay Clearance 3)Community Tax Certificate
 4)BFARMC Endorsement
 5)CRM Orientation,6) other pertinent documents that may be required by CAO.

Duration:

How to Avail of the Service:

Step	Applicant/Client	Service Provided	Duration of Activity	Person in Charge	Fees	Form
1	Fisherfolk (fishermen, fish workers, fishery operators)	Applicant fill up application form and hands in to person in charge together with required documents.	10 minutes	S. Reyes	Fees may vary depending on the fishery license/permit applied for (Ord.No.016-2007, Annex C:Schedule of License,Permits,Fees,and Charges)	Fish Form 1,2,3,and 4
2		CAO conducts inspection of gear/structures applied for licensing	1 hours	Astrolabio		
3		CAO assess fees/charges	5 minutes	S. Reyes		
4		Applicant pays corresponding fee to Fishery Collecting officer		S. Reyes		
5		Fishery Licensing Officer process application for Agriculturist and approval by the City Mayor				
6		CAO releases approved fishery license/permit	10 minutes	S. Reyes		

TOURISM PROMOTIONS AND DEVELOPMENT OFFICE

I) **Name of Frontline Service: Department of Tourism (DOT) Accreditation of Tourism Related Establishment.**

Who May Avail of the Service: Any Tourism Related Establishment.

REQUIREMENTS: Online Services .

HOW TO AVAIL OF THE SERVICE

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES
1	Tourism related establishment owners	Instruction materials from Department of Tourism (DOT)	5 minutes	Alger O. Inocencio Sr. Tourism Operations Officer	DOT

TOURISM PROMOTIONS AND DEVELOPMENT OFFICE

II) Name of Frontline Service: Request for City Tour/Guide.

Who May Avail of the Service: Any Tour Operator's

REQUIREMENTS: Business Permits and License

HOW TO AVAIL OF THE SERVICE

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEEES
1	Tour Operator's	Information/Inquiries/Application	5 minutes	Alger O. Inocencio Sr. Tourism Operations Officer Danilo Alovera Administrative Aide I	
2		Submission of required Documents.	5 minutes	Sheree A. Billones Administrative Officer IV	
3		Approval of Requested Papers and Services.	1 Day	Bryan Mari Argos OIC-City Tourism	
4		Assignments of Tour Guide/s and Scheduling of Events	5 minutes	Alger O. Inocencio Sr. Tourism Operations Officer	

GENERAL SERVICES OFFICE - SOLID WASTE MANAGEMENT DIVISION

V) Name of Frontline Service: GARBAGE COLLECTION/DISPOSAL AND STREET SWEEPINGS

Who May Avail of the Service: ANY FILIPINO CITIZEN WHO IS A BONAFIDE RESIDENT OF THE CITY OF ROXAS.

Requirements: NONE

Duration: 2 HOURS & 5 MINUTES

HOW TO AVAIL OF THE SERVICE

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES
1	Citizens of Roxas City calls to Inquire/Complaint	Answers the call and provide specific information for the said inquiry/complaint.	5 Minutes	Administrative Aide I	
2		Respond to Garbage Collection/Disposal (Complaints/Request)	2 Hours	Engineer II Labor Gen. Foreman Drivers Metro Aide Collectors	
END OF TRANSACTIONS					

SOLID WASTE MANAGEMENT DIVISION

I) **Name of Frontline Service:** GARBAGE COLLECTION/DISPOSAL AND STREET SWEEPINGS

Who May Avail of the Service: ANY FILIPINO CITIZEN WHO IS A BONAFAIDE RESIDENT OF THE CITY OF ROXAS.

Requirements: NONE

Duration: 40 MINUTES

HOW TO AVAIL OF THE SERVICE

STEP	APPLICANT/CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (Under Normal Circumstances)	PERSON IN CHARGE	FEES
1	Citizens of Roxas City Requests Letter of Authority to Dump (Sanitary Landfill)	Receives the request of Authority to Dump (Sanitary Landfill)	5 Minutes	Engineer II Administrative Aide I	
2		Prepares the Letter of Authority to Dump	30 Minutes	Engineer II Administrative Aide I	
3		Release of approved Letter of Authority to Dump (Sanitary Landfill)	5 Minutes	Engineer II Administrative Aide I	
END OF TRANSACTIONS					