



Seafood Capital of the Philippines

ROXAS CITY

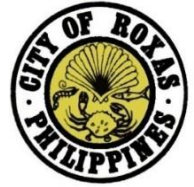


Citizen's Charter

Fourth Edition | 2023



AGENCY PROFILE



I. Mandate:

Roxas City is a medium-sized city in the province of Capiz, Philippines. It is considered as one of Panay Islands' center of education, trade, economic activity and logistics. Once known as the Municipality of Capiz, the origin of the present name of the province, was renamed into Roxas City in honor of native Manuel Roxas, the First President of the Philippine Third Republic, after it became a chartered city on May 12, 1951 through House Bill 1528. It was approved by President Elpidio Quirino on April 11, 1951 through Republic Act No. 603.

REPUBLIC ACT NO. 603 AN ACT CREATING THE CITY OF ROXAS

Be it enacted by the Senate and House of Representatives of the Philippines in Congress assembled:

Section 1. This Act shall be known as the Charter of the City of Roxas.

ARTICLE I – General Provisions

Section 2. *Territory of the City.* “The City of Roxas, which is hereby created shall comprise the present territorial jurisdiction of the municipality of Capiz in the Province of Capiz.

Section 3. *Corporate character of the city.* “ The City of Roxas constitutes a political body corporate and is endowed with the attribute of perpetual succession and possessed of the powers which pertain to a municipal corporation, to be exercised in conformity with the provisions of this Charter.

Section 4. *Seal and general powers of the city.* “The City shall have a common seal, and may alter the same at pleasure. It may take, purchase, receive, hold, lease, convey, and dispose of real and personal property for the general interests of the city, condemn private property for public use, contract and be contracted with, sue and be sued, prosecute and defend to final judgment and execution wherein said city is a party, and exercise all the powers hereinafter conferred.”



Section 5: *The city not liable for damages.* “The City shall not be liable or held for damages or injuries to persons or property arising from the failure of the Municipal Board, the Mayor, or any other city officer or employee, to enforce the provisions of this Charter, or any other law or ordinances, or from negligence of said Municipal Board, mayor or other city officers or employees while enforcing or attempting to enforce the provisions thereof.”

Section 6. *Jurisdiction of the City.* “The jurisdiction of the City of Roxas for police purposes shall be coextensive with its territorial jurisdiction, and for the purpose of protecting and insuring the purity of the water supply of the city, such police jurisdiction shall also extend over all territory within the drainage area of such water supply, or within one hundred meters of any reservoir, conduit, canal, aqueduct or pumping station used in connection with the city water service.”

II. Vision:

“Roxas City as the cleanest, most livable, progressive and preferred sustainable community that preserves its natural character and historical charm.”

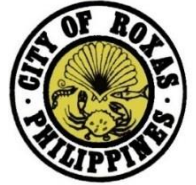
III. Mission:

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

IV. Service Pledge:

“The Local Government of Roxas City pledge to deliver efficient and effective public service and strives to serve with transparency, accountability, integrity, competence, honesty and sincerity.”

INTRODUCTION



Change has always been the battle cry of City Mayor, 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 Charter 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.

In pursuant to Republic Act No. 11032, Section 5, "All offices and agencies which provide government services are hereby mandated to regularly undertake cost compliance analysis, time and motion studies, undergo evaluation and improvement of their transaction systems and procedures and reengineer the same if deemed necessary to reduce bureaucratic red tape and processing time."

In compliance with the provisions of Republic Act No. 11032, the Roxas City- Local Government Unit initiate review of existing policies, and operations and commence with the reengineering of systems and procedures in all frontlines services. Hence, the Roxas City- LGU Citizen's Charter Fourth Edition embodies the reengineering of Systems and Procedures in all its' Frontline Services.



LIST OF ALL DEPARTMENT HEADS & UNIT HEADS

NAME	OFFICE	TELEPHONE NO.
RONNIE T. DADIVAS	City Mayor's Office	6212-049
TERESA H. ALMALBIS	Vice Mayor Office	522-2785
LORIE BELLE O. USISON	City Administrator's Office/ City General Services Office	520-1520
ATTY. ANTONIO A. BISNAR	City Legal Office	522-1990
TERESITA T. BIDIONES	City Accountant's Office	6215-428
EDGARDO A. ALFON	City Budget Office	6211-912
MIMI B. RIANO	City Treasurer's Office	520-7103
SAMUEL C. NARCISO	City Assessor's Office	522-3987
ARNOLD B. ALARCON, JR.	City Planning & Dev't. Office	620-2787
ANTONIO V. AMOROSO, JR.	City Engineer's Office	620-5877
JOANNE A. AZARCON	Human Resource Management Office	6516-053
LORY V. CAHILOG	City Health Office	6215-686
PERSEUS L. CORDOVA	City Social Welfare & Dev't. Office	620-3190
BRYAN MARI J. ARGOS	City Tourism Office	6200-544
MARY ANN V. BARIA	City Agriculture's Office/ City Veterinarian's Office	6214-913
DINO D. BELUSO	Sangguniang Panlungsod Office	522-2785
HELOISE C. MENDOZA	CMO- Market Operation	09955571145
RONALD A. AMIGO	CENRO	09395168748
LEONARDO A. AGANA (OIC)	City Civil Registrar's office	6211-679



NAME	OFFICE	TELEPHONE NO.
GARRET ANSEL S. BAES (OIC)	CMO-Fishing Port	09088884574
CAROLINE T. DADIVAS	PESO	09190099137
DENNIS A. SANE0	CDRRMO	522-7878
ROSELYN L. ESTREBILLA	BPLO	6202-216
EDGAR ANDRADE	TFRU	620-5745
JUVY A. TABARANZA	TRANSPORT UNIT	09994411989
REBECCA Y. ANDRADE	CMO-ZONING	09999923748
SALVADOR BARTOCILLO, JR.	CMO- HOUSING UNIT	09467170558
ERNESTO DELA CRUZ	CMO-OSCA	6215-174
VICTOR A. ARCENAS	RCITT	09989885147
RICHARD DELOS REYES	CMO-ICT	09262517366
GONZALO ANDRADA	CMO-TMU	5207-361
ERWIN DEVIENTE	SLAUGHTER HOUSE	09485600607
ARNI DIOSDADO ARTATES	DRCC	09773921614
CHERYL ANNE DEL ROSARIO	ROXAS CITY PANUBLION MUSEUM	09685544007
MELVIN GALAGATE	ROXAS CITY COMMUNICATION GROUP (RCCG)	09514428913
ENGR. JOEL ALCAZAR	CMO-MOTORPOOL DIVISION	09302221337



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 JANUARY 16, 2024.

PRESENT: Hon. Victor Federico B. Acepcion ... Sanggunian Member I
Acting Presiding Officer
Hon. Jaime Cortes M. Altavas ... Sanggunian Member I
Hon. John Paul J. Arcenas ... Sanggunian Member I
Hon. Paul Ivan R. Baticados ... Sanggunian Member I
Hon. Reynaldo C. Magallanes ... Sanggunian Member I
Hon. Albert Gregory Y. Potato ... Sanggunian Member I
Hon. Herbert S. Chu ... Sanggunian Member I
Hon. Earl C. Sicad ... Sanggunian Member I
Hon. Fernando Luis A. Viterbo ... Sanggunian Member I
Hon. Moreno A. Gonzaga ... Sanggunian Member I
Hon. Roberto Ross E. Roldan (ABC Rep.) ... Sanggunian Member I
Hon. Martin Antonio II S. Pimentel (SK Rep.) ... Sanggunian Member I

ABSENT:
Hon. Teresa H. Almalbis ... Vice Mayor I (PTL)

RESOLUTION NO. 008 - 2024

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

WHEREAS, the Anti-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 establish effective practices aimed at the prevention of graft and corruption in government;

WHEREAS, Republic Act No. 11032: "*An Act Promoting Ease of Doing Business and Efficient Delivery of Government Service*", states in Section 5 that all government agencies and offices covered by the Act are mandated to regularly undergo evaluation and improvement of their transaction systems and procedures and reengineer the same if deemed necessary to reduce bureaucratic red tape and processing time;


WHEREAS, the reengineering process also entails an interagency review and harmonization of permitting and licensing laws, policies, regulations and issuances to eliminate redundant and undue regulatory burdens to the transacting public;

WHEREAS, in compliance to this Act, the different offices in the Roxas City-LGU submitted the Initial Reengineering Plan, as per the Anti-Red Tape Authority (ARTA) Memorandum Circular 2021-09, whereby updating the Citizen's Charter;

NOW THEREFORE, on motion of Hon. Paul Ivan R. Baticados, unanimously seconded, it was

RESOLVED, AS IT IS HEREBY RESOLVED, TO APPROVE AND ADOPT THE REVISED CITIZEN'S CHARTER OF THE ROXAS CITY GOVERNMENT.

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


DINO C. BELUSO
SP Secretary

ATTESTED:


VICTOR FEDERICO B. ACEPCION
SP Member I
Acting Presiding Officer

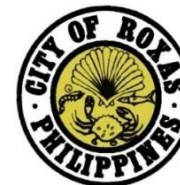


COMPLETE LIST OF FRONTLINE SERVICES



EXTERNAL SERVICES

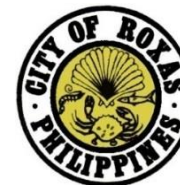
NAME OF OFFICE	FRONTLINE SERVICES	PAGE NUMBER
City Mayor's Office	I. Securing Mayor's clearance for employment purpose, to travel abroad, for taking board examination	18
	II. Securing recommendation letter for employment	20
	III. Securing special permit for benefit dance	22
	IV. Special permit (motorcade, caravan, parade, rally, concert, promotional)	24
Business Permit & Licensing Division	I. Issuance of business permit	27
	II. Issuance of mayor's clearance for local employment	30
	III. Issuance of certified copy/ies of business permit & certification (No business, retired/closed business)	32
CMO- Office for Senior Citizens Affairs (OSCA)	I. Issuance of senior citizens I.D. cards / replacement I.D. / lost I.D., and booklets for medicine and groceries	35
CMO- AICS Unit	I. Aid to Individuals in Crisis Situation (AICS)	39
CMO- City Disaster Risk Reduction Management Office (CDRRMO)	I. Response to emergency calls (thru landline/handheld radio/social media/cellphone)	46
	II. Issuance of certificates	48
CMO- Tricycle Franchising & Regulation Unit (TFRU)	I. Processing of application of Mayor's Permit & Franchising	50
	II. Processing of application of change motor and certification	52
CMO- PESO	I. Response to inquiries on job openings (phone/walk-in)	55
	II. Response to inquiries on job openings	56
	III. Response to inquiries on (OWWA) overseas workers welfare administration, programs or services	58
	IV. Response to inquiries on (SRA) Special Recruitment Activity(Phone- in / thru Email / Walk-in)	59
	V. Response to inquiries on TESDA training	60
	VI. Response to inquiries on livelihood	61



NAME OF OFFICE	FRONTLINE SERVICES	PAGE NUMBER
CMO- ZONING UNIT	I. Issuance of Locational Clearance (For Business Permit)	63
	II. Issuance of locational clearance (for Building Permit)	65
	III. Issuance of certification as to zone classification	68
	IV. Issuance for reclassification/rezoning	70
	V. Issuance of Subdivision Permit (Simple Subdivision & Complex Subdivision with PALC and Development Permit)	73
Sangguniang Panlungsod Office	I. Securing certified true copies of Sangguniang Panlungsod documents	79
City Treasurer's Office	I. Payment of real property – transfer tax	82
	II. Payment of real property tax	84
	III. Payment of business tax	87
	IV. Securing real property tax clearance certificate	89
	V. Securing community tax certificate (individual)	92
City Assessor's Office	I. Ocular inspection (land, new building, demolished building and machinery)	95
	II. Issuance of tax declaration for change or transfer of ownership (simple transfer of land, building & machinery)	96
	III. Issuance of tax declaration for change or transfer of ownership (segregation or consolidation/re-assessment)	99
	IV. Issuance of certification/certified true copy of tax declaration	103
City Engineer's Office	I. Processing of application for building permit	106
	II. Processing of application for certificate of occupancy	109
	III. Processing of certificate of annual inspection	112
City Health Office	I. Sanitation Services (Sanitary Permit)	115



NAME OF OFFICE	FRONTLINE SERVICES	PAGE NUMBER
City Health Office	II. Application of Death Certificate(For Non-Hospital Death only)	117
	III. Sanitation Services (Burial, Transfer Permit)	119
	IV. Out-patient Services	120
	V. Medical Laboratory Services	122
	VI. Health Certificate	124
	VII. Medical Certificate Issuance	126
	VIII. Issuance of Medico-legal Certificate	128
	IX. Birthing Clinic	130
	X. National Immunization Program	132
	XI. Family Planning Program	134
	XII. Prenatal	136
	XIII. Dental Services	138
	XIV. Animal Bite Treatment Center	140
	XV. TB-DOTS Services	142
	City Planning and Development Office	I. Response to Request for Data and Copy of Land Use, Maps, Whole City or Specific Barangay
II. Response to Request/s for Data/Information or Records Regarding the City		147
City Agriculture Office	I. Crop insurance for farmers	150
	II. Organization, reorganization and strengthening of farmers organizations	152
	III. Accessing technical assistance on plan and budget preparation for crop production loan	154
	IV. Issuance of auxiliary invoice for outgoing fishery products	155
	V. Registration of Fishing Vessels Three (3) Gross Tons and Below	156
	VI. Issuance of fishery license/permit	158



NAME OF OFFICE	FRONTLINE SERVICES	PAGE NUMBER
City Agriculture Office	VII. Fisherfolk registration	160
	VIII. Technical assistance in aquaculture and other fishery related concerns	161
	IX. Aquaculture and other fishery related training and seminars/trainings	162
	X. Availing of insurance for fishermen/aquaculture production	164
City Veterinarian's Office	I. Issuance of vaccination certificate	166
City Civil Registrar's Office	I. For registration of birth	168
	II. For registration of death	169
	III. Application of marriage license	171
	IV. 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.	173
	V. Application for SECPA thru BREQS	175
	VI. Requirements for Registration of Legal Instrument	177
	VII. Petition under R.A. 9048 & R.A. 10172	180
City Social Welfare & Development Office	I. Provision of Services to Children in Conflict with the Law (With Court Cases)	183
	II. Provision of Services to Children in Conflict with the Law (Without Court Cases)	185
	III. Kalipunan ng Liping Pilipinas (KALIPI) Women's	187
	IV. Provision of Day Care Services	188
	V. Provision of Supplementary Feeding Program	190
	VI. Preparation of Social Case Study Reports to Avail Financial Assistance	192
	VII. Sharing Computer Access Locally and Abroad (SCALA) Program	194
	VIII. PAG-ASA Youth Association of the Philippines (PYAP) Youths	196



NAME OF OFFICE	FRONTLINE SERVICES	PAGE NUMBER
City Social Welfare & Development Office	IX. Provision of Capital Assistance through Self Employment Assistance (SEA) Family Enterprise/Individual Scheme	198
	X. Provision of Livelihood Assistance through Self Employment Assistance (SEA-K) Kaunlaran Scheme	201
	XI. Provision of Services to Abused Children (w/o Court Cases)	206
	XII. Provision of Services to Abused Children (w/ Court Cases)	208
	XIII. Provision of Services to Abused Women and their Children (w/o Court Cases)	211
	XIV. Pre-Marriage Counseling Application	213
	XV. Pre-Marriage Counseling Session	215
City Tourism Office	I. Department of Tourism (DOT) Accreditation of Tourism related Establishment	218
	II. Request for City Tour/Guide	219
City Budget Office	I. Preliminary Review of Barangay/ Sangguniang Kabataan Annual and Supplemental Budget	221



INTERNAL SERVICES

NAME OF OFFICE	FRONTLINE SERVICES	PAGE NUMBER
City Budget Office	I. Processing of obligation request	226
Office of the City Accountant	I. Checking & processing of payroll	229
	II. Issuance of certification of net take home pay	232
	III. Processing of remittances	234



EXTERNAL SERVICES



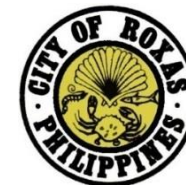
 **CITY MAYOR'S OFFICE**



Service Name	I. Securing mayor's clearance for employment purpose, to travel abroad, for taking board examination
Description	Issuance of Mayor's Clearance for those clients who are seeking employment, wants to travel abroad and for students who will be taking the Board Examination.
Office/Division	City Mayor's Office/ Administrative Division
Classification	Simple
Type of Transaction	G2C
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.
Duration	1 hour & 6 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit requirements to the Service provider.	Prepares the Mayor's Clearance upon submission of requirements by client.	P100.00	5 minutes	Administrative Officer II



STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2		Submit clearance for signature by the Mayor.		1 hour if the Mayor is around, but subject to change upon availability of the Mayor.	Administrative Officer II Adm. Aide II
3		Release the Mayor's Clearance		1 minute	Administrative Officer II Adm. Aide II
End of transactions					



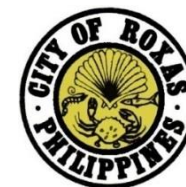
Service Name	II. Securing Recommendation Letter for Employment.
Description	Issuance of recommendation letter for clients who are seeking employment in the City of Roxas.
Office/Division	City Mayor's Office/ Administrative Division
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Any Filipino citizen who is a bonafide resident of the City of Roxas.
Requirements	1. Resume/Bio-data, Endorsement Letter from the Barangay.
Duration	1 hour & 31 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.	None	30 minutes	Administrative Officer II
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.	Administrative Officer II Adm. Aide II



STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3		Release the recommendation letter to the client.		1 minute	Administrative Officer II Adm. Aide II
End of transactions					



Service Name	III. Securing Special Permit for Benefit Dance.
Description	Issuance of Special Permit to Barangay Officials and association officers for the conduct of Benefit Dance in their respective barangays.
Office/Division	City Mayor's Office/ Administrative Division
Classification	Simple
Type of Transaction	G2G
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.
Duration	11 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit requirements to the Service Provider.	Prepares the Special Permit.	P100.00	5 minutes	Administrative Officer II
2		Special Permit to be signed by the applicant & facilitate Special Permit for signature by the Barangay Captain/DSWD Head & Chief of Police.		.5 minutes	Administrative Officer II Adm. Aide II



STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3		Submit Special Permit for signature by the Acting City Administrator.		5 minutes	Administrative Officer II Adm. Aide II
4		Release Special Permit for Benefit Dance.		1 minute	Administrative Officer II Adm. Aide II
End of transactions					



Service Name	IV. Special Permit (MOTORCADE, CARAVAN, PARADE, RALLY, CONCERT, PROMOTIONAL).
Description	Issuance of Special Permit to clients for motorcade, caravan, parade, rally, concert and other promotional activities conducted within the City of Roxas.
Office/Division	City Mayor's Office/ Administrative Division
Classification	Simple
Type of Transaction	G2C
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.
Duration	11 minutes & 30 seconds

HOW TO AVAIL OF THE SERVICE

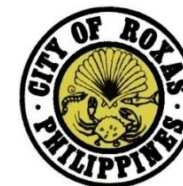
STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit letter of request to the Receiving Section of the City Mayor's Office.	Receive approved request for the issuance of a Special Permit upon Payment of required fee.	P100.00	5 minutes	Mayor's Office Receiving Section
2		Special Permits to be signed by the applicant & facilitate signing of Special Permit by the Chief of Police, as Recommending Officer.		. 30 seconds	Applicant



STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3		Submit Special Permit for Approval by the City Administrator/ Representative.		5 minutes	Administrative Officer II Adm. Aide II
4		Release Special Permit to client.		1 minute	Administrative Officer II Adm. Aide II
End of transactions					



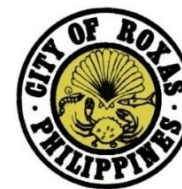
BUSINESS PERMIT & LICENSING DIVISION



Service Name	I. Issuance of Business Permit						
Description	Business Permit is issued to Business Owners to enable them to legally operate and do business in the City of Roxas.						
Office/Division	City Treasurer's Office/ Business Permit & Licensing Division						
Classification	Simple						
Type of Transaction	G2C						
Who May Avail of the Service	Citizens doing business or Planning to do business in the City.						
Requirements	<p>NEW</p> <ol style="list-style-type: none"> 1. Duly filled-out Business Application Form 2. Barangay Clearance (for Business) 3. DTI Business Name Registration (for Single Proprietor) 4. SEC Registration (for Partnership/Corporation) 5. Cooperative Development Authority (CDA) Registration (for Cooperative) 6. BIR Registration Certificate (COR) and Annual Registration Fee 7. Invested Capital 8. Community Tax Certificate (Cedula) 9. Other document/s necessary to support application <table border="0" style="width: 100%; margin-left: 20px;"> <tr> <td style="width: 50%;"> FOR PARTNERSHIP/CORPORATION/COOPERATIVE: -Constitution and By Laws -Secretary's Certificate -Board Resolution </td> <td style="width: 50%;"> FOR DEALER/DISTRIBUTOR/WHOLESALE: -Dealership Agreement between two parties -Certificate of Exclusivity - If Warehousing, present proof of no income reported in Roxas City </td> </tr> <tr> <td> FOR BANKS & OTHER FINANCIAL INSTITUTIONS: -License or Authority to operate (From BSP) </td> <td> FOR RADIO/TELEVISION: - NTC Registration </td> </tr> <tr> <td></td> <td> FOR COCKPIT: - Local Franchise Registration (From SP) -Secretary's Certificate -Board Resolution </td> </tr> </table> 	FOR PARTNERSHIP/CORPORATION/COOPERATIVE: -Constitution and By Laws -Secretary's Certificate -Board Resolution	FOR DEALER/DISTRIBUTOR/WHOLESALE: -Dealership Agreement between two parties -Certificate of Exclusivity - If Warehousing, present proof of no income reported in Roxas City	FOR BANKS & OTHER FINANCIAL INSTITUTIONS: -License or Authority to operate (From BSP)	FOR RADIO/TELEVISION: - NTC Registration		FOR COCKPIT: - Local Franchise Registration (From SP) -Secretary's Certificate -Board Resolution
FOR PARTNERSHIP/CORPORATION/COOPERATIVE: -Constitution and By Laws -Secretary's Certificate -Board Resolution	FOR DEALER/DISTRIBUTOR/WHOLESALE: -Dealership Agreement between two parties -Certificate of Exclusivity - If Warehousing, present proof of no income reported in Roxas City						
FOR BANKS & OTHER FINANCIAL INSTITUTIONS: -License or Authority to operate (From BSP)	FOR RADIO/TELEVISION: - NTC Registration						
	FOR COCKPIT: - Local Franchise Registration (From SP) -Secretary's Certificate -Board Resolution						



Requirements	<p>RENEWAL</p> <ol style="list-style-type: none"> 1. Duly filled-out Business Application Form 2. Barangay Clearance (for Business) 3. Sworn Declaration of Gross Receipts for the Preceding Year supported by copies of BIR Quarterly Tax Payment 4. Community Tax Certificate (Cedula) 5. Previous year business permit and receipt of payment 6. Other document/s necessary to support application <p>FOR CONTRACTOR: -Contract/Agreement Between Two Parties</p> <p>FOR GENERAL ENGINEERING/BUILDING & INFRASTRUCTURE CONTRACTOR: -Notice of Award from 1st & 2nd District of Capiz and/or with Branches from other places (If none, Certification of No Transaction/Project from DPWH, Capiz and Concerned Agencies.</p> <p>FOR HOTELS/MOTELS/LODGING HOUSES AND OTHER RELATED BUSINESS (WITH MORE THAN 5 ROOMS): -DOT Accreditation</p> <p>FOR CHAINSAW OPERATOR: -DENR Accreditation</p> <p>FOR SMOKE EMISSION TESTING CENTERS AND OTHER RELATED BUSINESS: -DOST accreditation</p> <p>FOR SECURITY AGENCY/MILITARY SUPPLIES AND EQUIPMENT BUSINESS/SHOOTING RANGE: -CAMP CRAME Accreditation</p> <p>REGULATORY Inspection Certificates from the following Offices:</p> <ol style="list-style-type: none"> 1. Zoning Clearance from Zoning Section 2. Certificate of Annual Inspection from City Engineer's Office 3. Fire Safety Inspection Certificate from Bureau of Fire Protection 4. Sanitary Permit from City Health Office
Duration	3 days maximum



HOW TO AVAIL OF THE SERVICE

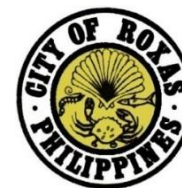
STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit application with complete documentary requirements	Receive and verify the validity of documents submitted.	None	5 minutes	Licensing Staff
2	Wait for the computation of business taxes and other fees and pay to the Cashier at the City Treasurer's Office	Assess Taxes due and other Fees involved	Depending on the Capitalization/Gross Receipts and nature of the business	. 30 minutes	Licensing Staff Revenue Collection Officer
3	Receive Business Permit	Print, Sign and Issues Business Permit	None	2 days	Licensing Staff BPLD Head City Mayor
End of transactions					



Service Name	II. ISSUANCE OF MAYOR'S CLEARANCE FOR LOCAL EMPLOYMENT
Description	Mayor's Clearance is issued to clients for employment in the City of Roxas.
Office/Division	City Treasurer's Office/ Business Permit & Licensing Division
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Any person who wants to apply for an employment in Roxas City
Requirements	Filled-out application form, NBI or Police Clearance (Original), Health Card/Certificate (Photocopy), Valid ID (Photocopy), 1x1 ID Picture, Community Tax Certificate (Cedula) (original), Official Receipt paid from the City Treasurer's Office
Duration	1 day maximum

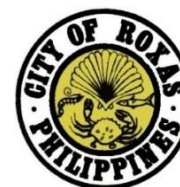
HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit application with complete data.	Review accomplished form	None	5 minutes	Licensing Staff



HOW TO AVAIL OF THE SERVICE

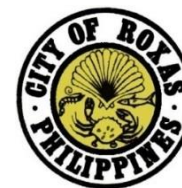
STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Pay the corresponding fee to the Cashier.	While the client pays the corresponding fee, the application is being prepared to process.	P80.00	. 5 minutes	Licensing Staff/ Revenue Collection Clerk
3	Receives Mayor's Clearance.	Prints, Sign, Issues & releases Mayor's Clearance	None	30 minutes	Licensing Staff/ City Treasurer City Administrator
End of transactions					



Service Name	III. ISSUANCE OF CERTIFIED COPY/IES OF BUSINESS PERMIT & CERTIFICATION (No business, Retired/Closed Business)
Description	Certified true copies and certification is issued to requesting clients/business establishment owners for any legal purpose.
Office/Division	City Treasurer's Office/ Business Permit & Licensing Division
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Business owner or duly authorized representative. Party requesting for Certification of No Business Operation.
Requirements	For Certified True Copy: Request Letter for Certification; in case of representative, valid ID, authorization letter from the owner/manager/president; Original & photocopy of Business Permit (Notarized Affidavit of loss in case; Official Receipt (Php50.00) For Certification of No business/retired/closed business: Request Letter of business record stating the purpose; Photocopy of valid ID of the requestor and /or its manager or president; Authorization Letter and valid ID (if representative); Official Receipt (Php100.00)
Duration	10 minutes

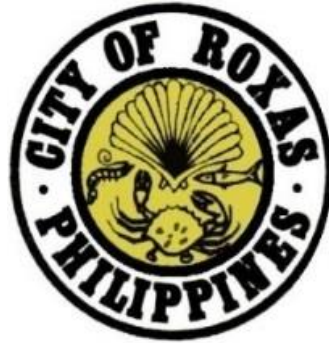
HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request for a certified true copy of Business Permit/Certification	Verify/check record of Business Permit	None	2 minutes	Licensing Staff

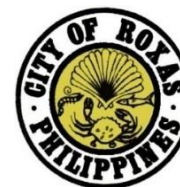


HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Pay to the City Treasurer's Office	While the client pays the corresponding fee, the application is being prepared.	P50.00	5 minutes	Licensing Staff/ Revenue Collection Clerk
3	Receives Certified True copy of Business Permit/Certification	Issues certified true copy/ies of business permit/Certification		3 minutes	Licensing Staff
End of transactions					



CMO- OFFICE FOR SENIOR CITIZENS AFFAIRS (OSCA)



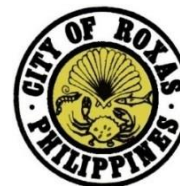
Service Name	I. ISSUANCE OF SENIOR CITIZENS' I.D. CARDS / REPLACEMENT I.D. / LOST I.D., AND BOOKLETS FOR MEDICINE AND GROCERIES												
Description	A Senior Citizen's ID Card is one of the valid IDs in the Philippines issued to Senior Citizens. The Card owner is entitled to avail benefits, privileges and government assistance.												
Office/Division	City Mayor's Office- OSCA												
Classification	Simple												
Type of Transaction	G2C												
Who May Avail of the Service	Roxas City Citizens who are (60) sixty years old and above												
Requirements	<p>For New I.D. Applicants</p> <ol style="list-style-type: none"> 1. 3 pcs. I.D. picture 1"x1" (Latest Picture) 2. Barangay Certification (Latest Issue at least 1 month) 3. For Dual Citizen: submit Xerox copy of order of Approval/Citizenship Retention and Re-acquisition) 4. Any of the following (1 xerox/ photocopy) <table border="0" style="width: 100%;"> <tr> <td style="width: 50%;">4a. Valid Government ID</td> <td style="width: 50%;">4c. Birth Certificate</td> </tr> <tr> <td> 4a1. Driver's License</td> <td> For married female: submit Marriage Contract/1 xerox copy</td> </tr> <tr> <td> 4a2. SSS I.D.</td> <td>4d. Baptismal Certificate</td> </tr> <tr> <td> 4a3. GSIS I.D.</td> <td>4e. Latest Passport</td> </tr> <tr> <td> 4a4. COMELEC I.D.</td> <td>4f. PHILHEALTH MDR/I.D.</td> </tr> <tr> <td> 4a5. Latest</td> <td>4g. COMELEC Certification</td> </tr> </table> 4b. Latest Police/NBI Clearance <p>NOTE: Present original copy for verification</p>	4a. Valid Government ID	4c. Birth Certificate	4a1. Driver's License	For married female: submit Marriage Contract/1 xerox copy	4a2. SSS I.D.	4d. Baptismal Certificate	4a3. GSIS I.D.	4e. Latest Passport	4a4. COMELEC I.D.	4f. PHILHEALTH MDR/I.D.	4a5. Latest	4g. COMELEC Certification
4a. Valid Government ID	4c. Birth Certificate												
4a1. Driver's License	For married female: submit Marriage Contract/1 xerox copy												
4a2. SSS I.D.	4d. Baptismal Certificate												
4a3. GSIS I.D.	4e. Latest Passport												
4a4. COMELEC I.D.	4f. PHILHEALTH MDR/I.D.												
4a5. Latest	4g. COMELEC Certification												



Requirements	For Replacement/Lost I.D. 1. Submit 1 pc. 1”x1” picture 2. One Hundred Pesos (Php100.00) to be paid to the City Treasurer’s Office (OSCA Fund)
Other Services	a. Issuance of purchase Booklets for Medicines, Groceries and Agricultural Products b. Replacement of purchase booklets
Duration	1 Hour & 2 minutes

HOW TO AVAIL OF THE SERVICE : For New Member

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit requirements to Office for Senior Citizens Affairs (OSCA).	Receives, reviews and process application forms	None	3 minutes	OSCA Personnel
2		Encode data and prepare I.D. Cards	None	5 minutes	Maria Lie B. Fajartin Administrative Aide I
3		Review all entries of I.D. cards and initial for signature of OSCA Head	None	1 minute	Josman A. Bolaño Administrative Asst. II
4		OSCA Head checks step1,2,3, and sign I.D. Cards	None	5 minutes	OSCA Head



STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5		Indorse I.D. Cards for Signature of the City Mayor	None	15 minutes	City Mayor
6	Receiving of I.D cards w/ Booklets	Releasing of new Senior Citizens I.D	None	15 minutes	OSCA Personnel
End of Transaction					

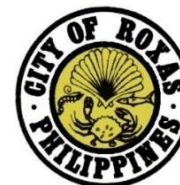
HOW TO AVAIL OF THE SERVICE : For Replacement of Lost I.D.

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit requirements to Office for Senior Citizens Affairs (OSCA).	Verify records of applications, advise applicants to pay the corresponding fee to the City Treasurer's Office.	P100.00	5 minutes	OSCA Personnel
2	Present official receipt to the OSCA personnel	Same as steps 2,3,4,5,and 6 and 7 for new applicants	None	41 minutes	OSCA Personnel
End of Transaction					

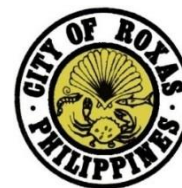
NOTE: Releasing of I.D. depends upon the submission of complete requirements of the client for at least 5 working days.



CMO- Aid to Individuals in Crisis Situation (AICS)



Service Name	I. Aid to Individuals in Crisis Situation (AICS)
Description	AICS serves as a social safety net or stop-gap mechanism meant to support the recovery of individuals and families from unexpected crisis such as illness or death of a family member, natural and man-made disasters, and other crisis situations.
Office/Division	City Treasurer's Office/ Business Permit & Licensing Division
Classification	Simple
Type of Transaction	G2C
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.
Requirements	<p>Medical (Medicines, Laboratory) Processing</p> <ol style="list-style-type: none"> 1. Medical Certificate (Original) 2. Prescriptions of Doctor 3. Brgy. Certification / Brgy. Indigency (Original) <p>Hospital Bill Processing</p> <ol style="list-style-type: none"> 1. Hospital Bill (Original Copy, Philhealth Deducted, Senior Citizen Discount if SC) 2. Medical Certificate 3. Brgy. Certification / Brgy. Indigency (Original) <p>Funeral : Processing</p> <ol style="list-style-type: none"> 1. Certified True Copy of Death Certificate 2. Brgy. Certification / Brgy. Indigency (Original)



Requirements

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)

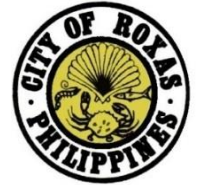
(For Funeral/Burial)

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

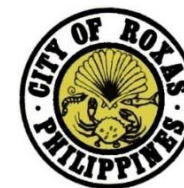
(For Guarantee Letter)

Hospital Bill

1. Medical Certificate (Original)
1. Hospital Bill (Original Copy, Philhealth Deducted, Senior Citizen (if CS) deducted
3. Brgy. Certification / Brgy. Indigency (Original)



Requirements	<p>Funeral / Burial (Guarantee Letter)</p> <ol style="list-style-type: none"> 1. Certified True Copy of Death Certificate 2. Brgy. Certification / Brgy. Indigency (Original) <p>Red Cross</p> <ol style="list-style-type: none"> 1. Blood Request 2. Brgy. Indigency/Brgy. Certification <p>Rabies Center (Medicus)</p> <ol style="list-style-type: none"> 1. Medical Certificate 2. Prescription 3. Brgy. Indigency/ Brgy. Certification
Duration	<p>CASH FINANCIAL ASSISTANCE: 40 minutes FINANCIAL ASSISTANCE Through Guarantee Letter: 49 minutes FINANCIAL ASSISTANCE (Individual & Group Check): 1 hour & 5 minutes – Individual Check 2 hours – Group Check</p>



HOW TO AVAIL OF THE SERVICE: CASH FINANCIAL ASSISTANCE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Client submits documents	Verification/Initial assessment of documents for validity	None	10 minutes per client	City Mayor's Office Staff
2	Client register his/her name at columnar notebook	Interviews client to determine if qualified for financial assistance if qualified, register client.	None	10 minutes per client	CMO Staff
3	Client signs his/her name at Certificate of Eligibility & Petty Cash Voucher	Prepares Certificate of Eligibility & Petty Cash Voucher Prepares Certificate of Indigency	None	10 minutes per client 5 minutes per client	CMO Staff Social Worker
4	Proceeds to City Budget Office for issuance of cash	Brings Client to City Budget Office	None	3 minutes per client	CMO Staff
5	Client receives cash	Releases cash to client	None	2 minutes per client	City Budget Office Disbursing Officer
End of Transaction					



HOW TO AVAIL OF THE SERVICE: FINANCIAL ASSISTANCE Through Guarantee Letter:

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Client submits documents	Verification/Initial assessment of documents for validity	None	10 minutes per client	City Mayor's Office Staff
2	Client register his/her name at logbook	Interviews client to determine if qualified for financial assistance if qualified, register client.	None	10 minutes per client	CMO Staff
3	Client signs his/her name at Certificate of Eligibility & Intake Form	Prepares Certificate of Eligibility for client signature Prepares Social Case Summary	None	10 minutes per client 5 minutes per client	CMO Staff Social Worker
3.1		Prepares Guarantee Letter to Funeral Parlors, Hospital, Rabies Center & Red Cross	None	3 minutes per client	CMO Staff
4	Bring Guarantee Letter to hospital, funeral parlors, etc. as the case may be.	Issues Guarantee Letter to client	None	1 minute per client	CMO Staff
End of Transaction					



HOW TO AVAIL OF THE SERVICE: FINANCIAL ASSISTANCE (Individual & Group Check)

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Client submits documents.	Verification/Initial assessment of documents for validity	None	10 minutes per client	City Mayor's Office Staff
2	Client registers his/her name at logbook	Interviews client to determine if qualified for financial assistance if qualified, register client.	None	10 minutes per client	CMO Staff
3	Client signs his/her name at Certificate of Eligibility & Intake Form	Prepares Certificate of Eligibility for client signature	None	10 minutes per client	CMO Staff
		Prepares Social Case Summary		5 minutes per client	Social Worker
4		Prepares Social Case Summary	None	15 minutes per client	Social Worker
		Prepares Vouchers of Individual Client	None	15 minutes per client	CMO Staff
5	Client claims check at City Treasurer's Office		None	5 minutes	Cashier – City Treasurer's Office
6		Delivers Check to funeral Parlors, Hospitals, Rabies Center & Red Cross	None	2 hours	Social Worker
End of Transaction					



 **CMO- City Disaster Risk
Reduction Management Office
(CDRRMO)**



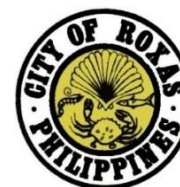
Service Name	I. RESPONSE TO EMERGENCY CALLS (THRU LANDLINE/HANDHELD RADIO/SOCIAL MEDIA/ CELLPHONE)
Description	Accepting and responding to emergency calls during disaster or a calamity and provide assistance and intervention during or immediately after an emergency like vehicular accidents, medical emergencies, typhoon, earthquake, fire and flood.
Office/Division	City Mayor's Office- City Disaster Risk Reduction Management Office (CDRRMO)
Classification	Highly Technical
Type of Transaction	G2C, G2G
Who May Avail of the Service	General Public
Requirements	Call for emergency response
Duration	17 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request for assistance via Landline/Handheld Radio/Social Media/Cellphone	Get data from caller and details of emergency and fill out Dispatch Form	None	3 minutes	Dispatcher
2		If confirmed & Emergency Response Team (ERT) available	None	1 minutes	Dispatcher



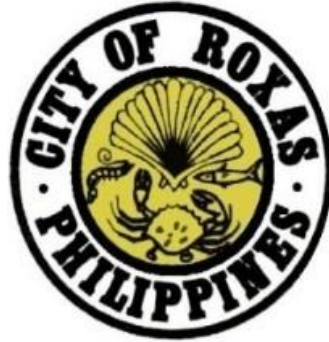
STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1		Dispatch ERT or	None	5 minutes	ERT Team Leader
2.2		If not refer to partner ERTs (CERT, Red Cross, BFP, PNP, or PCG)	None	8 minutes	Dispatcher
3	Receives emergency response				
End of Transaction					



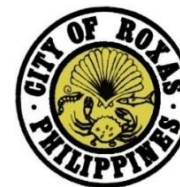
Service Name	II. ISSUANCE OF CERTIFICATES
Description	Certification is issued for damage caused by fire or any natural hazard or calamity affecting individuals or families.
Office/Division	City Mayor's Office- City Disaster Risk Reduction Management Office (CDRRMO)
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	General Public
Requirements	Letter of Intent/Request, Lot Plan & Location
Duration	3 working days

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit a letter of intent or request and attachments	Receives and evaluate accomplished form & refer to Mines & Geoscience Bureau (MGB) Findings and conduct field evaluation for further assessment	None	1-2 days	Action Officer/DRRM Staff
2	Receives Certification	Issue certification of MGB Findings	None	1 day	Action Officer/DRRM Officer
End of Transaction					



CMO- Tricycle Franchising and Regulatory Unit (TFRU)



Service Name	I. PROCESSING OF APPLICATION OF MAYOR'S PERMIT AND FRANCHISE
Description	The Mayor's Permit and franchise is a privilege granted to qualified residents of Roxas City who desires to provide transport service to the general public by means of motorized tricycle for monetary consideration.
Office/Division	City Mayor's Office- Tricycle Franchising and Regulatory Unit (TFRU)
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Citizens Operating Motorcabs-for-Hire (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 OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request payment and requirements for renewal of Franchises & Mayor's Permit	TFRU staff issue Order of Payments and requirements for the current year.	P385.00 – Regular Franchise P240.00 Special Franchise	5 minutes	TFRU Personnel/Staff



STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Submission of requirements for Renewal of Franchises.	Check various requirements and prepare applications for renewal of Franchises.	None	5 minutes	TFRU Personnel/Staff
3	Bring his/her complete requirements & Motor Tricycle for Inspection.	Checking all the requirement and the status of the Motor Tricycle.	None	10 minutes	TFRU Personnel/Staff
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.	None	5 minutes	TFRU Personnel/Staff
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.	None		TFRU Personnel/Staff
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.	None	3 minutes	TFRU Personnel/Staff
End of Transaction					



Service Name	II. PROCESSING OF APPLICATION OF CHANGE MOTOR AND CERTIFICATION
Description	
Office/Division	City Mayor's Office - Tricycle Franchising and Regulatory Unit (TFRU)
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Citizens Operating Motorcabs-for-Hire (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 OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.	P52.00 Change Motor Fee. P12.00 Conversion of Unit Fee.	3 minutes	TFRU Personnel/Staff



STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.	None	5 minutes	TFRU Personnel/Staff
3	Bring his/her complete requirements & Motor Tricycle for Inspection.	Checking all the requirement and the status of the Motor Tricycle.	None	10 minutes	TFRU Personnel/Staff
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.	None	3 minutes	TFRU Personnel/Staff
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.	None	7 minutes	TFRU Personnel/Staff
End of Transaction					



CMO- Public Employment Service Office (PESO)



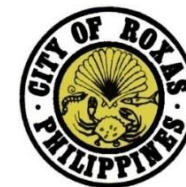
Service Name	I. RESPONSE TO INQUIRIES ON JOB OPENINGS (Phone/Walk-in)
Description	Answer query on job openings through Phone calls and walk-in clients in the City of Roxas.
Office/Division	City Mayor's Office - Public Employment Service Office (PESO)
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	General Public
Requirements	Resume, School Credentials (if available)
Duration	20 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request for Referral to available Job Opening	<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 Client. 	None	10 minutes 2 minutes 15 minutes 5 minutes	PESO Manager & PESO Staff
End of Transaction					



Service Name	II. RESPONSE TO INQUIRIES ON SPECIAL RECRUITMENT ACTIVITY (SRA) (Phone/thru Email/Walk-in)
Description	Answer query on special recruitment activity through Phone calls, Email and walk-in clients in the City of Roxas.
Office/Division	City Mayor's Office - Public Employment Service Office (PESO)
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	General Public
Requirements	<p>For Local Establishments</p> <ul style="list-style-type: none"> • Letter of Intent • B.I.R Registration • Phil-Jobnet Registration • List of POEA Approval Job Description & Qualifications <p>For International Employment</p> <ul style="list-style-type: none"> • Letter of Intent • B.I.R Registration • Phil-Jobnet Registration • List of POEA Approval Job Order
Duration	10 minutes



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request Assistance through Phone/email/walk-in	<ul style="list-style-type: none"> - Get information of client & fill out the data on the logbook, reply to queries for Local and International Employment. - Give no Objection Certificate for Conduct of SRA 	None	7 minutes 3 minutes	PESO Manager & PESO in-charge for Local and International Employment
End of Transaction					



Service Name	III. RESPONSE TO INQUIRIES ON OVERSEAS WORKERS WELFARE ADMINISTRATION (OWWA) Programs or Services
Description	Answer query of clients on OWWA Programs or Services.
Office/Division	City Mayor's Office - Public Employment Service Office (PESO)
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	OFW Families & Ex-OFWs
Requirements	Copy of Passport, OWWA proof of membership
Duration	25 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Inquires availment of OWWA programs	<ul style="list-style-type: none"> - Have the client fill up the logbook - Inform the Client on the programs & service that the client will avail - Provide the forms to the assistance /service that the client will avail. 	None	3 minutes 20 minutes 2 minutes	PESO/OWWA help desk officer
End of Transaction					



Service Name	IV. RESPONSE TO INQUIRIES ON TUPAD (Tulong Panghanapbuhay sa Ating Disadvantaged/Displaced Workers) IMPLEMENTATION
Description	Answer query of clients on TUPAD Programs. TUPAD is a community-based package of assistance that provides emergency employment for displaced workers, underemployed and seasonal workers, for a minimum period of 10 days, but not to exceed a maximum of 30 days depending on the nature of work to be performed.
Office/Division	City Mayor's Office - Public Employment Service Office (PESO)
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Displaced/Disadvantaged Workers
Requirements	Copy of Valid ID
Duration	25 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Inquires availment of TUPAD program.	- Get a copy of Valid ID and have client fill-up the Profile Form & NSRS form. - Inform the Beneficiary about TUPAD Program.	None	20 minutes 5 minutes	PESO Manager & PESO TUPAD Focal Person

End of Transaction

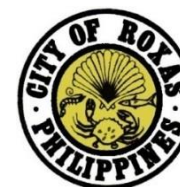


Service Name	V. RESPONSE TO INQUIRIES ON TESDA TRAINING
Description	Answer query of clients on TESDA Trainings to be conducted in the City of Roxas.
Office/Division	City Mayor's Office - Public Employment Service Office (PESO)
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Unemployed/Self-employed
Requirements	Copy of Valid ID
Duration	10 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Inquires the availment of TESDA Skills Trainings.	- Get a copy of Valid ID and have client fill-up the Profile Form & NSRS form.	None	10 minutes	TESDA personnel in-charged of Skills Training

End of Transaction



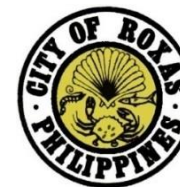
Service Name	VI. RESPONSE TO INQUIRIES ON LIVELIHOOD
Description	Answer query of clients on livelihood programs in the City of Roxas.
Office/Division	City Mayor's Office - Public Employment Service Office (PESO)
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Jobseekers and unemployed/self-employed
Requirements	Copy of Valid ID
Duration	15 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Inquires the availment of Livelihood program.	- Get a copy of Valid ID and have client fill-up the Profile Form & NSRS form.	None	15 minutes	PESO personnel in-charged of Livelihood program
End of Transaction					



CMO- ZONING UNIT



Service Name	I. ISSUANCE OF LOCATIONAL CLEARANCE (For Business Permit)
Description	Locational Clearance is issued to business owners that serve as a pre-requisite document in issuance of Business Permit to guarantee that the business is in compliance with the Zoning Ordinance.
Office/Division	City Mayor's Office - Zoning Unit
Classification	Simple
Type of Transaction	G2B
Who May Avail of the Service	Any individual/entity that will secure permit to operate a business within Roxas City.
Requirements	<p>For those securing business permit:</p> <p>(FOR NEW):</p> <ul style="list-style-type: none"> -2 copies of duly subscribed/notarized application. -1 copy of lease contract, if not owner of the building/Authorization from building owner -1 copy of Brgy. Clearance and (Brgy. Resolution allowing to operate, if not in proper zone) -DTI/SEC -CNC if applicable <p>(FOR RENEWAL)</p> <p>Previous Locational Clearance</p>
Duration	15 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submits Zoning application form & requirements for Business Permits	Receives, evaluates accomplished forms, records, assess payments, types related data of the applicant & signs Locational Clearance for Business Permit.	None	8 minutes	Zoning Staff & Acting Zoning Administrator
2	Pay to the cashier business permit fees.	Receives payment for business permit fees.	P100.00/ business application	5 minutes	City Treasurer
3	Presents official receipts & receives Locational Clearance for Business Permit	Records official receipts no.& releases Locational Clearance for Business Permits	None	2 minutes	Zoning Staff
End of Transaction					



Service Name	II. ISSUANCE OF LOCATIONAL CLEARANCE (For Building Permit)
Description	A Locational Clearance, commonly referred to as Zoning Permit, is one of the prerequisite documents before a person can get a building permit. This is to ensure that construction of the building follows the Comprehensive Lands Use Plan and Zoning Ordinance of the City.
Office/Division	City Mayor's Office - Zoning Unit
Classification	Simple
Type of Transaction	G2B
Who May Avail of the Service	Any individual/entity that will secure permit to operate a business within Roxas City.
Requirements	<ul style="list-style-type: none"> 2 copies of duly subscribed/notarized application. 1 copy of Appendix No.7 1 set Perspective duly signed by a Civil Engineer or Architect 1 set building plans duly signed by a Prospective Engineer <ul style="list-style-type: none"> 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 1 copy of Brgy. Clearance (For Building Permit)
Duration	2 hours & 40 minutes



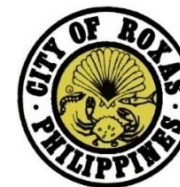
HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submits Zoning application form for Building Permit	Receives, evaluates accomplished forms, Building Plans & other requirements.	None	10 minutes	Zoning Staff
2	Accompanies Zoning Inspectors for site inspection	Conducts site inspection. Records, assess fees & types related data of the applicant. Final evaluation and signs Locational Clearance Endorse to the City Mayor's Office for his signature	None	1 hour 10 minutes 10 minutes 1 hour	Zoning Staff & Acting Zoning Administrator Zoning Staff Acting Zoning Administrator City Mayor
3	Claims order of payment & pay to the cashier for Building/Renovation Fees.	Receives payment for Building/Renovation Permit Fees	Depending on the type & cost of the building.	5 minutes	City Treasurer

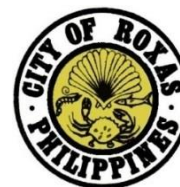


HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4	Presents official receipts and receives Locational Clearance for Building Permit.	Records official receipts no. and releases Locational Clearance for Building Permits.	None	5 minutes	Zoning Staff
End of Transaction					



Service Name	III. ISSUANCE OF CERTIFICATION AS TO ZONE CLASSIFICATION
Description	Zone Classification Certification is issued to land owners as per request to be used in business application, subdivision, high way clearance, loan applications & claims of right of way at DPWH and other legal purposes.
Office/Division	City Mayor's Office - Zoning Unit
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Any individual/entity that will secure permit to operate a business within Roxas City.
Requirements	<ul style="list-style-type: none"> Application Form Certified copy of Title Certified copy of Tax Declaration Sketch Plan with Vicinity Map & sealed by Geodetic Engineer SPA (if Applicable)
Duration	1 hours & 40 minutes



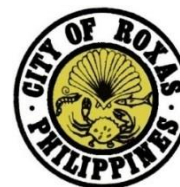
HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submits Zoning application & requirements for Zone Classification.	<p>Receives & evaluates application.</p> <p>Verifies application as to Zoning Ordinance & Zoning Map, records, assess fees & types related data of applicant.</p> <p>Signs Certification</p> <p>Endorse to the City Mayor's Office for his signatures</p>	None	<p>5 minutes</p> <p>20 minutes</p> <p>5 minutes</p> <p>1 hour</p>	<p>Zoning Staff</p> <p>Zoning Staff</p> <p>Acting Zoning Administrator</p> <p>City Mayor</p>
2	Claims order of payment and pay to the cashier for Zone Classification Fees.	Receives payment for Zone Classification.	P500.00/ application	5 minutes	City Treasurer
3	Presents official receipts and receives Certification as to Zone Classification.	Records official receipts no. and releases Certification.	None	5 minutes	Zoning Staff

End of Transaction



Service Name	IV. ISSUANCE FOR RECLASSIFICATION/REZONING
Description	Reclassification is the act of specifying how agricultural lands shall be utilized for non-agricultural uses such as residential, Industrial and Commercial, as embodied in the Land Use Plan, subject to the requirements and procedures for land use conversion. Rezoning is a process of introducing amendments or change in view of reclassification under Section 20 of RA 7160.
Office/Division	City Mayor's Office - Zoning Unit
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Any individual/entity that will secure permit to operate a business within Roxas City.
Requirements	<p>For Reclassification</p> <ul style="list-style-type: none"> Letter request Certified copy of lot title and tax declaration 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.
Duration	3 hours & 10 minutes



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submits application & requirements for Reclassification/Rezoning	Receives & evaluates applications and other requirements.	None	10 minutes	Zoning Staff
2	Accompanies Zoning Inspectors for site inspection	<p>Conducts site inspection. Within City proper ... Outside City proper...</p> <p>Submits inspection report, assess fees, encodes related data, prepares endorsement to Sangguniang Panlungsod thru the City Mayor.</p> <p>Signs endorsement and order of payment.</p>	P500.00/ application	<p>1 hour 2 hours</p> <p>45 minutes</p> <p>5 minutes</p>	<p>Zoning Staff Acting Zoning Administrator</p> <p>Zoning Staff</p> <p>Acting Zoning Administrator</p>

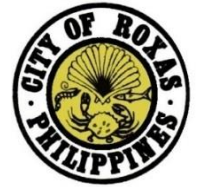


HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Claims order of payment and pay to the cashier for Reclassification/Rezoning Fees.	Receives payment for Reclassification/Rezoning Fees.	P1,000.00/ application	5 minutes	City Treasurer
4	Presents official receipts for Reclassification/Rezoning Fees.	Records official receipts no. and endorse to City Mayor's Office.	None	5 minutes	Zoning Staff
End of Transaction					



Service Name	V. ISSUANCE OF SUBDIVISION PERMIT (Simple Subdivision & Complex Subdivision with PALC and Development Permit)
Description	Subdivision Permit is a permit to subdivide any property granted in terms of section 41 of the Planning Act. Any land owner who wants to develop their property to residential or commercial purposes may request for a subdivision permit.
Office/Division	City Mayor's Office - Zoning Unit
Classification	Highly Technical
Type of Transaction	G2C
Who May Avail of the Service	<ol style="list-style-type: none"> 1. Any individual/entity that will secure permit to operate a business within Roxas City. 2. Any individual/entity that will secure permit for Complex Subdivision (either under PD 957 or BP 220)
Requirements	<p>For Simple Subdivision :</p> <ol style="list-style-type: none"> 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

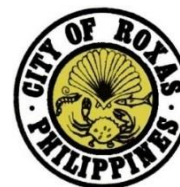


Requirements	<p>For Complex Subdivision:</p> <ol style="list-style-type: none"> 1. Application Form of the Proposed Subdivision 2. Sketch Plan & Vicinity Map duly Signed & Sealed by Geodetic Engr. 3. Certified copy of Title & Tax Declaration. 4. Current Tax Receipt 5. Site Zoning Certification, ECC and DAR Conversion (If Applicable) 6. Lot Tabulation, Program of Works, Bill of Materials & Estimates 7. Certification of Road Right of Way & Drainage Outfall <p>Complete Set of Plans Such As:</p> <ol style="list-style-type: none"> 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
Duration	7 days, 2 hours & 50 minutes



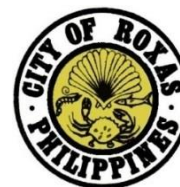
HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submits application & requirements for Simple/Complex Subdivision.	Receives & evaluates as to requirements. Simple Subdivision . . . Complex Subdivision . . . (Asks contact no. of applicant) Reviews and evaluates plans and supporting documents. Simple Subdivision . . . Complex Subdivision . . .	None	20 minutes 40 minutes 1 day 3 days	Zoning Staff Zoning Staff



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Accompanies Zoning Inspectors for site inspection.	Conducts site inspection. Within City proper ... Outside City proper... Prepares order of payment & signs, stamps, encodes & records related data of applicant. Simple Subdivision . . . Complex Subdivision . . .	None	1 hour 2 hours 1 day 2 days	Zoning Staff Acting Zoning Administrator Zoning Staff
3	Claims order of payments and pay to the cashier for Subdivision Permit	Receives payments for Subdivision Permit	Depends upon the type of project & area	5. minutes	City Treasurer



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4	Submit official receipts for Subdivision Permit Fees.	Final evaluation and signs endorsement to Sangguniang Panlungsod thru the City Mayor. Simple Subdivision . . . Complex Subdivision . . . City Mayor's endores to Sangguniang Panlungsod Sangguniang Panlungsod approves & returns the approved Subdivision Permit to the Zoning Unit Office	None	1 day 2 days	Zoning Staff Acting Zoning Administrator City Mayor Vice Mayor & Sangguniang Panlungsod Staff
5	Receives approved Subdivision Permit	Releases approved Subdivision Permit	None	5. minutes	Zoning Staff
End of Transaction					



SANGGUNIANG PANLUNGSOD OFFICE



Service Name	I. SECURING CERTIFIED TRUE COPIES OF SANGGUNIANG PANLUNGSOD DOCUMENTS
Description	A certified true copy of City Ordinances and resolutions issued to requesting clients.
Office/Division	Sangguniang Panlungsod Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Any citizen who have interest on the requested documents.
Requirements	Letter-Request specifying the document needed or duly filled-up Request Form. Letter-Request specifying the document needed or duly filled-up Request Form.
Duration	20 minutes

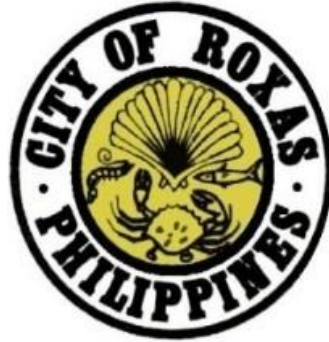
HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit letter of request in securing certified true copies of ordinances/resolutions to the receiving personnel.	Receives letter, review and record in the logbook, then forwards the requests to the SP Secretary	None	2 minutes	Administrative Division



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.	None	1 minute 10 minutes	SP Secretary Administrative Division
3	Client to pay the corresponding fees	City Treasurer's Office will receive payment and issue receipt.	P50.00 per page	5 minutes	City Treasurer's Office
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.	None	1 minute	Administrative Division
5	Client receives the document.	Release the document to the client.	None	1 minute	Administrative Division
End of Transaction					



CITY TREASURER'S OFFICE



Service Name	I. PAYMENT OF REAL PROPERTY – TRANSFER TAX
Description	Real Property-Transfer Tax is imposed on the sale, donation, barter, or any other mode of transferring ownership or title of a real estate property.
Office/Division	City Treasurer’s Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	General Public / Taxpayer Declared Owner / Administrator
Requirements	Deed of Sale or Any other Deed of Conveyance Latest Tax Declaration
Duration	12 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Inquires how to pay Real Property Transfer Tax	Requires to present necessary documents	None	5 minutes/ Property	Business Tax Div. Personnel



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Presents document needed	Issue of Official Receipt	75% of 1% based on Market value or Purchase Value whichever is higher	5 minutes/ Receipt	Business Tax Div. Personnel
3	Pays Official Receipt	Receives Payment	None	2 minutes/ Receipt	Revenue Collector
End of Transaction					



Service Name	II. PAYMENT OF REAL PROPERTY TAX
Description	Real Property Tax is a levy on real properties such as land, building, machineries and other improvements affixed or attached to real properties not specifically exempted under the law. It accrues on the 1 st of January and is payable in one or four equal installments.
Office/Division	City Treasurer's Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	General Public / Taxpayer Declared Owner / Administrator
Requirements	Latest Real Property Tax Receipt Latest Tax Declaration
Duration	13 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Inquires payment of Real Property Tax	Requires necessary documents	None		Revenue Collectors (<i>Real Property Tax Div.</i>)



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Presents required documents	Computes tax due	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.	5 min/Tax Declaration	Revenue Collectors (<i>Real Property Tax Div.</i>)



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3		Issues of Official Receipt	None	5 minutes/ Receipt	Revenue Collectors <i>(Real Property Tax Div.)</i>
4	Pays Official Receipt	Receives payment	Amount depends on Taxable assessed value of property.	3 minutes	Revenue Collector
End of Transaction					



Service Name	III. PAYMENT OF BUSINESS TAX
Description	All entities doing business are required to pay local business tax., except for those granted exemption under the Local Government Code and special laws.
Office/Division	City Treasurer's Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	General Public / Taxpayer Declared Owner / Administrator
Requirements	Latest Tax Declaration Latest Tax Payment / Official Receipt
Duration	30 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present Tax Order of Payment (TOP)	Issue Official Receipt	Assessment of taxes based on kind business in the Revenue Code	5 minutes	Business Tax Div. Personnel



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Pays Official Receipt	Receives payment	Assessment of taxes based on kind business in the Revenue Code	5 minutes	Revenue Collectors (<i>Business Tax Div.</i>)
End of Transaction					



Service Name	IV. SECURING REAL PROPERTY TAX CLEARANCE CERTIFICATE
Description	Real Property Tax Clearance is issued to the property owner as proof of complete Real Property tax payment.
Office/Division	City Treasurer's Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	General Public / Taxpayer Declared Owner / Administrator
Requirements	Latest Tax Declaration Latest Tax Payment / Official Receipt
Duration	30 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Inquires how to secure tax clearance / certificate	Requires necessary documents.	None	2 minutes	Real Property Tax Div. Personnel
2	Presents documents needed	Issue Official Receipt	Php 100.00	5 Min./Receipt	Revenue Collectors (<i>Business Tax Div.</i>)



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Pays Official Receipts	Receives payment	None	5 minutes	Revenue Collectors (<i>Business Tax Div.</i>)
4	Presents Official Receipt	prepare Certificate of Tax Clearance	None	15 Min. / Tax Declaration	Real Property Tax Div. Personnel
5	Received approved tax clearance / certificate	Release approve Tax Clearance Certificate to Requesting Party	None	3 Min./Tax Declaration	Real Property Tax Div. Personnel
End of Transaction					



Service Name	V. SECURING COMMUNITY TAX CERTIFICATE (INDIVIDUAL)
Description	Community Tax Certificate is issued to a person or corporation upon payment of Community Tax. A community tax is paid in place of residence of the individual or in place where the principal office of the juridical entity is located.
Office/Division	City Treasurer's Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	General Public / Taxpayer Declared Owner / Administrator
Requirements	Tax payers information data form Identification card / driver's license / voter's ID
Duration	12 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Accomplishes taxpayer's information data form	Requires necessary documents.	None	3 minutes/ Client	Business Tax Division Personnel
2	Presents documents needed	Computes Tax Due	1 peso for every 1,000 based on Annual Gross Income	5 minutes/ Receipt	Business Tax Division Personnel



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3		Issue Official Receipt	None	3 minutes/ Receipt	Business Tax Division Personnel
4	Pays Official Receipt	Receives payment	None	1 minute	Business Tax Division Personnel
End of Transaction					



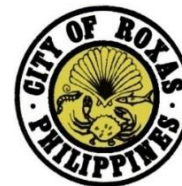
CITY ASSESSOR'S OFFICE



Service Name	I. OCULAR INSPECTION (LAND, NEW BUILDING, DEMOLISHED BUILDING AND MACHINERY)
Description	This service allows a property owner to have a property assessment on field for the issuance of a new Tax Declaration of Land/Building /Machinery.
Office/Division	City Assessor's Office
Classification	Highly Technical
Type of Transaction	G2C
Who May Avail of the Service	Declared Owner/Administrator or Duly Authorized Representative
Requirements	Ocular Inspection Request
Duration	1 hour and 30 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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.	P500.00- Ocular Inspection Fee	3 minutes	Action Officer Administrative Division personnel City Treasurer's Office
2		Supervising Administrative Officer prepares the request, initials and endorses 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.



HOW TO AVAIL OF THE SERVICE

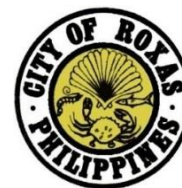
STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3		<p>Local Assessment Operations Officer (LAOO) accompanied by the client conducts the ocular inspection of the specific property.</p> <p>The Local Assessment Operations Officer (LAOO) prepares the Field Inspection Report.</p> <p>The Asst. City Assessor reviews and recommends the Field Inspection Report for approval.</p> <p>The City Assessor signs and approves the Field Inspection Report and the tax declaration.</p>		<p>May vary depending on the property's size, location, distance, as well as the means of transportation. (1 hour)</p> <p>10 minutes</p> <p>5 minutes</p> <p>5 minutes</p>	<p>Local Assessment Operations Officer</p> <p>Local Assessment Operations Officer</p> <p>Asst. City Assessor</p> <p>City Assessor I</p>
End of Transaction					



Service Name	II. ISSUANCE OF TAX DECLARATION FOR CHANGE OR TRANSFER OF OWNERSHIP (SIMPLE TRANSFER OF LAND, BUILDING AND MACHINERY)
Description	This service includes the Issuance of New Tax Declarations of Real Property at the City Assessor's Office.
Office/Division	City Assessor's Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Declared Owner/Administrator or Duly Authorized Representative
Requirements	Deed of Conveyances (Sale, Inheritance, Donation, etc.) duly notarized, Certificate of Real Property Tax Payment/Official Receipt, Transfer Tax Receipt, Electronic Certificate Authorizing Registration (ECAR) and Photo copy of Title.
Duration	30 minutes (Simple Transfer)

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request for the service and pays the corresponding fees to the City Treasurer's Office.	Gather details of request and fill in provided Service Slip form for endorsement to the Local Assmt. Operation's Officer (In-Charge of Barangay)	P100.00- Processing Fee per parcel	7 minutes	Action Officer City Treasurer's Office



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Waits for the documents to be evaluated by the designated Local Assmt. Operations Officer.	Local Assessment Operations Officer Evaluates and review the documents carefully.	None	5 minutes	Local Assessment Operations Officer
3		The Local Assessment Operations Officer. Facilitates the request. Prepares the Field Appraisal Assessment Sheet/Tax Declaration and indicate the new data on the Transferred property/ies and other details. Routes to Local Assessment Operations Officer IV to carefully check all details and affix initials to Field Appraisal Assessment Sheet and Tax Declaration.	None	May vary depending on the number of parcels to be transferred. (10 minutes for 1 simple transfer)	Local Assessment Operations Officer
4		From the Local Assessment Operations Officer IV, the Asst. City Assessor subscribes Tax Declaration, reviews and recommends the Field and Tax Declaration for approval.	None	5 minutes	Local Assessment Operations Officer



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5	The client signs the logbook upon receiving the new tax declaration	The Head of the office signs the approved FAAS Tax Declaration and the Local Assessment Officer Operations Officer in-charge releases the new tax declaration to the client.	None	5 minutes	Local Assessment Operations Officer
End of Transaction					



Service Name	III. ISSUANCE OF TAX DECLARATION FOR CHANGE OR TRANSFER OF OWNERSHIP (SEGREGATION OR CONSOLIDATION/RE-ASSESSMENT)
Description	This service includes the Issuance of New Segregated Tax Declarations of Real Property at the City Assessor's Office.
Office/Division	City Assessor's Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Declared Owner/Administrator or Duly Authorized Representative
Requirements	Real Property Tax Payment (Official Receipt), Copy of Subdivision or Consolidation Plan Approved by the Bureau of Lands and Subdivision Agreement.
Duration	1 hour and 30 minutes (2 parcels)

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request for the service & pays corresponding fees to the City Treasurer's Office 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 Barangay.)	P100.00- Segregation Fee/consolidation fee for each parcel – P1,000.00 Re-assessment Fee per parcel	5 minutes	Action Officer Adm. Personnel



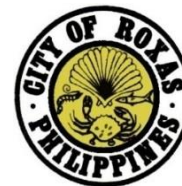
HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2		Designated personnel carefully checks submitted documents for the required transaction of the client.	None	5 minutes	Local Assessment Operations Officer
3		Local Assessment Operations Officer submits documents for segregation/consolidation (Approved Subd. Plan, and other necessary documents) to assigned personnel (Draftsman !!) for the assigning of new Property Index Numbers (PIN)	P1,000.00/ parcel	May vary depending on the property's size, location and number of parcels to be assigned. (2 parcels) 10 minutes	Local Assessment Operations Officer, Draftsman II
4		Draftsman II assigns new Property Index Numbers to the segregated property.	None	5 minutes/ parcel	Draftsman II



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5		<p>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.</p> <p>The Local Assessment Operations Officer in-charge reviews and signs Field Appraisal Assessment Sheet and initials the Tax Declaration. LAOO IV reviews and initials documents for approval.</p> <p>The Assistant City Assessor reviews and recommends the FAAS and tax declaration for approval.</p> <p>The City Assessor approves and signs the FAAS and tax declaration.</p>	None	<p>May vary on the number of parcels of each subdivision plan/consolidation plan.</p> <p>10 minutes</p> <p>4 minutes</p> <p>3 minutes</p>	<p>Local Assessment Operations Officer</p> <p>Local Assessment Operations Officer (LAOO)</p> <p>Assistant City Assessor</p> <p>Local Assessment Operations Officer</p>



HOW TO AVAIL OF THE SERVICE

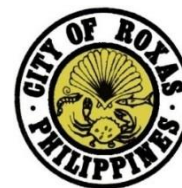
STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6	Client receives requested documents	The new tax declaration is released and client signs in the logbook.	None	5 minutes	Local Assessment Operations Officer
End of Transaction					



Service Name	IV. ISSUANCE OF CERTIFICATION/CERTIFIED TRUE COPY OF TAX DECLARATION
Description	This service is given to Declared Owners and Buyers of Property who wishes to acquire Certification/s and Certified True Copy/ies of Tax Declaration.
Office/Division	City Assessor's Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Declared Owner/Administrator or Duly Authorized Representative
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 NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request for service and pays the corresponding fees to the City Treasurer's Office.	Gather details of the request and fill in the provided Service Slip form with the Official Receipt (OR) for endorsement to the Supervising Administrative Officer.	P100.00- Certification Fee P100.00- Certified True Copy Fee & Research Fee	5 minutes	Action Officer Adm. Personnel City Treasurer's Office



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2		<p>The Supervising Administrative Officer assigns the personnel to check the record and prepare the requested documents.</p> <p>The Supervising Administrative Officer, Administrative Officer III) and Records Officer II carefully checks and initials the documents for approval.</p> <p>The City Assessor signs the documents.</p>	P200.00 – Annotational/ Cancellation Fee	<p>5 minutes</p> <p>10 minutes</p> <p>2 minutes</p>	<p>Supervising Administrative Officer, Assessment Clerk, Administrative Aide IV</p> <p>Supervising Administrative Officer, Administrative Officer III, Records Officer II</p> <p>City Assessor I</p>
3	Clients receives the duly approve requested documents	The designated personnel release the requested documents to the client. The Client signs in the logbook upon receiving the requested documents.	None	3 minutes	Action Officer
End of Transaction					



CITY ENGINEER'S OFFICE



Service Name	I. PROCESSING OF APPLICATION FOR BUILDING PERMIT
Description	A building permit is an official approval issued by the local government agency that allows contractor to proceed with a construction or remodeling project on a property. It is intended to ensure that the project plans to comply with local standards for land use, zoning and construction.
Office/Division	City Engineer's Office
Classification	Highly Technical
Type of Transaction	G2C, G2B
Who May Avail of the Service	Any person who plans to repair, renovate, construct and demolish a building.
Requirements	<ol style="list-style-type: none"> 1. Application Forms (Building, Sanitary, Plumbing, Electrical, Mechanical, Electronics) - 3 copies 2. Building Plans (Architectural, Structural, Sanitary/Plumbing, Electrical, Mechanical, Electronics), Bill of Materials & Estimates and other documents duly signed and sealed by the designer and signed by the owner - 4 copies 3. Specifications - 4 copies 4. Certified true copy of Transfer Certificate of Titles (TCT), on file with the Registry of Deeds 5. Deed of Absolute Sale or duly notarized copy of the Contract of Lease (In case the applicant is not registered owner of the lot) 6. Certified copy of Tax Declaration and Current Real Property Tax Receipt - 4 copies 7. Construction Logbook - for 2 Storey buildings and up 8. Structural Design Computations with seismic analysis which conforms to the latest National Structural Code of the Philippines (NSCP) - for 2 storeys and above or 1 storey with attic/mezzanine/roof deck/penthouse - 2 copies



Requirements	<p>9. Locational Clearance from City Planning and Development Office (CPDO)</p> <p>10. Clearances from other Agencies whenever necessary</p> <p>11. Boring Test for 3 Storeys and above</p> <p>12. Required Standard Signboards (L=0.90 M.; H= 0.60 M.)</p>
Duration	2 hours

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Requests checklist of requirements & forms	Gives checklist of requirements, forms and advise applicants to secure first Locational Clearance from (CPDO) City Planning and Development Office, (DOLE) Department of Labor and Employment Certificate, other Clearances from other agencies (if applicable to the const.) and DOLE Cert.(Note: processing of DOLE is one month or less)	None	5 minutes	City Engineer's Office (CEO)



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Submits building plans and other documents needed	Receives and checks the completeness of the required documents. Ask the applicant to leave their number (cellphone/landline)	None	10 minutes	CEO Personnel
3	Wait for notification status of Application	Evaluation & Assessment	None	1 hour & 30 minutes	CEO Personnel , Line & Grade Architectural, Structural, Electrical, Sanitary Mechanical, Electronics
4.	Pays corresponding Fees & submit Official Receipt	Receives order of payment & issue OR Receives Official Receipt & prepares endorsement to Bureau of Fire Protection	None	5 minutes	City Treasurer`s Office (CTO) Personnel CEO Personnel
5	Release of Fire Safety Evaluation Certificate Submit to CEO & wait for the release of Building Permit.	Issues Fire Safety Evaluation Certificate Receive Fire Safety Evaluation Certificate and approval of Building Permit.	Refer to Schedule of Fees (BFP)	7 minutes	Bureau of Fire Protection (BFP)Personnel CEO Personnel
End of Transaction					



Service Name	II. PROCESSING OF APPLICATION FOR CERTIFICATE OF OCCUPANCY
Description	A Certificate of Occupancy is a document issued by a local government agency or building permit department certifying a building's compliance with applicable building codes and other laws, and indicating it to be in a condition suitable for occupancy.
Office/Division	City Engineer's Office
Classification	Highly Technical
Type of Transaction	G2C, G2B
Who May Avail of the Service	Owners of a Building w/approved Building Permit.
Requirements	<ol style="list-style-type: none"> 1. Certificate of Completion from the Building Official (Forms) 2. Certificate of Completion - Mechanical, Electrical and Sanitary/Plumbing Permits, Electronics (Forms) 3. Logbook of building construction and building inspection sheet duly accomplished, signed and sealed by the Architect or Civil Engineer (for Two Storeys and up Building) 4. Certificate of Final Electrical Report by the Bureau of Fire Protection
Duration	3 hours

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Ask for checklist of requirements & forms	Gives Checklist of requirements & forms	None	2 minutes	City Engineer's Office (CEO)Personnel



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Submit approved plans and other documents.	Receives and checks the completeness of all required documents Ask the applicant to leave their number(cellphone/landline)	None	5 Minutes	CEO Personnel
3	Must be present during inspection	Building Inspection	None	2 hours	CEO Personnel Line & Grade Architectural Structural Electrical Sanitary Mechanical Electronics
4	Wait for the Order of Payment Pays corresponding Fees	Assessment Receives the corresponding fees and Issue Official Receipt	Refer to Schedule of Fees of the National Building Code	2 minutes	CEO Personnel City Treasurer`s Office (CTO)Personnel



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Submit OR to CEO & wait for endorsement	Receive OR and prepares endorsement to Bureau of Fire	None	5 minutes	CEO Personnel
5	Submits Fire Safety Evaluation Certificate Waits for the release of Certificate of Occupancy	Receives Fire Safety Evaluation Certificate and approval of Certificate of Occupancy.	None	27 minutes	CEO Personnel
End of Transaction					



Service Name	III. PROCESSING OF CERTIFICATE OF ANNUAL INSPECTION
Description	A certification duly signed and sealed from a duly licensed Architect/Civil Engineer, Professional Electrical Engineer/Electronics Engineer/Professional Mechanical Engineer, Master Plumber and Sanitary Engineer. An annual building inspection provides an opportunity for the licensed professionals to assess the building's condition, its compliance with regulations and codes and its ability to ensure the health and safety of visitors, occupants and users of the structure.
Office/Division	City Engineer's Office
Classification	Highly Technical
Type of Transaction	G2C, G2B
Who May Avail of the Service	Any person engaged in business within the City of Roxas
Requirements	<p>For Renewal:</p> <ol style="list-style-type: none"> 1. Previous certificate of Annual Inspection and current Official Receipt (O.R) & previous year payment 2. Xerox copy of Mayor's Permit Application <p>For New Applicants:</p> <ol style="list-style-type: none"> 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
Duration	2 hours



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submits requirements	Receives and checks the completeness of all required documents and set schedule for inspection Ask the applicant to leave their number (cellphone/landline)	None	3 Minutes	City Engineer's Office (CEO)Personnel
2	Must be present during inspection	Electrical & Building Inspection	Refer to Schedule Of Fees of the National Building Code	1 hour	Electrical Inspector & Building Inspector of CEO
		Data Encoding		20 minutes	CEO Personnel
3	Pays corresponding Fees	Issues Official Receipt		10 minutes	City Treasurer's Office Collecting Personnel
4	Wait for the release of Certificate of Annual Inspection0.	Approval of Certificate of Annual Inspection	None	15 minutes	CEO Personnel
End of Transaction					



CITY HEALTH OFFICE



Service Name	I. SANITATION SERVICES (Sanitary Permit)
Description	Sanitary permits are among the requirements an establishment needs to secure to be issued a business permit. This certification is a written assurance that an establishment is safe and clean for guests and staff.
Office/Division	City Health Office- Health Service Delivery Division, Environmental Health Section
Classification	Highly Technical
Type of Transaction	G2C, G2B
Who May Avail of the Service	Establishment owners
Requirements	Checklist provided by Sanitation Section
Duration	1 day (may vary)

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach Sanitary Inspector for transaction	Checks and review requirements, give instructions, (if complete)- Schedule the date and time of inspection and subsequent release of report	None	5 minutes	Sanitary Inspector
2	Go to the Treasurer's office for payment and back to Sanitation section	Receives official receipt	P50.00	15 minutes	City Treasurer's office staff Sanitary Inspector



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Conducts inspection Prepare documents	None	50 minutes (may vary) on scheduled basis	Sanitary Inspector
3	Advised to get the permit a day after application	Forward documents to City Health Officer for signing	None	45 minutes (may vary)	City Health Officer
4	Receive sanitary permit	Releasing of sanitary permit	None	10 minutes	Sanitary Inspector
End of Transaction					



Service Name	II. APPLICATION OF DEATH CERTIFICATE (For Non-Hospital Death Only)
Description	A death certificate is a legal document issued by a medical practitioner which states when a person died.
Office/Division	City Health Office- Health Service Delivery Division, Environmental Health Section
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Relative/ Folks of the Deceased
Requirements	Death Certificate
Duration	30 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Clients walk in for death certificate	Instructs to get death certificate form at Local Civil registrar and pays to the City Treasurer's Office(for death and burial/transfer)	P50.00	3-5 minutes	Administrative Staff
2	Goes to LCR, CTO and comes back to City Health Office	Asks and fills up the general information of the death certificate	None	5 minutes	City Treasurer's office staff Administrative Staff



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Client fill up information of the decease and gives to staff in-charge.	Fills up information of the decease and refers to medical officer for signing.	None	5 minutes	Administrative Staff
4	Client proceeds to medical officer for signing	Interviews client, determines cause of death and signs the death certificate and refer to another physician for review and signing.	None	10 minutes	Medical Officer
End of Transaction					



Service Name	III. SANITATION SERVICES (Burial, Transfer Permit)
Description	Burial Permit is a permit to bury, cremate, remove or otherwise dispose of a dead body and Transfer permit for bones & cremains duly signed by the attending physician.
Office/Division	City Health Office- Health Service Delivery Division, Environmental Health Section
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Folks, Relative s of the deceased
Requirements	Death Certificate
Duration	19 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Brings death certificate to Sanitation section	Instructs client to pay to the City Treasurer's Office	P50.00	2 minutes	Sanitary Inspector
2	Pays burial permit, back to City Health Office	Prepares burial/transfer permit form	None	15 minutes	Sanitary Inspector
3	Receives permit	Releases permit	None	2 minutes	Sanitary Inspector
End of Transaction					



Service Name	IV. OUT PATIENT SERVICES
Description	The Out Patient Department (OPD) is the part of the City Health Office designed for the treatment of outpatients, people with health problems who visit the health center for diagnosis or treatment.
Office/Division	City Health Office- Health Service Delivery Division, OPD Section
Classification	Highly Technical
Type of Transaction	G2C
Who May Avail of the Service	General Public/Patients
Requirements	None
Duration	30 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Secure priority number	Admit patient for Out Patient Department check-up	None	10 minutes	Admitting staff
		takes history and vital signs	None	5 minutes	Admitting staff
2	Approach the Medical Officer on Duty	<ul style="list-style-type: none"> Examination of patients Diagnose the disease of the patient Prescribe medicine/ request laboratory examination if needed 	None	10 minutes	Medical Officer



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Approach the pharmacy Avails free medicines	>Provides available medicine and gives proper instruction	None	5 minutes	Pharmacist
End of Transaction					



Service Name	V. MEDICAL LABORATORY SERVICES		
Description	The City Health Office Laboratory facility performs laboratory testing on specimens derived from humans to provide information for diagnosis, prevention or treatment of or impairment of disease, or for assessment of health.		
Office/Division	City Health Office- Health Service Delivery Division, Clinical Laboratory Section		
Classification	Highly Technical		
Type of Transaction	G2C		
Who May Avail of the Service	General Public/ Patients/ PHILHEALTH Beneficiaries		
Requirements	Laboratory Request, Official Receipts and Specimen		
Duration	31 minutes (may vary)		
Fees	CBC – Php60.00 Rh Typing – Php60.00 Creatinine – Php100.00 Urinalysis – Php40.00 Hgb/Hct – Php60.00 SGPT – Php80.00	Fecalysis – Php40.00 Gram Staining – Php70.00 SGOT - Php80.00 Sputum Exam – Php60.00 FBS – Php75.00 Uric Acid – Php80.00	Pregnancy Test (Urine) – Php120.00 Lipid Profile – Php350.00 HbsAg – Php200.00 Serum – Php150.00 BUN – Php100.00



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Proceed to Laboratory with laboratory request	Review the lab request Instructs the procedure	None	5 minutes	Laboratory staff
2	Proceed to City Treasurer's Office for payment/ back to laboratory	Get the official receipt	Fees depends upon the kind of laboratory test requested.	15 minutes	Cashier – City Treasurer's Office Medical Technologist
3	Submit specimen for blood extraction	Get specimen and instruct the patient to come back for the result	None	10 minutes	Medical Technologist
4	Get laboratory result & sign in the logbook	Releases lab result with instruction to go & give result to attending physician	None	1 minute	Medical Technologist
End of Transaction					



Service Name	VI. HEALTH CERTIFICATE
Description	All personnel working in business establishments and food handlers are required to secure an updated health certificate to protect the public from food and water-borne illnesses and unsanitary, unwholesome, misbranded or adulterated foods.
Office/Division	City Health Office- Health Service Delivery Division, Environmental Health Section
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Business Owners and Employees of Establishments/Food Handlers
Requirements	Sputum, Stool specimen
Duration	39 minutes (2 days)

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Proceeds to sanitation section	Instructs client to proceed to the laboratory section	None	1 minute	Sanitary inspector
2	Goes to laboratory section	Instructs to pay to the City Treasurer's Office	None	1 minutes	Laboratory Staff
3	Pays and returns to laboratory section	Checks official receipt/ Examines specimen/instructs client to get result day after submission of specimen.	Php120.00	30 minutes(may Vary)	Cashier- City Treasurer's Office Medical technologist



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4	Gets laboratory result	Releases result/ refer to attending physician if abnormality noted	None	5 minutes	Laboratory Staff
5	Proceed to sanitation section & receive health certificate.	Issue Health certificate signed by Chief Sanitary Inspector and City Health Officer	None	2 minutes	Sanitary inspector
End of Transaction					



Service Name	VII. MEDICAL CERTIFICATE ISSUANCE
Description	A medical certificate is issued to requesting client for any of the following purposes: employment, school requirements, application for sick leave, etc.
Office/Division	City Health Office – Administrative Support Division
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	For employment, students
Requirements	Sputum, Stool specimen
Duration	40 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Client approach administrative staff with Individual Treatment Record (ITR) accomplished by physician.	Interviews the client, instructs to pay the required fee and encode medical certificate	Php50.00	15 minutes	Administrative Staff City Treasurer's Office Staff/cashier
2	Brings back and present official receipt	Give medical certificate & ITR and instruct client to return to medical officer.	None	10 minutes	Administrative staff
3	Proceeds to consultation room	Verify and sign medical certificate	None	10 minutes	Medical officer



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4	Receive medical certificate.	Issues medical certificate	None	5 minutes	Medical Officer
End of Transaction					



Service Name	VIII. ISSUANCE OF MEDICO LEGAL CERTIFICATE
Description	A medical certificate for medico-legal cases provides the medical findings by the doctor of the injuries you sustained as a result of an accident or a crime.
Office/Division	City Health Office- Health Service Delivery Division, OPD Section
Classification	Highly Technical
Type of Transaction	G2G
Who May Avail of the Service	Medico-legal cases/clients
Requirements	Blotter from PNP or Barangay
Duration	24 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach admitting clerk/staff	Interviews the client and give instructions	None	2 minutes	Admitting clerk
2	Pay the required fee at the City Treasurer's Office	Receive payment and issue official receipt	Php50.00	5 minutes	City Treasurer's Office Staff
3	Goes back to City Health Office	Checks and gets the receipt Gets general information, history of incident & vital signs.	None	5 minutes	Nurse



HOW TO AVAIL OF THE SERVICE

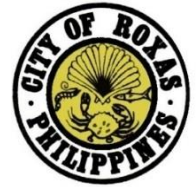
STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4	Proceeds to consultation room	Interviews the patient, Performs medical examination, and fills up medical certificate	None	10 minutes(may vary)	Physician
5	Receives medical certificate	Prescribe medicines and issues medical certificate	None	2 minutes	Physician
End of Transaction					



Service Name	IX. BIRTHING CLINIC
Description	A birthing clinic is a healthcare facility, staffed by nurses, midwives and obstetricians for pregnant women in labor, who desire an unmedicated childbirth experience.
Office/Division	City Health Office- Health Service Delivery Division, Birthing Facilities Section
Classification	Highly Technical
Type of Transaction	G2C
Who May Avail of the Service	Pregnant Women and Newborn Children
Requirements	HBMR (Home-Based Maternal Record), PhilHealth ID, Marriage Contract/MDR(Member Data Records)
Duration	24 hours

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Pregnant woman enters birthing clinic	Admits client, gets history, vital signs, and danger signs evaluated	None	20 minutes	Nurse/Midwife
2	Brought to labor room	Examines patient, do labor watch and monitors the patient	None	Depends on the progress of labor	Medical Officer, Nurse, Midwife
3	Patient on delivery room	Proper coaching Essential Newborn care Post partum care	None	30 minutes	Medical Officer/ Nurse/ Midwife



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4	Patient brought to birthing clinic room	Observation/ monitors vital signs Health teaching on breastfeeding, family planning and newborn care	None	24 hours	Nurse/ Midwife
5	For discharge	Give going home instructions, advised and discharged the patient.	None	15 minutes	Nurse
End of Transaction					



Service Name	X. NATIONAL IMMUNIZATION PROGRAM
Description	Recommended vaccination for infants and children are given at the City Health Office and Barangay Health Centers in the City of Roxas.
Office/Division	City Health Office- Health Service Delivery Division, Family Health & Nutrition Section
Classification	Highly Technical
Type of Transaction	G2C
Who May Avail of the Service	Children below 5 years old
Requirements	Immunization Record/ ECCD Card
Duration	25 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Client/Mother with baby present immunization record card.	Midwife/Attendant retrieve old record	None	3 minutes	Midwife/Nursing Attendant
2	Client/mother submit baby for weighing.	Midwife assess the baby and weigh.	None	5 minutes	Midwife
		Midwife admits and records the immunization needed by the baby.	None	2 minutes	Midwife



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Client/mother prepares baby for vaccination	Midwife explains procedure to the mother & give the vaccine/s needed by the baby.	None	5-10 minutes	Midwife
4	Allow baby to stay and observe for any untoward manifestations after the injection.	Midwife gives post immunization instructions to mother/guardian.	None	3-5 minutes	Midwife
End of Transaction					



Service Name	XI. FAMILY PLANNING PROGRAM
Description	The Family Planning Clinic provides various family planning methods to couples of reproductive ages to reduce the risk of maternal, newborn, infant and child illness and death by preventing a high-risk pregnancy in women with certain health conditions or characteristics, or by preventing an unplanned pregnancy.
Office/Division	City Health Office- Health Service Delivery Division, Maternal Care & Family Planning Section
Classification	Highly Technical
Type of Transaction	G2C
Who May Avail of the Service	Adult of Reproductive Age
Requirements	Patients' Chart (FP Form 1)
Duration	55 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Clients enters family planning room	Nurse welcomes and determine the purpose of visit.	None	10-15 minutes	FP Nurse/Coordinator
2	Clients provide needed information and select preferred FP method	Perform Counseling: Assessment, data gathering, history taking and presentation of various methods for patients' choice.	None	10-20 minutes	FP Nurse/Coordinator



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Client submits for physical examination/screening	Conduct of screening and recommended diagnostic procedures and methods if available and give final instruction for continuity of services and/or give referral if method is not available.	None	10-15 minutes	FP Nurse/Coordinator
End of Transaction					



Service Name	XII. PRENATAL
Description	Prenatal Check up are available for pregnant women in the City of Roxas. Prenatal Check up requires the soon-to-be-mothers to undergo physical exams, weight checks and laboratory tests to prevent complications during pregnancy.
Office/Division	City Health Office- Health Service Delivery Division, Birthing Facilities Section
Classification	Highly Technical
Type of Transaction	G2C
Who May Avail of the Service	Pregnant Women
Requirements	None
Duration	55 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Client walks in to avail prenatal check up.	The Midwife/Nurse computes for the AOG & EDC & prepares the Home-Based Maternal Record (HBMR)	None	10-15 minutes	Midwife on duty.
2	Client submits for vital signs and physical examination.	The Midwife/Nurse takes history, vital signs & perform physical examination (to include screening for medical problems & danger signs)	None	10-15 minutes	Midwife on duty



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Client received supplements and Tetanus Toxoid injections.	The Midwife/Nurse provide routine pregnancy care: BCB, urinalysis (if available) iron supplementation, low dose Vitamin A supplementation & Tetanus Toxoid.	None	5 minutes	Midwife on duty
4	Clients fills up birth plan.	The Midwife/Nurse provides counseling, health advises and initializes birth plan schedule client for next prenatal visit & update HBMR.	None	5 minutes	Midwife on duty
End of Transaction					



Service Name	XIII. DENTAL SERVICES
Description	The Dental Clinic provides dental treatment and tooth extractions to patients.
Office/Division	City Health Office
Classification	Highly Technical
Type of Transaction	G2C
Who May Avail of the Service	General Population
Requirements	None
Duration	45 minutes

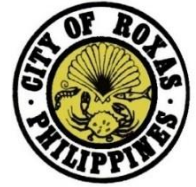
HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Register name in a Logbook and get priority number.	Take Blood pressure & if normal wait for number to be called while seated in designated area.	None	3-5 minutes (excluding waiting time)	Dental Aide
2	Clients walk-in and request for dental procedure.	Dentist performs appropriate/requested dental procedure(s) (30-45 minutes).	None	20-30 minutes	Dentist



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Clients listen to instruction and received prescription.	Dentist gives instructions on proper oral health & prescribe medicines if needed.	None	3-5 minutes	Dentist
4	Patient goes to pharmacy for available medicines	Pharmacist check for available medicines and dispense to client.	None	3-5 minutes	Dentist
End of Transaction					



Service Name	XIV. ANIMAL BITE TREATMENT CENTER
Description	The Animal bite Treatment Center cater to all patients who are in need of intervention if they are bitten by animals that are believed to be rabid.
Office/Division	City Health Office
Classification	Highly Technical
Type of Transaction	G2C
Who May Avail of the Service	Animal Bite Patient
Requirements	None
Duration	25 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Client walk in for treatment/consultation	Nursing Attendants fill-up ITR and gets vital signs.	None	3-5 minutes	Nursing Attendant
2	Patient proceeds to doctor's clinic for categorization and treatment.	Doctors examined patient and refers for Tetanus Toxoid and Anti-rabies vaccination.	None	5-10 minutes	Doctor on duty



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Patient proceed to Dispensary for Tetanus Toxoid Injection.	Dispensary Nurse injects Tetanus Toxoid and refers patient to Animal Bite Treatment Center.	None	5 minutes	Dispensary Nurse
4	Patient proceed to Animal Bite Center	Animal Bite Patient inject Anti-Rabies Vaccine and HTIG (if ordered) and provide Rabies Card.	None	5 minutes	Nurse on Duty
End of Transaction					



Service Name	XV. TB-DOTS SERVICES
Description	Screening, assessment and sputum collection for new and retreatment TB cases. Provide treatment & medications to TB patients.
Office/Division	City Health Office- TB-DOTS Clinic
Classification	Highly Technical
Type of Transaction	G2C
Who May Avail of the Service	TB Symptomatic Patient
Requirements	10 years old & above with Symptoms of TB
Duration	3 days

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Patients walks in for admission.	Nurse/Attendant admit clients and get vital signs.	None	3-5 minutes	Nursing Attendant
2	Patient proceed to doctors for examination.	Doctors examines suspected patients and is instructed to submit 3 sputum specimens with proper way to collect sputum.	None	20 minutes	Doctor



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Client submits specimen to medical technologist.	Medical Technologist collects specimen and instruct patient to return after 3 days for the result.	None	2 days	Medical Technologist
4	Clients returns to clinic for results.	If negative: Doctor/Nurse instruct the patient to undergo chest x-ray.	None	5 minutes	Doctor/Nurse
		If positive: Doctor/Nurse categorized treatment regimen.	None	5-10 minutes	Doctor
5	Clients receive health education.	Nurse on duty gives health education on TB DOTS with treatment partner.	None	10-15 minutes	Nurse on duty
6	Client take first dose of TB medicines.	Nurse/Attendant give first dose of TB medicines and observe reactions.	None	45 minutes	Nurse/Nursing Attendant
7	Client receive TB drugs supplies with treatment partner.	Nurse/Attendant gives TB drugs supplies to treatment partner. Instruct patient on the importance of TB drugs & about sputum follow up as scheduled.	None	5 minutes	Nurse/Nursing Attendant
End of Transaction					



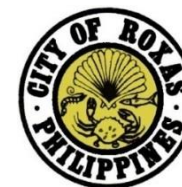
CITY PLANNING & DEVELOPMENT OFFICE



Service Name	I. RESPONSE TO REQUEST FOR DATA AND COPY OF LAND USE MAPS, WHOLE CITY OR A SPECIFIC BARANGAY
Description	Land use maps are vitally important to gain a full understanding of the hazardous events and the associated risk. Land use maps are critical component to make informed policy, development, planning, and resource management decisions.
Office/Division	City Planning & Development Office – Plans & Programs Division
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	General Public, Students, Business People/Investors
Requirements	1. Walk-in, verbal & ID 2. Letter-request & ID
Duration	30 minutes – 1 hour

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach staff to request assistance/submit written request.	Get details of request	None	5 minutes	Plans & Programs Division Staff in charge of maps.



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Wait while requested data/records/maps are being retrieved.	Retrieve and verify the requested data/records/maps, if data/records and maps are available. If data/records are not available, inform the client that the requested data/records are not available.	None	15-20 minutes	Plans & Programs Division Staff in charge of maps.
3	Pay to the Cashier at City Treasurer's Office (if requesting certified copy of maps). Present O.R.	While the client pays the corresponding fee, the requested records/maps are being photocopied/reproduced. Record O.R. Number Authenticate copy/ies.	Php55.00 for Certified Electronic File copy bond size	10-20 minutes 10 minutes	Cashier (City Treasurer's Office) Plans & Programs Division Staff in charge of maps.
4	Claim certified true copies of requested documents.	Issue certified true copy/ies of requested documents. Make client signed in logbook.	None	5 minutes	Plans & Programs Division Staff in charge of maps/requested document.
End of Transaction					



Service Name	II. RESPONSE TO REQUEST/S FOR DATA /INFORMATION OR RECORDS REGARDING THE CITY
Description	Demographic data are detailed information on the social, economic and housing characteristics of the city such as: Basic features – age, gender, race/ethnicity. Demographics can reveal major population trends in age, family size and income, can help identify problems and solutions, and is important for gathering community support.
Office/Division	City Planning & Development Office – Research, Evaluation & Statistics Division
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	General Public, Students, Business People/Investors
Requirements	Letter-request (in some instance) & ID
Duration	23 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Approach staff to request assistance/submit written request.	Get details of request (verbal or written request)	None	3 minutes	Research, Evaluation & Statistics Division Staff



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Wait while requested data/records are being retrieved.	<p>Retrieve and verify the requested data/records if data/records are available.</p> <p>If data/records are not available inform the client that the requested data/records are not available OR Refer client to concerned agency/ies if data/records are not available.</p>	None	15-20 minutes	Research, Evaluation & Statistics Division Staff
End of Transaction					



CITY AGRICULTURE OFFICE



Service Name	I. FREE CROP INSURANCE FOR FARMERS
Description	The Philippine Crop Insurance Corporation (PCIC) protection of agricultural producers and their investments thru rice crop insurance, corn crop insurance, high value crops, livestock credit and life term insurance.
Office/Division	City Agriculture Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Registered Farmers of Roxas City
Requirements	Registry System for Basic Sectors in Agriculture (RSBSA) listed farmers, Self-financed and bank borrowers
Duration	10 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Requests application for crop insurance and Accident Dismemberment Security Scheme	Check name in the office' registry, RSBSA and other records available. If qualified for the program, farmer is interviewed and asked to fill up forms provided for the purpose.	Approve fees as determined by the Philippine Crop Insurance Corporation	5 minutes	Agricultural Technologist- Crops personnel



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2		Submit application to Philippine Crop Insurance Corporation Office.	None	Within the day	Agricultural Technologist- Crops personnel
3	Client waits for the approval of application.	Releases Certificate of Insurance Cover issued by the PCIC.	None	5 minutes	Agricultural Technologist- Crops personnel
End of Transaction					



Service Name	II. ORGANIZATION, REORGANIZATION AND STRENGTHENING OF FARMERS ORGANIZATIONS AND OTHER AGRICULTURE-RELATED ORGANIZATION
Description	Strengthening of Farmers Organization sought to improve the economic conditions of farmers. The basic mission of farmers organizations is to represent farmers, in order to ensure their participation in the formulation and implementation of policies and agricultural development actions.
Office/Division	City Agriculture Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Roxas City Farmers, Women and Youth
Requirements	Duly approved request letter
Duration	2 hours and 30 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Applicants submit written request addressed to the City Agriculturist and duly accomplished application form and requirements to organize/reorganize associations	Provide applicant with checklist of requirements. Receives and validates application form and schedule the organizational meeting with applicants.	Approve fees as determined by the Registration Office (Department of Labor and Employment, SEC or CDA)	5 minutes	Agricultural Technologist- Crops personnel



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Attend Organizational meeting.	Conduct organizational meeting.	Approve fees as determined by the Registration Office (Department of Labor and Employment, SEC or CDA)	2 hours	Agricultural Technologist- Crops personnel
3	Prepares and submit necessary documents required in the registration of the organization.	Assists in the preparation of required documents and endorse the client to the Registration Office for the registration of their organization.		20 minutes	City Agriculturist and Agricultural Technologist- Crops personnel
4	Receive certificate of registration.	Approved Farmers' Organization & release the certificate of registration.		5 minutes	Registration Office (Department of Labor and Employment, SEC or CDA).
End of Transaction					



Service Name	III. ACCESSING TECHNICAL ASSISTANCE ON PLAN AND BUDGET PREPARATION FOR CROP PRODUCTION LOAN
Description	Farm Plan and budget preparation are the requirements for farmers who would like to avail a crop production loan to any bank or lending institutions.
Office/Division	City Agriculture Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Roxas City Farmers, Women and Youth
Requirements	Pro-forms prepared by lending registered institutions
Duration	17 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request for technical assistance on Farm Plan and Budget Preparation required in securing a loan from banking institutions.	Receive request, validates application form and requirements of applicant.	None	15 minutes	Agricultural Technologist- Crops personnel
2	Submit duly accomplished application form and requirements.	Assists in the preparation of farm plan and budget required in securing loan from banking institutions.			
3	Submit application to the bank	Endorse the client for possible grant of loan.	None	2 minutes	Agricultural Technologist- Crops personnel
End of Transaction					



Service Name	IV. ISSUANCE OF AUXILIARY INVOICE FOR OUTGOING FISHERY PRODUCTS
Description	Auxiliary Invoice is an official document issued by LGUs as evidence of transport of fish and fishery products from the point of origin to the point of destination in the Philippines and/or export purposes.
Office/Division	City Agriculture Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Shippers, Fish Traders, Forwarder, Brokers
Requirements	None
Duration	10 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request for auxiliary invoice for fishery products to be shipped.	Interview client. Re: kind and volume of fishery products to be transported; determine applicable fee and issue payment slip.	Fees may vary based on Ord. No. 004-2020, Annex C:	5 minutes	Agricultural Technologist- Fisheries Inspector
2	Pay to City Treasurer's Office, present official receipt and waits for the auxiliary invoice to be issued.	Issues auxiliary invoice to client.	Schedule of Licenses, Permits, Fees and Charges)	5 minutes	Agricultural Technologist- Fisheries Inspector/ City Treasurer's Office Personnel
End of Transaction					



Service Name	V. REGISTRATION OF FISHING VESSELS THREE (3) GROSS TONS AND BELOW
Description	Fisheries registration and licensing are the cornerstones of all fisheries management schemes. These are tools to regulate entry into the fishery that have to be completed by other measures to regulate fishing activities.
Office/Division	City Agriculture Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Operators/Owners of Fishing Boats (3) Gross Tons and Below
Requirements	Barangay Clearance, Residence Certificate, Certification of Ownership, Fishing Vessel Clearance Certificate, Boat Picture (5x2) and Boat Captain Picture (1x1)
Duration	1 day 2 hours & 25 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request for registration of fishing banca 3 gross tons and below and submit duly filled up application form with requirements.	Provide client with prescribed application form, checklist of requirements, receive documents and check completeness of requirements, and then schedule inspection and admeasurement of boat.	None	10 minutes	Agricultural Technologist- Fisheries in-charge
2		Inspect and admeasures boat; assess applicable fees and issues payment slip.		2 hours	Agricultural Technologist- Fisheries in-charge



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Applicant pays the corresponding fee to the City Treasurer's Office and hands in official receipt to personnel in charge.	Receives Official receipt and prepares Certificate of number; Motorboat Operator's License; Permit to Operate and forward to City Mayor's Office for approval.	Fees may vary based on Ord. No. 016-2007, Annex C: Schedule of Licenses, Permits, Fees and Charges)	10 minutes	Agricultural Technologist- Fisheries personnel City Treasurer's Office Personnel City Agriculturist
4	Receive documents.	Approve documents. Release documents to client.	None	1 day 5 minutes	City Mayor Agricultural Technologist- Fisheries in-charge
End of Transaction					



Service Name	VI. ISSUANCE OF FISHERY LICENSE/PERMIT
Description	Fishery License/Permit is issued to fishermen granting the right to gain access to the fishery resources and to engage in fishing activities (City Ordinance 016-2023)
Office/Division	City Agriculture Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Roxas City fisherfolks (fishermen, fishery operator, fish processors, fish worker etc.)
Requirements	1. Registered fisherfolks of Roxas City 2. Barangay Clearance 3. Community Tax Certificate 4. CRM Orientation 5. BFARMC Endorsement and Certificate of Registration (for fisherfolks cooperatives/fisherfolk associations)
Duration	1 day 2 hours & 30 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Apply for fishery license. Filled up and submit application form together with requirements.	Provide client with application form and checklist. Then check for the completeness or requirements and schedules inspection.	None	10 minutes	Agricultural Technologist- Fisheries in-charge
2		Conducts inspection and determines applicable fees and issue payment slip.	None	2 hours	Agricultural Technologist- Fisheries in-charge



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Pays to City Treasurer's Office and hands in official receipt.	Receives official receipt, prepares fishery license and forward to the City Mayor for approval.	Fees may vary depending on the fishery license/permit applied for (Ordinance No. 016-2007, Annex C: Schedule of License, Permits, Fees and Charges)	10 minutes	Agricultural Technologist- Fisheries Inspector / City Treasurer's Office Personnel City Agriculturist
4	Receive fishery license/permit.	Approve fishery license/permit. Release approved fishery license/permit to client.	None	1 day 5 minutes	City Mayor Agricultural Technologist- Fisheries in-charge
End of Transaction					



Service Name	VII. FISHERFOLK REGISTRATION
Description	Fisherfolk Registration aims to develop and promote a standardized registry system for all fisherfolks in the City.
Office/Division	City Agriculture Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Roxas City fisherfolks
Requirements	Personal appearance of applicant
Duration	5 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Requests to register under the Municipal Fisherfolk Registration System (MFRS)	Verifies name of client in the City Fisherfolk Registration Summary. If not registered, provide client with registration form to be filled up or interview the applicant and encode directly to the system (online registration).	None	5 minutes	Agricultural Technologist- Fisheries personnel
2	Receive fisherfolk registration number.	Instruct clients and release their fisherfolk registration number.	None	5 minutes	Agricultural Technologist- Fisheries in-charge
End of Transaction					



Service Name	VIII. TECHNICAL ASSISTANCE IN AQUACULTURE AND OTHER FISHERY RELATED CONCERNS
Description	Fish Farmers may request for technical assistance when they are facing problems concerning aquaculture and fisheries.
Office/Division	City Agriculture Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Aquaculture/Mariculture operators; Traders; Fisherfolks Associations/Cooperatives; Private Organizations
Requirements	None
Duration	2 hours and 20 minutes

HOW TO AVAIL OF THE SERVICE

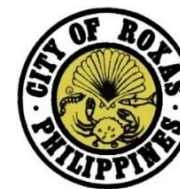
STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request for the technical assistance he/she wants to avail.	Interview client basic information (name, address, purpose) and discuss the needed technical assistance.	None	5 minutes	Agricultural Technologist- Fisheries personnel City Agriculturist
2		Give recommendations and schedule of farm visit if necessary.	None	10 minutes	Agricultural Technologist- Fisheries Personnel City Agriculturist
3		Conduct farm visit and perform required service.	None	2 hours	Agricultural Technologist- Fisheries personnel City Agriculturist
End of Transaction					



Service Name	IX. AQUACULTURE AND OTHER FISHERY RELATED TRAINING AND SEMINARS
Description	Aquaculture and fishery trainings and seminars aims to develop the aquaculture and fisheries knowledge and practical skills of Aquaculture operators and fisherfolks in the City of Roxas.
Office/Division	City Agriculture Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Aquaculture operators; Fisherfolks Associations/Organizations
Requirements	Letter request addressed to the City Mayor thru the City Agriculture Office.
Duration	1 hour and 5 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit letter request to the City Agriculture Office. Re: Kind of Training/seminar he/she wants to avail.	City Agriculturist refer the request to concerned personnel.	None	20 minutes	City Agriculturist/ Fisheries Division Staff
2		In-charged personnel discuss with client the training being requested and prepares the proposal, training design and schedule (subject to funds availability)	None	35 minutes	Fisheries/ CRM personnel City Agriculturist



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3		City Agriculturist recommends and submits proposal to the City Mayor for approval.	None	5 minutes	City Agriculturist/ Fisheries Personnel City Mayor
4	Comes back for the result.	Inform the client whether the proposal was approved or disapproved.	None	5 minutes	Fisheries Personnel
End of Transaction					



Service Name	X. AVAILING OF INSURANCE FOR FISHERMEN/AQUACULTURE PRODUCTION
Description	The Philippine Crop Insurance Corporation (PCIC) provides insurance protection to fish farmers/fisherfolk against losses in unharvested crop or stock in fisheries farms or aquaculture due to natural calamities and fortuitous events.
Office/Division	City Agriculture Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Aquaculture operators; Fisherfolks
Requirements	Registered in Municipal Fisherfolk Registration System (MFRS), Registered System for Basic Sectors in Agriculture (RSBSA)
Duration	1 day and 30 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request for Fisherfolk Insurance Coverage	Aquacultural Technologist assist client in filling up of application; check name if registered in Municipal Fisher Registration System (MFRS).	None	5 minutes	City Agriculturist/ Fisheries Division Staff
2		Aquacultural Technologist interview client and record personal data and process application.	None	15-30 minutes	City Agriculturist/ Fisheries Division Staff
3		Submit insurance application to Philippine Crop Insurance Corporation (PCIC) Office.			
End of Transaction					



CITY VETERINARIAN'S OFFICE



Service Name	I. ISSUANCE OF VACCINATION CERTIFICATE
Description	The rabies vaccination certificate is issued to dog owner as a formal proof that a dog has been vaccinated against rabies.
Office/Division	City Veterinarian's Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	General Public
Requirements	None
Duration	8 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Requests for vaccination certificate/s.	Takes basic information/retrieve data and bills the client.	None	5 minutes	Officer of the day (O.D.)
2	Pays to the City Treasurer's Office	Receive payment and issue official receipt.	Php50.00	2 minutes	Cashier City Treasurer's Office
3	Submit official receipt to City Veterinarian's Office	Prepares vaccination certificate.	None	2 minutes	Officer of the day (O.D.) City Veterinarian
4	Receive the Vaccination Certificate.	Release Vaccination Certificate	None	1 minute	Officer of the day (O.D.)
End of Transaction					



 **CITY CIVIL REGISTRAR'S
OFFICE**



Service Name	I. REGISTRATION OF BIRTH
Description	Birth Registration is the process of recording a child's birth. It is a permanent and official record of a child's existence, and provides legal recognition of that child's identity. Birth registration is required for a child to get a birth certificate, his or her first legal proof of identity.
Office/Division	City Registrar's Office – Archives Division
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Applicant, Registrant, Parents, Midwives, and other institutions like Birthing Clinic & Hospitals.
Requirements	Birth Certificate from the Hospital or Birthing Clinic, if parents are married, submit a copy of Marriage Contract
Duration	12 minutes ; For Late Registration : 10 days posting period

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Applies for birth registration.	Assist/guide applicant/client for proper evaluation of registrable documents presented.	None	1 minutes	Civil Registrar Staff
2		Prepare Birth Certificate.	None	10 minutes	Civil Registrar Staff
3		Review Birth Certificate and approval.	None	2 minutes	Civil Registrar
4	Receive the Birth Certificate.	Release the Birth Certificate to applicant.	None	1 minute	Civil Registrar Staff
End of Transaction					



Service Name	II. REGISTRATION OF DEATH
Description	Death Registration is accomplished by the deceased's next of kin and the physician who checked and confirmed the death. The Certificate of Death is submitted to the City Civil Registry Office of the city where the death occurred.
Office/Division	City Registrar's Office – Archives Division
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Applicants (Family or Relative of the Deceased), Hospital
Requirements	Died at Home: Certification of Barangay Captain, Death Certificate prepared by the City Health Office with Doctor's signature & Sanitary Officer, Embalmer signature, Burial/Transfer Fee (Php50.00), Burial/Transfer Permit from City Health Office & Valid I.D. of informant. Died in Hospital: Embalmer Signature, Burial/Transfer Fee (Php50.00), Burial/Transfer Permit from City Health Office, & Valid I.D. of informant.
Duration	4 minutes; For Late Registration : 10 days posting period

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Applies for death registration and Submit requirements.	Assist/guide applicant/client for proper evaluation of registrable documents presented and instruct the client to pay at the City Treasurer's Office.	None	5 minutes	Civil Registrar Staff



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Pay Burial/Transfer Permit Fee at the City Treasurer's Office.	Prepare Death Certificate.	Php50.00	5 minutes	Civil Registrar Staff Cashier – City Treasurer's Office
3		Review Death Certificate and approval.	None	1 minutes	Civil Registrar
4	Receive the Death Certificate.	Release the Death Certificate to applicant.	None	1 minute	Civil Registrar Staff
End of Transaction					



Service Name	III. APPLICATION OF MARRIAGE LICENSE
Description	A marriage license is a legal document obtained by a couple prior to marriage.
Office/Division	City Registrar's Office – Archives Division
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Couples who wish to contract marriage.
Requirements	Birth Certificate (PSA Secpa Copy of both parties, Tree Planting Certificate & 2 pieces 3 R-size picture of actual Tree Planting of couples assisted by Barangay Captain or his duly authorized Kagawad, Pre-Marriage Counseling, Barangay Certificate or Voter's Certificate, Parental Consent if aged 18-20 years old (The consent will be signed by the parents personally in the presence of the City Civil Registrar, Parental Advice if aged 21-24 years old. The advice will be signed by the parents personally in the presence of the City Civil Registrar, CENOMAR (Certificate of No Marriage), If the applicant is a foreigner, a CERTIFICATE OF LEGAL CAPACITY TO CONTRACT MARRIAGE is mandatorily required from the Consul/Embassy of origin duly authenticated from the Embassy here in the Philippines, At least 2 valid I.Ds of the applicants, Valid I.Ds of parents or guardian who will sign parental consent.
Duration	10 days Publication or Posting & 20 minutes Processing Time

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Couple applies for Marriage License.	Interview & issue list of requirements.	None	3 minutes	Civil Registrar Staff



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Pay to the City Treasurer's Office.	Receive, prepare application form for signature by both parties & payments to City Treasurer's Office.	Marriage Application Fee: - P500.00 for Local Applicants. -P3,000.00 for Foreigner Marriage License Fee: P100.00	15 minutes	Civil Registrar Staff Cashier, City Treasurer's Office
3		Posting, Review & Approval	None	10 days	Civil Registrar
4	Receive the Marriage License.	Signing, registration & release the Marriage License to applicant.	None	2 minute	Civil Registrar Staff
End of Transaction					



Service Name	IV. 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, 3A FOR MARRIAGE-AVAILABLE, ETC.
Description	A certified true copy of a birth certificate, marriage certificate & death certificate attests to the fact that the records of birth, marriage or death exist and that the documents presented to prove its existence are.
Office/Division	City Registrar's Office – Archives Division
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Applicant (General Public), family, relatives or authorized representative
Requirements	Owner of document or authorized person with authorization letter
Duration	12 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Apply for Certified Machine Copy of Birth/Marriage/Death Certificate.	Approaches the Information Counter for research or presentation of owner's copy.	None	1 minutes	Civil Registrar Staff
2	Pay research fee to the City Treasurer's Office	Request payment of research fee if no owner's copy, payment to City Treasurer's Office. If positive, request payment for certification	P30.00 P70.00	1 minute	Civil Registrar Staff Cashier, City Treasurer's Office



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3		Review and approval	None	5 minutes	Civil Registrar Staff
4	Receive the Certified Machine Copy of Birth/Marriage/Death Certificate.	Signing, registration & release the document to applicant.	None	5 minutes	Civil Registrar Staff
End of Transaction					



Service Name	V. APPLICATION FOR SECPA THRU BREQS
Description	Civil Registry Documents in Security Paper (SECPA) is a public document that contains the vital events pertaining to status of the persons, that either birth certificate, marriage certificate, CENOMAR and death certificate.
Office/Division	City Registrar's Office – Archives Division
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Applicant (General Public), family, relatives or authorized representative
Requirements	Owner of document or authorized person with authorization letter, I.D. of owner & representative.
Duration	15 minutes; Release of Document from PSA after 1 week

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Apply for SECPA (Birth Certificate, Marriage Certificate, CENOMAR or Death Certificate) Fills up application form and submit to in-charged staff.	Provide Application Form.	None	5 minutes	Civil Registrar Staff



HOW TO AVAIL OF THE SERVICE

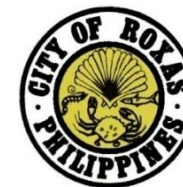
STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Pay to the City Treasurer's Office and Civil Registrar's Staff.	Instruct client to pay to the City Treasurer's Office and PSA payment at the Civil Registrar Staff.	P265.00 (Birth, Marriage, Death) P320.00 (CENOMAR)	5 minutes	Civil Registrar Staff Cashier, City Treasurer's Office
3		Submission of BREQS to PSA Regional Office, Iloilo City. Instruct client to return after one week.	None	Once a week.	Civil Registrar Staff
4	Receive SECPA copy (Birth Certificate, Marriage Certificate, CENOMAR or Death Certificate)	Signing, registration & release the document to applicant.	None	5 minutes	Civil Registrar Staff
End of Transaction					



Service Name	VI. REGISTRATION OF LEGAL INSTRUMENT
Description	Registration of legal documents such as court order, annulment, adoption & legitimation of birth. As a general rule, all legal instruments concerning civil registry documents must be registered in the civil registry of the place where they were executed.
Office/Division	City Registrar's Office – Archives Division
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	All applicants
Requirements	Documents to be registered, Owner of document or authorized person with authorization letter, I.D. of owner & representative.
Duration	25 minutes

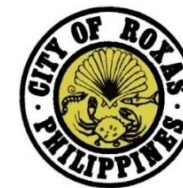
HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Present the required documents to the employee-in-charge.	Examine the presented documents as to authenticity and issue order of payment.	None	5 minutes	Civil Registrar Staff
2	Pay the required fees to the City Treasurer's Office.	Receive the payment and issue official receipt.	Court Order (Local Birth)– P800.00 (Out-of-Town)- P660.00	5 minutes	Cashier, City Treasurer's Office



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	.		Legitimation – P520.00 Supplemental Fee- P450.00 AUSF – P310.00 Acknowledgment Fee- P310.00 Adoption – P590.00 Annulment- P590.00		Cashier, City Treasurer's Office
3	Present the official receipt to the employee-in-charge.	Records the request in a logbook and registers the document and assign Registry No.	None	5 minutes	Civil Registrar Staff

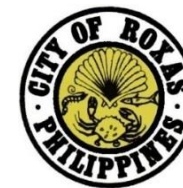


HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4	Present the transaction slip & receive registered documents.	Review, approval, sealed and release to client the annotated Civil Registry document.	None	5 minutes	Civil Registrar Civil Registrar Staff
End of Transaction					



Service Name	VII. PETITION UNDER REPUBLIC ACT (RA) 9048 & REPUBLIC ACT (RA) 10172
Description	<p>Republic Act (RA) 9048 authorizes the City Civil registrar to correct a clerical error or typographical error in an entry and/or change the first name or nickname in the civil register without need of a judicial order.</p> <p>Republic Act (RA) 10172 authorized the City Civil Registrar to correct clerical or typographical errors in the day and month in date of birth or sex of a person appearing in the civil register without need of a judicial order.</p>
Office/Division	City Registrar's Office – Archives Division
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Applicant (General Public), family, relatives or authorized representative
Requirements	Birth Certificate (PSA and Local Copy), Baptismal Certificate, Earliest School Record, Medical records such as copy of laboratory results, patient's record or hospital records, Certificate of employment indicating no pending administrative/criminal case, Marriage Contract, Voter's Certificate, Valid I.Ds of the petitioner or his duly authorized representative, SSS/GSIS/PHLHEALTH MDR, TIN (BIR) and if the petition is applied by a kin, friend or a relative, a Special Power of Attorney is required except for brother/sister or parent.
Duration	Time frame provided by law.



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Inquire about the service, present the documents with erroneous entries and secure checklist of requirements from employee-in-charge.	Evaluate and classify the documents whether correction of clerical error, change of first name or change of sex and date of birth. And then give Checklist of Requirements to client.	None	5 minutes	Civil Registrar Staff
2		Preparation of the petition for either RA 9048 or RA 10172 or both.	None	1 day	Civil Registrar Staff
3	Pay to the City Treasurer's Office	Filing of proper petition under oath. Compute fees.	P5,890.00	1 day.	City Treasurer's Office
4	Present official receipt and receive documents.	Release the documents.	None	5 minutes	Civil Registrar Staff
End of Transaction					



CITY SOCIAL WELFARE & DEVELOPMENT OFFICE



Service Name	I. PROVISION OF SERVICES TO CHILDREN IN CONFLICT WITH THE LAW (WITH COURT CASES)
Description	Services to children in conflict with the law includes programs for prevention, diversion, rehabilitation, re-integration and aftercare to ensure their normal growth and development.
Office/Division	City Social Welfare & Development Office – Crises Center
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Children who committed crimes against the law with cases filed in court.
Requirements	Referral Letter, Birth Certificate, Court Order, & medical Certificate
Duration	3 years onwards, 16 days, 9 hours and 55 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Receive Court Order.	Receive and record court order and indorse to the Social Worker in-charge	None	5 minutes	Clerk
2	Submit for interview and assessment.	Conducts initial interview with the minor and review supporting documents.	None	20 minutes	Social Worker
3		Administer tools of discernment	None	1 hour	Social Worker
4		Conducts collateral investigation and home visitation of the minor and his family.	None	1 day	Social Worker



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5	Attend preliminary investigation & court hearings.	Attends preliminary investigation of the case.	None	4 hours	Social Worker
6		Formulate & prepare social case study report.	None	15 days	Social Worker
7	Attend case conference.	Conducts technical review of the report and case conference. Submit report to the City Prosecutor's Office.	None	4 hours & 30 minutes	Social Worker
8	Attend court hearings.	Attend court hearings	None	1 year onwards	Social Worker
9	Cooperate with the rehabilitation process.	Remit minor for rehabilitation to the Regional Rehabilitation Center for Youth.	None	2 years	Social Worker
End of Transaction					



Service Name	II. PROVISION OF SERVICES TO CHILDREN IN CONFLICT WITH THE LAW (WITHOUT COURT CASES)
Description	Services to children in conflict with the law includes programs for prevention, diversion, rehabilitation, re-integration and aftercare to ensure their normal growth and development.
Office/Division	City Social Welfare & Development Office – Crises Center
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Children below 18 years of age who committed crimes against the law.
Requirements	Referral Letter, Birth Certificate & medical Certificate
Duration	7 months, 1 day, 4 hours & 15 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Refer Children In Conflict with the Law (CICL).	Record referral at the Admin. Section.	None	10 minutes	Clerk
2		Conducts initial interview, psychosocial intervention/counseling with the minor.	None	1 hour	Social Worker
3		Coordinates with VAWC Desk Officer to locate the parents of minor.	None	5 minutes	Social Worker
4		Conducts dialogue to the parents of the minor, assess and review supporting documents and conducts home visitation and social investigation.	None	1 day & 2 hours	Social Worker



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5		Conducts case conference with the minor and his parents, complainant/s and Barangay Council for the Protection of Children (BCPC) members.	None	2 hours	BCPC Chairperson
6	CICL undergo Diversion Program in the Barangay.	BCPC conducts diversion program and social worker provide support services to the minor.	None	6 months	BCPC Chairperson Social Worker
7		Monitor and evaluate the conduct of diversion program.	None	1 month	BCPC Chairperson Social Worker
End of Transaction					



Service Name	III. KALIPUNAN NG LIPING PILIPINA (KALIPI) WOMEN's
Description	KALIPI organization aims to empower the women with community activities and livelihood programs.
Office/Division	City Social Welfare & Development Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	OSY, Needy, Disadvantage, Working and Single (if PYAP) KALIPI Member
Requirements	Barangay Certification, Certificate of enrollment, Birth certificate (Photocopy), Certificate of Eligibility
Duration	2 hours

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Organize & fill up intake sheet and KALIPI membership form & roster form.	Provide Intake sheet and KALIPI membership forms.	None	10 minutes	Clerk
2	Attend Capability Building Training	Conduct Capability Building Training.	None	1 hour	Social Worker
3	Apply for Livelihood Assistance.	Assist KALIPI members for Livelihood program.	None	5 minutes	Social Worker
End of Transaction					



Service Name	IV. PROVISION OF DAY CARE SERVICES
Description	The CSWDO's role to register, license and accredit public and private ECCD centers, programs and service providers catering to children below six (6) years of age.
Office/Division	City Social Welfare & Development Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	3-4 years old pre-schoolers, Children of working parents
Requirements	Certificate of Livebirth, Health Record
Duration	7 days, 1 hour & 10 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Register/enroll in the Child Development Center	Child Development Workers register pre-schoolers at the Child Development Center.	P100.00 annual registration fee P30.00 monthly dues	5 days	Child Development Workers in the Barangay
2	Attend in the weighing	Conduct initial & monthly weighing of children and assess pre-schoolers for session	None	1 hour & 10 minutes	Child Development Workers



HOW TO AVAIL OF THE SERVICE

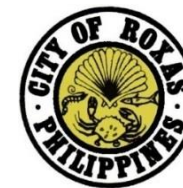
STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Attend Child Development Sessions	Post the schedules of children in the Child Development Center and conduct CDW sessions.	None	8 hours	Child Development Workers
4		Focal person conduct monitoring, evaluation and provide technical assistance to the Child Development Worker.	None	1 day	CSWDO Focal person
End of Transaction					



Service Name	V. PROVISION OF SUPPLEMENTARY FEEDING PROGRAM
Description	The supplementary feeding program aims to improve and maintain the nutritional status of children enrolled in child development centers.
Office/Division	City Social Welfare & Development Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	3-4 years old pre-schoolers at the Day Care Centers
Requirements	None
Duration	139 days

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit for weighing and attend CDW session.	Child Development Workers weighs pre-schoolers and conduct sessions	None	5 days	Child Development Workers
2		Submit report to focal person for consolidation.	None	1 day	Child Development Workers
3		Focal Person approves report and request for fund release. Focal person release funds and goods to CDW.	None	1 week 1 day	Focal Person
4	Attend CDW session & Feeding	Child Development Worker conducts Feeding to children.	None	120 days	Child Development Workers



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5	Attend weighing.	Child Development Worker conducts monthly weighing of children and submit report to Focal person.	None	8 hours	Child Development Workers
6	Children became normal in nutritional status.	Continuation of feeding activity and refer pre-schoolers to the City Health Office for other support services.	None	120 days	Child Development Workers
End of Transaction					



Service Name	VI. PREPARATION OF SOCIAL CASE STUDY REPORTS TO AVAIL FINANCIAL ASSISTANCE
Description	Case study shows how different family circumstances lead to different determinations of financial needs.
Office/Division	City Social Welfare & Development Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Needy & distressed individuals
Requirements	<p>Medical Financial Assistance: Certificate of Indigency, Hospital Bill, Medical Abstract/certificate, Medical Prescriptions, Laboratory Request, Valid I.D of the Claimant/Client</p> <p>Burial Financial Assistance: Certificate of Indigency, Death Certificate, Funeral Contract, Valid I.D of the Claimant/Client</p> <p>Educational Financial Assistance: Certificate of Indigency, Registration Form, Valid I.D of the Claimant/Client</p>
Duration	1 day & 5 hours

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request for Social Case Summary to avail financial assistance from CSWD-SWAD Office.	Security Guard issue number & refer client to Social Worker.	None	5 minutes	Security Guard



HOW TO AVAIL OF THE SERVICE

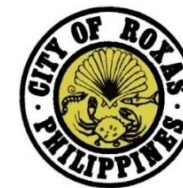
STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Submit required documents to Social Worker.	Assess & evaluate documents presented and in case of lacking documents, advice client to comply immediately. If the documents are complete, intake interview will be conducted.	None	20 minutes	Social Worker
3		Conducts validation, collateral investigation, prepares, formulate encode & review 10 social case summaries.	None	1 day	Social Worker
4	Receive Social Case Summary.	Approval, signing of the Social Case Summary and then contact client and release the social case summary.	None	35 minutes	Social Worker
End of Transaction					



Service Name	VII. SHARING COMPUTER ACCESS LOCALLY AND ABROAD (SCALA) PROGRAM
Description	SCALA aims to promote basic computer literacy skill to Out-of-School Youth (OSY).
Office/Division	City Social Welfare & Development Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Out-of-School Youth (OSY), Needy, disadvantage, working, single (if PYAP)/KALIPI Member
Requirements	Any of the following: Form 137/ High School Diploma/TOR if College level (Photocopy), Barangay Certification, 2 pcs. 1x1 I.D. pictures, Birth Certificate (Photocopy), Good Moral, Medical Certificate (for SCALA Purposes)
Duration	1 hour & 50 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Apply for SCALA Training.	Security Guard refer applicant to Women & Youth Program for inquiry.	None	20 minutes	Security Guard Staff –n-charged
2	Submit required documents to staff in-charged.	Review the applicant submitted documents and conduct further interview. Staff files the applicants documents, encode the name to the list of SCALA applicants.	None	20 minutes 10 minutes	Staff in-charged SCALA Center Head



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Attend SCALA Orientation.	Contact SCALA applicants for SCALA Orientation and conduct Orientation.	None	1 hour	Social Worker
End of Transaction					



Service Name	VIII. PAG-ASA YOUTH ASSOCIATION OF THE PHILIPPINES (PYAP) YOUTHS
Description	PYAP is a duly constituted barangay based organization of out-of-school-youth between 15-24 years old who are clientele of the CSWDO. The organization is geared towards the total development of the disadvantaged youth in terms of his/her socio-economic, physical, psychological, cultural and spiritual development.
Office/Division	City Social Welfare & Development Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Out-of-School Youth (OSY), Needy, disadvantage, working, single (if PYAP) Youth
Requirements	Barangay Certification, Certificate of enrollment, Birth Certificate (Photocopy), Certificate of Eligibility
Duration	1 month, 2 days & 45 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Organize & fill up Intake sheets & PYAP membership form & roster form.	Gather the data & forms of the youth.	None	30 minutes	Youth Staff
2	Attend Capability Building Training.	Register the participants, distribute the training kit & conduct the Capability Building.	None	15 minutes	Youth Staff



HOW TO AVAIL OF THE SERVICE

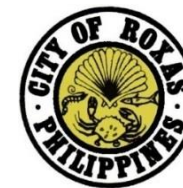
STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Apply to cash for work.	Selection & interview of facilitators, enumerators & encoders for cash for work and then send the application forms with documents to the Regional Office.	None	1 week	Youth & Focal Staff
4	Apply to government internship program & outreach program IOP for Semestral Break. (Month of September) and submit required documents to the Focal person.	Select Youth qualified for GIP applicant and evaluate/review the documents and applications for signatory.	None	1 week	Youth & Focal Staff
End of Transaction					



Service Name	IX. PROVISION OF CAPITAL ASSISTANCE THROUGH SELF EMPLOYMENT ASSISTANCE (SEA) FAMILY ENTERPRISE/INDIVIDUAL SCHEME
Description	Self Employment Assistance (SEA) Program is one of the strategies in providing livelihood opportunities to the poor. It aims to strengthen the socio-economic well-being of the poor family to make it productive, self-reliant and an active participant in development efforts.
Office/Division	City Social Welfare & Development Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Family Heads, Needy adults, Youth, Women, and Person With Disability (PWD)
Requirements	Barangay Residence Certification, Valid ID Card, 2 pcs. 2x2 picture
Duration	7 days, 1 hour & 55 minutes

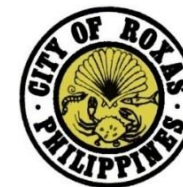
HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request for Livelihood Assistance	Intake interview & initial assessment of SEA applicant.	None	30 minutes	Livelihood Worker



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Make self available for interview and submit required documents	Conduct home visitation, assessment to livelihood applicant. Gather collateral information from barangay officials and evaluates/review documents presented and conduct further interview for project proposal outline and works on agreement to rollback and amortization schedule payment.	None	1 day & 30 minutes	Livelihood Worker
3		Prepare, formulate & encode project proposal & feedback/assessment report & other attached documents. Review of project proposal, feedback/assessment report and approval/signing of project proposal.	None	1 hour 15 minutes	Livelihood Worker Social Welfare Officer I CSWDO
4	.	Submit SEA Project Proposal & other documents to LGU for Processing.	None	5 days	Livelihood Worker LGU



HOW TO AVAIL OF THE SERVICE

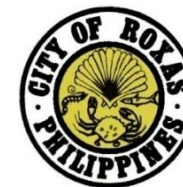
STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5	Attend Self Employment Assistance (SEA) Orientation and values inculcation.	Conduct Self Employment Assistance (SEA) Orientation and values inculcation.	None	1 hour	Social Worker Livelihood Worker
6	Receive livelihood assistance.	Assist the SEA client beneficiary at the City Treasurer's Office to sign Acknowledgement Receipt & claim the livelihood assistance.	None	5 minutes	Livelihood Worker City Treasurer's Office staff
7	Pay monthly amortization.	Collect monthly amortization payments of beneficiaries.	None	10 minutes	Livelihood Worker
8		Turn over payments of beneficiaries to the City Treasurer's Office.	None	30 minutes	Livelihood Worker
9		Monitoring of SEA beneficiaries project.	None	1 day	Livelihood Worker
End of Transaction					



Service Name	X. PROVISION OF CAPITAL ASSISTANCE THROUGH SELF EMPLOYMENT ASSISTANCE (SEA-K) KAUNLARAN SCHEME
Description	Self Employment Assistance (SEA-K) Kaunlaran Program is a capability building program of the CSWDO and Local Government Units which aims to enhance the socio-economic skills of poor families through the organization of community-based associations for entrepreneurial development.
Office/Division	City Social Welfare & Development Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Family Heads, Needy adults, Youth, Women, and Person With Disability (PWD) and abled Senior Citizen
Requirements	Barangay Residence Certification, Valid ID Card, 2 pcs. 2x2 picture
Duration	24 1/2 days, 2 hours & 30 minutes

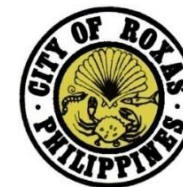
HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Request for Livelihood Assistance	Intake interview & initial assessment of SEA-K applicant.	None	30 minutes	Livelihood Worker



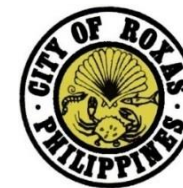
HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2	Make self available for interview and submit required documents	Conduct home visitation, assessment to livelihood applicant. Coordinate, gather collateral information from barangay officials, conduct interview/assessment regarding application for livelihood assistance	None	1 day & 30 minutes	Livelihood Worker
3		Intake Interview/assessment of SLP.	None	2 days	Livelihood Worker
4		Prepare feedback report/recommend qualified applicants for training, coordinate with Barangay Captain for the schedule of SLP Orientation. Inform SLP applicants of SLP Orientation schedule.	None	2 hours	Livelihood Worker
5	Attend Sustainable Livelihood Program (SLP) Orientation.	Conduct SLP Orientation.	None	1 hour	Livelihood Worker & PDO II
6		Set schedule of SLP Capability Building Training, Request preparation of supplies/materials needed.	None	1 hour	Social Worker I, Clerk & Livelihood Worker



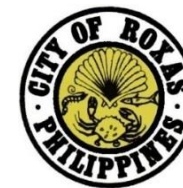
HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
7	Attend the 3-days SLP Capability Building Training.	Conduct the 3-days SLP Capability Building Training.	None	3 days	Social Worker I, Clerk & Livelihood Worker
8		Conduct follow-up session/ individual project proposal making & signing agreement to rollback & other documents.	None	4 hours	Livelihood Worker
9		Prepare & submit mother proposal to branch office.	None	3 days	Livelihood Worker
10		Facilitate SLP by laws & constitution, resolution to open SKA bank account and attach in the project proposal.	Notarial Fee	1 day	Livelihood Worker
11		Facilitate SLP Memorandum of Agreement to be signed by the CSWDO and City Mayor.	None	1 day	Livelihood Worker CSWDO, City Mayor
	Facilitate SLP Memorandum of Agreement for notarization.	Facilitate SLP Memorandum of Agreement for notarization	Notarial Fee		Livelihood Worker
12	Submit the needed documents to DOLE for issuance of Certificate of Registration.	Assist the SLP Officers for submission of documents for registration to DOLE.	None	1 hour	Livelihood Worker SLP Officer DOLE staff



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
13	Receive the Certificate of registration from DOLE.	Assist the SLP Officers in the issuance of the Certificate of Registration from DOLE.	None	1 hour	Livelihood Worker SLP Officer DOLE staff
14		Submit SLP mother proposal & other documents to LGU for processing.	None	5 days	Livelihood Worker
15	Claim the livelihood check at the City Treasurer's Office.	Contact SLP President for schedule in claiming check and assist the SLP President in claiming the livelihood check at the City Treasurer's Office.	None	30 minutes	Livelihood Worker
16	SLP President & Treasurer open the saving account at the bank.	Assist the SLP President & Treasurer in opening the savings account at the bank.	None	3 hours	Livelihood Worker
17	Attend meeting.	Conduct meeting for the schedule of SLP distribution of capital assistance.	None	1 day	Livelihood Worker & YDA
18		Assist SLP President & Treasurer in bank transaction/withdrawn funds for schedule of distribution of SLP capital assistance.	None	2 hours	Livelihood Worker SLP Officers Bank Staff
End of Transaction					



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
19	SLP client receive the capital assistance.	Provide capital assistance.	None	3 hours	Livelihood Worker CSWDO
20	Attend weekly/monthly meeting & pay weekly loan payment.	Conduct weekly/monthly meeting	None	2 hours	Livelihood Worker
21	Deposit the collection in the bank.	Assist the SLP Officers in the deposit of collection at the bank.	None	1 hour	Livelihood Worker
22		Monitor SEA beneficiaries project.	None	1 day	Livelihood Worker
End of Transaction					



Service Name	XI. PROVISION OF SERVICES TO ABUSED CHILDREN (WITHOUT COURT CASES)
Description	CSWDO provides a variety of services to victims/ abused children and their families, such as medical assistance, counseling, and legal assistance.
Office/Division	City Social Welfare & Development Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Children needing special protection against abuse, exploitation & discrimination.
Requirements	Referral Letter, Birth Certificate
Duration	6 months, 5 hours and 5 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Referred abused children.	Clerk records referral at the Admin Section & refer to Social Worker.	None	5 minutes	Clerk
2		Conducts initial interview & assessment.	None	10 minutes	Social Worker
3	Submit for medical examination & psychiatric evaluation.	Refer minor to City Health Office for medical examination & psychiatric evaluation as needed.	None	2 hours	Social Worker



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4		Discuss result of medical examination & psychiatric evaluation to parents/guardians of abused child.	None	30 minutes	Social Worker
5	Ask and answer query.	Follow up interview & provide psychosocial intervention/counseling.	None	45 minutes	Social Worker
6	Attend Family Dialogue.	Coordinate with Barangay VAWC Desk Officer and conduct family dialogue with the victim.	None	1 hour & 5 minutes	Social Worker
7		Facilitate placement of the child for custody either in the family or in the center.	None	30 minutes	Social Worker
8		Supervise and monitor child's activities in the center or at home.	None	6 months	Social Worker
End of Transaction					



Service Name	XII. PROVISION OF SERVICES TO ABUSED CHILDREN (WITH COURT CASES)
Description	CSWDO will investigate reports about the abuse and provide the necessary services to the family such as shelter, legal aid, counseling and medical assistance.
Office/Division	City Social Welfare & Development Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Children needing special protection against abuse, exploitation & discrimination.
Requirements	Referral Letter, Medical Certificate, Court Order, Birth Certificate
Duration	1 ½ year onwards, 16 days, 9 hours and 40 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Receive Court Order.	Clerk receive/record court order and indorse to the Social Worker in-charge.	None	5 minutes	Clerk
2	Submit for interview and assessment.	Conducts initial interview to the minor and review supporting documents.	None	20 minutes	Social Worker
3		Conduct follow up interview, assessment of the case and prepare Treatment Plan.	None	30 minutes	Social Worker



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4		Conduct psychosocial intervention/ counseling.	None	30 minutes	Social Worker
5		Conduct collateral investigation and home visitation of the minor and his/her family. And facilitate placement of the child for custody either in the family or in the center.	None	1 day & 30 minutes	Social Worker
6		Supervise and monitor child's activities in the center/at home.	None	6 months	Social Worker
7	Attend preliminary investigation & court hearings.	Attend preliminary investigation of the case.	None	4 hours	Social Worker
8		Prepare social Case study report.	None	15 days	Social Worker
9	Attend case conference.	Conducts technical review of the report and case conference.	None	4 hours	Social Worker



HOW TO AVAIL OF THE SERVICE

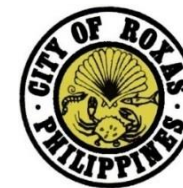
STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
10		Submit report to the City Prosecutors Office.	None	30 minutes	Social Worker
11		Social Worker conducts case conference with the 5 pillars of justice as needed.	None	45 minutes	Social Worker
12	Attend court hearings.	Attend court hearings.	None	1 year onwards	Social Worker
End of Transaction					



Service Name	XIII. PROVISION OF SERVICES TO ABUSED WOMEN AND THEIR CHILDREN (WITHOUT COURT CASES)
Description	CSWDO provides protective programs and services for victim-survivors of violence against women and their children such as psychosocial care, counseling, psychosocial/psychiatric tests, professional health services, referral for medico-legal examination and provision of mechanisms for protection from mental, emotional, physical, sexual abuse and other forms of exploitation.
Office/Division	City Social Welfare & Development Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Abused Women and their Children
Requirements	Referral Letter
Duration	6 moths, 4 hours and 10 minutes.

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Referred abused women.	Clerk record referral at the Admin. Section & refer to the Social Worker.	None	5 minutes	Clerk
2		Conducts initial interview and assessment, and refer the abused woman to the City Health Office for medical examination & psychosocial evaluation as needed.	None	2 hours & 10 minutes	Social Worker



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3	Ask and answer to query	Discuss results of medical examination & psychiatric evaluation. Follow-up interview & provide psychosocial intervention/counseling	None	30 minutes 45 minutes	Social Worker
4	Apply for the issuance of Barangay Protection Order (BPO).	Coordinate with Barangay VAWC Desk Officer/Barangay Officials for the issuance of BPO. Facilitate placement of the abused woman and her children in the center. Supervise and monitor abused woman and her children activities in the center/ at home with BPO.	None	10 minutes 30 minutes	Social Worker
End of Transaction					



Service Name	XIV. Pre-Marriage Counseling Application
Description	Pre-Marriage Counseling helps pre-marriage couples identify core beliefs, set realistic expectations for marriage, plan for the future and decide the ways in which their lives be merged.
Office/Division	City Social Welfare & Development Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Engaged couples
Requirements	PMC Official Receipt
Duration	20 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Inquire PMC schedule and requirements.	Inform the applicants of the schedule of PMC and requirements.	None	5 minutes	Administrative Staff in-charged
2	Receives and fill up logbook, Marriage Expectation Inventory and Couples Profile.	Issues/.Check completeness of entries in the Marriage Expectation Inventory and Couples Profile Forms.	None	10 minutes	Administrative Staff in-charged
3	Pay PMC fee at the City Treasurer's Office.	Refer clients to the City Treasurer's Office for payment of PMC fee.	P150.00	1 minute	Administrative Staff in-charged City Treasurer's Office Staff



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4	Present Official Receipt as proof of payment.	Record Official Receipt Number	None	1 minute	Administrative Staff in-charged
End of Transaction					



Service Name	XV. Pre-Marriage Counseling Session
Description	Pre-Marriage Counseling Session is conducted to pre-marriage couples applying for marriage license.
Office/Division	City Social Welfare & Development Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Engaged couples
Requirements	Attendance of the Engaged Couples
Duration	1 day

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Fill up attendance sheet.	Provides attendance sheet to engaged couples.	None	2 minutes	Administrative Staff in-charged
2	Attend PMC Session	Conduct Pre-Marriage Counseling Session. Prepares PMC Certificates and check accuracy of entries.	None	Morning Session- 4 hours Afternoon Session – 3 hours 10 minutes	PMC Team: CSWDO CHO Administrative Staff in-charged



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2		PMC Team sign the Certificates 1. Certificate of Compliance 2. Certificate of Marriage Counseling Forward PMC Certificates to the Office of the City Administrator's for signature.	None	10 minutes 1 minute	PMC Team: CSWDO CHO Administrative Staff in-charged
3	Receive PMC Certificate & Certificate of Compliance and proceed to the City Civil Registrar's Office for the application of Marriage License.	Release PMC Certificate & Certificate of Compliance to couples and advice for application of Marriage License to the City Civil Registrar's Office.	None	1 minute	Administrative Staff in-charged
End of Transaction					



 **CITY TOURISM PROMOTIONS
& DEVELOPMENT OFFICE**



Service Name	I. DEPARTMENT OF TOURISM (DOT) ACCREDITATION OF TOURISM RELATED ESTABLISHMENT
Description	Accreditation from DOT ensures the quality of facilities and services of tourism related establishments.
Office/Division	City Tourism Promotion & Development Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Any Tourism related establishments
Requirements	Online services
Duration	5 minutes.

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Apply for DOT accreditation.	Provide Instruction materials from the Department of Tourism (DOT).	None	5 minutes	Sr. Tourism Operations Officer
End of Transaction					



Service Name	II. REQUEST FOR CITY TOUR GUIDE
Description	City Tourism tour guide may point out historical or cultural sites, restaurants, architectural points of interest of tourist in the City.
Office/Division	City Tourism Promotion & Development Office
Classification	Simple
Type of Transaction	G2C
Who May Avail of the Service	Any Tour Operators
Requirements	Business Permits and License
Duration	1 day & 10 minutes.

HOW TO AVAIL OF THE SERVICE

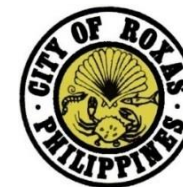
STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Tour Operator inquire for a tour in the City.	Provide information and application form.	None	5 minutes	Sr. Tourism Operations Officer Administrative Aide
2	Submit required documents.	Approved of Requested paper and services.	None	1 day	Administrative Officer IV City Tourism Officer
3		Assign Tour guide and schedule events.	None	5 minutes	Sr. Tourism Operations Officer
End of Transaction					



CITY BUDGET OFFICE

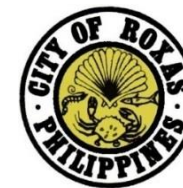


Service Name	I. PRELIMINARY REVIEW OF BARANGAY/SANGGUNIANG KABATAAN ANNUAL AND SUPPLEMENTAL BUDGET
Description	Review of the annual and supplemental budget of 47 Barangays and Sangguniang Kabataan of Roxas City.
Office/Division	City Budget Office
Classification	Simple
Type of Transaction	G2G
Who May Avail of the Service	47 Barangays of the City of Roxas
Requirements	Transmittal Letter, Barangay Appropriation Bill, Budget Message, Barangay Executive Annual Budget, Certified Statement of Income for past years, and budget year, Certified Statement of Income and Expenditures 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 and Development Plan, Resolution Approving the Barangay Development and Annual Investment Plan, Barangay Expenditure Program/Sangguniang Kabataan Appropriation Bill, Sangguniang Kabataan Resolution Approving the SK Plan or Work Program.
Duration	58 minutes for Annual Budget 43 minutes for Supplemental Budget



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Barangay Annual and/or Supplemental Budget.	Receive Barangay Annual and/or Supplemental Budget.	None	3 minutes for Annual Budget 2 minutes for Supplemental Budget	Barangay Budget Division Staff
1.1		Preliminary review of Annual/Supplemental Budget.	None	30 minutes for Annual Budget 15 minutes for Supplemental Budget	City Budget Division Staff
1.2		Prepare, review the Endorsement Letters to the Sangguniang Panlungsod.	None	10 minutes/ Budget	City Budget Division Staff
1.3		Final review and signature	None	5 minutes/ Budget	Head of Office
1.4		Endorse to the SP Office for approval.	None	5 minutes	Barangay Budget Division Staff
1.5		Deliberation & approval of Annual/Supplemental Budget by SP Office.	None		SP Office



HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.6		Receives approved Annual/Supplemental Budget from SP Office.	None	2 minutes	Barangay Budget Division Staff
2	Receive duly approved Annual/Supplemental Budget.	Releasing of Annual/Supplemental Budget to concerned barangay.	None	3 minutes	Barangay Budget Division Staff
End of Transaction					



INTERNAL SERVICES



CITY BUDGET OFFICE



Service Name	I. PROCESSING OF OBLIGATION REQUEST
Description	The processing of Obligation Request (OBR) on Personal Services, maintenance and other Operating Expenses and Capital Outlays is among the core function of this office, whereby, every expenses of the different departments/agencies are properly certified as to the existence of available appropriation.
Office/Division	City Budget Office
Classification	Simple
Type of Transaction	G2G
Who May Avail of the Service	All City and National Government Agencies Concerned
Requirements	Charge slip, Obligation Request Form, Voucher/Purchase Requests/ Payroll(s), all other attachments needed (e.g. CAPELCO, MRWD, PLDT, etc.)
Duration	24 minutes

HOW TO AVAIL OF THE SERVICE

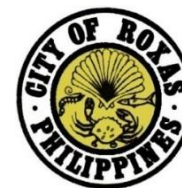
STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Obligation Requests for processing.	Receives Obligation Requests (OBRs).	None	2 minutes/ document	Administrative Division Staff
1.1		Assigning of OBRs number and responsibility center number	None	5 minutes/ document	City Budget Division Staff



STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2		Recording of OBRs to corresponding books of accounts (LEDGER).	None	5 minutes/ document	Barangay Budget Division Staff City Budget Division Staff
1.3		Posting of OBRs to Local Area Network (LAN)	None	3 minutes/ document	Administrative Division Staff
1.4		Review of Obligation Requests.	None	3 minutes/ document	Assistant Department Head
1.5		Final Review and Approval of OBRs.	None	3 minutes/ document	Administrative Division Staff
2	Receives duly approved Obligation Request.	Releases OBRs.	None	3 minutes/ document	3 minutes/ document
End of transactions					



OFFICE OF THE CITY ACCOUNTANT



Service Name	I. CHECKING & PROCESSING OF PAYROLL
Description	The payroll accounting process entails determining, recording, analyzing, and managing employee compensation. Payroll accounting involves accounting for employee salaries and wages, payroll taxes and employee benefits.
Office/Division	Office of the City Accountant
Classification	Simple
Type of Transaction	G2G
Who May Avail of the Service	Employees concerned
Requirements	Charge slip, Payroll(s), all other attachments needed (e.g. CAPELCO, MRWD, PLDT, etc.)
Duration	1.5 hours to 2 hours

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit payroll to receiving Clerk.	Stamp/ received the payroll and forward to person in-charged.	None	1 minute	Receiving Clerk
2		1) Check the attached supporting documents which are as follows: a) Charge Slip, b) Prooflist, c) JEV, d) OBR, e) Summary/Report of Changes & Absences, f) DTR, g) Application for leave and undertime.	None	10 minutes to 1 hour	Internal Audit and Processing Division Staff



STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2		<p>2) Record the salaries and leave applications of employees to their individual salary index and leave cards, check and initial to the correctness of JEV, prooflist and remittances.</p> <p>3) Records the employees' deductions to ensure accurate remittances to particular agencies; check and initial the JEV.</p> <p>4) Check and verifies the completeness of supporting documents, accuracy of the amount claimed and its deductions as well as mathematical computations of the amount in the payroll, JEV and prooflist. Download data to the payroll system.</p>	None	<p>10 minutes to 1 hour</p> <p>20 minutes</p> <p>20 minutes</p>	Internal Audit and Processing Division Staff



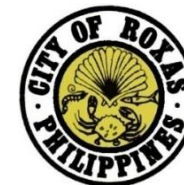
STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2		5) Review the verified documents as to the completeness of supporting documents, accuracy of computations and amount in payroll, JEV and prooflist and sign box "A" of the Disbursing Voucher.	None	20 minutes	Internal Audit and Processing Division Staff
3		Encode and validate JEV to the accounting system.	None	10 minutes	Internal Audit and Processing Division Staff
4		Release the payroll to the City Treasurer's Office	None	1 minute	Releasing Clerk
End of transactions					



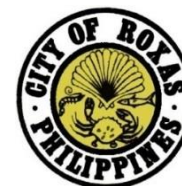
Service Name	II. ISSUANCE OF CERTIFICATION OF NET TAKE HOME PAY
Description	Certificate of Net Pay is a document that contains an employees' monthly total earnings, breakdown of monthly deductions and summary of net salary received during the month.
Office/Division	Office of the City Accountant
Classification	Simple
Type of Transaction	G2G
Who May Avail of the Service	Employees concerned
Requirements	None
Duration	19 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Certificate of Net Pay form to person in –charged and wait for the release.	Receive the Certificate of Net Pay (CNP) form.	None	1 minute	Internal Audit and Processing Division Staff
2		Review Net Pay and if found correct, affix initial to CNP and forward the CNP and salary card to the City Accountant.	None	15 minutes & 30 seconds	Internal Audit and Processing Division Staff



STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3		Signs CNP and forward it to the Releasing Clerk.	None	1 minute	City Accountant
4	Receive signed Certificate of Net Pay and signs logbook.	Record to logbook and release to client or his/her representative.	None	1 minute & 30 seconds	Releasing Clerk
End of transactions					



Service Name	III. PROCESSING OF REMITTANCES
Description	Remittance processing involves capturing payment and account data from scanned images of remittance studs, coupons, invoice and the accompanied payment source such as checks/cheque, cash, credit card, ACH, wire or other electronic payment sources. This process includes balancing the transaction for deposit and posting.
Office/Division	Office of the City Accountant
Classification	Simple
Type of Transaction	G2G
Who May Avail of the Service	GOCCs and Lending Institution
Requirements	Disbursement Voucher
Duration	30 minutes

HOW TO AVAIL OF THE SERVICE

STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Disbursement Voucher (DV) for remittances to the receiving clerk .	Receive the Disbursement Voucher (DV) for remittances.	None	1 minute	Receiving Clerk
2		1) 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.	None	18 minutes	Internal Audit and Processing Division Staff



STEP NO.	CLIENT STEPS	SERVICE PROVIDER/ AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2		2) 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.	None	5 minute	Internal Audit and Processing Division Staff
3		Verifies and approve the accuracy of amount of remittance against summary of deductions attached per office. If in order, affix signature.	None	5 minutes	Internal Audit and Processing Division Staff
4		Release Disbursement Voucher to City Treasurer's Office for issuance of check.	None	1 minute	Releasing Clerk
End of transactions					

