



CITY GOVERNMENT OF MALAYBALAY

# CITIZEN'S CHARTER

2022 Edition



CITY GOVERNMENT OF MALAYBALAY CITY

# CITIZEN'S CHARTER



## **I. Mandate**

The RA7160 also known as the Local Government Code of 1991 gives the local governments powers to ensure the preservation and enhancement of culture, promotion of health and safety, right of the people to a balance ecology, development of technological capabilities, improvement of public moral, economic prosperity and social justice, full employment of residents, peace and order, and the convenience of inhabitants.

## **II. Vision**

Malaybalay as a peaceful, just and united community of God-fearing people; progressive, self-reliant and enjoying the fullness of life in an ecologically balance environment with a well-developed livelihood based on agriculture and agro-forest industrial center, ensuring economic stability and prosperity for all.

## **III. Mission**

In order to ensure the well-being of its people, the City Government of Malaybalay shall promote social justice, provide basic services, ensure proper management and utilization of its natural resources; increase agricultural production and productivity, encourage business investments and move towards industrialization.

## **IV. Service Pledge**

We commit to:

- Champion the adoption of efficient and effective practices of service delivery that promote transparency and accountability among the public servants;
- Build capacity of the employees to fully perform their roles and responsibilities to clients to the best of their ability in outmost courtesy, fairness, and professionalism;
- Endorse relevant policies and implementation of simplified procedures and requirements to reduce processing time and regulatory burden for the people in transacting business with the government; and
- Put in place systems and mechanisms for public to feedback on the quality of services rendered so as to speed up transactions in government but also reduce red tapes.



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**CITY MAYOR'S OFFICE**



## 1. City Mayor's Office - Women's Desk/VAWC

<b>Office or Division:</b>	CITY MAYORS OFFICE			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	VAWC VICTIMS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
VAWC victims assistance		Collaborate and coordinate with barangay VAWC desk, Police women's desk and CSWD.		
Program based on Annual Plan Budgeting on 2020 budget plan		City Mayor Annual Budget 2020 annual plan.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in log book at the desk	Entertain and interview the clients	None	30 minutes	<i>Admin Aide</i> City Mayor's Office
2. Proceed to CSWD for proper intervention	Refer to a Social Worker	None	1 hour	
3. Accompany clients to court for legal processes/actions	Introduce the clients to legal officer	None	40 Minutes	<i>Admin Aide</i> City Mayor's Office
<b>TOTAL:</b>			2 hours and 10 minutes	



## 2. Malaybalay City Comprehensive Scholarship Program

<b>Office or Division:</b>	CMO-City Comprehensive Scholarship Program	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2G, G2C	
<b>Who may avail:</b>	Incoming High School Freshmen and incoming 1 <sup>st</sup> year College City Scholarship Program applicants. 200 regular scholars and 30 slots from the I.P's (Indigenous People) will be given the chance to avail of the Program.	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>Guidelines for Scholars:</b>		
1. Scholarship applicant should be a son/daughter of actual residents of Malaybalay City (Supported by a certification that they are bona fide residents of the barangay).	Respective Barangay	
2. Must be a Grade School/High School graduate whose average is 83% or higher with no grade below 80 per subject.	School where scholarship applicant is enrolled	
3. Must not have another Scholarship grant from any school or any sponsoring group.		
4. Applicant must pass the qualifying competitive examination conducted by the LGU scholarship program personnel in private educational institutions.	School where scholarship applicant is enrolled	
5. Applicant must be of good moral character evidenced by a Certificate of Good Moral Standing signed by the High School or Elementary School Principal.	School where scholarship applicant is enrolled	
6. Must maintain a grade of 80% in all subjects including Homeroom and an average of 83%	School Registrar	
7. Applicant must be financially incapable to pursue education whose parents annual income does not exceed P150,000.00	Office of the Bureau of Internal Revenue	
8. Student under the scholarship Program will receive an annual tuition fee of Five Thousand Pesos (P5,000.00)	LGU-Malaybalay	
<b>Requirements:</b>		
1. Report Card	School where the applicant is enrolled	



2.Barangay Clearance		Barangay where the applicant resides		
3.Income Tax Return (parents)		Bureau of Internal Revenue Office		
4.Certificate of Good Moral Character		School where the applicant is enrolled		
5.Birth Certificate (PSA/NSO)		Philippine Statistics Office/Local Registrar Office		
6.IP Certification issued by a Chieftain/Datu		Tribe where the applicant belongs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Take qualifying examination	Conduct examination	None	2 hours 30 minutes	Administrative Officer 1 City Mayor's Office Records Officer 1 City Mayor's Office
If applicants passed, he is required to submit the requirements	Check requirements	None	5 minutes	Admin Officer 1 City Mayor's Office Records Officer 1 City Mayor's Office
Attend orientation for incoming freshmen Scholars	Conduct Orientation	None	2 hours	Admin Officer 1 City Mayor's Office Records Officer 1 City Mayor's Office
<b>TOTAL:</b>		None	4 hours & 35 minutes	

### 3. Customer Servicing

<b>Office or Division:</b>	City Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2B, G2B			
<b>Who may avail:</b>				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication Letter/Letter Request		Concerned Person/Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Make a Letter request		None	2 minutes	
Proceed to receiving section for the letter to be received	Receive and record the letter request.	None	3 minutes	Admin Aide City Mayor's Office



Solicitation letter request	Instruct the client to hand-in the letter to the LCE for immediate action.	None	2 minutes	<i>Admin Aide</i> City Mayor's Office
Personal letter request	Entertain and give instruction to the client whether the letter request is for the LCE or Executive Assistant	None	2 minutes	<i>Admin Aide</i> City Mayor's Office
Communication letter from different offices	Submit/forward all received incoming communication letters to the secretary of the LCE for review prior to the approval of the LCE.	None	1 minute	<i>Secretary of the City Mayor</i> City Mayor's Office
<b>TOTAL:</b>		None	10 minutes	

### 3. Financial Assistance Section

<b>Office or Division:</b>	City Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	People of Malaybalay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter from requesting Party		Client		
Hospital Bill/Statement of Account		Hospital		
Barangay Indigency Certification		Barangay Office		
Doctor's request (Laboratory)		Doctor		
Death Certificate (Burial/Funeral Services)		CCRO		
Valid I.D of both Patient and representative		Client		
Calamity/Disaster Documentation		Fire Office/CDRRMO		
Community Tax Certificate		Brgy. Treasurer/City Treasurers Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Proceed to the City Mayor's office Financial Assistance Section and present requirements for the Services that the Client wish to avail	Receive and make Assessment of the documents /requirements presented by the client and give overview about the services.	None	2 minutes	Administrative Asst. / City Mayor's Office
2. Proceed to the office of Local Chief Executive and present requirements for approval and request for budget.	Direct Clients to the LCE for approval and budget allocation.	None	5 minutes	Administrative Asst. / City Mayor's Office
3. Present the approved documents to the Financial Assistance Section and	Conduct initial interview, data collection, recording and issuance of Route	None	3 minutes	Administrative Asst. / City Mayor's Office
4. obtain Routing slip.	Slip to CSWDO for final interview.			
<b>TOTAL:</b>		None	10 minutes	

#### 4. Special Permits and Clearances

<b>Office or Division:</b>	CMO-PERMITTS AND LICENSING	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C/G2G/G2B	
<b>Who may avail:</b>	APPLICANT CLIENTS	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>MAYOR'S CLEARANCE</b>		
1) barangay clearance		designated barangay



2) police clearance	police staff			
3) court clearance	city court office			
4) prosecutor clearance	prosecutor office			
5) official receipt	city treasurer's office			
<b>SPECIAL PERMIT</b>				
1. Letter approved by Executive Assistant V	Office of the Executive Assistant V			
2. Official Receipt of payment	City Treasurer's Office			
<b>PAYROLL</b>				
1. DTR	CMO - BPLD			
2. Accomplishment Report				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Proceed to the City Mayor's Office community affairs section and present requirement for the services that the client wants to avail.	Receive and make assessment of the documentary requirement presented by the client and give overview of the services.	P100.00	3 minutes	<i>Administrative Aide</i> City Mayor's Office
Proceed to the City Treasurer's Office and pay the amount.	Direct the client to make payment to the City Treasurer's Office.	Depends on the BPLD computation	5 minutes	<i>Administrative Aide</i> City Mayor's Office
<b>TOTAL:</b>		100.00	8minutes	

## 5. Fuel Assistance

To provide fuel assistance to every client, organizations, schools, barangay and other government offices/agencies.

<b>Office or Division:</b>	City Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G/ G2C/G2B			
<b>Who may avail:</b>	Individual Clients, Organizations and other Government Offices/Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Fill-up Fuel Request Form		CMO-Admin Section		
2.Letter approved by the Local Chief Executive		CMO-Admin Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



Letter approved by the Mayor/Executive office	Process trip ticket gas slip	None	2 minutes	Admin Aide City Mayor's Office
<b>TOTAL:</b>		None	2 minutes	

## 6. Meal Assistance

Meal Assistance (Roasted Pig, Live Pig, Rice, Meals,& Snacks)

<b>Office or Division:</b>	City Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2G			
<b>Who may avail:</b>	Various Barangays, Organizations, Schools and Government Agencies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request addressed to the Mayor		Requesting Client		
Activity Design		Requesting Client		
Resolution		Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request letter needs to be received	Logbook the request letter	None	2 minutes	Administrative Officer I/ Admin Aide City Mayor's Office
	Refer them to the City Mayor's Office	None	2 minutes	
Request letter needs to be approved by the Mayor	Once approved, supplier's contact number will be furnished together with the claim slip and attendance for their activity. Ask for the client's contact number	None	2 minutes	Admin Aide City Mayor's Office
The attendance needs to be passed after the activity	Charge Invoice, Inspection and Acceptance Report needs to	None	2 minutes	Admin Aide City Mayor's Office



	be signed by the client			
<b>TOTAL:</b>			8minutes	

## 10. Community Affairs and Assistance Section

### Educational Assistance

<b>Office or Division:</b>	City Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Student who enroll Private School (College)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Statement of Account/ Study Load		School		
Letter Address to City Mayor		Student		
Back to back photocopy of School ID		Student		
Barangay Certification for Educational Assistance purposes		Barangay Office		
Photocopy of the latest Voters Certification of either the parent or student		COMELEC Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the City Mayor's Office Financial Assistance Section and present requirement for the services that the client wish to avail	Receive and make Assessment of the Documentary requirements presented by the client and give overview of the services	None	2 minutes	<i>Admin Aide</i> City Mayor's Office
2. Proceed to the Office of the Local Chief Executive and present	Direct Clients to the LCE for approval and budget allocation	None	5minutes	<i>Admin Aide</i> City Mayor's Office



requirements for approval and request for budget				
<b>TOTAL:</b>			7minutes	

## 11. Educational Assistance

To provide Educational Assistance to the students who strive in their studies even if their parents are not able to support their needs or cannot provide for their tuition fees

Office or Division:	City Mayor's Office			
Classification:	Simple			
Type of Transaction:	Government to citizen			
Who may avail:	Student who enroll in Private Schools (College) – bona fide resident of Malaybalay City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Statement of Account / Study Load		School		
Letter addressed to the City Mayor		Student		
Back to back Photocopy of School ID		Student		
Barangay Certification for Educational Assistance purposes		Barangay Office		
Photocopy of latest voters certification of either the parent or student		COMELEC Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the City Mayor's Office Financial Assistance Section and present requirements for the services that the client wish to avail.	Receive and make Assessment of the documentary requirements presented by the client and give overview of the services.	none	2 minutes	<i>Administrative Assistant I Administrative Aide City Mayor's Office</i>



2. Proceed to the Office of the Local Chief Executive and present requirements for approval and request for budget.	Refer clients to the LCE for approval and budget allocation.	none	5 minutes	Administrative Assistant I Administrative Aide City Mayor's Office
<b>TOTAL</b>		None	7 Minutes	

## 12. Medical Assistance

<b>Office or Division:</b>	City Mayor's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	People of Malaybalay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Doctor's Prescription ( Medical Assistance)		Doctor/Hospital		
Doctor's Request (Blood Assistance)		Bethel Baptist Hospital		
Doctor's Prescription (Anti-Rabies Assistance)		City Health Office		
Barangay Certification/Indigent Certification		Barangay Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the City Mayor's Office Medical Assistance Section and present requirements for the services that the client wish to avail	Receive and make Assessment of the documentary requirements presented by the client and give overview of the services	None	2 minutes	Admin Aide City Mayor's Office



2. Request client to fill up the Assistance information Sheet	Interview and record important information	None	2 minutes	<i>Admin Aide</i> City Mayor's Office
3. Obtain Referral Slip from the Medical Assistance Section to be presented to the City Health Office	Issuance of Referral Slip to the clients for the requested service to be presented to the City Health Office for Anti-Rabies Assistance, to Bethel Hospital for Blood Assistance. Referral to accredited Pharmacy for Medicine Assistance	None	2 minutes	<i>Admin Aide</i> City Mayor's Office
<b>TOTAL:</b>		None	6 minutes	

### 13. Registration of Groups Organizations

Initial Inquiries on Activity Design for the Local Youth

<b>Office or Division:</b>	City Mayor's Office
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G and G2C
<b>Who may avail:</b>	LGU - Malaybalay
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
REGISTRATION OF GROUPS AND ORGANIZATIONS	Requesting Party/Designated Barangay
	Department of Interior Local Government Office
	Local Youth Development Office
	Sangguniang Panglungsod Office



		City Planning Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register Organization Groups	Conduct initial interview, data collection of Documents	None	15 Days	<i>DILG Officer</i> DILG Malaybalay
2. Review Program of Youth Organization	Receive and Review Programs and Projects	None	10 Days	<i>Local Youth Development Officer</i> City Mayor's Office
3. Presentation of the Youth Groups	Readings and Presentation of Youth Organizations Objectives, Goals and Programs	None	10 Days	<i>Sangguniang Panglungsod Officer</i> Sangguniang Panlungsod
4. Submission of Programs and Projects	Final Review of Programs	None	5 Days	<i>City Planning Officer</i> CPDO
5. Certification	Certification issued by City Planning	None	5 Days	<i>DILG Officer</i> DILG Malaybalay <i>Local Youth Development Officer</i> City Mayor's Office
<b>TOTAL:</b>		45 DAYS		

## 14. Comprehensive Plan

To check and receive SK CBYDP to easily process their ABYIP

<b>Office or Division:</b>	City Mayor's Office	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G and G2C	
<b>Who may avail:</b>	LGU - Malaybalay	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
		Requesting Party/Designated Barangay
		Local Youth Development Office



SK REQUIREMENTS IN SUBMITTING - COMPREHENSIVE PLAN		City Budget Office		
		Commission of Audit		
		Department of Interior Local Government		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reviewed CBYDP	Conduct initial review	None	5 Days	<i>Local Youth Development Officer Mayor's Office</i>
2. Editing of CBYDP		None	3 Days	<i>Respective Barangay</i>
3. Final Review	Final Review of CBYDP	None	5 Days	<i>Local Youth Development Officer Mayor's Office</i>
4. Submission of CBYDP	Received CBYDP	None	5 Days	<i>Local Youth Development Officer City Mayor's Office City Budget Officer City Budget Office DILG Officer DILG Malaybalay</i>
<b>TOTAL:</b>		18 DAYS		



## 15. Quarterly Malaybalay City Gun Handling Proficiency

Provide assistance in conducting PNP Personnel's Gun handling Activity that would help in maintaining Peace and Order in the City

<b>Office or Division:</b>	CITY MAYOR'S OFFICE- Barangay Development Projects			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	LGU - Malaybalay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
QUARTERLY MALAYBALAY CITY GUN HANDLING PROFICIENCY  -Approved Activity Design -PPMP -Purchase Order		City Mayor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. QUARTERLY GUN HANDLING PROFICIENCY-Secure all the requirements needed and submit to City Mayor's Office	Check all the requirements received and record it. If documents are already complied with, the paper is ready to be processed	None	14 Days	<i>Administrative Assistant II</i> City Mayor's Office
<b>TOTAL:</b>		14 DAYS		



## 16. Barangay Traffic Enforcer Honorarium

Provide Assistance to Barangay Traffic enforcer who serves in the schools of the Barangay by processing their honorariums

<b>Office or Division:</b>	CITY MAYOR'S OFFICE- Barangay Development Projects			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	LGU - Malaybalay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
-Approved Resolution -DTR -Accomplishment Report -Obligation Receipt - Voucher		Requesting party/Designated Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>BARANGAY TRAFFIC ENFORCER HONORARIUM-</b> Secure all the requirements needed and submit to City Mayor's Office	Check all the requirements received and record it. If documents are already complied with, the paper is ready to be processed	none	7 days	<i>Administrative Assistant II</i> City Mayor's Office
<b>TOTAL:</b>		7days		



## 17. BPSO Honorarium

Provide assistance by processing BPSO Quarterly Honorarium.

<b>Office or Division:</b>	CITY MAYOR'S OFFICE- Barangay Development Projects			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	LGU - Malaybalay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>-Certification of BPSO certified by DILG</li> <li>-Monthly Accomplishment Report certified by DILG</li> <li>-Obligation Receipt</li> <li>- Voucher</li> </ul>		Requesting party/Designated Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. BPSO HONORARIU M-Secure all the requirements needed and submit to the City Mayor's Office	Check all the requirements received and record it. If documents are already complied with, the paper is ready to be processed	none	5 days	<i>Administrative Assistant II</i> City Mayor's Office
<b>TOTAL:</b>		5days		



## 18. Transportation Assistance

Provide Assistance to different requesting Barangays and Organizations transportation allowances and per diems.

<b>Office or Division:</b>	CITY MAYOR'S OFFICE- Barangay Development Projects			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	LGU- Malaybalay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
-Approved letter/request -Valid ID		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. TRANSPORTATION ASSISTANCE - Secure all the requirements needed and submit to the City Mayor's Office	Check all the requirements received and record it. If documents are already complied with, the paper is ready to be processed	none	7 days	<i>Administrative Assistant II</i> City Mayor's Office
<b>TOTAL:</b>		7days		



## 19. Sports Activity

Processing of Sports Activity Prizes of Different Barangays and Organizations

<b>Office or Division:</b>	CITY MAYOR'S OFFICE- Barangay Development Projects			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	All barangay of City of Malaybalay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>-Barangay Resolution</li> <li>-Activity Design</li> <li>-Program</li> <li>-Pictures</li> <li>-Authorization to claim</li> <li>-Certification of winners</li> <li>-Score sheets</li> <li>-Valid ID of Winners</li> </ul>		Requesting party/Designated Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>SPORTS ACTIVITY-</b> Secure all the requirements needed and submit to City Mayor's Office	Check all the requirements received and record it. If documents are already complied with, the paper is ready to be processed	none	7 days	<i>Administrative Assistant II</i> City Mayor's Office
<b>TOTAL:</b>		7days		



## 20. Office Supplies

To provide Office Supplies to other offices under the City Mayor's Office Appropriation.

<b>Office or Division:</b>	CITY MAYOR'S OFFICE- Administrative Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	Mayor's Staff and Sub offices of Mayors Office			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
-Project Procurement Management plan (PPMP) -Requisition Slip for releasing of office supply		CMO- ADMIN SECTION		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Gather list of office supplies for every CMO sub offices	Prepare PPMP and PR signed by the LCE	none	30minutes	<i>Administrative Aide</i> City Mayor's Office
<b>TOTAL:</b>		30minutes		



## 21. Government Facilities

For borrowing Government facilities, equipment's and other useful materials owned by the government.

<b>Office or Division:</b>	CITY MAYOR'S OFFICE- Administrative Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G /G2B/ G2C			
<b>Who may avail:</b>	Individual Clients, Organizations, School, Barangays and other Government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
-Fill-up the Request Form		CMO- ADMIN SECTION		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Letter Approved by the LCE or Executive Assistant	City Mayor signs and approve the letter	none	3Minutes	<i>Administrative Aide</i> City Mayor's Office
<b>TOTAL:</b>		3minutes		



# BUSINESS PERMITS AND LICENSING DIVISION

## 1. Issuance of Business Permit – Boss Process

Business Permit is issued to any person or entity who conduct or engage in any business trade or occupation within the territorial jurisdiction of the City of Malaybalay for which a permit is required for the proper supervision and enforcement of existing laws and ordinances.

<b>Office or Division:</b>	City Mayors Office – Business Permit’s & Licensing Division			
<b>Classification:</b>	Simple – less than 3 days, Complex – less than 7 days Highly Technical – 20 days			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Business Owners and Stakeholders			
<i>NOTE: For New Registration only</i>				
<b>Simple:</b> Retailers, Dealers, Peddlers, Wholesalers <i>Ex. Sari-Sari, General Merchandise etc.</i>				
<b>Complex:</b> Manufacturer’s, Contractors, Banks and Other Institution <i>Ex. Pawnshop, Banks etc.</i>				
<b>Highly Technical:</b> Plantation, Poultry, Piggery, Quarry				
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>For New Registration</b>				
Barangay Clearance			Barangay Office (Business is Located)	
Certificate of Occupancy			City Engineer’s Office	
Leased Contract (if space is rented)			Building Owner	
Proof of Business Registration				
DTI – Certificate for Trade Name			DTI Office	
SEC Registration for corporation & partnership			SEC Office	
CDA (for cooperative)			CDA Office	
<b>For Renewal</b>				
Barangay Clearance			Business Address	
Income Tax Return / Income & Financial Statement			BIR	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PRO CESS ING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Proceed to New City Hall-ground floor</b>  <b>1. (One Time Assessment)</b>  Submit filled up business application form (new) computer generated application (renewal) and attached documentary	Bpld personnel receive and review business application and attached documentary requirements. Interview client and assess business taxes and regulatory fees. Generates tax due worksheet. Advice client to wait in waiting area until his/her		40 mins	Licensing Officer IV Licensing Officer III Licensing Officer II Inspector I



requirements for assessment of business taxes and fees. * Client standby at the waiting area. Enjoy TV shows entertainment at the BOSS venue Coffee, candies & biscuits are provided. Newspaper / magazine	name will be called at <b>Step 2</b> for onetime payment of business taxes, fees, FSIC.			
<b>2.(One Time Payment)</b> Pay Business taxes and fees, real property tax, Fire Safety Inspection Certificate fee	Receives payment and issues official Receipts.		30 mins	CTO Collectors BFP Collectors
<b>3. Issuance and Releasing of Business Permit</b> Submit business application with complete documentary requirements and claim Business Permit.	BPLD personnel receive/review business application with complete documentary requirements, issue and release business permit.		20 mins	Licensing Officer I
<b>TOTAL</b>			90 mins	

® Pre – registration

1. Secure Business Application Form and Checklist for business permit requirements at BPLO or download at the City of Malaybalay Website [www.malaybalaycity.gov.ph](http://www.malaybalaycity.gov.ph)

## 2. Issuance of Business Permit – Regular Workflow

Business Permit is issued to any person or entity who conduct or engage in any business trade or occupation with in the territorial jurisdiction of the City of Malaybalay for which a permit is required for the proper supervision and enforcement of existing laws and ordinances.

<b>Office or Division:</b>	City Mayors Office – Business Permit's & Licensing Division
<b>Classification:</b>	Simple – less than 3 days, Complex – less than 7 days Highly Technical – 20 days
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	Business Owners and Stakeholders
<i>NOTE: For New Registration only</i>	
<b>Simple:</b> Retailers, Dealers, Peddlers, Wholesalers Ex. Sari-Sari, General Merchandise etc.	
<b>Complex:</b> Manufacturer's, Contractors, Banks and Other Institution Ex. Pawnshop, Banks etc.	
<b>Highly Technical:</b> Plantation, Poultry, Piggery, Quarry	



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>For New Registration</b>				
Barangay Clearance		Barangay Office(Business is located)		
Certificate of Occupancy		City Engineer's Office		
Leased Contract (if space is rented)		Building Owner		
Proof of Business Registration				
DTI – Certificate for Trade Name		DTI Office		
SEC Registration- for corporation & partnership		SEC Office		
CDA- for Cooperative		CDA Office		
<b>For renewal</b>				
Barangay Clearance		Barangay Office (Business is located)		
Income Tax Return / Income & Financial Statement		BIR		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Proceed to BPLD</b> <b>1.(One Time Assessment)</b>  Submit filled up business application form (new) computer generated application (renewal) and attached documentary requirements for assessment of business taxes and fees.	Bpld personnel receive and review business application and attached documentary requirements. Interview client and assess business taxes and regulatory fees. Generates tax due worksheet. Advice client go to City treasurer's for onetime payment of business taxes, fees, FSIC.		40 mins	Licensing Officer IV Licensing Officer III Licensing Officer II Inspector I
<b>Proceed to CTO</b> <b>2. (One Time Payment)</b> Pay Business taxes and fees, real property tax, Fire Safety Inspection Certificate fee	Receive payment and issue official Receipt.		30 mins	CTO Collectors BFP Collectors
<b>Proceed to BPLD</b> <b>3. Issuance and Releasing of Business Permit</b> Submit business application with complete documentary	BPLD personnel receive/review business application with complete documentary requirements, issue and release business permit.		20 mins	Licensing Officer III



requirements and claim Business Permit.				
TOTAL			90 mins	

® Pre – registration

\*Secure Business Application Form and Checklist for business permit requirements at BPLO or download at the City of Malaybalay Website [www.malaybalaycity.gov.ph](http://www.malaybalaycity.gov.ph)

### 3. Issuance of Motorela Permit

Motorela Permit is issued to all 600 motorela for hire operating in the city. The permit must be renewed every January 2-31 of the year. Penalties will be imposed after this period.

<b>Office or Division:</b>	City Mayors Office – Business Permit’s & Licensing Division			
<b>Classification:</b>	Simple – less than 3 days			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Motorela Operators/Drivers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Tax Clearance (CEEDMO)		CEEDMO Office		
CTO Official Receipt – php 500.00		City Treasurer’s Office		
Barangay Clearance		Barangay office		
Police Clearance		PNP Office		
City Prosecutors Clearance		City Prosecutor’s Office		
Judge Clearance		City Court		
Mayors Clearance		Mayor’s Office		
BIR Certificate Authorization Registration (for new Motorela franchise holders)		BIR		
Cedula (photocopy)		Barangay Office		
LTO Official Receipt		Land Transportation Office		
LTO LTO Official Receipt		Land Transportation Office		
TMG Inspection Report		Traffic Management Office		
Paper Fastener		Any Store		
Drivers Clearance				
Barangay Clearance		Barangay Hall		
Police Clearance		PNP Office		
City Prosecutors Clearance		City Prosecutor’s Office		
Judge Clearance		City Court		
Mayors Clearance		City Mayor’s Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCES SING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Proceed to the BPLD Office</b>	Provide checklist with a short briefing		5mins	Licensing Officer III



Secure checklist for Motorela Permit requirements and make clarification inquiries.	on the service and its requirements.			
Proceed to CTO pay the following: a. Motorela permit fee b. Motorela sticker	Receive payment and issue official receipt.	P500 100	5mins	CTO Collectors
Proceed to BPLD Office Submit all complied necessary requirements/documents for the issuance of Motorela Permits & Stickers.  Received approved Motorela permit and sticker.	Receive and review the documents submitted. Records, encodes and print motorela permit. Forward the permit to LCE for signature. Approve document for the office file & operator Segregate and release permit and stickers.		50 mins	Licensing Officer I
TOTAL		P600.00	60mins	

#### 4. Issuance of Motorela Franchise (New & Extension of Franchise)

Motorela franchise is valid for 3 years, motorela operators should extend/renew franchise before expiry date.

<b>Office or Division:</b>	City Mayors Office – Business Permit’s & Licensing Division			
<b>Classification:</b>	Simple – less than 3 days			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Motorela Operators/Drivers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
LTO Official Receipt, Official Receipt (Photocopy)			Land Transportation Office	
Voters ID/Affidavit (for new franchise holder)			Comelec	
Official receipt from CTO (1,500.00)			City Treasurer’s Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Proceed to the BPLD Secure requirements for the issuance of Franchise.	Provide the checklist of requirements		5mins	Licensing Officer I



Proceed to CTO Franchise payment	Receive payment and issue official receipt.	P1,500.00	10mins	CTO Collectors
Proceed to BPLD Submit requirements and official receipt	Receive, review and issue motorela franchise		20mins	Licensing Officer III Licensing Officer I
Wait for the approval of the franchise	Forward franchise to LCE for signature LCE Approve		20mins	LCE or Authorized Representative
Receive approved franchise	BPLD personnel segregate pertinent papers and release approved franchise		5mins	Licensing Officer I
<b>TOTAL</b>		<b>P1,500.00</b>	<b>60 mins</b>	

## 5. Issuance of Motorela Confirmation

Motorela confirmation is requisite for the renewal of motorcycle for hire in LTO.

<b>Office or Division:</b>	City Mayors Office – Business Permit's & Licensing Division			
<b>Classification:</b>	Simple – less than 3 days			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Motorela Operators/Drivers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Photocopy O.R. / C.R.			Land Transportation Office	
Official Receipt CTO (100.00)			City Treasurer's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Proceed to the BPLD</b> Get the requirements for issuance of motorela confirmation.	Provide the list of requirements and amount pay		5mins	Licensing Officer I
<b>Proceed to CTO</b> Pay conformation fee	Receive payment and issue official receipt.	P100.00	10mins	CTO Collectors
<b>Proceed to BPLD</b> Submit requirements and official receipt and wait for the approval of the motorela confirmation.	Receive, review and issue motorela confirmation and forward to LCE for signature. LCE Approved confirmation.		40mins	Licensing Officer III Licensing Officer I LCE, Authorized Rep. OIC
Receive approved certification of motorela confirmation	BPLD personnel segregate and release approved onfirmation		5mins	Licensing Officer I
<b>TOTAL</b>		<b>P100.00</b>	<b>60 mins</b>	



## 6. Dropping of Motorela Franchise

Dropping of motorela franchise is issued to motorela operators who wish to cease Motorela operation.

<b>Office or Division:</b>	City Mayors Office – Business Permit's & Licensing Division			
<b>Classification:</b>	Simple – less than 3 days			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Motorela Operators/Drivers			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Photocopy O.R. / C.R.			Land Transportation Office	
Official Receipt CTO (100.00)			City Treasurer's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Proceed to BPLD Office</b> Get the requirements for certificate of dropping	Provide list of requirements		5mins	Licensing Officer I
<b>Proceed to CTO</b> Pay dropping fee	Receive payment and issue official receipt.	P150.00	10mins	CTO Collectors
<b>Proceed to BPLD</b> Submit requirements and official receipt and wait for the approval of the motorela confirmation.	Receive, review and issue dropping of motorela franchise and forward to LCE for signature. LCE per Approved Certificate of Dropping		40mins	Licensing Officer III Licensing Officer I LCE, Authorized Rep. OIC
Receive approved certification of dropping	BPLD personnel segregate and release approved certification			Licensing Officer I
<b>TOTAL</b>		<b>P 150.00</b>	<b>60 mins</b>	

## 7. Issuance of Certificates related To Business

<b>Office or Division:</b>	City Mayors Office – Business Permit's & Licensing Division			
<b>Classification:</b>	Simple – less than 3 days			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Business Owners			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Barangay Certification			Barangay Office	
Official Receipt CTO (100.00)			City Treasurer's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Proceed to the BPLD</b> Inquire requirements for certification of no business or retirement of business	BPLD personnel check records of the Client in IRGS database Advice client to pay certification fee.		1min	Licensing Officer I



<b>Proceed to CTO</b> Payment of certification fee	Receive payment and issue official receipt.	P100.00	1min	CTO Collectors
<b>Proceed to BPLD</b> Submit official receipt	Receive and issue certification		1min	Licensing Officer III
	Approve certification		1min	Licensing Officer IV Licensing Officer III
Receive approved certification	Release Certification		1min	Licensing Officer I
<b>TOTAL</b>		P 100.00	5mins	

## CITY URBAN DEVELOPMENT AND HOUSING

### 1. Relocation of Hazard Vulnerable Communities

<b>Office or Division:</b>	CMO-City Urban Development and Housing Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to clients			
<b>Who may avail:</b>	Applicants to the Site and Services			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Clearance Residence certificate Income Tax Return / Certificate of Tax Exemption Certificate of no Land Holding		Barangay Barangay BIR  City Assessor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Proceed to the city Urban Development and Housing Division to Estate Management Section and present the requirements for reviews	Receive as to completeness of the requirements presented by the applicants and give overview of the services of the low cost housing and give their lot assignments by draw lots .	None	10 minutes	<i>Admin Aide Caa-II CAO-III City Urban Development Housing</i>
<b>TOTAL:</b>		None	10 Mins	



## 2. Issuance of Deed of Sale of fully paid beneficiaries

<b>Office or Division:</b>	CMO-City Urban development and Housing Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Clients			
<b>Who may avail:</b>	Beneficiaries			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original Copy of Official Receipts		City Treasures' Office		
Certification of Full PA Certification of Actual Occupancy		CUDH		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Proceed to the CUDD Office/Estate Management Section present the official receipts of full payments of lots	Issue Deed of Sale for fully paid beneficiary and give overview of the processing of document	None	10 Minutes	<i>Estate management Section / Community affairs Officer III</i> City Mayor's Office
Upon approval of Deed of sale by the LCE guide the beneficiaries for the notarial of the Deed of Sale	Give all necessary documents to the beneficiary as to requirements of BIR and to ROD	None	10 Minutes	<i>Estate management Section / Community affairs Officer III</i> City Mayor's Office
<b>TOTAL:</b>		None	20 Mins	



# CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE (CDRRMO)

## 1. Letter Request for Activity/Inspection/Operation

This is to ask permission and inform the office regarding any activity, inspection and operation, at the same time inform the office of the LCE regarding the use of items and heavy equipment's needed for the purpose.

<b>Office or Division:</b>	CITY DISASTER RISK REDUCTION & MANAGEMENT OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Requesting Person/Agency			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request		Requesting Party		
Letter of Confirmation				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Information Officer hand-in the letter request/document	Receive Documents	None	2 Minutes	<i>Administrative Aide</i> CDRRMO
	Information Officer forwards the document to the LDRRM Officer-In-Charge	None	2 Minutes	<i>Administrative Aide</i> CDRRMO
	LDRRM Officer reads the document for validation	None	2 Minutes	<i>Ldrmm Officer-In-Charge</i> CDRRMO



	If the letter/document is for training or symposium, it will be forwarded to Admin & Training Section	None	5 Minutes	<i>Administrative Aide</i> CDRRMO
	If the letter/document is for rescue, response, retrieval and operation, it will be forwarded to Operation & Warning Section	None		<i>Administrative Aide</i> CDRRMO
	If the letter/document is for inspection, documentation, prevention & mitigation related, it will be forwarded to Research and Planning	None		<i>Administrative Aide</i> CDRRMO
	If the letter/document is for request to borrow items and/or equipment, it will be forwarded to Logistic Section for confirmation and availability	None		<i>LDRRM Assistant</i> CDRRMO
	Confirmation the number of personnel, participants, date, and venue	None	5 Minutes	<i>Administrative Aide</i> CDRRMO
	Confirmation on the availability of needed equipments or items	None	5 Minutes	<i>Ldrmm Assistant</i> CDRRMO
	Forward confirmation document to LDRRMO for approval	None	5 Minutes	<i>Ldrmm Officer-In-Charge</i> CDRRMO



	Once approved, document will be forwarded to Records Section for recording/logging	None	5 Minutes	Administrative Aide CDRRMO
<b>TOTAL:</b>		None	31 Minutes	

## 2. Barangay Disaster Risk Reduction & Management (BDRRM). Certificate Issuance

This is to certification on BDRRM for the Annual Financial Budget Plan of every Barangay in the local of Malaybalay City. To ensure that they manage their financial budget as per financial plan.

<b>Office or Division:</b>	CITY DISASTER RISK REDUCTION & MANAGEMENT OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Requesting Barangay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Supplemental Budget		Per Barangay		
2. Annual Working Financial Plan		Per Barangay		
3. BDRRM 3-Year Plan		Per Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Barangay Representative Will Send An Original Copy Of Supplemental Budget For Inspection	Receive Documents	None	2 Minutes	Administrative Aide CDRRMO
	In charge of communication hands over the BDRRM Supplemental Budget to LDRRM Assistant	None	2 Minutes	Ldrmm Assistant CDRRMO



	LDRRM Assistant will review the supplemental budget and make recommendations if there is any.	None	10 Minutes	<i>Ldrmm Assistant CDRRMO</i>
	After review and no revision is necessary LDRRM Assistant approved the BDRRM Supplemental Budget	None	5 Minutes	<i>Ldrmm Assistant CDRRMO</i>
	Communication Section issues BDRRM Certificate	None	5 Minutes	<i>Administrative Aide CDRRMO</i>
	LDRRM Assistant reviews and approves certification.	None	5 Minutes	<i>Ldrmm Assistant CDRRMO</i>
	Approved certification will be forwarded to Communication Section for logging	None	5 Minutes	<i>Administrative Aide CDRRMO</i>
	Communication Section staff releases the certification to the barangay representative	None	5 Minutes	<i>Administrative Aide CDRRMO</i>
Submission of Annual Financial Budget Plan & 3-Year Plan of every barangay every 3 <sup>rd</sup> quarter of the year	Receivve Documents	None	2 Minutes	<i>Administrative Aide CDRRMO</i>
	Communication Section keeps a record or copy of the document	None	2 Minutes	<i>Administrative Aide CDRRMO</i>
	<b>TOTAL:</b>	None	43 Minutes	

### 3. 24/7 Response

This 24/7 response is a call which needs emergency assistance within the city. It caters trauma emergency, medical emergency and inter-facility. The call from the 911 office will be activated and acted on d by the CDRRMO responders within the given time. The responder gives the



first aid and basic life support needed by the patient and will then be transported to the nearest hospital for further management. Clearing operation during the natural disaster is also operated by the urban search and rescue responder.

<b>Office or Division:</b>	CITY DISASTER RISK REDUCTION & MANAGEMENT OFFICE			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Local Community			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Call From 911 Or Key Informant				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Call From 911 Or Key Informant	Receives the call	None	2 Minutes	<i>Administrative Aide (Duty Team) CDRMO</i>
	Inform Operations & Warning Section Chief	None	2 Minutes	<i>Administrative Aide (Duty Team) CDRMO</i>
	Forward emergency information to the Response Team (USAR, Medical & Trauma) on duty, based on the nature of incident – natural hazards or human induced (E.G. Mass Casualty, Medical & Trauma Emergencies)	None	2 Minutes	<i>Administrative Aide (Duty Team) Incase Of Mci: Other Teams On Call For Deployment CDRMO</i>
	Deploy response team	None	5 Minutes	<i>Administrative Aide CDRMO</i>
	Attend to medical emergency	None	20 Minutes (w/n 5km. Radius)	<i>Administrative Aide CDRMO</i>
	Return to base (Report To 911)	None	5 Minutes	<i>Ldrmm Assistant CDRMO</i>
<b>TOTAL:</b>		None	36 Minutes	



# AREA COORDINATION AND EMERGENCY RESPONSE CENTER (ACER/117)

## 1. Emergency Medical and Traumatic Response

<b>Office or Division:</b>	Malaybalay Emergency Rescue Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C and G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Details of patient, location and status		Call through hot line numbers or walk-in		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Call through hot line numbers and radios to 911 dispatchers	911 Dispatcher will endorse the call to MERU, the MERU responders will respond to the emergency call	None	2 minutes	<i>Admin Aide</i> ACER/117
<b>TOTAL:</b>		None	2 minutes	

## 2. Emergency and Administrative call taking and Dispatching

<b>Office or Division:</b>	911 Calling Center			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C and G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Complete details of the incident/ message		Call through 911 Calling Center/ As a walk-in client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
The client will call 911 Calling Center through emergency hotline numbers	The 911 call center will dispatch the call to the concerned person/ Office	None	2 minutes	<i>Admin Aide</i> ACER/117
<b>TOTAL:</b>		None	2 minutes	



### 3. Inter-Facilities, Host Runs and Hospital to Home Transport

<b>Office or Division:</b>	Acer Office/911 Calling Center			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C and G2G			
<b>Who may avail:</b>	All ( Malaybalay residents are priority)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral slip and doctor's note		Through the office or through doctor's phone call		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Referral slip and a doctor's note should be presented by the requisitioning party to the Acer 911 when making a request for the ambulance  *Or the referring physician will call the 911 Calling center for the request of ambulance.	1.The ambulance request will be processed by the 911 Call takers through endorsement to the (LCE/ Executive Assistant/ ACER Head) for approval  2. Once the request was approved, the 911 call taker shall call the ambulance driver and the requestor	*No payment needed for the residents of Malaybalay City  *For the non-residents of Malaybalay City they will shoulder the fuel to be used for the patient transport	5 minutes	<i>Admin Aide ACER/117</i>
<b>TOTAL:</b>			5 minutes	

### 4. Conduct Basic Life Support and Standard First Aid Trainings

<b>Office or Division:</b>	Area Coordination and Emergency Response Center		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C and G2G		
<b>Who may avail:</b>	All ( as per approved by the LCE and the availability of the trainers)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
Letter Request		To the City Mayor's Office	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The letter request shall be addressed to the LCE for approval	1.The approved request will be endorsed by the Mayor's staff to the ACER office  2.Once the request was approved by the LCE, trainers will conduct the training	None	1 hour	<i>Admin Aide</i> ACER/117  <i>Admin Aide</i> ACER/117
<b>TOTAL:</b>		None	1 hour	

### 5. Standby Medics (Sports activities, Conventions, Fun Runs and Festivals)

<b>Office or Division:</b>	Area Coordination and Emergency Response Center/ Malaybalay Emergency Rescue Unit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C and G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter request		City Mayor's office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The requisitioning party will send a letter to the City Mayor for approval of request	1. The Mayor's office will send the approved request to the ACER Office.  2. The request will be granted by the office upon the availability of the ambulance and the responders	None	1 hour	<i>Admin Aide</i> ACER/117
<b>TOTAL:</b>		None	1 hour	



# CITY TOURISM OFFICE

## 1. Department of Tourism Accreditation

Accommodations/Travel & Tours Agencies / Tourism related Establishment (TRE's)

<b>Office or Division:</b>	Tourism			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Owners of Hotels ,Inn's, Travel and Tours and service Operators			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. APPLICATON FORM		Downloadable log in to : <a href="http://accreditationonline.tourism.gov.ph">http://accreditationonline.tourism.gov.ph</a> and or inquire and acquire at City Tourism Office, Malaybalay City.		
2. Attachment to APPLICATION a. Valid Mayors Permit b. DTI Business Name Certificate (for sole proprietor) or Article of cooperation) and its By-Laws (for cooperative) c. SEC Registration Certificate and Article of Incorporation and By-Laws (For Corporation and Partnership)		Mayor's Office DTI Provincial Office Cooperative Development Authority (for Cooperatives)  Securities and Exchange Commission		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire from City Tourism Office and or DOT on line	Give information on DOT Accreditation and How to avail accreditation and its advantages	None	15 minutes	<i>Admin Aide</i> City Tourism Office
2. Fill up Application form or can be done by online application log on <a href="http://acredidation.tourism.gov.ph">http://acredidation.tourism.gov.ph</a>	City tourism (If by manual application)- Assist client in filling up Application form	None	1 day	<i>Admin Aide</i> City Tourism Office



3. Comply all necessary required documents attachment to application	Client/Applicant acquiring required documents			
4. Submit all documents - Upon Completion of all required documents	Client/ Applicant- Submit to City Tourism and or may direct to DOT X		7 minutes	
5. Receive and conduct Initial Evaluation of submitted documents	Tourism Officer will review and check all the documents submitted			<i>Officer In charge</i> City Tourism Office
6. Forward application to DOT x ( if submitted by the client in the office) If by on line wait instructions from the officer assisted via online.	Tourism Office will assist the client in submission to DOT Region X via mail or hand carried by the Tourism Officer to Regional Office			<i>Tourism Officer</i> City Tourism Office
<b>TOTAL:</b>		None	1day and 22 min.	

## 2. City Government Special Events, Programs and Other Services

Facilitates / Assists City Government Events, Programs, Services And The Like

<b>Office or Division:</b>	Tourism
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	Government to Government and Government to Constituents
<b>Who may avail:</b>	City Local Government, and the people of Malaybalay
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Memorandum from the Local Chief Executive/Administrative Order	Office of the City Mayor



Executive Order and or Ordinance		City Mayors/Legal /Sangguniang Bayan		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive Memorandum from the LCE to spearhead events and or activities a. "Pasko" Malaybalay Festival b. Miss Malaybalay c. Clearing of Plaza sidewalk Vendors	City Tourism Officers immediately meet with Executive Assistant to the mayor regarding said memo and planned out said activity. Committee was created and from their on said events/activity was planned/created/ executed until completion	None	4 mos.	<i>City Tourism/Committee/ Chief Executive Assistant to the Mayor/City Mayor's and SP</i>
EO's and Ordinance a. "Laga ta Kitanglad"	Per ordinance from DENR-PAMB, local government officials belong to or under PAMB projects, has to participate in any events and activities of Mount Kitanglad PAMB. The City Tourism was tasked by the LCE to spearhead the "LAGA TA KITANGLAD". Form Selection of candidate to final Selection of the representative. Our City		2 mos.	<i>City Tourism Officer and PAMB</i>



	Representative was then crowned as the LAGA TA Kitanglad 2019.			
<b>TOTAL:</b>		None	6 mos.	

### 3. Assistance to Local and Foreign Visitors and Investors

Arrangement/Accommodate /Visiting Tourist spots /Investments And Promotions

<b>Office or Division:</b>	Tourism		
<b>Classification:</b>	Highly Technical		
<b>Type of Transaction:</b>	Government to Client		
<b>Who may avail:</b>	Local and Foreign Visitors/Tourist		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<p>Facilitate /assist By Arrangement and or Advance booking thru phone, Email or FB Messenger arrangement and or thru letter of intent and or Memorandum of Agreements on the following activities</p> <ol style="list-style-type: none"> <li>a. Tourist Spot –site visitation</li> <li>b. Events – Bike, Marathon, Triathlon, etc.</li> <li>c. Mountain Tourism – Mountain Climbing</li> <li>d. Conventions</li> <li>e. Investments &amp; Promotions</li> <li>f. Others</li> </ol>		<p>City Tourism Office, City Tourism email address MalaybalayCity_tourism@yahoo.com and City Tourism Telephone No. 088-813-3404 and or City Tourism Cellphone No. 09978504913</p>	
<p>Walk in Request/Assistance needed Requesting outright assistance for possible tourist spots to view and or on sight viewing</p> <ol style="list-style-type: none"> <li>a. Mountain Climbing</li> <li>b. Trekking</li> <li>c. Attending Events or conventions</li> <li>d. Investments &amp; Promotions</li> <li>e. Others</li> </ol>		<p>City Tourism Office/ City Tourism Officers and staff</p>	
<p>On Site Visit/Tour and or actual activities</p>		<p>City Tourism Office/Tourist Guide/Focal Person/Event Planner/Clients/City Local Government</p>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
<p>Inquire from City Tourism Office thru social media, telephone and email.</p> <p>a. Activities like Mountain Climbing/trekking at Protected Area under DENR-PAMB</p> <p>b. Other Events /activities, or areas to visit/view (walk in client or by arrangement)</p> <p>Arrange Schedule of Activities/tour and events requested</p> <p>Actual Event/Activity and tour day</p>	<p>City Tourism Office(Staff and or Officer)- attend to and answer</p>	None	10 minutes	<p><i>Admin Aide</i> City Tourism Office</p>	
	<p>City Tourism Office will give information to client regarding Mountain Tourism and its restrictions and will forward the request of the client to PAMB the in-charge agency</p>			15 days	<p><i>Admin Aide</i> City Tourism Office</p>
	<p>City Tourism Office thru its officers and staff will outright attend to any inquiries of clients regardless its urgent or by schedule</p>	None			<p><i>Protected Area Management Bureau</i></p> <p><i>City Tourism Tourist Guide</i> City Tourism Office</p>
	<p>City Tourism will provide assistance to clients from arranging schedule venues/places, accommodations, tourist guides etc. of all tours ,events and other activities</p>				<p><i>City Tourism Guides</i> City Tourism Office</p>
	<p>City Tourism is the Focal Office of said activities/events and or Tours either coordinated with other offices/agencies/NGOs or DOT</p>	None		<p><i>City Tourism and DOT</i></p>	
<b>TOTAL:</b>		None	15 Days and 10 Min.		



## **SANGGUNIANG PANLUNGSOD OFFICE**





## 1. Issuance of Certificates of Appearance

The Certificate of Appearance is issued to individuals requiring the said document who have either attended during the Sangguniang Panlungsod sessions or appeared before the office to transact official business.

<b>Office or Division:</b>	Sangguniang Panlungsod Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G/ G2C			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Travel Order or Approved letter of sending agency(G2G)		Agency/Mother Office		
Actual Attendance (Signature in SP Attendance Log)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
4. Present Travel Order	Receive Letter	None	1minute	<i>Admin Aide IV Sangguniang Panlungsod</i>
5. Attend	Record Attendance and issue Attendance Slip	None	1minute	<i>Admin Aide IV Sangguniang Panlungsod</i>
6. Present attendance Slip to CA issuing Officer	Prepare and issue Certificate of Attendance	None	1minute	<i>Admin Aide IV SP Sec Sangguniang Panlungsod</i>
<b>TOTAL:</b>		None	3minutes	



## 2. Issuance or Release of Certified Copies of the Sangguniang Panlungsod's minutes of Sessions or Journal of proceedings or portions thereof

Certified copies of the Sangguniang Panlungsod Minutes or Journal are considered public records and may be released to any concerned individual upon approval of the department head.

<b>Office or Division:</b>	Sangguniang Panlungsod Office			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C/G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled up request Slip		SP Office		
Letter request duly approved by the City Vice Mayor		City Vice Mayor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present letter request	Receive letter request and require client to fill-up request slip	None	1minute	<i>Admin Aide IV</i> Sangguniang Panlungsod Office
2. Fill in request slip and submit to assigned SP staff	Assess required payment and transmit request slip to City Vice Mayor's Office for approval	First 10pages (FREE) Php2.00/ Page in excess of first ten(10) pages	5minutes	<i>Admin Aide VI</i> Sangguniang Panlungsod Office
3. Wait for approval of request	City Vice Mayor approves or disapproves request	None	30minutes(if the City Vice Mayor or OIC is in)	<i>Secretary III(CVMO)</i> Sangguniang Panlungsod Office <i>City Vice Mayor</i>
4. Present approved request slip	Issue requested certified copies	None	10 minutes(depen ds on the number of pages)	<i>Admin Aide VI</i> Sangguniang Panlungsod Office



<b>TOTAL:</b>	First 10pages (FREE)  Php2.00/ Page in excess of first ten(10) pages	46minutes	
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### 3. Certified copies of the Sanggunian approved Resolutions and Ordinances

Certified copies of the Sanggunian approved Resolutions and Ordinances may be issued to any concerned party upon request.

<b>Office or Division:</b>	Sangguniang Panlungsod Office			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C/G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled up request Slip		SP Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present letter request assigned SP staff	Receive letter request and require client to fill-up request slip	None	1minute	<i>Admin Aide IV</i> Sangguniang Panlungsod Office
2. Fill in request slip and submit to assigned SP staff	Assess required payment and have request approved by the SP secretary  (Resolutions are available to the public 7days from approval)  (Ordinances are available to the public 5days from approval or	First 10 pages (FREE)  Php2.00/ Page in excess of ten (10) pages	5minutes (assessment and approval of request)	



	inaction of the City Mayor) Client is informed when said request will be released.			
3. Present approved request slip	City Vice Mayor approves or disapproves request	None	5minutes	<i>Admin Aide IV Sangguniang Panlungsod Office</i>
<b>TOTAL:</b>		First 10 pages (FREE)  Php2.00/ Page in excess of ten(10) pages	11minutes	

#### 4. Release of Status updates on referrals and communications received by the Sangguniang Panlungsod Office

The Sangguniang Panlungsod acts on matters properly received by it and the status of the action, inaction, approval or disapproval of matter received or referred to it may be obtained by any concerned party

<b>Office or Division:</b>	Sangguniang Panlungsod Office			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C/G2G			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Receiving copy of the matter subject of the requested status update		Mother Office/ Concerned party(Clients)		
Request for status update duly filled				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present receiving copy to assigned SP staff	Receive letter request and require client to fill-up request slip	None	1minute	<i>Admin Aide IV</i>
2. Fill in request Slip and	Receive request slip and transmit	None	30minutes	<i>Records Officer</i>



submit to assigned SP staff and wait for SP staff to call	to assigned SP personnel			III Sangguniang Panlungsod Office
3.	Release status update on requested matter	None	5minutes	Records Officer III Sangguniang Panlungsod Office
<b>TOTAL:</b>		None	36minutes	



# CITY ADMINISTRATOR'S OFFICE





## 1. News and Announcement Data

Information dissemination

<b>Office or Division:</b>	City Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Government Agencies, LGU'S and other Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
		Public Information Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Gather data from Different Offices 2. Post information/Advisories to Facebook page and webpage	Disseminate News and Announcement Data	None	1 Day	<i>Information Officer IV</i> City Administrator's Office  <i>Information Officer III</i> City Administrator's Office
<b>TOTAL:</b>		None	1 Day	

## 2. Banwag News Letter

Information dissemination

<b>Office or Division:</b>	City Administrator's Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Government Agencies, LGU'S and other Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Gather data from	Completes news article of the publication of the		3 month	<i>Information Officer IV</i> City Administrator's Office



Different Offices	quarterly new letter		2 weeks	<i>Information Officer III</i> City Administrator's Office
2. Lay out Newsletter		None	1 week	
3. Production of Newsletter.			1 week	
4. Disseminate Newsletter to Different Offices and 46 Barangays				<i>Administrative Aide</i> City Administrator's Office
<b>TOTAL:</b>		None	4 months	

### 3. Disaster Response

#### Rapid Assessment and Data Needs Analysis (RDANA)

<b>Office or Division:</b>	City Administrator's office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Government Agencies, LGU'S and other Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Information Phase (Pre-Activation) • Activates the EOC and coordinates with the affected	Submit RDANA REPORT PHASE 1 (Saving Lives)	None	3 hours	<i>City administrator</i> City Administrator's Office

<p>d areas.</p> <ul style="list-style-type: none"> <li>• The EOC raises the appropriate alert level.</li> <li>• The EOC collect, tract, and share critical information to the council members.</li> <li>• The EOC sends advance information to all RDAN A members regarding the situation</li> </ul> <p>Note: No action required yet. FYI only</p>				
<p>2. Alert Phase (Pre-</p>			<p>3 hours</p>	



<p>Activati on)</p> <ul style="list-style-type: none"> <li>• Based on the evaluation of the triggers, the EOC decides that RDAN A is needed</li> <li>• The EOC disseminates official alert message to ALL RDAN A team members, calling them for a mission and asking for their availability.</li> <li>• Each RDAN A team member confirms his/her availability by</li> </ul>				
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<p>sendin g their locatio n, earliest time he/she can report to the EOC, and other import ant person al concer n</p> <ul style="list-style-type: none"> <li>• The EOC sends advance information to all RDAN A members regarding the situation</li> </ul>				
<p>3. Stand- by Phase (Pre- Activati on)</p> <ul style="list-style-type: none"> <li>• Activat es the EOC evaluat es the memb ers</li> </ul>			3 hours	



<p>who confirmed availability and designates a team leader</p> <ul style="list-style-type: none"><li>• The EOC and Team Leader assemble the best team members based on availability and relevance of expertise to the situation.</li><li>• The RDAN A Team members stand-by for further notice until the official team has been</li></ul>				
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decide d				
<p>4. Activation/dispatch (Deployment)</p> <ul style="list-style-type: none"> <li>The EOC sends a message to the selected RDAN A members, signifying that they are officially selected as the team for the mission</li> <li>The RDAN A team members report to the EOC for briefing and receive the official dispatch</li> </ul>			3 days	

<p>message/authorization to conduct RDAN A</p> <ul style="list-style-type: none"> <li>• The RDAN A team proceeds to the target site and commences RDAN A.</li> <li>• The EOC constantly monitors the situation at the impacted area and coordinates with the RDAN A team</li> </ul>				
<p>5. Post Activation</p> <p>a) Stand-down Phase</p> <ul style="list-style-type: none"> <li>• In the event</li> </ul>			<p>1 hour</p>	



<p>that RDAN A is no longer deemed necessary, the EOC sends a stand-down message to all RDAN A members who were previously notified .</p> <p>b) Termination Phase</p> <ul style="list-style-type: none"> <li>• The EOC notifies the RDAN A team on the ground to officially terminate the mission based on situation</li> </ul>			<p>3 days</p>	
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update s or as recom mende d by the team leader. <ul style="list-style-type: none"> <li>The RDAN A team termin ates the missio n and reports to the EOC.</li> </ul>				
<b>TOTAL:</b>		None	6 days and 10 hours	

#### 4. Functional Information System Website

<b>Office or Division:</b>	City Administrator's Office /Management Information System Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction :</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Government Agencies, LGU'S and other Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
		MIS Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Website maintenance and content updating	None	1 day	<i>Information System Analyst II</i> City Administrator's Office  <i>Information System Analyst I</i> City Administrator's Office  <i>Administrative Aide</i>



				City Administrator's Office
<b>TOTAL:</b>		None	1 day	

## 5. Server Maintenance

<b>Office or Division:</b>	City Administrator's Office / Management Information System Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Government Agencies, LGU'S and other Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
		MIS Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Server Maintenance	Conduct Weekly update	none	1 day	<i>Information Technology Officer III</i> City Administrator's Office  <i>Information System Analyst II</i> City Administrator's Office  <i>Computer Maintenance Technician II</i> City Administrator's Office  <i>Administrative Aide</i> City Administrator's Office
<b>TOTAL:</b>		None	1 day	

## 6. Inclusive Planning

Monthly Committee Meeting

<b>Office or Division:</b>	City Administrator's Office		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2G – Government to Government		
<b>Who may avail:</b>	All Government Agencies, LGU'S and other Government Instrumentalities		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	



Representation to Local Bodies and Committees		City Administrator		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Facilitate Monthly meeting of Department Heads with the LCE	None	3 days	<i>City Administrator</i> City Administrator's Office  <i>Information Officer IV</i> City Administrator's Office  <i>Information Officer III</i> City Administrator's Office
<b>TOTAL:</b>		None	3 days	

### 7. Representation to Local Bodies and Committees

<b>Office or Division:</b>	City Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Government Agencies, LGU'S and other Government Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
		City Administrator		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Schedules meetings of councils and special bodies.	None	3 days	<i>City Administrator</i> City Administrator's Office
<b>TOTAL:</b>		None	2 days	

### 8. Commemoration, Observance and Awareness of special events and CGM Activities

<b>Office or Division:</b>	City Administrator's Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Government Agencies, LGU'S and other Government Instrumentalities			



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Facilitate the commemoration of special events and other CGM activities	none	15 days	<i>City Administrator</i> <i>Information Officer IV</i> City Administrator's Office  <i>Information Officer III</i> City Administrator's Office  <i>Information Officer I</i> City Administrator's Office  <i>Records Officer II</i> City Administrator's Office  <i>Administrative aide</i> City Administrator's Office
<b>TOTAL:</b>		None	15 days	

## 9. Public Bidding

<b>Office or Division:</b>	City Administrator's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Government Agencies, LGU'S and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Conduct transparent public bidding	none	1 day	<i>City Administrator</i> City Administrator's Office
<b>TOTAL:</b>		None	1 day	



# **CITY HUMAN RESOURCE MANAGEMENT OFFICE (CHRMO)**





## 1. Issuance of Certification (employment, unemployment, good moral standing)

<b>Office or Division:</b>	CHRMO			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G to C - Government to client			
<b>Who may avail:</b>	Currently or previously employed permanent, coterminous, casual and job order employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved service request form		HRMO		
Official receipt		CTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill up service request form at HRMO		None	2 MINUTES	<i>Administrative Aide</i> CHRM Office
Present service request form and pay the corresponding amount	Issue official receipt	100.00	5 minutes	<i>RCO I/II/III</i> City Treasurer's Office
Forward Official Receipt to HRMO	Receive OR and Check employee record	None	5 minutes	<i>HRM Aide</i> CHRM Office  <i>Administrative Aide</i> CHRM Office
	Prepare Certificate of employment	None	10 minutes	<i>HRM Aide</i> CHRM Office  <i>Administrative Aide</i> CHRM Office
	Review, approve and sign certificate of employment	None	3 minutes	<i>HRMO IV-OIC</i> <i>HRMO III</i> CHRM Office
	Log Issuance and affix HR seal	None	3 minutes	<i>Administrative Aide</i> CHRM Office
	Issue certificate of employment to requesting party	None	2 minutes	<i>Administrative Aide</i> CHRM Office
<b>TOTAL:</b>		100.00	30 mins	



## 2. Issuance of Service Record (JO & CASUAL)

<b>Office or Division:</b>	CHRMO			
<b>Classification:</b>	G to C - Government to client			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Currently or previously employed permanent, coterminous, casual and job order employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved service request form		HRMO		
Official receipt		CTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill up service request form	HRMO	None	2 minutes	<i>Administrative Aide</i> CHRM Office
Present service request form and pay the corresponding amount	Issue official receipt	100.00	5 minutes	<i>RCO I/II/III</i> City Treasurer's Office
Forward the Official Request to HRMO	Receive OR and Check employee record	None	5 minutes	<i>Administrative Aide</i> CHRM Office
	Prepare service record	None	10minutes	<i>Administrative Aide</i> CHRM Office
	Review, approve and sign service record	None	3 minutes	<i>HRMO IV – OIC</i> CHRM Office  <i>HRMO III</i> CHRM Office
	Log issuance and affix HR seal	None	3 minutes	<i>Administrative Aide</i> CHRM Office
	Issue certificate of employment to requesting party	None	2 minutes	<i>Administrative Aide</i> CHRM Office
<b>TOTAL:</b>		100.00	30 mins	



### 3. Paternity Leave application

<b>Office or Division:</b>	CHRMO			
<b>Classification:</b>	G to C - Government to client			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Employed permanent, co-terminous and casual employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
3 copies of filled application form duly signed by the head of office		Applicants office		
Medical certificate of wife who gave birth		Hospital/clinic where the wife gave birth		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Attach medical certificate and submit duly signed Form 6 to HRMO	HRMO gatekeeper receives the application form and forward to leave administration in charge	None	5 mins	<i>Administrative Aide</i> CHRM Office
	Check completeness of document entry	None	10 mins	<i>HRMO II</i> CHRM Office  <i>Administrative Aide</i> CHRM Office
	Input data to leave cards and forward for counterchecking	None	20 mins	<i>HRMO II</i> CHRM Office  <i>Administrative Aide</i> CHRM Office
	Review inputted data on leave card and forward to head of office for recommending approval	None	15 mins	<i>HRMO III</i> CHRM Office
	Sign document for recommending approval and forward signed forms to leave administration staff	None	10 mins	<i>HRMO IV – OIC</i> CHRM Office  <i>HRMO III</i> CHRM Office



	Input CSC Form 6 duly signed by the HRMO head to the Leave Application File and forward to the gatekeeper	None	10 mins	<i>HRMO II Administrative Aide CHRM Office</i>
	Transmit leave application form to City Admin for approval	None	15 mins	<i>Administrative Aide CHRM Office</i>
	City Administrator approves leave application	None	1 hr.	<i>City Administrator City Administrator's Office</i>
	Forward approved leave application form to HRMO	None	15 mins	<i>Administrative Aide CHRM Office</i>
	If approved, input leave data to HRMIS	None	20 mins	<i>HRMO II Administrative Aide CHRM Office</i>
	Sort CSC Form 6 into 3 – for accounting office file, HR file and owners file	None	15 min	<i>HRMO II Administrative Aide CHRM Office</i>
	<b>TOTAL:</b>	None	3 hrs, 25 mins	

#### 4. Sick Leave application (6 Days and Above)

<b>Office or Division:</b>	CHRMO	
<b>Classification:</b>	G to C - Government to client	
<b>Type of Transaction:</b>	Simple	
<b>Who may avail:</b>	Employed permanent, co-terminous and casual employees	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
3 copies of filled application form duly signed by the head of office (applied upon return to station)		Applicants office
Medical certificate of patient		Hospital/clinic where the patient was admitted



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit duly signed Form 6 and medical certificate to HRMO	HRMO gatekeeper receives the application form and forward to leave administration in charge	None	5 mins	<i>Administrative Aide</i> CHRM Office
	Check completeness of document entry	None	10 mins	<i>HRMO II</i> <i>Administrative Aide</i> CHRM Office
	Input data to leave cards and forward for counterchecking	None	20 mins	<i>HRMO II</i> <i>Administrative Aide</i> CHRM Office
	Review inputted data on leave card and forward to head of office for recommending approval	None	15 mins	<i>HRMO III</i> CHRM Office
	Sign document for recommending approval and forward signed forms to leave administration staff	None	10 mins	<i>HRMO IV-OIC</i> CHRM Office
	Input CSC Form 6 duly signed by the HRMO head to the Leave Application File and forward to the gatekeeper	None	10 mins	<i>HRMO II</i> <i>Administrative Aide</i> CHRM Office
	Transmit leave application form to City Admin for approval	None	15 mins	<i>Administrative Aide</i> CHRM Office
	City Administrator approves leave application	None	1 hr.	<i>City Administrator</i> City Administrator's Office
		None	15 mins	<i>Administrative Aide</i>



	Forward approved leave application form to HRMO			City Administrator's Office
	If approved, input leave data to HRMIS	None	20 mins	<i>HRMO II</i> Administrative Aide CHRM Office
	Sort CSC Form 6 into 3 – for accounting office file, HR file and owners file	None	15 min	<i>HRMO II</i> Administrative Aide CHRM Office
<b>TOTAL:</b>		None	3 hrs, 25 mins	

## 5. Sick Leave application (not more than 5 days)

<b>Office or Division:</b>	CHRMO			
<b>Classification:</b>	G to C - Government to client			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Employed permanent, co-terminous and casual employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
3 copies of filled application form duly signed by the head of office (applied upon return to station)		Applicants office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit duly signed Form 6 to HRMO	HRMO gatekeeper receives the application form and forward to leave administration in charge	None	5 mins	<i>Administrative Aide</i> CHRM Office
	Check completeness of document entry	None	10 mins	<i>HRMO II</i> <i>Administrative Aide</i> CHRM Office
	Input data to leave cards and forward for counterchecking	None	20 mins	<i>HRMO II</i> <i>Administrative Aide</i> CHRM Office
	Review inputted data on leave card and forward to head of office for recommending approval	None	15 mins	<i>HRMO III</i> CHRM Office
	Sign document for recommending			<i>HRMO IV-OIC</i>



	approval and forward signed forms to leave administration staff	None	10 mins	CHRM Office
	Input CSC Form 6 duly signed by the HRMO head to the Leave Application File and forward to the gatekeeper	None	10 min	<i>HRMO II Administrative Aide CHRM Office</i>
	City Administrator approves leave application	None	1 hr.	<i>City Administrator City Administrator's Office</i>
	Forward approved leave application form to HRMO	None	15 mins	<i>Administrative Aide City Administrator's Office</i>
	If approved, input leave data to HRMIS	None	20 mins	<i>HRMO II Administrative Aide CHRM Office</i>
	Sort CSC Form 6 into 3 – for accounting office file, HR file and owners file	None	15 min	<i>HRMO II Administrative Aide CHRM Office</i>
	<b>TOTAL:</b>	None	3 hrs, 25 mins	

## 6. Special Leave application (except domestic emergency)

<b>Office or Division:</b>	CHRMO			
<b>Classification:</b>	G to C - Government to client			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Employed permanent, co-terminous and casual employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
3 copies of filled application form duly signed by the head of office		Applicants office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit duly signed Form 6 to the HRMO (at least 3 days before the leave date)	HRMO gatekeeper receives the application form and forward to	None	5 mins	<i>Administrative Aide CHRM Office</i>



	leave administration in-charge			
	Check completeness of document entry	None	10 mins	<i>HRMO II Administrative Aide CHRM Office</i>
	Input data to leave cards and forward for counterchecking	None	20 mins	<i>HRMO II Administrative Aide CHRM Office</i>
	Review inputted data on leave card and forward to head of office for recommending approval	None	15 mins	<i>HRMO III CHRM Office</i>
	Sign document for recommending approval and forward signed forms to leave administration staff	None	10 mins	<i>HRMO IV-OIC CHRM Office</i>
	Input CSC Form 6 duly signed by the HRMO head to the Leave Application File and forward to the gatekeeper	None	10 min	<i>HRMO II Administrative Aide CHRM Office</i>
	Transmit leave application form to City Admin for approval	None	15 mins	<i>Administrative Aide CHRM Office</i>
	City Administrator approves leave application	None	1 hr.	<i>City Administrator City Administrator's Office</i>
	Forward approved leave application form to HRMO	None	15 mins	<i>Administrative Aide City Administrator's Office</i>
	If approved, input leave data to HRMIS	None	20 mins	<i>HRMO II Administrative Aide CHRM Office</i>
	Sort CSC Form 6 into 3 – for	None	15 min	<i>HRMO II Administrative Aide</i>



	accounting office file, HR file and owners file			CHRM Office
<b>TOTAL:</b>		None	3 hrs, 25 mins	

## 7. Vacation Leave application

<b>Office or Division:</b>	CHRMO			
<b>Classification:</b>	G to C - Government to client			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Employed permanent, co-terminous and casual employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
3 copies of filled application form duly signed by the head of office		Applicants office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit duly signed Form 6 to HRMO (at least 5 days before the leave date)	HRMO gatekeeper receives the application form and forward to leave administration in-charge	None	5 mins	<i>Administrative Aide</i> CHRM Office
	Check completeness of document entry	None	10 mins	<i>HRMO II</i> <i>Administrative Aide</i> CHRM Office
	Input data to leave cards and forward for counterchecking	None	20 mins	<i>HRMO II</i> <i>Administrative Aide</i> CHRM Office
	Review inputted data on leave card and forward to head of office for recommending approval	None	15 mins	<i>HRMO III</i> CHRM Office
	Sign document for recommending approval and forward signed forms to leave	None	10 mins	<i>HRMO IV-OIC</i> CHRM Office



	administration staff			
	Input CSC Form 6 duly signed by the HRMO head to the Leave Application File and forward to the gatekeeper	None	10 min	<i>HRMO II Administrative Aide CHRM Office</i>
	Transmit leave application form to City Admin for approval	None	15 mins	<i>Administrative Aide CHRM Office</i>
	City Administrator approves leave application	None	1 hr.	<i>City Administrator City Administrator's Office</i>
	Forward approved leave application form to HRMO	None	15 mins	<i>Administrative Aide City Administrator's Office</i>
	If approved, input leave data to HRMIS	None	20 mins	<i>HRMO II Administrative Aide CHRM Office</i>
	Sort CSC Form 6 into 3 – for accounting office file, HR file and owners file	None	15 min	<i>HRMO II Administrative Aide CHRM Office</i>
<b>TOTAL:</b>		None	3 hrs, 25 mins	

## 8. Emergency Leave application

<b>Office or Division:</b>	CHRMO			
<b>Classification:</b>	G to C - Government to client			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Employed permanent, co-terminous and casual employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
3 copies of CSC FORM 6 duly signed by the head of office (applied upon return to station)		Applicants office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



Submit duly signed Form 6 to HRMO	HRMO gatekeeper receives the application form and forward to leave administration incharge	None	5 mins	<i>Administrative Aide</i> CHRM Office
	Check completeness of document entry	None	10 mins	<i>HRMO II</i> <i>Administrative Aide</i> CHRM Office
	Input data to leave cards and forward for counterchecking	None	20 mins	<i>HRMO II</i> <i>Administrative Aide</i> CHRM Office
	Review inputted data on leave card and forward to head of office for recommending approval	None	15 mins	<i>HRMO III</i> CHRM Office
	Sign document for recommending approval and forward signed forms to leave administration staff	None	10 mins	<i>HRMO IV-OIC</i> CHRM Office
	Input CSC Form 6 duly signed by the HRMO head to the Leave Application File and forward to the gatekeeper	None	10 mins	<i>HRMO II</i> CHRM Office <i>Administrative Aide</i> CHRM Office
	Transmit leave application form to City Admin for approval	None	15 mins	<i>Administrative Aide</i> CHRM Office
	City Administrator approves leave application	None	1 hr.	<i>City Administrator</i> City Administrator's Office
	Forward approved leave application form to HRMO	None	15 mins	<i>Administrative Aide</i> City Administrator's Office
	If approved, input leave data to HRMIS	None	20 mins	<i>HRMO II</i> <i>Administrative Aide</i> CHRM Office



	Sort CSC Form 6 into 3 – for accounting office file, HR file and owners file	None	15 min	<i>HRMO II Administrative Aide CHRM Office</i>
<b>TOTAL:</b>		None	3 hrs, 25 mins	

## 9. Monetization of Leave credits

<b>Office or Division:</b>	CHRMO			
<b>Classification:</b>	G to C - Government to client			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Employed permanent, co-terminous and casual employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
3 copies of CSC Form 6 signed by the head of office (applied upon return to station)		Employees Office		
Letter Request				
Proof of monetization purpose		Concerned agency		
Voucher				
Obligation Request				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit application and all supporting documents duly signed by the office head where it originates	Check available leave credits, complete requirements and salary grade	None	5 mins	<i>Administrative Aide CHRM Office</i>
	Input data to leave cards and forward for counterchecking	None	20 mins	<i>HRMO II Administrative Aide CHRM Office</i>
	Review inputted data on leave card and forward to head of office for	None	15 mins	<i>HRMO III CHRM Office</i>



	recommending approval			
	Sign document for recommending approval and forward signed forms to leave administration staff	None	10 mins	<i>HRMO IV-OIC</i> CHRM Office
	Input CSC Form 6 duly signed by the HRMO head to the Leave Application File and forward to the gatekeeper	None	10 min	<i>HRMO II</i> <i>Administrative Aide</i> CHRM Office
	Transmit monetization to City Admin for approval	None	15 mins	<i>Administrative Aide</i> CHRM Office
	City Administrator approves leave application	None	1 hr.	<i>City Administrator</i> City Administrator's Office
	Forward approved leave application form to HRMO	None	15 mins	<i>Administrative Aide</i> City Administrator's Office
	If approved, input leave data to HRMIS	None	20 mins	<i>HRMO II</i> <i>Administrative Aide</i> CHRM Office
	Sort CSC Form 6 into 3 – for accounting office file, HR file and owners file	None	15 min	<i>HRMO II</i> <i>Administrative Aide</i> CHRM Office
	Forward to CBO for processing	None	15 minutes	<i>Administrative Aide</i> CHRM Office
	<b>TOTAL:</b>	None	3 hrs, 40 mins	



## 10. Processing of Pag-Ibig Loan for Regular Employees

<b>Office or Division:</b>	CHRMO			
<b>Classification:</b>	G to C - Government to Government			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Employed permanent, co-terminous and casual employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled up Pag-ibig Loan application Form		Employees Office		
Certified Photocopy of 2 valid ID s		Employees Office		
Photocopy of ATM and Transaction Receipt		Employee's Office		
Net Take Home Pay ( At least 5,000.00)		HRMO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit application and all supporting documents to HRMO	Issue Net Take Home Pay and verify photocopy of 2 valid ID s	None	15 mins	<i>HRMO II HRM Aide Administrative Aide CHRM Office</i>
	Forward to HRMO for signature on application form	None	2 mins	<i>HRMO IV-OIC HRMO III CHRM Office</i>
	Sign loan application form, photocopy of ID s and Net take Home Pay	None	5 mins	<i>HRMO II Administrative Aide CHRM Office</i>
	Log transaction and release to the applicant.	None	10 mins	<i>Administrative Aide CHRM Office</i>
<b>TOTAL:</b>		None	30 mins	



## 11. Processing of Pag-Ibig Loan for Job Order Employees

<b>Office or Division:</b>	CHRMO			
<b>Classification:</b>	G to C - Government to Government			
<b>Type of Transaction:</b>	Simple			
<b>Who may avail:</b>	Employed permanent, co-terminous and casual employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled up Pag-ibig Loan application Form		Employees Office		
Certified Photocopy of 2 valid ID s		Employees Office		
Photocopy of ATM and Transaction Receipt		Employee's Office		
Net Take Home Pay ( At least 5,000.00)		City Accountant's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit application and all supporting documents to Accounting	Accounting Staff evaluates application form and issue Certificate of Net Take Home Pay	None		<i>Administrative Aide</i> CHRM Office
Forward to HRMO for signature on application form	Evaluate documents	None	10 mins	<i>HRMO II</i> <i>Administrative Aide</i> CHRM Office
	Sign loan application form, photocopy of ID s and Net take Home Pay	None	10 mins	<i>HRMO IV-OIC</i> <i>HRMO III</i> CHRM Office
	Log transaction and release to the applicant.	None	10 mins	<i>Administrative Aide</i> CHRM Office
<b>TOTAL:</b>		None	30 mins	



## 12. Issuance of Net Take Home Pay (Permanent and Casual)

To provide monthly Net Take Home Pay of Permanent and Casual employees

CHRMO	CHRMO			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Currently employed permanent and casual employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request of Net Take Home Pay	Issuance of Net Take Home Pay		5 mins	HRMO II HRM Aide Administrative Aide
TOTAL			5 mins	

## 13. Confirmation of GSIS Loans for (permanent, elective, co-term and casual employees)

To facilitate the confirmation of GSIS Loans

<b>Office or Division:</b>	CHRMO			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Currently employed permanent, elective, Co-Term and casual employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Log in the Logbook for GSIS Confirmation		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visit HRMO for confirmation of approved loan	Check the Net Take Home pay for the qualifying of the loans Check the webpage for GSIS confirmation	None	5 mins	HRMO II Administrative Aide Administrative Aide CHRMO Office
	Check the webpage for GSIS confirmation	None		
<b>TOTAL:</b>		None	5 mins	

## 14. Processing Philhealth Membership (permanent, elective, co-term and casual employees)

To process the pag ibig loans of the employees

<b>Office or Division:</b>	CHRMO			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Client			
<b>Who may avail:</b>	Currently employed permanent, elective, Co-Term and casual employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Filled up the Philhealth Membership Registration Form		HRMO		
Attachment of Requirement (Birth Certificate and Marriage Contract)		Employee		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	Submit the Philhealth Form	None	3 mins	HRMO II HRMO Assistant Administrative Aide CHRM Office
	Checking the Form and attachments	None	5 mins	HRMO II HRMO Assistant Administrative Aide CHRM Office
	Prepare ER2 for the submission to Philhealth	None	10 mins	HRMO IV-OIC HRMO II HRMO Assistant CHRM Office
<b>TOTAL:</b>		None	18 mins	



# **CITY PLANNING AND DEVELOPMENT OFFICE**





## 1. Alteration of Subdivision Development Plan Permit

An Alteration of SDP Permit is issued in cases where there are changes or variations in the approved Subdivision Development Plan during actual construction of the project.

<b>Office or Division:</b>	Monitoring and Evaluation Section: Zoning Enforcement and Administration Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B, G2B, G2G			
<b>Who may avail:</b>	Housing Subdivision and Memorial Parks/Cemetery Developers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter stating the purpose of Alteration		To be prepared by client.		
2. Previously Approved SDP		To be prepared by client.		
3. Complete plan and details of area affected		To be prepared by client.		
4. New Title, Tax Declaration and Tax Receipt of Affected Area (If any)		Register of Deeds, City Assessors, City Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Applicant submit the corrected SDP documents to CPDO	Evaluate Completeness of Requirements and Endorse to Local Sanggunian	none	30 Mins.	<i>Zoning Officer III</i> CPDO
	Local Sanggunian to prepare Resolution approving the AP and furnish copy to CPDO	none	15 Days	<i>Local Sanggunian</i>
	Upon Receipt of SP Resolution Approving the Alteration, Prepare Assessment of fees and Inform Client	none	15 Mins.	<i>Zoning Officer III</i> CPDO
Client Proceed to Treasurer's Office for Payment	Receive Payment and Issue Official Receipt	See attached schedule of fee for SDP	25 Mins	<i>LRCC I, II, III and LRCC I, III (Local Revenue Collection Clerk &amp; Local Revenue Collection Officer)</i> CPDO
Submit OR to CPDO	Prepare and Issue Alternation Permit	none	1 Hour	<i>Zoning Officer III</i> CPDO



<b>TOTAL:</b>	None	15 hours and 40 minutes	
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## 2. Locational Clearance

A Locational Clearance is one of the basic requirements in securing building permits for all type of construction. It is issued to promote compatibility of land development patterns based on the approved Zoning Ordinance, like locations of residential and commercial areas and other essential services.

<b>Office or Division:</b>	Monitoring and Evaluation Section: Zoning Enforcement and Administration Division
<b>Classification:</b>	Complex
<b>Type of Transaction:</b>	G2B , G2C,G2G
<b>Who may avail:</b>	All Building Permit Applicants for Complex Residential, Commercial, Institutional and Special Projects.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. See List of complete requirements for special projects.				
2. Local Social Acceptability Requirements				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Visit CPDO for Complete List of Requirements	Provide Complete List of Requirements	none	5 Mins.	<i>Zoning Officer III CPDO</i>
Client Submits Complete Requirements		none	2 Days	<i>Concern Applicant</i>
	Conducts Ocular Inspection	none	1 Day	<i>Zoning Officer III CPDO</i>
	Prepare Inspection Report and Endorse to City Mayor's Office	none	1 Hour	<i>Zoning Officer III CPDO</i>
	City Mayor's Office Approval	none	1 Day	<i>City Mayor/OIC</i>
	Upon receipt of Mayor's approval, prepare Assessment of Fees and Inform Client	None	15 Mins	<i>Zoning Officer III CPDO</i>



Client Proceed to City Treasurer's Office for Payment	Receive Payment and Issue Official Receipt	-see attached schedule of fees-	25 Mins	LRCC I, II, III & LRCO I, III (Local Revenue Collection Clerk & Collection Officer) CPDO
Client Submit Official Receipt	Issue Locational Clearance	none	15 Mins.	Zoning Officer III CPDO
<b>TOTAL:</b>		None	4 Days & 2 Hours	

### 3. Preliminary Subdivision Development Plan Permit (PSDP Permit)

A PSDP Permit is issued to enable the applicants to commence with all activities in the approved Preliminary Subdivision Development Plan of all proposed Residential Subdivision and Memorials Park projects. The PSDP which is being approved by the Sangguniang Panlungsod thru a Resolution, contains the basic plans and specifications of the project as originally prepared by the applicants. "Preliminary" in the sense that no technical review by the LGU is needed yet with regards to the design standards and specifications of some components of the project.

<b>Office or Division:</b>	Monitoring and Evaluation Section: Zoning Enforcement and Administration Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B, G2B, G2G			
<b>Who may avail:</b>	Housing Subdivision and Memorial Parks/Cemetery Developers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. PSDP Requirements		-see attached list-		
2. Local Social Acceptability Requirements		-see attached list-		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit Required Documents	Check and Evaluate Completeness of Documents	none	2 Hours	Zoning Officer III CPDO
	Technical Working Group Ocular site inspection	none	1 Day	CPDO; SP; ENGINEERING; ASSESSOR
	Encode letter of endorsement and forward to the Local Sanggunian.	none	2 Hours	Zoning Officer III CPDO



	Local Sanggunian to prepare Resolution Approving the PSDP and furnish copy to CPDO	none	17 Days	City Vice Mayor/OIC
Visit CPDO and Proceed to City Treasurer's Office for Payment	Upon Receipt of Local Sanggunian Resolution approving the PSDP, prepare payment assessment and contact the applicant	none	1 Day	Zoning Officer III CPDO
	Receive payment and Issue Official Receipt	-see attached schedule of fees prescribed by the Housing and Land Use Regulatory Board (HLURB)-	25 Mins.	LRCC I,II,III & LRCO I,III (Local Revenue Collecting Clerk & Collecting Officer) CPDO
	Prepare and issue PSDP Permit	-see attached schedule of fees prescribed by the Housing and Land Use Regulatory Board (HLURB)-	2 Hours	Zoning Officer III CPDO
<b>TOTAL:</b>		See attached schedule of fees	19 Days,6 Hours & 25 Mins	



#### 4. Subdivision Development Plan Permit (SDP Permit)

A SDP Permit is issued to all proposed Residential Subdivision and Memorials Park projects to ensure their compliance to the findings and recommendations of the Technical Working Group upon their review and evaluation of the Preliminary Subdivision Development Plan (PSDP). Thus, no Subdivision Development Plan Permit will be issued without an approved Preliminary Subdivision Development Plan (PSDP). The SDP is also approved by the Local Sangguniang.

The period between the issuance of PSDP Permit and application of SDP Permit is dependent upon the applicant/developer.

<b>Office or Division:</b>	Monitoring and Evaluation Section : Zoning Enforcement and Administration Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B ,G2B , G2G			
<b>Who may avail:</b>	Housing Subdivision and Memorial Parks/Cemetery Developers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. SDP Requirements		-see attached list-		
2. Local Social Acceptability Requirements		-see attached list-		
3. Approved PSDP Permit		-previously issued by CPDO-		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Applicant submits complete SDP Permit application documents to CPDO.	Receive and Evaluate as to Completeness of Documents	none	3 Hours	<i>Zoning Officer III</i> CPDO
	Endorse SDP Permit Application to City Engineer's Office for Technical Review	none	2 Hours	<i>Zoning Officer III</i> CPDO
	Technical Review and Evaluation of SDP Documents	none	6 Days	<i>Engineer I,II</i> City Engineers Office
	City Engineer's Office Forward Technical Corrections/Revisions to CPDO	none	1 Hour	<i>Liaison Officer I</i> <i>Laborer I</i> CPDO



	Inform Applicants if there are corrections/revisions	none	none	Zoning Officer III CPDO
Client Submit to CPDO Corrected/Revised Documents	Received Corrected/Revised Documents and endorse to Local Sanggunian	none	1 Hour	Zoning Officer III CPDO
	Local Sanggunian to prepare Resolution approving the SDP and furnish copy to CPDO	none	12 Days	City Vice Mayor/OIC
	Upon receipt of Local Sanggunian Resolution approving the SDP, Prepares assessment of fees and inform client	none	1 Day	Zoning Officer III CPDO
Client/Applicant proceed to City Treasurer's Office for Payment	Receive payment and issue official receipt	See attached schedule of fees	25 Mins.	LRCC I,II,III & LRCC I,III (Local Revenue Collecting Clerk & Revenue Officer) CPDO
Submit OR to CPDO	Prepare and issue SDP Permit	none	2 Hours	Zoning Officer III CPDO
<b>TOTAL:</b>		See attached schedule of fees	19 Days, 10 Hours & 25 Minutes	

## 5. Public Employment Service Office (PESO) Certification

A PESO Certificate is issued to individuals who intend to seek employment from private agencies in compliance to the provision of Article 14(D) of the Labor Code of the Philippines and its corresponding Implementing Rules and Regulations (IRR). This document is issued to ensure that all jobseekers are registered in the PESO database of manpower to facilitate future employment opportunities and also to provide timely information on the labor market.



<b>Office or Division:</b>	Public employment service office @ city planning & development office			
<b>Classification:</b>	Simple (issuance of peso certificate)			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	Job Seekers/applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Identification Card/Resident Certificate (recent)		Agency or School ID/ Resident Certificate of Job Applicants		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Verbally express intention to get PESO Certificate	Interview job applicant and secures pertinent data	none		<i>Proj. Dev't. Officer III (PESO Staff)</i> CPDO
2. Fill-up PESO Skills Registry Form	Issue form to be filled-up by job seekers/applicants	none	5 Minutes	<i>Proj. Dev't. Officer III (PESO Staff)</i> CPDO
	Issue PESO Certificate	none		<i>Proj. Dev't. Officer III (PESO Staff)</i> CPDO
	Keep the PESO Skills Registry Form for DOLE Monthly Report	none		<i>Proj. Dev't. Officer III (PESO Staff)</i> CPDO
<b>TOTAL:</b>		none	5 Minutes	

## 6. Locational Clearance

A Locational Clearance is one of the basic requirements in securing building permits for all type of construction. It is issued to promote compatibility of land development patterns based on the approved Zoning Ordinance, like locations of residential and commercial areas and other essential services.

The types of projects that are classified under Simple Locational Clearance include Residential, Commercial and Institutional projects, 1-3 Storey and up to 1,500 Sq. mtr. floor area.

For this transaction, the first step is to submit all required documents to the City Engineer's Office. Then, assigned personnel will forward the application form together with the requirements to the



CPDO for the issuance of Simple Locational Clearance. **Note that there is no client-service provider (CPDO) contact being made.**

<b>Office or Division:</b>	Monitoring and Evaluation Section: Zoning Enforcement and Administration Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C, G2G, G2B
<b>Who may avail:</b>	All Building Permit Applicants for Simple Residential, Commercial and Institutional Projects

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished and Duly Notarized Application Form	City Engineer's Office
2. Proof of Lot Ownership: a. Lot Title b. Tax Declaration c. Latest Tax Receipt d. Any of the ff: 1. Deed of Absolute Sale 2. Authorization 3. Certifications 4. Special Power of Attorney 5. Usufruct Agreement 6. Extra Judicial	Register of Deeds City Assessor's Office City Treasurer's Office  -to be prepared by Applicant.
3. Vicinity Map, Site Development Plan, Perspective, Floor Plan, Elevations, Detailed Estimates	- To be prepared by the Applicant.
4. Environmental Compliance Certificate (ECC) or Certificate of Non-Compliance (CNC) , if necessary	Department of Environment and Natural Resources (DENR)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submits complete requirements, including Accomplished and Duly Notarized Application for Locational Clearance to the City Engineer's	Receive and Evaluate Completeness of Documents	none	15 Minutes	Engineer I, Engineer II CPDO



Office, Building Permit Division				
	Personnel from CEO, Building Permit Division Forwards Required Documents to CPDO for Locational Clearance (1 or more applications)	none	1 Hour	Liaison Officer I; Laborer I CPDO
<i>For all Residential and Institutional (regardless of amount) and Commercial below P500,000.00 amount</i>				
	Receive, Evaluate Documents and prepare Assessment of Fees and Prepare Locational Clearance per Applicant	none	5 Mins. / Application	Zoning Officer III CPDO
	Personnel from CEO, Building Permit Division will get the Assessment and Locational Clearance from CPDO	none	1 Hour	Liaison Officer I; Laborer I CPDO
TOTAL			2 Hours & 20 Minutes	
End of Transaction	<i>Note: Locational Clearance Fees based on attached HLURB Schedule of Fees will be incorporated to Building Permit Fees</i>			
<i>For Commercial P500,000.00 and above</i>				
	Receive, Evaluate Documents	none	5 Mins.	Zoning Officer III CPDO
	Conducts Ocular Inspection	none	1 Day	Zoning Officer III CPDO



	Prepare Inspection Report and Endorse to City Mayor's Office	none	1 Hour	Zoning Officer III CPDO
	City Mayor's Office Approval	none	1 Day	City Mayor's Office
	Upon receipt of Mayor's approval, prepare Assessment of Fees and Locational Clearance	none	15 Mins.	Zoning Office III CPDO
	Personnel from CEO, Building Permit Division will get the Assessment and Locational Clearance from CPDO	none	1 Hour	CEO, Building Permit Personnel
<b>TOTAL:</b>		none	2 Days, 2 hours & 20 Minutes	
End of Transaction	Note: Locational Clearance Fees based on attached HLURB Schedule of Fees will be incorporated to Building Permit Fees			

## 7. Zoning Certification

A Zoning Certification is issued to land owners as to the land use classification of their lot property based on the approved Comprehensive Land Use Plan (CLUP) and Zoning Ordinance (ZO) of the City. Land use classifications are the following:

- |                  |                    |
|------------------|--------------------|
| a. Residential   | e. Agri-Industrial |
| b. Institutional | f. Agricultural    |
| c. Commercial    | g. Forestal        |
| d. Industrial    |                    |

A Zoning Certificate is a vital requirement in transactions involving use of lands to ensure that all developments are consistent/aligned with the vision of the City in terms of spatial development, as detailed in all developmental planning documents.

<b>Office or Division:</b>	Monitoring and Evaluation section: Zoning Enforcement and Administration Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C , G2G , G2B



<b>Who may avail:</b>	Land Owners ( Government and Private)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy of Lot Title		Registry of Deeds		
2. Photocopy of Tax Declaration		City Assessor's Office		
3. Photocopy of Latest Tax Receipt/Tax Clearance		City Treasurer's Office		
4. Tax Map/Vicinity Map		City Assessor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Visit CPDO: Zoning Enforcement and Administration Section.	Provide complete list of requirements	none	5 Mins.	Zoning Officer III CPDO
Clients submit Complete Requirements And Documents	Receive, Check, Evaluate and Issue Assessment of Fees	none	15 Mins.	Zoning Officer III CPDO
Clients Proceed to City Treasurer's Office for Payment	Receive Payment and Issue Official Receipt	P200.00 (Lot area below 2 ha.); P720/ha.	15 Mins.	LRCC I,II,III & LRCC II, III (Local Revenue Collection Clerk & Collection Officer) CPDO
Show Official Receipt to Zoning Officer	Issue Zoning Certification	none	15 Mins.	Zoning Officer III CPDO
<b>TOTAL</b>		P200.00 (Lot area below 2 ha.); P720/ha.	50 Minutes	

## 8. Special Program for the Employment of Students (SPES)

The SPES is an employment bridging program during Summer or Christmas vacation that aims to augment family's income of poor but deserving students, Out of School Youth (OSY) or dependents who intend to finish their education.

<b>Office or Division:</b>	<b>PUBLIC EMPLOYMENT SERVICE OFFICE @ CITY PLANNING AND DEVELOPMENT OFFICE</b>	
<b>Classification:</b>	<b>SIMPLE</b>	
<b>Type of Transaction:</b>	<b>G2C</b>	
<b>Who may avail:</b>	Residents of the city who are 15 to 30 years old, graduating senior high school and college students	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Birth Certificate 2. School Card		1. PSA or City Civil Registrar 2. School Registrar 3. Employer of Parents / BIR / Barangay



3. Latest Income Tax Return of parents or Certificate of Indigency 4. Recent Passport size picture		CSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Applicants to submit complete requirements to assigned personnel	Assess and verify documents	none	7 Minutes	<i>Planning Officer II (PESO Staff)</i> CPDO
	List down qualified applicants in the SPES Registry	none	3 Minutes	<i>Planning Officer II (PESO Staff)</i> CPDO
	Informal applicants of the SPES Orientation/ Briefing	none		<i>Planning Officer II (PESO Staff)</i> CPDO
<b>TOTAL</b>		None	10 Minutes	



## **CITY CIVIL REGISTRAR'S OFFICE**





## 1. Issuance of Extracted Documents of Birth, Marriage, Death with or without annotation

Service Information: Act. No. 3753 rule 5/ra9048/ra10172/court decrees/legal instrument.  
Issue certified transcripts or copies of any certificate or documents registered upon payment of the proper fees.

<b>Office or Division:</b>	CITY CIVIL REGISTRAR'S OFFICE-RECORD SECTION			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Authorization letter and valid I.D under RA 10173		Client		
Fill-up request form		City civil registrar's office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ul style="list-style-type: none"> <li>Fill-up request form 1a,2a,3a)</li> <li>Submit the request form to window 1 or 2</li> </ul>	<ul style="list-style-type: none"> <li>Interview the client</li> <li>Research in the registry books</li> <li>Type/encode the entries</li> <li>Records official receipt</li> <li>Review entries</li> <li>Verification/verifier signature</li> <li>Signature of CCRO</li> <li>Release the document</li> </ul>	Local- p100.00  Abroad- p200.00	36 Minutes	<i>Admin Aide Admin Asst. III Bookbinder Records Officer IV City Civil Registrar Office</i>
<b>TOTAL:</b>		Local – P100.00 Abroad – P200.00	36 Minutes	



## 2. Registration of Court Decrees/Orders

Service Information: Court decree is a court order which is register able. It has undergone a hearing and the petition was approved by a competent court as provided by rep. Act 3753, adoption, annulment of marriage/divorce, change of name or correction of entry etc. Filed under judicial proceedings shall be recorded in the book of registry of court decrees/orders.

<b>Office or Division:</b>	CITY CIVIL REGISTRAR'S OFFICE-RECORDS DIVISION			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	G2C			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Approved court decision</li> <li>• Certificate of finality</li> <li>• Decree of nullity</li> <li>• Certificate of registration/authenticity</li> </ul>		<ul style="list-style-type: none"> <li>• In any regional trial court</li> <li>• Shari'a circuit court</li> <li>• City civil registrar's office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>

<ul style="list-style-type: none"> <li>• Present all necessary requirements</li> <li>• Secure postal money order</li> </ul>	<ul style="list-style-type: none"> <li>• Check all presented documents</li> <li>• Prepare certificate of registration &amp; authenticity</li> <li>• Annotate civil documents</li> <li>• Certified all documents (court order, decrees &amp; finality)</li> </ul>	<p>Cert. Of divorce (ISLAM)</p> <ul style="list-style-type: none"> <li>• Registration- p100.00</li> <li>• Request secpa- p200.00</li> <li>• Issuance of annotated comp- p100.00</li> </ul> <p>Annulment/adoption/presumptive death/legal separation</p> <ul style="list-style-type: none"> <li>• Registration (court degree)- p1,000</li> <li>• Authentication- p100</li> <li>• Issuance of annotated comp- p100</li> <li>• Proc. Of SECP A req. P200</li> </ul> <p>Court decrees/order</p> <ul style="list-style-type: none"> <li>• Correction of</li> </ul>	<p>1 hour and 30 minutes</p>	<p><i>Admin Aide Records officer III Records Officer IV City Civil Registrar</i></p>
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		<p>entries registration-p100</p> <ul style="list-style-type: none"><li>• Issuance authentication-p100</li><li>• Issuance of annotated COLB, com, cod-p100</li><li>• Processing fee for SECP A request-p200</li><li>• Certified photocopies p10/copy</li><li>• Mailing fee-p260</li></ul>		
<b>TOTAL:</b>		P2,570.00	1 hr and 30 Minutes	



### 3. Petition for change of First Name, Correction of Clerical Error, Change of Gender and Date of Birth

Service Information: Republic Act No. 9048 an act authorizing the City/Municipal Civil Registrar or the consul general to correct clerical or typographical error in the entry/or change of first name or nickname in the civil register without need of a judicial order amending for this purpose. Articles 376 and 412 of the civil code of the Philippines Republic Act. No. 10172 an act authorizing the City/Municipal Civil Registrar or the consul general to correct clerical or typographical errors in the day and month and/or gender of the person appearing in the civil register without need of a judicial order. Correction of clerical error and change of First Name of COLB(RA9048)/Date of Birth and Gender (RA101752) occurring within the City of Malaybalay for Personal, Public and other Legal Purposes.

<b>Office or Division:</b>	CITY CIVIL REGISTRAR'S OFFICE- RECORDS DIVISION	
<b>Classification:</b>	HIGHLY TECHNICAL	
<b>Type of Transaction:</b>	G2C	
<b>Who may avail:</b>	ALL	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<p><b>Any 3 of the following Documentary evidence for (Clerical Error) sought to be corrected</b></p> <ul style="list-style-type: none"> <li>• Birth certificate</li> <li>• Voter's certificate</li> <li>• Baptismal Certificate</li> <li>• Marriage certificate</li> <li>• School records (I.D/diploma)</li> <li>• TOR</li> <li>• Employment record</li> <li>• Medical record</li> <li>• GSIS record</li> <li>• SSS record</li> <li>• Driver license</li> <li>• CSWD certification for indigent Applicants</li> </ul> <p><b>For change of First Name (the following are necessary requirements and any 3 documents for the above transaction0 (current cedula)</b></p> <ul style="list-style-type: none"> <li>• NBI Clearance</li> <li>• Police Clearance</li> <li>• Certificate of Employment of No Pending Case for Employed Applicant</li> <li>• Affidavit of Publication and Newspaper Clippings</li> <li>• Baptismal Certificate</li> </ul>	<ul style="list-style-type: none"> <li>• Owner of the Document</li> <li>• Petitioner</li> </ul>



<ul style="list-style-type: none"> <li>• Voters Certificate</li> <li>• Valid ID</li> <li>• School Record (Diploma/TOR)</li> </ul> <p><b>For Correction of Month and Day in the Date of Birth (the following are necessary requirements) (current cedula)</b></p> <ul style="list-style-type: none"> <li>• Birth Certificate (PSA)</li> <li>• Recent School Records (FORM 137/138)</li> <li>• Change or Transplant (Government Physician)</li> <li>• Baptismal Certificate</li> <li>• NBI Clearance</li> <li>• Employees Clearance (Employed Applicant)</li> <li>• Affidavit of Non-Employment if Unemployed</li> <li>• Affidavit of Publication and Newspaper Clippings</li> </ul> <p><b>For Change of Gender (the following are necessary requirements)</b></p> <ul style="list-style-type: none"> <li>• Recent School Records (Form 137/138)</li> <li>• Medical Record</li> <li>• Medical Certification (Government Physician)</li> <li>• Baptismal Certificate</li> <li>• NBI clearance</li> <li>• Police Clearance</li> <li>• Employees Clearance (Employed Applicant)</li> <li>• Affidavit of Non-Employment (Unemployed)</li> <li>• Affidavit of Publication and Newspaper Clippings</li> <li>• Certificate of Authenticity (C/MCR)</li> <li>• CSWD Indigent Certification</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ul style="list-style-type: none"> <li>• Submit Required Documents to Person in charge</li> </ul>	<ul style="list-style-type: none"> <li>• Interview/Examine supporting documents as required for filing</li> </ul>	Filing Fee- P3,000  Newspaper	39 Minutes- Preparing Petition (File Petition RA 9048/10172), 10 Calendar	<i>Records Officer III</i>  <i>Records Officer IV</i>  City Civil Registration Office

<ul style="list-style-type: none"> <li>• Pay the Prescribed amount at the City Treasurer's Office (CTO). If the Client is Indigent, Secure Certification from the CSWDO pay Prescribed amount to post office sign</li> <li>• Sign Petition Documents</li> </ul>	<p>Petition Under RA 9048/RA 10172</p> <ul style="list-style-type: none"> <li>• Instruct the Client to pay at the city Treasurer's Office (CTO) and Record Official Receipt. If the Client is Indigent, Instruct them to secure certification form the CSWD</li> <li>• For migrant petition, instruct client to pay postal money order at the post office</li> <li>• Prepare the petition documents for signature by the Client</li> <li>• Subscribed the Petition</li> <li>• Prepare Certificate of finality as approved petition</li> <li>• Annotate the approved</li> </ul>	<p>Publication- P1,500</p> <p>Mailing Fee- P130</p> <p>Annotation Fee (SECPA) Postal Money Order- P196</p> <p>Cert. of Finality- P100</p> <p>Annotate Approved Civil Doc.- P100</p> <p>Cert. Fee- P100</p> <p>Cert. Fee- P100</p> <p>Mailing Fee- P130</p>	<p>days posting 5 days CCR action</p> <p>6 months-processing period 1 hr. &amp; 4 mins. Issuance of extract copies</p>	<p><i>Bookbinder</i></p> <p><i>Admin Asst. III</i></p> <p><i>Admin Aide</i></p> <p>City Civil Registration Office</p>
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	petition to PSA- Manila for proper annotation			
<b>TOTAL:</b>		P5,356.00		

#### 4. Issuance of Extracted Documents of Birth, Marriage, Death with or without annotation.

Act. No. 3753 Rule 5/Ra 9048/Ra 10172/Court Decrees/Legal Instrument. Issue Certified Transcript Or Copies Of Any Certificate Or Documents Registered Upon Payment Of The Proper Fees.

<b>Office or Division:</b>	CITY CIVIL REGISTRAR'S OFFICE – RECORDS DIVISION			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	GOVERNMENT TO CLIENT			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Authorization letter and valid i.d under ra 10173</li> <li>• Fill-up request form</li> </ul>		<ul style="list-style-type: none"> <li>• Client</li> <li>• City civil registrar's office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<ul style="list-style-type: none"> <li>• Fill-up request form (1a,2a,3a)</li> <li>• Submit the request form to window 1 or 2</li> </ul>	<ul style="list-style-type: none"> <li>• Interview the client</li> <li>• Research in the registry books</li> <li>• Type/encode the entries</li> <li>• Records official receipt</li> <li>• Review entries</li> <li>• Verification/verifier signature</li> <li>• Signature of CCRO</li> </ul>	Local – P100.00  ABROAD – P200.00  As mandated by the City Ordinance	36 Minutes	<i>Admin. Aide</i> <i>Admin. Asst. Iii</i> <i>Bookbinder</i> <i>Records Officer Iii</i> <i>Records Officer IV</i> City Civil Registrar



	<ul style="list-style-type: none"> <li>Release the document</li> </ul>			
<b>TOTAL:</b>		Local- P100.00  Abroad – P200.00	36 minutes	

## 5. Registration of Court Decrees/Orders

Court decree (cd) is a court order which is register able. it has undergone a hearing and the petition was approved by a competent court as provided by rep. act 3753, adoption, annulment of marriage/divorce, change of name or correction of entry etc. filed under judicial proceedings shall be recorded in the book of registry of court decrees/orders.

<b>Office or Division:</b>	CITY CIVIL REGISTRAR'S OFFICE – RECORDS DIVISION			
<b>Classification:</b>	SIMPLE			
<b>Type of Transaction:</b>	GOVERNMENT TO CLIENT			
<b>Who may avail:</b>	ALL			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Approved court decision</li> <li>Certificate of finality</li> <li>Decree of nullity of marriage</li> <li>Certificate of registration/authenticity</li> </ul>		<ul style="list-style-type: none"> <li>In any regional trial court</li> <li>Shari'a circuit court</li> <li>City civil registrar's office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present all necessary requirements	1. Check all presented documents	-cert. Of divorce (islam)	1 hour & 30 mins	<i>Admin. Aide</i> <i>Records Officer III</i> <i>Records Officer IV</i> City Civil Registrar
2. Secure postal money order	2. Prepare certificate of registration & Authenticity	-registration- p100		
	3. annotate civil documents	-request secpa- p200  - issuance of annotated		



	4.certified all documents (court order, decrees & finality)	<ul style="list-style-type: none"><li>-com -p100</li><li>Annulment/adopt ion/presumptive death/legal separation</li><li>-registration (court decree)- P1,000</li><li>-authenticity - p100</li><li>-issuance of annotated Com - p100</li><li>-proc. Of secpa req. -p200</li><li>Court decrees/order</li><li>-correction of entries registration- p100</li><li>-issuance of authenticity - p100</li><li>-issuance of annotated colb, com, cod -p100</li><li>-processing fee for secpa request -p200</li><li>-certified photocopies p10/copy</li><li>-mailing fee - p260</li><li>-as mandated by the city ordinance</li></ul>		
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<b>TOTAL:</b>	1 HOUR & 30 MINS
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## 6. Petition for Change of First Name, Correction of Clerical Error, Change of Gender and Date of Birth.

Republic act. no. 9048 an act authorizing the city/municipal civil registrar or the consul general to correct clerical or typographical error in the entry/or change of first name or nickname in the civil register without need of a judicial order amending for this purpose. Articles 376 and 412 of the civil code of the Philippines republic act. no. 10172 an act authorizing the city/municipal civil registrar or the consul general to correct clerical or typographical errors in the day and month and/or gender of a person appearing in the civil register without need of a judicial order. Correction of clerical error and change of first name of colb (ra 9048) / date of birth and gender (ra 10172) occurring within the city of Malaybalay for personal, public and other legal purposes

<b>Office or Division:</b>	CITY CIVIL REGISTRAR'S OFFICE – RECORDS DIVISION
<b>Classification:</b>	HIGHLY TECHNICAL
<b>Type of Transaction:</b>	GOVERNMENT TO CLIENT
<b>Who may avail:</b>	ALL

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>Any 3 of the following documentary evidence for (clerical error) sought to be corrected</b></p> <ul style="list-style-type: none"> <li>• Birth certificate</li> <li>• Voter's certificate</li> <li>• Baptismal certificate</li> <li>• Marriage certificate</li> <li>• School records (i.d's/diploma)</li> <li>• Tor</li> <li>• Employment record</li> <li>• Medical record</li> <li>• Gsis record</li> <li>• Sss record</li> <li>• Driver's license</li> <li>• Cswd certification for indigent applicants</li> </ul> <p><b>For change of first name</b> (the following are necessary requirements and any 3 documents for the above transaction) (current cedula)</p> <ul style="list-style-type: none"> <li>• Nbi clearance</li> <li>• Police clearance</li> </ul>	<p>Owner of the document Petitioner</p>

- Certificate of employment of no pending case for employed applicant
- Affidavit of publication and newspaper clippings
- Baptismal certificate
- Voter's certificate
- Valid id
- School record (diploma/tor)

**For correction of month and day in the date of birth** (the following are necessary requirements) (current cedula)

- Birth certificate (psa)
- Recent school records (form 137/138)
- Change or transplant (government physician)
- Baptismal certificate
- Nbi clearance
- Police clearance
- Employees clearance (employed applicant)
- Affidavit of non-employment if unemployed
- Affidavit of publication and newspaper clippings

**For change of gender** (the following are necessary requirements)

- Recent school records (form 137/138)
- Medical record
- Medical certification (government physician)
- Baptismal certificate
- Nbi clearance
- Police clearance
- Employees clearance (employed applicant)
- Affidavit of non-employment (unemployed)
- Affidavit of publication and newspaper clippings
- Certificate of authenticity (c/mcr)
- Cswd indigent certification



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit required documents to person incharge	<ul style="list-style-type: none"> <li>Interview/examine supporting documents as required for filing petition under ra 9048/ra 10172.</li> </ul>	Filing fee- p3,000 Newspaper publication – p1,500	39 mins	<i>Records officer III</i> <i>Records officer IV</i> City Civil Registrar's Office <i>Bookbinder</i> <i>Admin. Asst.</i> <i>IIIAdmin. Aide</i> City Civil Registrar's Office
Pay the prescribed amount at the city treasurer's office (cto). If the client is indigent, secure certification from the cswdo	Instruct the client to pay at the city treasurer's office (cto) and record official receipt. If the client is indigent, instruct them to secure certification from the cswd	Mailing fee – p130 Annotation fee (secpa) postal money order – p196	10 calendar days	
Pay prescribed amount to post office	For migrant petition, instruct client to pay postal money order at the post office		6 months	
Sign petition documents	Prepare the petition documents for signature by the client Subscribed the petition Prepare certificate of finality as approved petition Annotate the approved civil document	Cert. Fee -p100 Cert. Fee -p100 Mailing fee- P130	1 hr. & 4 mins.	



	Submit the approved petition to psa-manila for proper annotation			
<b>TOTAL</b>		P5,156.00	6 Months, 10 Days & 2 Hours & 1 min	

## 7. Registration of Certificate of Live Birth

Republic act no. 3753 mandates the establishments of a civil register in the Philippines where acts, events, legal instruments and court decrees concerning the civil status of a person shall be recorded.

On-time and delayed documentation and registration of birth occurring within the City of Malaybalay, for personal, public and other legal purposes.

### I. Timely Birth Registration ( Within 30 days from date of birth

<b>Office or Division:</b>	City Civil Registrar's Office - Registration Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Client
<b>Who may avail:</b>	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<b>Children born at home:</b> <ul style="list-style-type: none"> <li>Marriage Certificate</li> </ul> <b>Children born in the hospital/Lying-in Clinic:</b> <ul style="list-style-type: none"> <li>Four(4)copies of duly accomplished of Certificate of live birth</li> <li>Certificate of marriage</li> </ul>	Duly accomplished cert. of live birth by the Lying-in clinic or hospital were the child was born

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>A. Birth Occurrence At Home (Timely)</b>				
1.Fill-up information sheet and submit supporting documents	Assist client in filing up information sheet and review entries/supporting documents as to correctness of entries	None	10 min.	<i>Administrative Aide</i> City Registrar's Office



2. Pay to the City Treasurer's office	Instruct client to pay at the City Treasurer's Office	P 100.00		City Treasurer's Office
3. Check entries for signature by the informant & birth attendant	Encode entries in the cert. of live birth & other attachment for signature by the informant/birth attendant	None	20 min.	Admin. Aide City Registrar's Office
	Check entries and assign registry no.	None	5 mins.	Reg. Officer III City Registrar's Office
	Verify entries for correctness of data to be signed by the verifier & CCRO	None	20 mins	Reg. officer IV CCRO City Registrar's Office
4. Receive registered document	Segregate registered document for release to the client	None	5 mins.	Admin. Aide City Registrar's Office
<b>TOTAL</b>		P100.00	1 Hour	



## B. Birth occurrence at Hospital/Lying-In Clinic

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Filled-up Certificate of live birth	Check and review all entries as to completeness & correctness of data prepared by the hospital & lying-in clinic	None	5 min.	<i>Administrative Aide</i> City Registrar's Office
2. Pay to the City Treasurer's office	Instruct client to pay at the City Treasurer's Office	P 100.00		<i>City Treasurer's Office</i>
	Check entries for completeness of data and assign registry no.	None	5 mins.	<i>Reg. Officer III</i> City Registrar's Office
	Verify entries for correctness of data to be signed by the CCRO	None	20 mins	<i>Reg. officer IV</i> CCRO City Registrar's Office
3. Receive registered document	Segregate registered document for release to the client	None	5 mins.	<i>Admin. Aide</i> City Registrar's Office
	<b>TOTAL</b>	P 100.00	35 mins	

## II. Delayed Birth Registration (beyond 30 days from date of birth)

<b>Office or Division:</b>	City Civil Registrar's Office - Registration Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2C – Government to Client	
<b>Who may avail:</b>	All	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<p><b>Children born in the hospital/Lying-in Clinic:</b></p> <ul style="list-style-type: none"> <li>• Four(4)copies of duly accomplished of Certificate of live birth</li> <li>• Certificate of marriage of parents</li> <li>• Immunization Record/Baptismal</li> </ul> <p><b>Children born at home</b></p> <ul style="list-style-type: none"> <li>• Barangay Certification attesting to the facts and circumstances of birth</li> <li>• Cedula (current year)</li> <li>• Immunization/Baptismal</li> <li>• Marriage Certificate of parents</li> </ul> <p><b>For children aged 7 years old and above:</b></p> <ul style="list-style-type: none"> <li>• NSO/PSA Negative</li> <li>• Joint Affidavit for delayed registration <i>(Atleast 2 private or public documents stating the name, place of birth &amp; date of birth of the child/registrant)</i></li> <li>• Transcript of records/Form 137</li> <li>• Baptismal</li> <li>• Cert.of Marriage</li> <li>• Voter's Certificate</li> <li>• MDR/Philhealth Record</li> <li>• SSS Record</li> <li>• Driver's License</li> </ul>	<p>Duly accomplished cert. of live birth by the Lying-in clinic or hospital were the child was born Personal record Personal Record</p> <p>Certification issued by the barangay were the child was born Issued by the barangay were the informant resides Personal Record Personal Record</p> <p>Philippine Statistics Office (PSA)</p> <p>Personal Record Personal Record Personal Record Personal Record Personal Record Personal Record Personal Record</p>

### A. Birth occurrence at Home (Delayed)

CLIENTS STEPS	AGENCY ACTIONS	FEEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-up information sheet and submit supporting documents	Assist client in filing up information sheet and review entries/supporting documents as to correctness of entries	None	10 mins.	<i>Administrative Aide</i> City Registrar's Office
2.Pay to the City Treasurer's Office (CTO)	Instruct client to pay at the CTO	P 200.00		<i>City Treasurer's Office</i>
3.Check entries for signature by the informant & birth attendant	Encode entries in the cert. of live birth & other attachment for signature by the informant/birth attendant	None	20 mins.	<i>Admin. Aide</i> City Registrar's Office
	Instruct client to return after 10 days posting period	None	5 mins.	
4.After 10 days posting (10 working days) receive registered document	Validate & release registered document to client	None	10 days posting	<i>Admin. Aide</i> <i>Reg. Officer III</i> City Registrar's Office
<b>TOTAL</b>		P200.00	10days& 35mins	

## B. Birth occurrence at Hospital/Lying-In Clinic

CLIENTS STEPS	AGENCY ACTIONS	FEEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Filled-up Certificate of live birth	Check and review all entries as to completeness & correctness of data prepared by the hospital & lying-in clinic	None	8 min.	<i>Administrative Aide</i> City Registrar's Office
2. Pay to the City Treasurer's office	Instruct client to pay at the City Treasurer's Office	P 200.00		<i>City Treasurer's Office</i>
	Validate entries for completeness & correctness of data	None	8 mins.	<i>Admin. Aide</i> City Registrar's Office
	Instruct client to return after 10 days posting period	None	5 min.	<i>Admin Aide</i> City Registrar's Office
3. After 10 days posting (10 working days) receive registered document	Validate & release registered document to client	None	10 days posting	<i>Admin. Aide</i> <i>Reg. Officer III</i> City Registrar's Office
<b>TOTAL</b>		P200.00	10days&21mins	



## 8. Registration of Certificate of Death

**Death** refers to the permanent disappearance of all evidence of life at any time after life at any time after birth has taken place.

**Death Registration** is the permanent and official recording of a person's death. No human body shall be buried unless the proper death certificate has been presented and recorded in the Office of the LCR.

### I. Timely Registration (Within 30 Days From Date Of Death)

<b>Office or Division</b>	City Civil Registrar's Office - Registration Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Client
<b>Who may avail</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>Death occurred at home:</b> <ul style="list-style-type: none"> <li>• Certificate of Death (COD)</li> <li>• Barangay Certification attesting to the facts of death</li> <li>• Birth Certificate of the deceased</li> </ul>	CCRO Office of the Punong Barangay where the death occurred Personal record of the informant
<b>Death occurred inside the hospital:</b> <ul style="list-style-type: none"> <li>• Four (4) copies of duly accomplished of Certificate of death</li> </ul>	Duly accomplished cert. of death by the hospital where the death occurred

#### A. Death occurrence at Home (Timely)

CLIENTS STEPS	AGENCY ACTIONS	FEEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-up information sheet and submit supporting documents	Assist client in filing up information sheet and review entries/supporting documents as to correctness of entries	None	10 mins.	Admin. Aide Admin. Aide VI City Registrar's Office
2.Pay to the City Treasurer's office	Instruct client to pay at the City Treasurer's Office	P 100.00		CTO

3. Sign the duly accomplished cert. of death (COD)	Encode entries in the COD for signature by the informant	None	20 mins.	<i>Admin. Aide VI</i> City Registrar's Office
4. Forward document for signature by the embalmer & for verification by the CHO	Instruct client to process (COD) for signature by the embalmer and City Health Office (CHO)	None		<i>Embalmer</i> City Health Office (CHO)
5. Submit documents to CCRO (window 8) for registration	Check completeness & correctness of entries in the COD and assign registry no.	None	5 mins.	<i>Clerk VI</i> City Registrar's Office
	Verify entries for correctness of data to be signed by the CCRO	None	20 mins	<i>Reg. Officer IV</i> CCRO City Registrar's Office
6. Receive registered document	Segregate registered document for release to the client	None	5 mins.	<i>Admin. Aide</i> City Registrar's Office
<b>TOTAL</b>		P100.00	1Hour	

### B. Death occurrence at Hospital/Lying-In Clinic (Timely)

<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Filled-up Certificate of Death (COD)	Check and review all entries as to completeness & correctness of data prepared by the hospital	None	5 min.	<i>Administrative Aide</i> City Registrar's Office
2. Forward document for signature by the embalmer & validation by	Instruct client to process (COD) for signature by the embalmer and CHO			<i>Embalmer</i> City Health Office (CHO)



the City Health Office (CHO)				
3. Submit documents to CCRO (window 8) for registration	Check completeness of entries in the COD and assign registry no.	None	8 mins.	Clerk VI City Registrar's Office
4. Pay to the City Treasurer's Office (CTO)	Instruct client to pay at the City Treasurer's Office	P 100.00		
	Verify entries for correctness of data to be signed by the CCRO	None	20 mins	Reg. Officer IV CCRO City Registrar's Office
5. Receive registered document	Segregate registered document for release to the client	None	5 mins.	Admin. Aide City Registrar's Office
<b>TOTAL</b>		P100.00	38mins	

## II. Delayed Registration (Beyond 30 Days from Date of Death)

<b>Office or Division</b>	City Civil Registrar's Office - Registration Division
<b>Classification</b>	Highly Technical
<b>Type of Transaction</b>	G2C – Government to Client
<b>Who may avail</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>Death occurred at home:</b> <ul style="list-style-type: none"> <li>• Certificate of Death (COD)</li> <li>• Barangay Certification attesting to the facts of death</li> <li>• PSA/NSO Negative (No Record)</li> <li>• Joint Affidavit for delayed Registration</li> </ul>	CCRO Issued by the barangay where the death occurred Philippine Statistics Office (PSA)
<b>Death occurred inside the hospital:</b> <ul style="list-style-type: none"> <li>• Four(4)copies of duly accomplished of Certificate of death (COD)</li> <li>• PSA/NSO Negative (No Record)</li> <li>• Joint Affidavit for delayed Registration</li> </ul>	Duly accomplished (COD) by the hospital where the death occurred Philippine Statistics Authority (PSA)

## A. Death occurrence at Home (Delayed)

CLIENTS STEPS	AGENCY ACTIONS	FEEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-up information sheet and submit supporting documents	Assist client in filing up information sheet and review entries/supporting documents as to correctness of entries	None	10 mins.	<i>Administrative Aide</i> City Registrar's Office
2.Pay to the City Treasurer's office	Instruct client to pay at the City Treasurer's Office	P 200.00		<i>City Treasurer's Office</i>
3.Sign the duly accomplished cert. of death (COD)	Encode entries in the COD for signature by the informant	None	20 mins.	<i>Admin. Aide VI</i> City Registrar's Office
4. Forward document for signature by the embalmer, validated by the CHO	Instruct client to process (COD) for signature by the embalmer and City Health Office (CHO)	None		<i>Embalmer</i> <i>City Health Office (CHO)</i>
5. Submit COD & supporting documents to CCRO (window 8) for registration	Check completeness of entries in the COD	None	5 mins.	<i>Admin.Aide</i> City Registrar's Office <i>Clerk VI</i>
	Instruct client to return after 10 days posting period (10 working days)	None	5 mins.	<i>Admin Aide</i> City Registrar's Office
6.After 10 days posting (10 working days) receive registered document	Validate & release registered document to client	None	10 days posting	<i>Admin. Aide</i> <i>Reg. Officer III</i> City Registrar's Office
<b>TOTAL</b>		<b>P200.00</b>	10days&40mins	



## 9. Application for Marriage License

**Application for Marriage License** (MF No. 90), is an application in writing setting forth if each of the contracting party has the necessary qualifications for contracting marriage and this writing is subscribed and sworn by the parties separately before any public official authorized to administer oaths or before the local civil registrar who shall then issue the proper license (Article 59, Family code of the Philippines).

<b>Office or Division</b>	City Civil Registrar's Office - Registration Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Client
<b>Who may avail</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<p><b>For Marriage Applicants</b></p> <p><b>18 to 20 years old:</b></p> <ul style="list-style-type: none"> <li>• Birth Certificate (photocopy)</li> <li>• Cedula (current year)</li> <li>• Parents (both applicants)</li> <li>• Pre-nuptial seminar/marriage counseling</li> </ul> <p><b>21 to 24 years old:</b></p> <ul style="list-style-type: none"> <li>• Birth Certificate (photocopy)</li> <li>• Cedula (current year)</li> <li>• Father/Mother (either parents)</li> <li>• Pre-nuptial seminar/marriage counseling</li> </ul> <p><b>25 years old above:</b></p> <ul style="list-style-type: none"> <li>• Birth Certificate (photocopy)</li> <li>• Cedula (current year)</li> <li>• CENOMAR(Certificate of No marriage)</li> <li>• At least two (2) witnesses for identification</li> <li>• Pre-nuptial seminar/marriage counseling</li> </ul> <p><b>For Couples living together for more than 5 years:</b></p> <ul style="list-style-type: none"> <li>• Birth Certificate (photocopy)</li> <li>• Affidavit of cohabitation</li> <li>• Cedula (current year)</li> <li>• CENOMAR(Certificate of no marriage)</li> </ul>	<p>-Client's file -Barangay office/CTO</p> <p>-POPDEV</p> <p>-Client's file -Barangay office/CTO</p> <p>-POPDEV</p> <p>-Client's file -Barangay office/CTO</p> <p>-PSA –CDO</p> <p>-POPDEV</p> <p>-Client's file -Attorney's Office -Barangay Office/CTO -PSA –CDO</p>

<p><b>For Men/Women in Uniform</b></p> <ul style="list-style-type: none"> <li>• Birth Certificate (photocopy)</li> <li>• Parents of both parties (aged 18-20 yrs old)</li> <li>• Father or Mother (aged 21-24 yrs old)</li> <li>• At least two (2) witnesses for identification (aged 25 years old above)</li> <li>• Pre-nuptial seminar/marriage counseling</li> <li>• Certificate to marry from commanding officer</li> <li>• CENOMAR (Certificate of No marriage)</li> <li>• Cedula (current year)</li> </ul> <p><b>For Widow/Widower:</b></p> <ul style="list-style-type: none"> <li>• Birth Certificate (photocopy)</li> <li>• Cedula (current year)</li> <li>• Affidavit of legitime</li> <li>• Death Certificate of the late spouse</li> </ul> <p><b>For Foreigners:</b></p> <ul style="list-style-type: none"> <li>• Birth Certificate (photocopy)</li> <li>• Passport (photocopy)</li> <li>• Legal Capacity/Certificate of no legal impediment to contract marriage</li> <li>• <i>If Divorce</i>, finality of divorced papers/dissolution of marriage</li> <li>• <i>If Widor/widower</i>, death certificate of the late spouse</li> </ul>	<ul style="list-style-type: none"> <li>-Client's file</li> <li>-POPDEV</li> <li>-PNP/AFP/BJMP/Bureau of Fire- office</li> <li>-PSA- CDO</li> <li>-Barangay Office/CTO</li> <li>-Client's file</li> <li>-Barangay office/CTO</li> <li>-Attorney's Office</li> <li>-Client's file</li> <li>-Client's file</li> <li>-Client's file</li> <li>-Manila Embassy Office</li> <li>-Client's file</li> <li>-Client's file</li> </ul>
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CLIENTS STEPS	AGENCY ACTIONS	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill-up information sheet and submit supporting documents	Interview marriage applicants and verify supporting documents	None	10 min.	-Registration Officer III -Registration Officer I -Administrative Aide City Registrar's Office



2. Pay to the City Treasurer's office	Instruct client to pay at the City Treasurer's Office	Resident/N on-resident P200 Foreigner P1,000.00		City Treasurer's Office
3. Preparation and check entries for signature by the applicants	Encode/type entries in the application of marriage license & assists clients/parents/witnesses for the signature of the marriage application & the supporting documents	None	25 mins.	-Registration Officer III -Registration Officer I -Administrative Aide City Registrar's Office
4. Interview and counseling	Forward to CCRO for interview/counseling with their parents or witnesses	None	20 mins.	-CCRO City Registrar's Office
5. After interviewed to CCRO	Instruct clients to return after 10 days posting period	None	3 mins.	-Registration Officer III -Registration Officer I -Administrative Aide City Registrar's Office
6. Proceed to POPDEV for pre-marriage counseling	proceed to POPDEV for pre-marriage counseling/seminar			-POPDEV Staff City Mayor's Office
<b>TOTAL</b>		P200.00-Resident/N on-Resident  P1000.00-Foreigner	58mins	

## 10. Registration of Certificate of Marriage

**Marriage** is a permanent union between a man and woman who entered into in accordance with the law. On-time and delayed document and registration of marriage occurring within the City of Malaybalay for personal, public and other legal purposes.

**Certificate of Marriage** (MF No. 97), is used to record information pertaining to the marriage of contracting parties.

## I. TIMELY REGISTRATION

- A. WITHIN 15 DAYS FROM DATE OF MARRIAGE WITH MARRIAGE LICENSE  
 B. WITHIN 30 DAYS FROM THE DATE OF MARRIAGE UNDER ARTICLE

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Four(4)copies of duly accomplished of Certificate of Marriage</li> </ul>	Duly accomplished cert. of marriage by the solemnizing officer

## II.DELAYED REGISTRATION (beyond 30 days from date of Marriage)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> <li>Four(4)copies of duly accomplished of Certificate of marriage</li> <li>Cedula (current year)</li> </ul> <p><b>For delayed marriage registration 5years above:</b></p> <ul style="list-style-type: none"> <li>NSO/PSA Negative</li> <li>Affidavit executed by the contracting parties</li> <li>Affidavit of two Dis-interested person</li> <li>Certification from the church/solemnizing officer</li> <li>Cedula(current year)</li> </ul>	<p>-Duly accomplished cert. of marriage by the solemnizing officer</p> <p>Duly accomplished cert. of marriage by the solemnizing officer</p>

## 11. Registration of Legal Instruments

### A. Legitimation of Illegitimate Children

Children conceived or born during the marriage of the parents are legitlmate. Children conceived and born outside a valid marriage unless otherwise provided in the Family Code are **ILLEGITIMATE**.

Only children conceived and born outside of wedlock of parents who at the time of the conception of the former, were not disqualified by any impediments to marry each other, may be legitimated (Art. 177, Family Code). **Legitimation of children** by subsequent marriage of parents shall be recorded in the civil registry office of the place where the birth was recorded.



<b>Office or Division</b>	City Civil Registrar's Office - Registration Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Client
<b>Who may avail</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• Certificate of Marriage (COM)</li> <li>• Certificate of live birth of the child (COLB)</li> <li>• Affidavit of legitimation executed by both parents</li> <li>• Affidavit of Admission of Paternity (AAP)</li> <li>• CENOMAR (Certificate of NO Marriage of Parents)</li> </ul>	<ul style="list-style-type: none"> <li>• Personal copy</li> <li>• Personal copy</li> <li>• Any legal office/Public Attorney's Office (PAO)</li> <li>• Any legal office/Public Attorney's Office (PAO)</li> <li>• PSA/NSO Office</li> </ul>

### I. LEGITIMATION OF CHILDREN

<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Interview applicants and submit supporting documents	Interview applicants for legitimation and review supporting documents for validity	None	18 min.	<i>Admin. Asst. II</i> City Registrar's Office
2. Pay to the City Treasurer's office	Instruct client to pay at the City Treasurer's Office (CTO)	P 100.00		<i>City Treasurer's Office</i> City Registrar's Office
3. Validate entries for correctness of data to be signed by both parents	Prepare/encode COLB/legitimation for signature by both parents	None	20 min.	<i>Admin. Asst. II</i> City Registrar's Office
	Verify accuracy of entries & assign Registry No. for signature by the CCRO	None	18 mins.	<i>Reg. Officer III</i> CCRO City Registrar's Office
4. Receive legitimated COLB	Release legitimated COLB	None	5 mins.	<i>Admin. Asst. I</i> City Registrar's Office I
<b>TOTAL</b>		P100.00	1Hour	

## A. REQUEST FOR ANNOTATED COLB (PSA COPY)

<b>Office or Division</b>		City Civil Registrar's Office - Registration Division		
<b>Classification</b>		Highly Technical		
<b>Type of Transaction</b>		G2C – Government to Client		
<b>Who may avail</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Certificate of Marriage (COM)</li> <li>• Certificate of live birth of the child (COLB)</li> <li>• Affidavit of legitimation executed by both parents</li> <li>• Affidavit of Admission of Paternity (AAP), if the child was not acknowledged by the father</li> </ul>		<ul style="list-style-type: none"> <li>• Office File</li> <li>• Office File</li> <li>• Office File</li> <li>• Any legal office/Public Attorney's Office (PAO)</li> </ul>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Interview client and submit supporting documents	Interview applicants for legitimation and review supporting documents for validity	None	20 min.	<i>Admin. Asst. II</i> City Registrar's Office
2. Proceed to Post Office for the postal money order	Instruct client to pay for the postal money order	P 115.00 PSA 41.00 Charge P 196.00 TOTAL		<i>Admin. Asst. II</i> City Registrar's Office
3. Submit postal money order & pay appropriate fees for mailing to PSA Manila (optional)	Collect mailing/ courier fee thru JRS to PSA Manila (optional)	P 130.00 (1 way) P260.00 (2 way)	10 mins	<i>JRS Delivery</i>
4. Pay to the City Treasurer's Office	Instruct client to pay at the City Treasurer's Office (CTO)	P200.00		<i>City Treasurer's Office</i>
5. Follow-up after 3 months or onwards the PSA	Instruct client to follow-up PSA issued copy	None	3 months or onwards	<i>PSA Manila</i>



issued legitimated COLB at CCRO	after 3 months or onwards			
6. Receive annotated legitimated PSA Copy	Release annotated PSA Copy	None	15 minutes	Admin Asst II City Registrar's Office
<b>TOTAL</b>		P 786.00	3months & 55mins	

## B. Republic Act 9255 (An Act Allowing Illegitimate Children to use the Surname of the Father) AUSF

Article 176 expressly provides that illegitimate children shall use the surname of the mother and shall be under the parental authority of their mother.

This provision is amended by RA 9255 as follows:

Art. 176 Illegitimate children shall use the surname, and shall be under the parental authority of their mother. However, illegitimate children may use the surname of their father if their filiation has been expressly recognized by the father through the record appearing in the Civil Register, or when an admission in a public document or Private Handwritten Instrument (PHI) is made by the father, provided the father has the right to institute an action before the regular courts to prove non-filiation during his lifetime.

The revised IRR shall apply to all illegitimate children born on or after March 19, 2004. Illegitimate children born on August 3, 1988 to March 18, 2004 may still be acknowledged by the father through an Affidavit of Admission of Paternity (AAP) or Private Handwritten Instrument (PHI) but cannot Use the Surname of the Father Under RA 9255.

<b>Office or Division</b>	City Civil Registrar's Office - Registration Division
<b>Classification</b>	Simple
<b>Type of Transaction</b>	G2C – Government to Client
<b>Who may avail</b>	All
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>

<ul style="list-style-type: none"> <li>• Certificate of live birth of the child (COLB)</li> <li>• Private Handwritten Instrument (PHI)</li> <li>• Affidavit of Admission of Paternity (AAP)</li> <li>• Affidavit to Use the Surname of the Father (AUSF)</li> <li>• Applicant should be the father, mother, the person himself, if of age, or the legal guardian in the absence of the mother</li> <li>• Attestation of the mother/guardian for children aged 7-17 yr old</li> </ul>	<ul style="list-style-type: none"> <li>• Personal copy</li> <li>• Personal Copy</li> <li>• Any legal office/Public Attorney's Office (PAO)</li> <li>• CCRO</li>   <li>• CCRO</li> </ul>
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<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Interview applicants and submit supporting documents (AUSF, PHI, AAP)	Interview applicants for legitimation and review supporting documents for validity	None	18 min.	<i>Admin. Asst. II</i> City Registrar's Office
2. Pay to the City Treasurer's office	Instruct client to pay at the City Treasurer's Office (CTO)	P 100.00		<i>City Treasurer's Office</i>
3. Validate entries for correctness of data to be signed by either/both parents	Prepare/encode AUSF for signature by either/both parents	None	20 min.	<i>Admin. Asst. II</i> City Registrar's Office
	Verify accuracy of entries and assign AUSF No. for signature by CCRO	None	18 Minutes	<i>Reg Officer III</i> CCRO City Registrar's Office
4. Receive COLB with	Release legitimated COLB	None	4 Minutes	<i>Admin Asst II</i> City Registrar's Office



registered AUSF/AAP				
<b>TOTAL</b>		P 100.00	1 hour	





# CITY GENERAL SERVICES OFFICE





## 1. Procurement Services

This services served different offices of the City Government, Barangays & Officials in the shopping and procurement of various office supplies (consumables and non-consumables), equipment and spare parts.

<b>Office or Division:</b>	Supply Management Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Government, Government to Citizen			
<b>Who may avail:</b>	Different office of CGM, Barangay Officials and suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Purchase Request		BAC Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Diff. office/s of CGM, Brgy. Officials and suppliers Proceed to CGSO and inquire to procurement in charge personnel/s per approved Purchase Request	Receives PR from BAC Office and distribute to procurement In-charge	None	4hours	<i>Admin. Asst. III and II</i> City General Services Office
	Procurement In-charge reviews PR and prepares Request for Quotation/Canvas Form	None	4 hours	<i>Supply Officer III, II, Clerk II and Admin. Aide</i> City General Services Office
	Procurement Officer Reviews Request for quotation	None	1 day	<i>Supply Officer III and II</i> City General Services Office
	Serve request for Quotation/Canvas to reliable suppliers	None	3 days	<i>Buyers, Supply Officers</i> City General Services Office
	Receives/Drops SEALED request for quotation/Opens RFQ after closing date then forward to Procurement In-charge	None	1 day	<i>Clerk II and Admin. Aide</i> City General Services Office



	All RFQ's forwarded to procurement In-charge then prepares Abstract of Bid and Purchase Order	None	1 day	<i>Supply Officers, Clerk II and Admin. Aide</i> City General Services Office
	Checks/Reviews/Validates Abstract of Bid and Purchase Order by Procurement Officer	None	4hours	<i>Supply Officer III and II</i> City General Services Office
	Procurement In-charge forward Abstract of Bid to End-user for signature	None	1 day	<i>Admin. Aide</i> City General Services Office
	Gatekeepers facilitates the signing of abstract of Bid to BAC Members	None	1 day	<i>Admin. Aide IV, Admin. Aide</i> City General Services Office
	Receive approved Purchase Order and serve approve Purchase Order to winning/responsive supplier	None	2 days	<i>Admin. Aide IV</i> City General Services Office
	Deliver of supplies/or as reflected in the Purchase Prepares the Inspection Report by the Procurement In-charge	None	1 day	<i>Admin. Aide</i> City General Services Office
	Processing/signing of Inspection Report	None	2 days	<i>Admin. Aide Iv, Admin. Aide</i> City General Services Office
	Comply COA requirements	None	4hours	<i>Admin. Aide IV, Admin. Aide</i>



	and prepares the OBRE for payment processing			City General Services Office
<b>TOTAL:</b>		None	15 days	

## 2. Issuance of Clearance/s for Property Accountability

This particular service is for employees who are retiring and or leaving the organization to clear them of property, plant & equipment accountability.

<b>Office or Division:</b>	Property Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government			
<b>Who may avail:</b>	CGM Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved request letter by the LCE for relief of accountability		Concern employee		
Clearance Form		HRMO		
Intact properties under applicant's custody		CGSO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Secure Clearance Form (4 copies) together with the approved request letter from the LCE and proceed to CGSO-Inventory & Archives Section attending staff	Receives the Clearance form with complete attachment/s (approved request letter by the LCE)	None	5 mins.	<i>Records Officers IV,III, Admin. Aide</i> City General Services Office
	Review of documents: Attending staff will check accountabilities under custody of the applicant.	None	3 hours	<i>Records Officers IV,III, Admin. Aide</i> City General Services Office
Present/ secure all items under his/her accountability to the Inventory Staff	Property Inspection: Inventory of property under custody of the person securing clearance will be	None	4 hours	<i>Records Officers IV,III, Admin. Aide</i> City General Services Office



	taken by the inventory staff to check the validity of the items.(Lacking items will cause denial of request, of affidavit of loss, if lost)			
	Administration of property transfer Attending inventory staff shall prepare new documents to transfer the surrendered properties to the office of origin or to CGSO- Warehouse for waste material.	None	5 hours	Records Officers IV,III, Admin. Aide
	Turn over and signing of new accountability form Acknowledgement Receipt for equipment and Inventory Custodian Slip (ARE/ICS)	None	2 hours	<i>Records Officers IV,III, Admin. Aide</i> City General Services Office
	CGSO Head Romeo R. Lapeciros, Jr. will approve & sign the clearance to clear for any Property, Plant & Equipment accountabilities.	None	10 mins.	CGSO City General Services Office
<b>TOTAL:</b>		None	14 hours and 15 mins.	



### 3. Issuance/ Release of Supplies and Materials Stored at City Warehouse and Supply Depot

Supplies and materials stored at the Warehouse and Supply Depot will be released to the recognized claimant/office upon request.

<b>Office or Division:</b>	Supply Management Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government and to Citizen			
<b>Who may avail:</b>	All citizens, individual groups, private offices/industries, LGU Barangays/ National Offices, Civic/Military, Church Organization			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly approved withdrawal slip		City Warehouse and Depot Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Secure withdrawal form from Inventory & Archives Section or City Warehouse Supply & Depot Section	Provides withdrawal form to the end-user/s	None	5 mins.	<i>Supply Officer III Admin. Aide City General Services Office</i>
Fill-up the withdrawal form and secure signature of the requisitioner	Check the withdrawal form as to complete entries (signature of requisitioner)	None	20 mins.	<i>Supply Officer III Admin. Aide City General Services Office</i>
Proceed to Warehouse and present withdrawal form to attending staff	Receives the withdrawal form and check the items to be released	None	5 mins.	<i>Supply Officer III Admin. Aide City General Services Office</i>
Client standby at the waiting area	Warehouse staff release the items.  (Time differs depending upon the types of items issued)  Construction Materials  Supplies and Materials	None	4 hours  2 hours	<i>Supply Officer III Admin. Aide City General Services Office</i>
Ask gate pass to the attending staff/s	Warehouse staff issue gate pass	None	5 mins.	



<b>TOTAL:</b>	None	4 hours and 35 mins.	
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#### 4. Granting of Permit to use Government Facilities, Parks and Plaza

All citizens, individuals, groups; all private offices/industries; all LGU/Barangays/ National Offices; all civic/military, church organization

<b>Office or Division:</b>	Maintenance Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Government, Government to Citizen			
<b>Who may avail:</b>	All citizens, individual groups, private offices/industries, LGU Barangays/ National Offices, Civic/Military, Church Organization			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request specifying date and time of facility use.		Requesting party that needs the service/s.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit letter request to the GSO	Receives approved letter request /permit from the Local Chief Executive/GSO	None	3 mins.	Public Services Officer, Admin. Aide III and Admin. Aide City General Services Office
	Informed the staff assigned in the area the date & time of use	None	10 mins.	Public Services Officer, Admin. Aide III City General Services Office
	The assigned personnel/s submits the Job Order Request filled up by the requesting office with the rating and comments to the Maintenance Section chief for the completion and validation	None		
<b>TOTAL:</b>			13 Mins.	



## 5. Maintenance Services for Office Air-Conditioning Units

<b>Office or Division:</b>	Maintenance Section			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Government, Government to Citizen			
<b>Who may avail:</b>	All citizens, individual groups, private offices/industries, LGU Barangays/ National Offices, Civic/Military, Church Organization			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request specifying number of air-conditioning units for servicing.		Requesting party that needs the service/s.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit letter request to the GSO	Receives approved letter request /permit from the Local Chief Executive/GSO	None	3 mins.	<i>Public Services Officer, Admin. Aide II and Admin. Aide City General Services Office</i>
	Informs the requesting department for the schedule of the service	None	2 mins.	<i>Public Services Officer, Admin. Aide II and Admin. Aide City General Services Office</i>
	Air-conditioning Unit maintenance staff perform the services	None	3 days	<i>Admin. Aide City General Services Office</i>
	Hanging of tarpaulins	None	5 mins	<i>Admin. Aide City General Services Office</i>
	The assigned personnel/s submits the Job Order Request filled up by the requesting office with the rating, comments and recommendation on the separate rating sheet	None		
<b>TOTAL:</b>		None	3 days & 10 mins.	



# CITY BUDGET OFFICE





## 1. Obligation for Payment of Bills, Payrolls, Monetization, & other Services

Processing of documents comes from different offices for obligating the type transactions for recording, controlling and obligating as to appropriation.

<b>Office or Division:</b>	City Budget Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2B –Government to Business Entity, G2G – Government to Government			
<b>Who may avail:</b>	Business establishment, public individual and employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Vouchers ( 2 copies) Obligation Request (3 copies) Statement of Account (original copy) Payrolls Accomplishment Report Daily Time Record Approve Letter Request Approve Leave Application		From Business Entity and originating Office concern		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Deliver statement of account like telephone, cable, utilities and others.	-Receive the bill or statement of account. Prepare voucher, obligation request and forward to person in-charge for obligation, to Budget Officer for signature & approval and forward to City Accounting	None	10 minutes per document	<i>Budgeting Assistant</i> <i>Budget Officer III</i> City Budget Office
2.Submit vouchers, payrolls and other documents.	Document is forwarded to person in-charge for obligation and recording, for signature & approval of City Budget Officer and forward to City Accounting	None	10 minutes per document	<i>Budget Officer I</i> <i>Budget Officer II</i> <i>Budget Officer III</i> <i>Assistant City Budget Officer</i> <i>City Budget Officer</i> City Budget Office
<b>TOTAL</b>		None	20 minutes	



## 2. Obligation for Processing of Purchase Request

Processing of documents comes from different offices concerned for obligation as to appropriation for the specific item and charging.

<b>Office or Division:</b>	City Budget Office			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	G2B –Government to Business Entity			
<b>Who may avail:</b>	Business establishment			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PPMP Activity Design (for meals) PROGRAM OF WORKS (for projects) Purchase Request		From originating Office concern		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
2.Submit Purchase Request (PR's) for office supplies, construction materials, spare parts, meals and other supplies with attached approved PPMP.	Receive Purchase Request thru Data Tracking System with attach approve PPMP, forward to person in-charge for checking and obligation as to appropriation. Forward to City Budget Officer for signature & approval.  Log out to TPM and forward to BAC office.	none	15 minute per document	<i>Budget Officer I, Budget Office II Budget Officer III City Budget Officer &amp; Messenger City Budget Office</i>
<b>TOTAL</b>		None	15 minutes per document	



### 3. Barangay Budget Review

Barangay & SK Annual & Supplemental Budget be submitted to City Budget Office for review as to correct computation, completeness and legality of the documents.

<b>Office or Division:</b>	City Budget Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Barangay Government			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Budget Proposal Barangay Development Plan Annual Investment Plan Barangay Disaster & Risk Reduction Management Pan Gender & Development Plan		From originating barangays		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the office	Give the Log Book to the Client	none	2 minutes	<i>Budgeting Assistant</i> City Budget Office
2. Submit for pre-review of Annual/supplemental Budget of 1 Barangay.	Receive and review 1 barangay budget submitted in a week as to content, computation and breakdown of statutory obligation.	none	30 minutes per barangay	<i>Budgeting Assistant</i> <i>Budget Officer IV</i> City Budget Office
3. Submit Final Annual /Supplemental budget of 1 Barangay.	Finalization of 1 Barangay Annual/Supplemental Budget submitted as to completeness, appropriateness and legality of the documents.	none	45 min per barangay	<i>City Budget Officer</i> <i>Budget Officer IV,</i> <i>Budgeting Assistant,</i> <i>Messenger</i> City Budget Office



<p>4. Submit 5 sets of final Annual/Supplemental Budget.</p>	<p>Prepare Technical Review Sheet with specific findings and recommendations and for signature to Local Finance Committee</p>	<p>None</p>	<p>20 minutes per barangay</p>	<p><i>Budgeting Officer IV City Budget Officer City Planning &amp; Development Coordinator City Treasurer Budgeting Aide City Budget Office</i></p>
	<p>Forward 1 set of Budget to Sangguniang Panlungsod for Legislative Authorization and approval.</p>	<p>None</p>	<p>30 minutes copies of barangays</p>	<p><i>Messenger City Budget Office</i></p>
	<p>Provide/distribute 1 set of approved annual/supplemental budget to the barangays</p>	<p>None</p>	<p>3 minutes per barangay</p>	<p><i>Budgeting Aide City Budget Office</i></p>
<p><b>Total</b></p>		<p>None</p>	<p>2 hours and 10 minutes</p>	



#### 4. Budget Preparation of the City

Submission of budget proposals from all offices for annual budget preparation.

<b>Office or Division:</b>	City Budget Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Form 1 – 3 year comparative data of Income estimates		From originating offices		
Form 2 – proposed budget Budget Message Local Expenditure Program Budget Expenditure & Source of Financing				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submission of Budget Proposals	Receive budget proposals	None	2 weeks	<i>All Department Heads</i>
	Preparation of Income estimates	None	3 weeks	<i>City Mayor City Planning &amp; Development Coordinator City Budget Officer City Accountant License Officer CEEDMO Officer City Veterinarian</i>
	Budget Call Issuance	None	3 days	<i>City Mayor City Budget Officer</i>
	Consolidation of Budget proposals submitted	None	2 weeks	<i>City Budget Officer Assistant City Budget Officer Budgeting Assistant</i>
	Technical Budget Hearing	None	1 Day	<i>City Mayor Assistant City Budget Officer</i>

				<i>City Councilor – Finance Committee</i>  <i>All Department Heads</i>
	Make necessary action and correction	None	1 week	<i>Department heads</i>
	Consolidation of Approved Proposals	None	1 week	<i>City Budget Officer</i> <i>Assistant City Budget Officer</i> <i>Budgeting Assistant</i>
	Preparation of budget message, local expenditure program, budget of expenditures and sources of fund and other supporting documents	None	3 weeks	<i>City Budget Officer</i> <i>Assistant City Budget Officer</i> <i>Budgeting Assistant</i>
	Reproduction of documents	None	2 days	<i>Budgeting Assistant</i>
	Submission of executive budget to Sangguniang Panlungsod.	None	1 Day	<i>City Mayor</i> <i>City Budget Officer</i> <i>Budgeting Assistant</i>
	Submit to reviewing authority	None	1 Day	<i>City Mayor</i> <i>City Budget Officer</i> <i>Budgeting Assistant</i>
<b>TOTAL</b>		None	3 months	



## **CITY ACCOUNTANT'S OFFICE**





## 1. Pre-Audit Service for Disbursement Vouchers

Examination, Control and Audit of Disbursement Vouchers before issuance of checks to safeguard assets and authorize accurate & reliable disbursements in compliance with Generally-Accepted Accounting Principles and COA Rules and Regulations.

<b>Office or Division:</b>	Audit Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G			
<b>Who may avail:</b>	CTO/Payrolls or CMO/Admin/CBO			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Obligation Request		City Budget Office		
2. Purchase Request		Requesting Offices		
3. Purchase Order		City General Service Office (CGSO)		
4. Canvass		CGSO		
5. Abstract of Canvass		CGSO		
6. Invoice		Suppliers, purchasers		
7. Official Receipts		Suppliers, purchasers		
8. Acceptance		CGSO		
9. Inspection Report		CGSO		
10. PPMP Activity Design		Requesting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Forwards vouchers & payroll	1. Receives vouchers/payroll and forwards to the City Transaction	None	30 minutes	<i>Admin. Aide – Admin. Division City Accountant's Office</i>



	Division for journal entry.			
	2. Assigns entry in vouchers	None	2 hours	<i>Senior Bookkeepers, Admin. Aide, Clerk II, Accounting clerk III, Lab. Technician</i> City Accountant's Office
	3. Assigns entry in payroll	None	3 hours	<i>Clerk II, Admin. Officer IV, Senior Bookkeeper</i> City Accountant's Office
	4. Pre-Audits Vouchers	None	1 hour	<i>Asst. City Accountant, MAA III, MAA II, Engr. II, MAA I, MAA Asst.</i> City Accountant's Office
	5. Pre-Audits payroll	None	1 hour	<i>Lab Technician, Admin. Aide, Clerk II, Asst. City Accountant, MAA Asst.</i> City Accountant's Office
	6. Approves voucher	None	2 hours	<i>City Accountant/Asst. City Accountant/ designated Officer-in-charge</i> City Accountant's Office
	7. Forwards Vouchers to CTO/Payrolls or CMO/Admin/ CBO	None	30 minutes	<i>Admin Aides – Admin. Division</i> City Accountant's Office
<b>TOTAL:</b>		None	10 Hours	



## 2. Issuance of Accountant's Advice

Accountant's advice is required to be given to Servicing Banks to guarantee that checks are authorized and issued by the City Government of Malaybalay and that the agency has sufficient funds to which checks are charged against. Checks that are not included in the list of accountant's advices may be denied by the bank due to lack of guarantee from the accountant of the City Government of Malaybalay.

<b>Office or Division:</b>	Administrative Department, City Accountant's Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G/G2B/G2C			
<b>Who may avail:</b>	Land Bank of the Philippines, check recipients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Disbursement Vouchers		City Mayor's Office/City Treasurer's Office		
2. Checks		City Treasurer's Office (approved by Mayor & Treasurer)		
3. Issued Accountant's Advice (in case of request for Corrective Accountant's Advice)		City Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request for Accountant's advice	1. Receives approved disbursement vouchers, supporting documents and checks from City Treasurer's Office	None	30 mins.	<i>Admin. Aides – Administrative Department City Accountant's Office</i>
	2. Assigns voucher number and prepares accountant's advice	None	45 minutes	<i>Bookkeeper (General Fund), Senior Bookkeeper (Economic Enterprise), Senior Bookkeeper (Trust Fund), Admin Aide(SEF), Accounting Clerk III(20% Dev't. Fund) City Accountant's Office</i>
	3. Records Journal entry voucher in the e-NGAS	None	1 hour	<i>Senior Bookkeepers, Accounting Clerk III, Admin. Aide, Accountant I/Admin. Aide</i>



				City Accountant's Office
	4. Approves Accountant's Advice	None	30 minutes	<i>City Accountant/Asst. City Accountant/ designated Officer-in-charge</i> City Accountant's Office
	5. Forwards/Submits Accountant Advice to Landbank of the Phils.	None	45 minutes	<i>Admin. Aides</i> City Accountant's Office
	6. Forwards Disbursement Vouchers, Supporting Documents and Checks to the CMO	None	30 minutes	<i>Admin. Aides – Admin. Department</i> City Accountant's Office
<b>TOTAL:</b>		None	4 hours	

### 3. Issuance of Certificate of Net Take-Home Pay

Certificates of Net Take-Home Pay are important documents testifying that regulatory deductions are reflected in an employee's salary earned for the period. Such documents are normally required from an employee/service provider/worker in case of application for loans in certain establishments such as lending companies, GOCCs (SSS, HDMF, GSIS, etc.), and others, or they may ask for it for other personal and commercial purposes.

<b>Office or Division:</b>	Gen. Accounting		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	G2C		
<b>Who may avail:</b>	Employees (current & previous), Contractual Workers (JO's)		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Government IDs		Government Agencies	
2. Letter of Authority		Authorizing Employee/client	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Certificate of Net-Take Home Pay	1. Receives request for certification	None	1 hour	<i>Admin. Aide</i> City Accountant's Office
	2. Printing of Certification	None	2 hours	<i>Admin. Officer IV (for Regular); Admin Aide (for JOs) Clerk II (sub)</i> City Accountant's Office
	3. Approval of Certification	None	1 hour	<i>City Accountant/ Asst. City Accountant/ designated Officer-in-charge</i> City Accountant's Office
<b>TOTAL:</b>		None	4 hours	

#### 4. Issuance of Tax Certificate (Vat, Income, Etc.)

As a withholding agent of the BIR, the accounting office is required to issue tax certification for the various tax withheld from suppliers, employees and other stakeholders.

<b>Office or Division:</b>	General Accounting			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C/G2B			
<b>Who may avail:</b>	Employees/Jos, suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Disbursement Voucher		City Gov't. Office (Accounting)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for Certification	1. Receives request for Certification	None	30 minutes	<i>Admin. Aide</i> City Accountant's Office
	2. Printing of certification	None	1 hour	<i>Senior Bookkeeper/ Admin. Aide</i> City Accountant's Office
	3. Approval of Certification	None	30 minutes	<i>City Accountant/Asst. City Accountant/</i>



				designated Officer-in-charge City Accountant's Office
<b>TOTAL:</b>			2 hours	

## 5. Computation and Processing of Cash Advance for Travelling Allowance

Cash Advance for travelling allowance must be processed and computed first in the accounting department before issuance of checks and release to end users so that it would be ensured that no unauthorized and suspicious transactions would be allowed access to Cash advances. Travelling allowances are normally allowed on employees on Official Business Trips and transactions.

<b>Office or Division:</b>	Audit Department, General Accounting Department			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C/G2G			
<b>Who may avail:</b>	Officials, Authorized Employees, Barangay Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Invitation Letter		Event Organizer/Sponsoring Organization		
2. Itinerary of Travel		End User/Office		
3. Memo		Mayor		
4. Certificate of No Outstanding Cash Advance		City Accounting Admin. Aide assigned		
5. Disbursement Voucher		End User		
6. Obligation Request		End User		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Receives IT along with memo and communication	None	1 hour	Admin. Aides – Admin. Department City Accountant's Office
	2. Computes allowable travelling allowance and	None	2 hours	MAA III, MAA II, MAA I, MAA II, Admin. Aides



	initials itinerary of travel and Certificate of No Cash Advance			City Accountant's Office
	3. Forwards itinerary of Travel to CMO for Approval		1 hour	Admin. Aides, Admin. Department City Accountant's Office
<b>TOTAL:</b>		None	4 hours	

## 6. Remittance of Different Agencies (GSIS, BIR, Philhealth, Pag-Ibig, Etc.)

Amounts withheld/deducted from Employee/Service provider (JO)'s payroll are to be remitted to pertinent Government Agencies of Private Institutions as payment or remittance from the employer directly to payee or serving institution (SSS, Pag ibig, BUGEMCO, etc.) for the employee to be able to enjoy the privileges of being a member or debtor of such institutions/agencies.

<b>Office or Division:</b>	General Accounting Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G/G2B			
<b>Who may avail:</b>	Employees, GOCCs			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Disbursement Voucher (& check)		City Treasurer's Office		
2. List of Employees with corresponding amount withheld		Payroll Officer/HR Dept.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Prepares listing of employee's deductions	None	5 days	Regular – Admin. Officer IV; JO – Admin. Aide; Casual – Admin. Aide/ Accountant 1 City Accountant's Office
	2. Prepares vouchers and journal entry	None	2 days	Regular – Admin. Officer IV; JO – Admin. Aide; Casual – Admin. Aide/Accountant 1 City Accountant's Office
	3. Remits to the different governmental agencies;	None	3 days	Admin. Officer IV (GSIS, PHIC, HDMF, CGMEA, MACEMPC, etc.);



	Prepare monthly error report (to every office, 3-5 days every after remittance)			Senior Bookkeeper (BIR); Admin. Aide (SSS); Admin. Aide/ Accountant 1(Casual) City Accountant's Office
<b>TOTAL:</b>		None	10 days	

## 7. Barangay Transactions

The City Accounting Office – Barangay Section leads in recording financial transactions and maintaining records of 46 barangays in accordance with Generally-Accepted Accounting Principles & Commission on Audit rules and regulations.

<b>Office or Division:</b>	Barangay Department		
<b>Classification:</b>	G2G		
<b>Type of Transaction:</b>	Highly Technical		
<b>Who may avail:</b>	Barangays within Malaybalay city: Treasurers & Other Officials		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
1. Disbursement Vouchers	Barangay		
2. Barangay Payroll	Barangay		
3. Purchase Request	Barangay		
4. Quotation	Barangay (data filled out by suppliers)		
5. Abstract of Quotation	Barangay		
6. Purchase Order	Barangay		
7. Charge Invoice	Supplier		
8. Inspection Report	Barangay		
9. Punong Barangay Certification	Punong Barangay		
10. Official Receipts	Barangay Treasurer		



11. Deposit Slips		Depository Bank		
12. Summary of Collection		Barangay		
13. PPMP		Barangay		
14. Training Design		Barangay		
15. Travel Order		Punong Barangay/Mayor or Kagawad		
16. Cash Advance		Barangay		
17. Communication		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receives documents and assign entry on disbursement vouchers	None	10 minutes	<i>Fiscal Examiners III, Bookkeeper, Clerks II, Senior Bookkeeper City Accountant's Office</i>
	2. Check and reviews transactions as to authority	None	5 minutes	<i>Fiscal Examiners III, Bookkeeper, Clerks II, Senior Bookkeeper City Accountant's Office</i>
	3. Signs the Punong Barangay Certifications	None	5 minutes	<i>Fiscal Examiners III City Accountant's Office</i>
	4. Records Collection in excel forms before entry to NGAS	None	1 day/ barangay	<i>Admin. Aide City Accountant's Office</i>
<b>TOTAL:</b>		None	25 days	

## 8. Bank Reconciliation – City and Barangay

Preparation of Bank Reconciliation reconciles the difference between the Cash in the books versus the actual balances in the Depository Bank. Various circumstances account for



such differences which include errors, unrecorded transactions and time differences in recording various transactions. These factors should be clearly pointed out and plotted in the Statement of Bank Reconciliation.

<b>Office or Division:</b>	General Accounting Section; Barangay Division			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G/G2B/G2C			
<b>Who may avail:</b>	Government, Barangays & Interested parties			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Bank Statements		Bank		
2. Subsidiary Ledger		NGAS, office records		
3. Credit and Debit Memos		Bank		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request for Bank reconciliation for city	Prepares bank reconciliation (monthly)	None	10 days	<i>Accountant II</i> City Accountant's Office
	Prepares journal entry	None		
Request Bank reconciliation for Barangay	Prepares bank reconciliation (monthly)	None	20 days	<i>Accountant I</i> City Accountant's Office
	Prepares journal entry	None		
<b>TOTAL:</b>		None	20 days	

## 9. Preparation of Financial Statements – City

Financial Statements are the End Product of Accounting. These are the reports that show the whole outcome of the accounting procedure. Financial Statements include most commonly the Statement of Financial Position, Condition, Cash Flows, Changes in Equity and Notes to Financial Statements. Schedules of individual amounts may also be included/required.

<b>Office or Division:</b>	General Accounting Division; Barangay Division
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2G



<b>Who may avail:</b>	Barangays, Government, interested parties			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Statement of Financial Position/Condition	City Accountant/ Designated officer/Accounting staff			
2. Statement of Financial Performance	City Accountant and Designated assistants/staffs			
3. Statement of Cash Flows	City Cashier/City Treasurer			
4. Cash Analysis	City Cashier/Treasurer			
5. Schedule of Receivables	Designated Accounting Staff			
6. Schedule of Payables	Designated Accounting Staff			
7. Notes to FS	Designated Accounting Staff			
8. Comparison Statement of Budgeted and Actual Amounts	Designated Accounting Staff			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request for Financial Statements	1. Prepare adjusting journal entries	None	3 days	<i>Admin. Aides, Accountant II(recap), Senior Bookkeepers(GF,EE, SEF &amp; Trust Fund), Accounting Clerk III(20% Dev't. Fund)</i> City Accountant's Office
	2. Prepare schedule of Depreciation	None	2 days	<i>Accountant III; Admin Aide/Accountant 1</i> City Accountant's Office
	3. Closing of Books	None	5 days	<i>Senior Bookkeepers (GF, EE &amp; Trust Fund), Admin Aide (SEF), Accounting Clerk III (20% Dev't. Fund)</i> City Accountant's Office
	4. Prepares I/S,BS, Cash Flows	None	4 days	<i>Accountant III</i> City Accountant's Office
	5. Prepares Schedules and Notes to FS	None	3 days	<i>Accountant III, Admin. Aides, Senior Bookkeepers (GF, EE, SEF &amp; TF),</i>



				<i>Accounting Clerk III (20% Dev't. Fund) City Accountant's Office</i>
	6. Approves FS and related reports	None	2 days	<i>City Accountant/Asst. City Accountant City Accountant's Office</i>
	7. Submits reports to COA, CMO, PTO, CTO, CB, SP, PSP	None	1 day	<i>Admin. Aide/Messenger City Accountant's Office</i>
<b>TOTAL:</b>		None	20 days	

## 10. Preparation of Financial Statements - Barangay

Barangay Division assist the 46 barangays of the city in the preparation of Financial Statements in accordance with Generally-Accepted Accounting Procedures & COA rules and regulations.

<b>Office or Division:</b>	Barangay Division	
<b>Classification:</b>	Highly Technical	
<b>Type of Transaction:</b>	G2G	
<b>Who may avail:</b>	Barangays, Government, Interested Parties	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Statement of Financial Position/Condition	Fiscal Examiners III	
2. Statement of Financial Performance	Fiscal Examiners III	
3. Statement of Cash Flows	Fiscal Examiners III	
4. Cash Analysis	City Accounting staff – Barangay Fiscal Examiner/Bookkeeper/pertinent assigned staff	
5. Schedule of Receivables	City Accounting staff – Barangay Fiscal Examiner/Bookkeeper/pertinent assigned staff	
6. Schedule of Payables	City Accounting staff – Barangay Fiscal Examiner/Bookkeeper/pertinent assigned staff	
7. Notes to FS	City Accounting staff – Barangay Fiscal Examiner/Bookkeeper/pertinent assigned staff	
8. Comparison Statement of Budgeted and Actual Amounts	City Accounting staff – Barangay Bookkeeper/pertinent assigned staff	



9. Schedule of PPE		City Accounting staff – Admin. Aide/Accountant 1		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Requests for Barangay financial statements	1. Prepares adjusting/correcting entries for erroneous accounting entries noted.	None	5 days	<i>Fiscal Examiners III, Bookkeeper, Clerks II, Senior Bookkeeper City Accountant's Office</i>
	2. Prepares schedule of Depreciation	None	5 days	<i>Admin. Aide/Accountant 1 City Accountant's Office</i>
	3. Closing of Books	None	5 days	<i>Fiscal Examiners III, Bookkeeper, Clerks II, &amp; Senior Bookkeeper City Accountant's Office</i>
	4. Prepares I/S, BS, Cash Flows	None	5 days	<i>Fiscal Examiners III City Accountant's Office</i>
	5. Reviews and prints Financial Statements, schedules and notes to FS.	None	4 days	<i>Fiscal Examiners III City Accountant's Office</i>
	6. Transmits printed Financial Statements, schedules and notes to FS to respective Punong Barangays and Barangay Treasurers for reconciliation and approval.	None	5 days	<i>Fiscal Examiners III, Bookkeeper, Clerks II &amp; Senior Bookkeeper City Accountant's Office</i>
	7. Approves Financial Statements,	None	2 days	<i>City Accountant/Assistant City Accountant</i>



	schedules and Notes to FS			City Accountant's Office
	8. Consolidates approved Financial Statements.	None	5 days	<i>Fiscal Examiners III</i> City Accountant's Office
	9. Submits Individual Barangay Financial Statements and Consolidated Barangay Financial Statements to the designated Offices in a digital and hard copy.	None	3 days	<i>Fiscal Examiners III</i> City Accountant's Office
	<b>TOTAL:</b>	None	30 days	



## **CITY TREASURER'S OFFICE**





## 1. Issuance of Community Tax Certificate

Every inhabitant of the Philippines eighteen (18) years of age or over who has been regularly employed on a wage or salary basis for at least thirty (30) consecutive working days during any calendar year, or an individual who is engaged in business or occupation, or an individual who owns real property with an aggregate assessed value of one thousand pesos (P 1,000.00) or more, and an individual who is required by law to file an income tax return.

<b>Office or Division:</b>	REVENUE GENERATION DIVISION			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may Avail:</b>	Residents only eighteen (18) years of age or over			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Previous Community Tax Certificate		Barangay Hall – Barangay Treasurer City Treasurer's Office – Collection Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.) Proceed to collectors window (windows 1-12) and ask for Community tax Certificate	1.) Ask for previous Community Tax Certificate (CTC). If none, provide client with information sheet	None	1 Minute	License Officer III  Local Revenue Collection Officer III  Local Revenue Collection Officer II  Revenue Collection Clerk III  Revenue Collection Clerk III  Revenue Collection Clerk III  Revenue Collection Clerk II  Revenue Collection Clerk II  Revenue Collection Clerk I
2.) Fill up necessary information in the information sheet	2.) Collectors issues Community Tax Certificate and give it to the client for his/her signature	None	5 Minutes	License Officer III  Local Revenue Collection Officer III



				Local Revenue Collection Officer II Revenue Collection Clerk III Revenue Collection Clerk III Revenue Collection Clerk III Revenue Collection Clerk II Revenue Collection Clerk II Revenue Collection Clerk I
3.) Sign the CTC and Pay the corresponding amount	3.) Receive payment and give the CTC to the client	PHP 5.00 Basic community tax and additional tax of PHP 1.00 for every PHP 1,000.00 Income	2 Minutes	License Officer III Local Revenue Collection Officer III Local Revenue Collection Officer II Revenue Collection Clerk III Revenue Collection Clerk III Revenue Collection Clerk III Revenue Collection Clerk II Revenue Collection Clerk II Revenue Collection Clerk I
	<b>TOTAL:</b>		<b>8 Minutes</b>	



## 2. Securing Real Property Tax clearance

To prove that realty taxes have been paid and updated. A certification of a real property tax payment is issued. This is required in certain transaction (e.g securing a building permit).

Office or Division:	REVENUE GENERATION DIVISION			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Real Property Owners			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Official Receipt of Real Property tax payment			City Treasurer's Office – Collectors window (numbers 1-6 & 8-12)	
Copy of latest Real Property Tax Declaration			City Assessor's Office	
Certification Fee payment – Official Receipt			City Treasurer's Office - Collectors window (numbers 1-6 & 8-12)	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.) Pay Certification fee at the collectors window (windows 1-12)	1.) Issue Official Receipt and receive payment	Certification fee PHP 100/page	5 Minutes	License Officer III  Local Revenue Collection Officer III  Local Revenue Collection Officer II  Revenue Collection Clerk III  Revenue Collection Clerk III  Revenue Collection Clerk III  Revenue Collection Clerk II  Revenue Collection Clerk II  Revenue Collection Clerk I
2.) Present the requirements at	2.1) Receive the required	None	9 Minutes	City Treasurer  Asst. City Treasurer



the Records and Billing Section (windows 13 & 14) and inform the assigned personnel as to the purpose of the requested certificate.	documents and check for completeness.  2.2) Print the Tax Clearance if all required documents were given  2.3) Counter sign the printed certificate and forward the same to the City Treasurer/Asst . City Treasurer/Revenue Collection Officer for signature.			Local Revenue Collection Officer IV  Casier IV  Admin Officer V / (Records Off. III)  Admin Assistant III (Comp Op II)
3.) Receive the approved Real Property Tax clearance	3.) Certificate released to the client.	None	1 Minute	Admin Officer V / (Records Off. III)  Admin Assistant III (Computer Operator II)
	<b>TOTAL:</b>	<b>PHP 100/page</b>	<b>15 Minutes</b>	

### 3. Payment of Business Tax - Quarterly-2<sup>nd</sup> to 4<sup>th</sup> Quarter

All business firms are required to secure business license and mayor's permit and pay the corresponding taxes before they could start to operate. License renewal is done every January 2<sup>nd</sup> to January 20<sup>th</sup> yearly without penalty. Businessmen may opt to pay their business taxes on an annually or quarterly.

Office or Division:	REVENUE GENERATION DIVISION
Classification:	Simple
Type of Transaction:	G2B – Government to Business entity
Who may avail:	Business Owners



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business Permit		Business Permit and Licensing Division		
Previous Official Receipt		City Treasurer's Office – Collectors window (numbers 1-6 & 8-12)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Proceed to Records and Billing section and present the Business Permit/Official Receipt and ask for Business Permit order of payment	1.) Print Business Permit order of payment	None	5 Minutes	Admin Officer V / (Records Off. III)  Admin Assistant III ( Computer Operator II)
2.) Proceed to collectors window (windows 1-12) and present the Business Permit order of payment	2.) Issue Official Receipt	None	3 Minutes	License Officer III  Local Revenue Collection Officer III  Local Revenue Collection Officer II  Revenue Collection Clerk III  Revenue Collection Clerk III  Revenue Collection Clerk III  Revenue Collection Clerk II  Revenue Collection Clerk II  Revenue Collection Clerk I



3.) Pay the tax due	3.) Receive payment and give the Official Receipt	Refer to Ordinance No. 880	2 Minutes	License Officer III Local Revenue Collection Officer III Local Revenue Collection Officer II Revenue Collection Clerk III Revenue Collection Clerk III Revenue Collection Clerk III Revenue Collection Clerk II Revenue Collection Clerk II Revenue Collection Clerk I
	<b>TOTAL</b>		<b>10 Minutes</b>	

#### 4. Payment of Real Property Tax

Owners of land, buildings and machinery had to pay real property taxes annually. Taxpayers may choose to pay on annual or quarterly basis. 10% discount is given to those who pay promptly and 20% discount for those who pay in advance. Real property tax payments are made at the City Treasurers Office.

<b>Office or Division:</b>	REVENUE GENERATION DIVISION
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	Real Property Owners
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>



Latest Official Receipt of Real Property tax		City Treasurer's Office – Collectors window (numbers 1-6 & 8-12)		
Real Property Tax Declaration		City Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Proceed to Records and Billing section (windows 13 & 14) present the requirements and ask for Real Property billing	1.) Verifies and print the Real Property Tax billing	None	10 Minutes	Admin Officer V / (Records Off. III)  Admin Assistant III (Computer Operator II)
2.) Proceed to collector's window (windows 1-12) and present the Tax Bill	2.) Issue Official Receipt	None	8 Minutes	License Officer III  Local Revenue Collection Officer III  Local Revenue Collection Officer II  Revenue Collection Clerk III  Revenue Collection Clerk III  Revenue Collection Clerk III  Revenue Collection Clerk II  Revenue Collection Clerk II  Revenue Collection Clerk I
3.) Pay the tax due	3.) Receive payment and give the Official Receipt	AV x 1% x 5 years x 2 (Basic & SEF)	2 Minutes	License Officer III  Local Revenue Collection Officer III  Local Revenue Collection Officer II



				Revenue Collection Clerk III Revenue Collection Clerk III Revenue Collection Clerk III Revenue Collection Clerk II Revenue Collection Clerk II Revenue Collection Clerk I
	<b>TOTAL:</b>		<b>20 Minutes</b>	

## 5. Payment of Transfer Tax

Transfer tax are paid for transaction involving transfer of ownership of real property. The City Assessor shall likewise make the same requirement before cancelling the old Tax declaration and issuance a new one in place thereof.

<b>Office or Division:</b>	REVENUE GENERATION DIVISION			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Real Property Owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Computation from City Assessors Office		City Assessor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.) Proceed to collectors window (windows 1-12) and present the Transfer tax computation for payment.	1.) Issue the Official Receipt	None	3 Minutes	License Officer III Local Revenue Collection Officer III Local Revenue Collection Officer II



				Revenue Collection Clerk III Revenue Collection Clerk III Revenue Collection Clerk III Revenue Collection Clerk II Revenue Collection Clerk II Revenue Collection Clerk I
2.) Pay the tax due	2.) Receive payment and give the Official Receipt	75% of 1% of the Market Value or the Selling Price whichever is the higher	2 Minutes	License Officer III Local Revenue Collection Officer III Local Revenue Collection Officer II Revenue Collection Clerk III Revenue Collection Clerk III Revenue Collection Clerk III Revenue Collection Clerk II Revenue Collection Clerk II Revenue Collection Clerk I
	<b>TOTAL:</b>		<b>5 Minutes</b>	

## 6. Payment of Professional Tax

An annual professional tax is required to each person engaged in the exercise or practice of his profession requiring government examination at such amount and reasonable classification as the Sangguniang Panlungsod.

<b>Office or Division:</b>	REVENUE GENERATION DIVISION			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Every person legally authorized to practice his profession			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Government Issued Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.) Proceed to collectors window (windows 1-12) and ask for professional tax receipt.	1.) Issue the Official Receipt	None	3 Minutes	License Officer III Local Revenue Collection Officer III Local Revenue Collection Officer II Revenue Collection Clerk III Revenue Collection Clerk III Revenue Collection Clerk III Revenue Collection Clerk II Revenue Collection Clerk II Revenue Collection Clerk I



2.) Pay the tax due	2.) Receive payment and give the Official Receipt	PHP 300	2 Minutes	License Officer III Local Revenue Collection Officer III Local Revenue Collection Officer II Revenue Collection Clerk III Revenue Collection Clerk III Revenue Collection Clerk III Revenue Collection Clerk II Revenue Collection Clerk II Revenue Collection Clerk I
<b>TOTAL:</b>		<b>PHP 300</b>	<b>5 Minutes</b>	

## 7. Various Regulatory Fees and Charges

The City government unit may impose and collect fees and service or user charges for any service rendered by it in an amount reasonably commensurate to such service for the following: Marriage Application/License, solemnization, Birth registration, correction of entry, extract documents, death registration, fiscal clearance, mayor's clearance, Judge clearance, PLEB clearance, Secretaries fees/certification fee and tax clearance and etc.

<b>Office or Division:</b>	REVENUE GENERATION DIVISION	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	All	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
Payment slip	City Civil Registrar, City Assessor's Office, City Mayor's Office, City Engineer's office, City Planning & Development Office, Business Permit	



& Licensing Division and City Environment & Natural Resources				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Proceed to collectors window (windows 1-12) and present the payment slip	1.) Issue the Official Receipt	None	3 Minutes	License Officer III Local Revenue Collection Officer III Local Revenue Collection Officer II Revenue Collection Clerk III Revenue Collection Clerk III Revenue Collection Clerk III Revenue Collection Clerk II Revenue Collection Clerk II Revenue Collection Clerk I
2.) Pay the tax due	2.) Receive payment and give the Official Receipt	PHP 100 - Marriage Application/ License, Certification fee, Birth & Death registration, PLEB clearance, Secretaries fee, Certification fee, tax clearance, Mayor's clearance,	2 Minutes	License Officer III Local Revenue Collection Officer III Local Revenue Collection Officer II Revenue Collection Clerk III Revenue Collection Clerk III Revenue Collection Clerk III



		Judge clearance, Burial Permit, Service Record PHP 200 - Late birth & Death registration, For Abroad - Mayor's clearance, Judge clearance, Birth extract, marriage extract. For more fees & charges Refer to Ordinance No. 880		Revenue Collection Clerk II Revenue Collection Clerk II Revenue Collection Clerk I
	<b>TOTAL:</b>		<b>5 Minutes</b>	

## 8. Payment of Financial Assistance, Employees Claim-Per Diems, Honorarium, Cash Advance and Reimbursements.

An indigent resident of Malaybalay City asking for financial assistance through the City Mayor and City Social Welfare and Development Office to defray expenses for medical, educational and burial expenses. City Government employees had claims such as their travel expenses and reimbursements.

<b>Office or Division:</b>	Cash Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Residents and Government Employees of this City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Government Issued Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO		
Community Tax Certificate		Barangay Hall – Barangay Treasurer City Treasurer's Office – Collection Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1.) Proceed to cashier's windows (windows A-E) inquire if voucher or check is ready for payment or release	1.1) Ask for valid ID's and CTC. 1.2) Find the Petty Cash voucher or check at the Transaction Protocol Manual (TPM) 1.3) If check or Petty cash voucher is approved, let the client signs the disbursement voucher	None	3 Minutes	Cashier-III Cashier-I Records Officer-I Disbursing Officer - II
2.) Sign the disbursement voucher	2.1) Reflect the valid ID and CTC number at the disbursement voucher 2.2) Verify the signature of the client 2.3) Give the check or cash to the client	None	2 Minutes	Cashier-III Cashier-I Records Officer-I Disbursing Officer - II

## 9. Releasing of Check to the Suppliers and Contractors

Various Suppliers and contractors come to the City Treasurers Office to collect payment of Goods, supplies and equipment purchases and for the services rendered such as construction of various projects/programs by the City Government.

<b>Office or Division:</b>	Cash Division	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2B – Government to Business entity	
<b>Who may avail:</b>	Contractors and Suppliers	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
Official Receipt of the Contractors and Suppliers	BIR registered	



Valid ID's for individual Contractor/Supplier		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Proceed to cashier's windows (windows A-E) inquire if check is ready for release	1.1) Ask for trade name or barcode number if they have.  1.2) Find the trade name or barcode at the Transaction Protocol Manual (TPM)	None	3 Minutes	Cashier-III  Cashier-I  Records Officer-I  Disbursing Officer - II
2.) Borrow the voucher for photocopy and reference purposes. Issue Official receipt and sign the disbursement voucher.	2.) Verify the amount reflected in the official receipt and the amount of check.	None	5 Minutes	Cashier-III  Cashier-I  Records Officer-I  Disbursing Officer - II

## 10. Releasing of Salaries/Wages/Honorarium/Allowances and Etc.

The City Treasurer's Office takes charge of the disbursement of local fund on the settlement of government payables and obligations made in accordance with the approved ordinance for the specific purpose for which they have been appropriated.

<b>Office or Division:</b>	Cash Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Regular Employees/Job Order/BHW/BNS/DAY CARE WORKERS/CVO/ SUMMER JOB/SCHOLARS/SR. CITIZEN			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Government Issued Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO		
Community Tax Certificate		Barangay Hall – Barangay Treasurer City Treasurer's Office – Collection Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1.) Proceed to cashier's windows (windows A-E) inquire if voucher or payroll is ready for payment	1.) Find the payroll or voucher if ready for payment	None	2 Minutes	Cashier-III Cashier-I Records Officer-I Disbursing Officer - II
2.) Present valid Identification card and latest Community Tax Certificate	2.1) Give the payroll or voucher to the claimant to affix signature	None	1 Minute	Cashier-III Cashier-I Records Officer-I Disbursing Officer - II

## 11. Payment of Traffic Violation

Traffic problems and issues must be resolved in a rational manner, guided by facts and shaped through consultation, collaboration, and coordination with the different Barangays as well as national agencies.

<b>Office or Division:</b>	REVENUE GENERATION DIVISION			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Traffic Citation Ticket (TCT)		Traffic Enforcer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.) Proceed to collectors window (windows 1-12) and present the Traffic Citation Ticket (TCT)	1.) Issue the Official Receipt	None	3 Minutes	License Officer III Local Revenue Collection Officer III Local Revenue Collection Officer II Revenue Collection Clerk III Revenue Collection Clerk III



				Revenue Collection Clerk III Revenue Collection Clerk II Revenue Collection Clerk II Revenue Collection Clerk I
2.) Pay the tax due	2.) Receive payment and give the Official Receipt	Refer to City Ordinance no. 900 series of 2019 for the traffic violations and there corresponding amount of penalty	2 Minutes	License Officer III Local Revenue Collection Officer III Local Revenue Collection Officer II Revenue Collection Clerk III Revenue Collection Clerk III Revenue Collection Clerk III Revenue Collection Clerk II Revenue Collection Clerk II Revenue Collection Clerk I
	<b>TOTAL:</b>		<b>5 Minutes</b>	

## 12. Release of Accountable Forms with Money Value

<b>Office or Division:</b>	Cash Division
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Bonded Accountable Officers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Requisition and Issue Slip		Cash Division- Accountable Forms Section		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Requisition Slip	Record and released Accountable Forms to Accountable Officer	None for Collectors  For Duly Appointed brgy treasurers:  BIR 0016 – 100.00 Af 51 – 135.00 Cash Tickets – 236.00	5 Minutes	Accountable Form Section Personnel
	<b>TOTAL</b>		5 Minutes	

### 13. Receive Incoming/Outgoing Communication and Correspondence

<b>Office or Division:</b>	CTO Administrative Division - Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen/ G2g – Government to Government			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Communication and Correspondence attachment, if any		Requesting Party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the communication/Inform the CTO personnel for any	1. Record the communication (logbook) for tracing and record purposes  2. Refer to concern CTO division/services	None	1 Minute  10 Minutes	Admin Officers / Record Officer



Official Request	for evaluation and immediate action  2.1. Prepare reply on the action taken by the division/services  3. Record/ Release communication and correspondence		1-5 Hours  1 Minute	
	<b>TOTAL</b>		1 Hour and 12 Min. to 5 Hours to 12 Minutes	



# CITY ASSESSOR'S OFFICE





## 1. Conduct Appraisal of Newly Discovered Real Property Land, Building and Machinery

<b>Office or Division:</b>	Assessment Service Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>NEW BUILDING</b>		<b>WHERE TO SECURE</b>		
1.) Letter Request	Applicant			
2.) Building Permit, Occupancy Permit or Sworn Statement *If the owner of the building is not the land owner an authorization letter is required. *If inventory, sworn statement may not be notarized.	City Engineer's office			
3.) Tax Identification Number (TIN)	Bureau of Internal Revenue (BIR)			
4.) Inspection Fee = 100.00php	City Treasurer's Office (Windows 1 to 12)			
<b>RE-APPRAISAL OF BUILDING</b>		<b>WHERE TO SECURE</b>		
1.) Letter Request	Applicant			
2.) Update Real Property Tax Receipt or Tax Clearance	City Treasurer's Office (Windows 1 to 12)			
3.) Tax Identification Number (TIN)	Bureau of Internal Revenue (BIR)			
4.) Inspection Fee = 100.00php.	City Treasurer's Office (Windows 1 to 12)			
<b>NEW MACHINERY</b>		<b>WHERE TO SECURE</b>		
1.) Letter Request	Applicant			
2.) Acquisition Cost / Official Receipt with sworn statement (notarized) * If owner of the machinery is not the owner of the building, memorandum of agreement (moa) is required.	Applicant			
3.) Tax Identification Number (TIN)	Bureau of Internal Revenue (BIR)			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>FOR NEW BUILDINGS / MACHINERY</b>				
1.) Approach the Officer of the Day and registers on the Client's Logbook	Provide routing slip for endorsement.	NONE	3 minutes	<i>Driver II</i>
2.) Present required documents	Appraisal Section Chief evaluate all documentary requirements	NONE	30 minutes	<i>LAOO III, LAOO II, LAOO I &amp; Assessment Clerk III</i>
3.) Pay the required fees	Issue Official Receipt	Php100.00	15 Minutes	<i>Revenue Collector</i>
4.) Client submits the Official Receipt.	Appraisal Section Chief issue mission order for inspection.	NONE	45 Minutes	<i>Appraisal Section Head LAOO – I</i>

City Assessor/Asst. City Assessor approved the mission order.	NONE	5 Minutes	City Assessor/Asst. City Assessor
Conduct on site ocular field inspection	NONE	1 Day	LAOO – III, LAOO – II, LAOO – I & Assessment Clerk – III
Inspector prepare the Field Report (Building sketch with pictures and the computed market value).	NONE	4 Hours	LAOO – III, LAOO – II, LAOO – I & Assessment Clerk – III
Appraisal Section endorse the Field Report to TMD for PIN Verification and preparation of FAAS	NONE	1 hour	Tax Mapper IV Tax Mapper III Draftsman
TMD endorse FAAS to Appraisal Section and continue encoding FAAS.	NONE	2 hours	LAOO – III, LAOO – II, LAOO – I & Assessment Clerk – III
Appraisal Section endorse FAAS to Records Section to check and affix initials	NONE	10 Minutes	Records Officer I Admin. Asst. II Bookbinder
Records Section endorse back the FAAS to Appraisal for review and check and affix initial	NONE	4 hours	LAOO – III, LAOO – II, LAOO – I & Assessment Clerk – III
FAAS forward to the City Assessor and Asst. City Assessor for Checking	NONE	15 Minutes	City Assessor Asst. City Assessor



5.) Client will affix signature over printed name on the tax declaration (conforme)	Appraisal Section Print Tax Declaration for owners signature	NONE	20 Minutes	<i>LAOO – III, LAOO – II, LAOO – I &amp; Assessment Clerk – III</i>
	Asst. City Assessor Recommend approval of Tax Declaration	NONE	5 Minutes	<i>Asst. City Assessor</i>
	City Assessor Approved Tax Declaration	NONE	5 Minutes	<i>City Assessor</i>
	Records Section prepare Notice of Assessment and Tax Bill	NONE	5 Minutes	<i>Records Officer I Admin. Asst. II Bookbinder</i>
	Records Section endorse Notice of Assessment and Tax Bill to the City Assessor for Approval	NONE	5 Minutes	<i>City Assessor</i>
6.) Receive approved Tax Declaration and Notice of Assessment and Tax Bill	Release approved Tax Declaration and NOA to the client.	NONE	17 Minutes	<i>Records Officer I Admin. Asst. II Bookbinder</i>
<b>TOTAL TIME</b>			<b>3 days</b>	

**Remarks:** Transaction time for this service may vary depending on the location of the building /machinery, it also depends on the schedule of inspection and the date and time of Conforme signature.



## 2. Conduct of Inspection for Demolished Buildings, Uninstalled or Removed Machineries and Issuance of Notice of Cancellation.

<b>Office or Division:</b>	Assessment Service Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>DEMOLISHED BUILDING</b>		<b>WHERE TO SECURE</b>		
1.) Letter Request		Applicant		
2.) Update Real Property Tax Receipt or Tax clearance		City Treasurer's Office (windows 1 to 12)		
3.) Demolition Permit (if applicable)		City Engineer's Office		
4.) Certification (dilapidated)		City Engineer's Office		
5.) Certification		Business Permit & License Office or Barangay		
<b>REMOVAL / MOVED OUT MACHINERY</b>		<b>WHERE TO SECURE</b>		
1.) Letter Request		Applicant		
2.) Update Real Property Tax Receipt or Tax clearance		City Treasurer's Office (windows 1 to 12)		
3.) Certification		Business Permit & License Office or Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>FOR DEMOLISHED BUILDINGS &amp; UNINSTALLED MACHINERY</b>				
1.) Approach the Officer of the Day and registers on the Client's Logbook	Provide routing slip for endorsement.	NONE	5 Minutes	<i>Driver - II</i>
2.) Presents the necessary documents	Appraisal Section chief evaluate necessary documents and prepare request slip for inspection	NONE	30 Minutes	<i>LAOO III, LAOO II, LAOO I &amp; Assessment Clerk III</i>
	City Assessor approved request slip and issue mission order/trip ticket for field inspection	NONE	2 hours	<i>City Assessor LAOO III LAOO I</i>
	Conduct ocular field inspection.	NONE	1 Day	<i>LAOO III, LAOO II, LAOO I &amp; Assessment Clerk III</i>



	Prepare field inspection report	NONE	15 Minutes	LAOO III, LAOO II, LAOO I & Assessment Clerk III
	Appraisal Section chief review and check the field inspection report in preparation for the Notice of Cancellation and print	NONE	4 hours	LAOO III, LAOO II, LAOO I & Assessment Clerk III
	Notice of cancellation endorse to the Asst. City Assessor/City Assessor for approval	NONE	15 Minutes	Asst. City Assessor/City Assessor
3. Receive approved Notice of Cancellation and sign logbook	Release approved Notice of Cancellation to the client.	NONE	30 Minutes	Records Officer - I Admin. Assistant- II Bookbinder
			<b>2 DAYS &amp; 20 Minutes</b>	

**Remarks:** Transaction time for this service may vary depending on the location of the demolished building / uninstalled machinery.

### 3.Preparation and Issuance of Tax Declaration for New, Segregation, Consolidation, Conform, Transfer of Ownership & Corrections and Reclassification.

<b>Office or Division:</b>	Assessment Services Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may Avail:</b>	General Public
<b>CHECKLIST OF REQUIREMENTS FOR TRANSFER (GENERAL)</b>	<b>WHERE TO SECURE WHERE TO SECURE</b>
1.) Electronic Copy of Title	Land Registration Authority (LRA)
2.) Deed of Conveyance (Sale, Extra-judicial Settlement, Donation & etc.)	



*If seller is a corporation, secretary's certificate is needed. *If seller is a representative, special power of attorney (SPA) is needed *If seller is the only heir, affidavit (self-adjudication) is needed.	Attorney (Notary Public)
3.) Certificate Authorizing Registration (CAR)	Bureau of Internal Revenue (BIR)
4.) Copy of Approved Subd. Plan (segregation/consolidation)	DENR Region X / Private Surveyor
5.) Update Real Property Tax Receipt or Tax clearance	City Treasurer's Office (windows # 1 to 12)
6.) Transfer Tax Receipt	City Treasurer's Office (windows # 1 to 12)
7.) Tax Identification Number (TIN)	Bureau of Internal Revenue (BIR)
8.) Processing Fee 100.00php.	City Treasurer's Office (windows # 1 to 12)
<b>FOR TRANSFER CASE A (DAR TITLE)</b>	<b>WHERE TO SECURE</b>
1.) Electronic Copy of Title	Land Registration Authority (LRA)
2.) DAR Certificate of land covered by CARP	City Agrarian Reform Office (CARO)
3.) Copy of Approved Subd. Plan (segregation/consolidation)	DENR Region X / Private Surveyor
4.) Update Real Property Tax Receipt or Tax Clearance	City Treasurer's Office (windows # 1 to 12)
5.) Tax Identification Number (TIN)	Bureau of Internal Revenue (BIR)
6.) Processing Fee 100.00php.	City Treasurer's Office (windows # 1 to 12)
<b>FOR TRANSFER CASE B (DENR TITLE) ORIGINAL TITLE</b>	<b>WHERE TO SECURE</b>
1.) Electronic Copy of Title	Land Registration Authority (LRA)
2.) Application for Free Patent / for "alienable and disposable" certification and technical description	City Environment & Natural Resources Office (CENRO) & Provincial Environment & Natural Resources Office (PENRO)
3.) Affidavit / Waiver of Rights etc.	Attorney (notary public)
4.) Update Real Property Tax Receipt or Tax Clearance	City Treasurer's Office (windows # 1 to 12)
5.) Transfer Tax Receipt	City Treasurer's Office (windows # 1 to 12)
6.) Tax Identification Number (TIN)	Bureau of Internal Revenue (BIR)
7.) Processing Fee 100.00php.	City Treasurer's Office (windows # 1 to 12)
<b>NEW LAND (CASE A)</b>	<b>WHERE TO SECURE</b>
1.) Electronic Copy of Title	Land Registration Authority (LRA)
2.) Update Real Property Tax Receipt or Tax Clearance	City Treasurer's Office (windows # 1 to 12)
3.) Tax Identification Number (TIN)	Bureau of Internal Revenue (BIR)
<b>NEW LAND (CASE B)</b>	<b>WHERE TO SECURE</b>
1.) Application for Free Patent/ for "alienable & disposable" certification and technical description	City Environment & Natural Resources Office (CENRO) & Prov. Environment & Natural Resources Office (PENRO)



2.) Update Real Property Tax Receipt or Tax Clearance	City Treasurer's Office (windows # 1 to 12)			
3.) Tax Identification Number (TIN)	Bureau of Internal Revenue (BIR)			
<b>SEGREGATION/CONSOLIDATION</b>		<b>WHERE TO SECURE</b>		
1.) Electronic Copy of Title	Land Registration Authority (LRA)			
2.) Copy of Approved Subdivision Plan (segregation/consolidation)	DENR Region X / Private Surveyor			
3.) Deed of Partition (in cases of co-ownership)	Attorney (notary public)			
4.) Update Real Property Tax Receipt or Tax Clearance	City Treasurer's Office (windows # 1 to 12)			
5.) Tax Identification Number (TIN)	Bureau of Internal Revenue (BIR)			
<b>CONFORM</b>		<b>WHERE TO SECURE</b>		
1.) Electronic Copy of Title	Land Registration Authority (LRA)			
2.) Update Real Property Tax Receipt or Tax Clearance	City Treasurer's Office (windows # 1 to 12)			
3.) Tax Identification Number (TIN)	Bureau of Internal Revenue (BIR)			
<b>BUILDING (TRANSFER)</b>		<b>WHERE TO SECURE</b>		
1.) Deed of Conveyance (Affidavit of Waiver/ Waiver of Rights/ Waiver) building only – need contract of lease as expiration date stated.	Attorney (notary public)			
2.) Update Real Property Tax Receipt or Tax Clearance	City Treasurer's Office (windows # 1 to 12)			
3.) Transfer Tax Receipt	City Treasurer's Office (windows # 1 to 12)			
4.) Tax Identification Number (TIN)	Bureau of Internal Revenue (BIR)			
5.) Processing Fee 100.00php.	City Treasurer's Office (windows # 1 to 12)			
<b>RECLASSIFICATION</b>		<b>WHERE TO SECURE</b>		
1.) Electronic Copy of Title	Land Registration Authority (LRA)			
2.) Approved Sudb. Plan	DENR Region X / Private Surveyor			
3.) Letter Request	Applicant			
4.) Update Real Property Tax or Tax Clearance	City Treasurer's Office (windows # 1 to 12)			
5.) Tax Identification Number (T.I.N)	Bureau of Internal Revenue (BIR)			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the officer of the day and registers on the client's logbook	Provide routing slip for endorsement.	NONE	3 Minutes	<i>Driver - II</i>
	TMD Chief identify / verify the previous tax declaration.	NONE	1 hour	<i>Tax Mapper IV Tax Mapper III Draftsman III Tax mapping Aide</i>



2. Present required Documents.	Assessment Division chief Interview/Evaluate all documentary requirements.	NONE	35 mins.	LAOO III, LAOO II LAOO I Assessment Clerk III
	Compute of Realty Tax & Transfer Tax (if not yet paid).	T.T. = 0.75% RPT = AV * 2%	10 Minutes	LAOO III, LAOO II LAOO I Assessment Clerk III
3. Pay the required fees	Issue Official Receipt	Php100	15 Minutes	Revenue Collector
4. Client submits Official Receipt for processing.	Assessment Division endorse to the Records Section for History.	NONE	1 hour	Records Officer I, Book Binder & Admin. Aide II
	Assessment Division endorse all documents to TMD for FAAS.	NONE	1 hour	Tax Mapper IV Tax Mapper III Draftsman III Tax mapping Aide
	Assessment Division will continue encoding all entries in the FAAS and print for checking	NONE	1 hours	LAOO III, LAOO II LAOO I Assessment Clerk III
	Records Section review and attached prepared history and affix initial in the FAAS.	NONE	27 Minutes	Records Officer I, Book Binder & Admin. Asst. II
	Records section forward to TMD division for review and check and affix initial or signed on the FAAS	NONE	1 day	Tax Mapper IV Tax Mapper III Draftsman III Tax mapping Aide



	TMD Division forward to Assessment Division for review and check AND affix initial or signed on the FAAS and print Tax Declaration	NONE	1 day	LAOO III, LAOO II LAOO I Assessment Clerk III
	Assessment Division endorse all documents with FAAS and Tax Declaration to the Asst. City Assessor/ City Assessor for approval	NONE	30 Minutes	City Assessor Asst. City Assessor
	Records Section prepare Notice of Assessment and Tax Bill	NONE	30 Minutes	Records Office I, Admin. Aide III & Bookbinder
	Records Section endorse Notice of Assessment and Tax Bill to the City Assessor for approval	NONE	30 Minutes	City Assessor
5. Receive approved Tax Declaration and Notice of Assessment and Tax Bill	Records Section release approved Tax Declaration and Tax Bill	NONE	1 hour	Records Officer I, Admin. Aide III & Bookbinder
<b>TOTAL TIME</b>			<b>3 days</b>	

**Policy:** Supporting papers and other requirements conform with MRPAO.

#### 4. Verifying Property Location and Issuance of Tax Map

This service enables clients to identify a real property, its ownership and location in the tax map at the Tax Mapping Operations Division. Transaction time for this service may vary depending on the volume of request.

<b>Office or Division:</b>	Tax Mapping Division
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Government Agencies, LGUs, GOCCs & other instrumentalities.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Electronic copy of the title, if titled		Land Registration Authority (LRA)		
Approved subdivision plan		D.E.N.R. – Region X / Private Surveyor		
Letter request/Request form		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the officer of the day & registers in the client's logbook	Provide routing slip for endorsement	None	3 minutes	Driver II
2. Proceed to the Admin. section & submit the letter request	Receive the letter request and present it to the City Assessor for endorsement	none	5 minutes	Admin. Officer
3. Proceed to the Tax Mapping Division	Interview the client for verification of the request	none	5 minutes	Tax Mapper IV Tax Mapper III Draftsman Tax Mapping Aide
4. Present ID to the assigned staff	Prepare the tax map of the land and scan the ID	None	20 minutes	Tax Mapper IV Draftsman Tax Mapping Aide
	Sign the tax map	None	2 minutes	Tax Mapper IV
5. Proceed to the City Assessor for approval of tax map	Approve the tax map	None	2 minutes	City Assessor
6. Receive approved tax map & sign logbook	Release approved tax map to the client	None	2 minutes	Tax Mapper IV Draftsman Tax Mapping Aide
<b>TOTAL TIME:</b>			<b>39 Minutes</b>	



## 5. Land Identification and Verification Per List

This service enables clients to identify and verify the real property, its ownership and location in the tax map at the Tax Mapping Operations Division per list provided. Transaction time for this service may vary depending on the number of real property in the list.

<b>Office or Division:</b>	Tax Mapping Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Government Agencies, LGUs, GOCCs & other instrumentalities.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
electronic copy of the title/s, if titled		Land Registration Authority (LRA)		
approved subdivision plan/s		D.E.N.R. – Region X / Private Surveyor		
Letter request with list attached (title #, lot #, survey # & barangay name)		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the officer of the day & registers in the client's logbook	Provide routing slip for endorsement	None	3 minutes	Driver II
2. Proceed to the Admin. section & submit the letter request	Receive the letter request and present it to the City Assessor for endorsement	None	7 minutes	Admin. Officer
3. Proceed to the Tax Mapping Division	Interview the client for verification of the request	None	15 minutes	Tax Mapper IV Tax Mapper III Draftsman Tax Mapping Aide
	Start processing the request (research per record in the office)	None	6 days	Tax Mapper IV Tax Mapper III Draftsman Tax Mapping Aide
4. Receive approved list of ownership & location Map & sign logbook	Release approved ownership & location map to client	None	10 minutes	Tax Mapper IV Tax Mapper III Draftsman Tax Mapping Aide
<b>TOTAL TIME:</b>			<b>6 Days &amp; 35 Minutes</b>	

## 6. Ocular Field Inspection for Land Verification

This service enables clients to request for land reclassification and adjustment per actual use. Transaction time for this service may vary depending on the location of the subject property.

<b>Office or Division:</b>	Tax Mapping Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	All Government Agency, LGUs, GOCCS, & Other Instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Electronic copy of the title/s, if titled		Land Registration Authority (LRA)		
Approved subdivision plan/s		D.E.N.R.		
Letter request		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the officer of the day & registers in the client's logbook	Provides routing slip for endorsement	None	3 minutes	Driver II
2. Proceed to the Admin. section & submit the letter request	Receives the letter request and present it to the City Assessor for endorsement	none	5 minutes	Admin. Officer
3. Proceed to the Tax Mapping Division	Interviews the client for verification of the request	none	15 minutes	Tax Mapper IV Tax Mapper III Draftsman Tax Mapping Aide
	Conduct ocular field inspection	NONE	1 day	Tax Mapper IV Tax Mapper III Draftsman Tax Mapping Aide
	Return to station, prepares inspection report and endorse to Tax Mapper IV	NONE	15 minutes	Tax Mapper IV Tax Mapper III Draftsman Tax Mapping Aide
	Make recommendation and endorse to the City Assessor for approval	NONE	12 minutes	Tax Mapper IV
4. Make follow up/ Return to City Assessor's office	Approves/disapproves the	NONE	10 minutes	City Assessor



after specific time-frame	recommendation of the report			
<b>TOTAL TIME:</b>			<b>1 Day &amp; 1 Hour</b>	

## 7. Issuance of Certified True Copy of Tax Declaration, with/No Improvement

A Certified true copy or certifications of various property holdings or No-improvements thereon may be requested from the City Assessor's Office

<b>Office or Division:</b>	CASSO – Assessment Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.) Certification Fee		City Treasurer's Office (Windows 1 to 12)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.) Approach the Officer of the Day and register on the Client's Logbook	Provide routing slip for endorsement.	NONE	3 Minute	<i>Driver – II</i> City Assessor's Office
2.) Proceed to Records Section.	Receives routing slip and interview the client.	NONE	3 Minutes	<i>LAOO - III</i> City Assessor's Office
	Verify the property and issue payment slip.	NONE	3 Minutes	<i>Records Officer – I</i> <i>Admin. Asst. - II</i>
3.) Pay the required fees.	Issue the Official Receipt.	P100.00php	15 Minutes	Revenue Collector City treasurer's Office
4.) Submits Official Receipt to the assign staff.	Prepare the CTC	NONE	7 Minutes	<i>Records Officer – I</i> <i>Admin. Asst. – II (2)</i> City Assessor's Office
	Checks and signs the CTC.	NONE	2 Minutes	<i>LAOO - III</i>
5.) Receives approved certified True Copy and sign logbook.	Release approved certified true copy to the client	NONE	2 Minutes	<i>Records Officer – I</i> <i>Admin. Asst. – II (2)</i> City Assessor's Office )
<b>TOTAL</b>		100.00	35 inutes	

## 8. Verifying History of Tax Declaration

<b>Office or Division:</b>	CASSO – Assessment Services Division: Records Section			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.) Certification Fee		City Treasurer's Office (windows 1 to 12)		
2.) Photocopy of Title		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Approach the Officer of the Day and registers on the Client's Logbook.	Provide routing slip for endorsement.	none	3 Minutes	<i>Driver – II</i>
2.) Proceed to the Administrative Section Chief for submission of Letter Request.	Receives the routing slip and act upon the request	none	3 Minutes	<i>LAOO – III</i>
	Check the property and issue payment slip.	none	3 Minute	<i>Records Officer – I Admin. Asst. – II</i>
3.) Pays the required fees.	Issue Official Receipt.	Php100.00	15 Minutes	Revenue Collector CTO
4.) Submits Official Receipt.	Prepares the history.	none	45 Minutes	<i>Records Officer – I Admin. Asst. – II Bookbinder</i>
	Check and sign the history.	none	3 Minutes	<i>LAOO III</i>
5.) Receives approved history and sign logbook.	Release approved history to the client.	none	3 Minutes	<i>Records Office – I Admin. Asst. - II</i>
<b>TOTAL</b>		100.00	1 Hour and 15 Minutes	



## 9. Issuance of Total Landholding Certificate for Estate Tax and DAR Clearance

<b>Office or Division:</b>	ASSESSMENT SERVICES DIVISION			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	General Public			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.) Certification Fee		City Treasurer's Office (Windows 1 to 12)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.) Approach the Officer of the Day and registers on the Client's Logbook	Provide routing slip for endorsement.	none	3 Minute	<i>Driver – II</i>
2.) Proceed to Records Section.	Records Section interview the client and verify the property and issue payment slip	none	3 Minute	<i>LAOO - III Records Officer – I Admin. Assistant – II City Assessor's Office</i>
3.) Pay the required fees.	Issue Official Receipt.	Php100.00	15 Minutes	Revenue Collector City Treasurer's Office
4.) Submits Official Receipt to the assigned staff.	prepares certification	none	25 Minutes	<i>Records Officer – I Admin. Assistant – II City Assessor's Office</i>
	Review and correct prepared certification	none	12 Minutes	<i>LAOO - III</i>
5.) Receive approved certification and sign logbook	Releases approved certification to the client	none	2 Minutes	<i>Records Officer – I Admin. Assistant – I City Assessor's Office I</i>
<b>TOTAL</b>		Php 100.00	1 Hour	



## 10. Verifying History of Tax Declaration (requested by Government Agency/ies)

<b>Office or Division:</b>	CASSO – Assessment Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All Government Agencies, LGUs, GOCCs & other instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.) Letter Request		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.) Approach the Officer of the Day and register on the Client's Logbook.	Provide routing slip for endorsement.	none	3 Minutes	<i>Driver – II</i> City Assessor's Office
2.) Proceed to the Administrative Section Chief for submission of Letter Request.	Receive and endorse letter to the City Assessor.	none	3 Minutes	<i>LAOO – III</i> City Assessor's Office
	Assign the Records Section Chief to act upon the request.	none	3 Minute	<i>City Assessor</i> City Assessor's Office
	Prepare the history.	none	45 Minutes	<i>Records Officer – I</i> <i>Admin. Asst. – II</i> City Assessor's Office
	Check and sign the history.	none	3 Minutes	<i>Records Office – I</i> <i>Admin. Asst. – II</i> City Assessor's Office
3.) Receive approved history and sign logbook.	Release approved history to the client.	none	3 Minutes	<i>Records Office – I</i> <i>Admin. Asst. – II</i> City Assessor's Office
<b>TOTAL</b>		none	1 Hour	



## 11. Issuance of Total Landholding for Estate Tax and DAR Clearance (Requested by Government Agency/ies)

<b>Office or Division:</b>	CASSO – Assessment Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	All Government Agencies, LGUs, GOCCs & other instrumentalities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.) Letter Request		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.) Approach the Officer of the Day and registers on the Client's Logbook.	Provide routing slip for endorsement.	NONE	3 Minutes	<i>Driver – II</i> City Assessor's Office
2.) Proceed to the Administrative Section Chief for submission of Letter Request.	Receive and endorse letter request to the City Assessor.	none	3 Minutes	<i>LAOO – III</i> City Assessor's Office
	Assign the Records Section Chief to act upon the request.	none	3 Minute	<i>City Assessor</i> City Assessor's Office
	Prepare the certification.	none	25 Minutes	<i>Records Officer – I</i> <i>Admin. Asst. – II</i> City Assessor's Office
	Sign and check the certification.	none	12 Minutes	<i>Records Office – I</i> <i>Admin. Asst. – II</i> City Assessor's Office
3.) Receive approved certification and sign logbook.	Release approved certificate to the client.	none	2 Minutes	<i>Records Office – I</i> <i>Admin. Asst. – II</i> City Assessor's Office
<b>TOTAL</b>		none	48 Minutes	



## CITY LEGAL OFFICE





## 1. Render Written Opinion

The City Legal Officer shall render written opinion on any questions of law as requested by any clients.

<b>Office or Division:</b>	<b>CITY LEGAL OFFICE</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Hand in documents with letter or verbal instruction requesting for legal opinion on specific matter.	1. Receive and record letter-request/ referral for legal opinion	none	5 minutes	<i>City Legal Officer</i> <i>City Legal Assistant II</i> City Legal Office
Sign in Log Book at the Office	2. Research applicable laws, rules and regulations	none	*At least 3 days from receipt of the letter-request	<i>City Legal Officer</i> <i>City Legal Assistant II</i> City Legal Office
	3. Draft, review & finalize legal opinion			
	4 Record and release legal opinion	none	5 minutes	<i>City Legal Assistant I</i> City Legal Office  <i>City Legal Aide</i> City Legal Office  <i>City Legal Administrative Aide(s)</i> City Legal Office
<b>TOTAL</b>		none	3 days & 10 minutes	
* Depending on the complexity of the case / issues				



## 2. Legal Counselling / Consultation

The City Legal Officer shall provide legal counseling / consultation to clients who seek to him.

<b>Office or Division:</b>	<b>CITY LEGAL OFFICE</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Sign in Log Book at the Office	1. Entertain, interview and gather information on client's queries regarding legal matters	none	20 minutes	<i>City Legal Assistant I-II</i> City Legal Office  <i>City Legal Officer</i> City Legal Office
Proceed to the CLO's Cubicle for the consultation.	2. Provide legal / paralegal assistance	none	1 hour	<i>City Legal Assistant I-II</i> City Legal Office  <i>City Legal Officer</i> City Legal Office
	3. Request client to sign the visitor's log book before leaving the office	none	5 minutes	<i>City Legal Assistant I</i> City Legal Office  <i>City Legal Aide</i> City Legal Office  <i>City Legal Administrative Aide(s)</i> City Legal Office
<b>TOTAL</b>		none	1 hour & 25 minutes	
* Depending on the complexity of the case / issues				



### 3. Review Contracts and Memorandum of Agreement / Legal Documents

The City Legal Officer shall provide comments and recommendations to instruments already drawn.

<b>Office or Division:</b>	<b>CITY LEGAL OFFICE</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit the documents intended to be reviewed.	1. Look into the provisions of the contracts / legal documents if the same is not contrary to law, rules and regulations	none	*At least 2 days from receipt of the said contracts / legal documents	<i>City Legal Assistant I-II</i> City Legal Office  <i>City Legal Aide</i> <i>City Legal Administrative Aide (LLB)</i> City Legal Office  <i>City Legal Officer</i> City Legal Office
Sign in Log Book at the Office and leave a contact number.	2. Indorse the said legal documents to the Mayor's Office after finding that the provisions thereof are legal and within the	none		<i>City Legal Officer</i> City Legal Office
	3. Record and indorse to the City Mayor's Office	none	5minutes	<i>City Legal Assistant I</i> <i>City Legal Aide</i> <i>City Legal Administrative Aide(s)</i> City Legal Office
<b>TOTAL</b>		none	2 days&5 mins	
* Depending on the complexity of the case / issues				



#### 4. Draft Bonds, Leases and Deeds

The City Legal Officer shall assist and support in the formulation and delivery of basic services and provision of adequate facilities.

<b>Office or Division:</b>		CITY LEGAL OFFICE		
<b>Classification:</b>		Complex		
<b>Type of Transaction:</b>		G2C, G2B, G2G		
<b>Who may Avail:</b>		All		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Sign in Log Book at the Office.	1. Entertain client's queries and gather necessary information	none	15 minutes	<i>City Legal Assistant I-II</i> City Legal Office  <i>City Legal Aide</i> City Legal Office  <i>City Administrative Aide (LLB)</i> City Legal Office  <i>City Legal Officer</i> City Legal Office
Proceed to the CLO's cubicle or to any Legal Staff available for the initial interview	2. Research applicable laws, rules and regulations	none	*2 days	<i>City Legal Assistant I-II</i> City Legal Office  <i>City Legal Aide</i> City Legal Office  <i>City Administrative Aide (LLB)</i> City Legal Office  <i>City Legal Officer</i>
Submit the necessary documents required for the drafting of the instruments therein.	3. Formulate the provisions of contracts / legal documents	none	*2 days	<i>City Legal Assistant I-II</i> City Legal Office  <i>City Legal Aide</i> City Legal Office  <i>City Administrative Aide (LLB)</i>



				City Legal Office <i>City Legal Officer</i> City Legal Office
	4. Review the contracts / legal documents	none	20 minutes	<i>City Legal Officer</i> City Legal Office
	5. Make corrections (if there be any)	none	20 minutes	<i>City Legal Officer</i>
	6. Indorse to the City Mayor's Office after finding that the provisions thereof are legal and within the power of the LCE to execute			
	7. Record and indorse to the City Mayor's Office	none	5 minutes	<i>City Legal Assistant I</i> City Legal Office  <i>City Legal Aide</i> City Legal Office  <i>City Legal Administrative Aide(s)</i> City Legal Office
<b>TOTAL</b>		none	4 days & 1 hour	
* Depending on the complexity of the case / issues				

## 5. Draft Ordinances, Executive Issuances and Other Official Correspondence

The City Legal Officer shall provide and render legal support to the Mayor in its executive issuances and to the Sangguian in the formulation of measures needed in the carriage of basic services.

<b>Office or Division:</b>	CITY LEGAL OFFICE			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C, G2B, G2G			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



Sign in the Client Log Book at the office	1. Research applicable laws, rules and regulations	none	*2 days	<i>City Legal Assistant I-II</i> City Legal Office  <i>City Legal Aide</i> City Legal Office  <i>City Administrative Aide (LLB)</i> City Legal Office  <i>City Legal Officer</i> City Legal Office
Proceed to the CLO's cubicle for consultation	2. Formulate the provisions / contents of said official documents	none	*3 days	<i>City Legal Assistant I-II</i> City Legal Office  <i>City Legal Aide</i> City Legal Office  <i>City Administrative Aide (LLB)</i> City Legal Office  <i>City Legal Officer</i> City Legal Office
Submit the pertinent documents as may be necessary.	3. Submit to the LCE or to Sanggunian member Concerned	none	5 minutes	<i>City Legal Officer</i> City Legal Office
	4. Record and submit to the LCE or to the Sanggunian member concerned	none	5 minutes	<i>City Legal Aide</i> City Legal Office  <i>City Legal Administrative Aide(s)</i> City Legal Office
<b>TOTAL</b>		none	5days & 10 minutes	
* Depending on the complexity of the case / issues				

## 6. Represent the City in all Civil Actions and Special Proceedings

The City Legal Officer shall represent the City in actions abovementioned wherein the City or any official thereof, in his official capacity, is a party within the bounds permitted by law



<b>Office or Division:</b>	CITY LEGAL OFFICE			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G			
<b>Who may Avail:</b>	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Sign in the Client's log book at the Office.	1. Entertain, interview and gather information and facts of the client's case.	none	*3 days	<i>City Legal Officer</i> City Legal Office
Proceed to the CLO's cubicle for the interview/consultation.	2. Research pertinent laws applicable to such case.	none	*1 day	<i>City Legal Assistant II</i> City Legal Office  <i>City Legal Assistant I</i> City Legal Office  <i>City Legal Aide</i> City Legal Office  <i>City Administrative Aide (LLB)</i>  <i>City Legal Officer</i> City Legal Office
Present the necessary documents/evidence	3. Cause the preparation and representation of the client's case.	none	*3 days	<i>City Legal Assistant II</i> City Legal Office  <i>City Legal Officer</i> City Legal Office
Leave a contact number for further inquiries	4. Represent the Client in Court within the bounds allowed by law	none	Until Termination of the case or the services.	<i>City Legal Officer</i> City Legal Office
<b>TOTAL</b>		none	7 days or until termination of the case or the services.	
* Depending on the complexity of the case / issues				



## 7. Investigate or Cause to be Investigated any Local Official or Employee for Neglect of Duty

The City Legal Officer shall investigate or cause the investigation on any employee or local official for administrative neglect or misconduct in office and recommend appropriate action to the City Mayor or Sangguniang Panlungsod, as the case maybe;

<b>Office or Division:</b>	<b>CITY LEGAL OFFICE</b>			
<b>Classification:</b>	<b>Highly Tech.</b>			
<b>Type of Transaction:</b>	G2G, G2B, G2C			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Sign in the Client's log book at the Office.	1. Entertain, interview and gather information and facts of the case.	none	*3 days	<i>City Legal Assistant I-II</i> City Legal Office  <i>City Legal Officer</i> City Legal Office
Proceed to the CLO's cubicle for consultation	2. Research pertinent laws, administrative orders and pertinent rules of conduct of office applicable to such case.	none	*2 days	<i>City Legal Assistant I-II</i> City Legal Office  <i>City Legal Officer</i> City Legal Office
Submit any evidence of the allegation/s	3. Cause the preparation of charge for the employee or the City Official's case.	none	*3 days	<i>City Legal Assistant I-II</i> City Legal Office  <i>City Legal Officer</i> City Legal Office
<b>TOTAL</b>		none	8 days	
* Depending on the complexity of the case / issues				



## 8. Initiate or prosecute any Violation of Contracts, Bonds, Leases and Deeds where the LGU is the Aggrieved Party.

When directed by the Mayor or Sanggunian, initiate and prosecute in the interest of the City of Malaybalay Government by civil action on any of the abovementioned upon any breach or violation thereof.

<b>Office or Division:</b>	<b>CITY LEGAL OFFICE</b>			
<b>Classification:</b>	<b>Highly Tech.</b>			
<b>Type of Transaction:</b>	G2G, G2B, G2C			
<b>Who may Avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Sign in the Client's log book at the Office.	1. Entertain, interview and gather information and facts of the breach or violations thereof.	none	*3 days	<i>City Legal Officer</i> City Legal Office
Proceed to the CLO's cubicle for consultation	2. Research pertinent laws applicable to such case.	none	*2 days	<i>City Legal Assistant I</i> <i>City Legal Aide</i> <i>City Administrative Aide (LLB)</i> City Legal Office
Attest to the veracity of the allegations.	3. Cause the preparation on initiation or prosecution of the case.	none	*3 days	<i>City Legal Assistant II</i> <i>City Legal Officer</i> City Legal Office
Appear in court as witness as may be necessary	4. Represent the LGU in Court within the bounds allowed by law	none	Until Termination of the case or the services.	<i>City Legal Officer</i> City Legal Office
<b>TOTAL</b>		none	8 days or until termination of the case or the services	
* Depending on the complexity of the case / issues				



# CITY AGRICULTURE OFFICE





## 1. Provision Of Bio-N Fertilizer for Rice and Corn

The Bio-N Fertilizer is a microbial fertilizer for rice and corn that has the ability to fix Nitrogen from the air making it available for plant growth that can drastically reduce Nitrogen fertilizer input and enhance the yield of rice and corn. The Bio-N Fertilizer is produced by the City Agriculture Office Bio-N Mixing Plant initiated by UPLB and supported by LGU Malaybalay to make the Bio-N Fertilizer readily available for rice and corn farmers at a reasonable price.

The farmers will visit the office to avail the project and sometimes incorporated to Rice and Corn Seeds Distribution Program of the Department of Agriculture that the farmer will pay in addition to the seeds they availed.

<b>Office or Division:</b>	City Agriculture Office/Integrated Agricultural Laboratories			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Farmers/Non-Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Buy Bio-N and pay to the Collection Officer	Receives payment and issue receipt	60.00 per sachet	3 mins.	Administrative Officer II
Bring the official receipt to Bio-N Mixing Plant and fills up logbook	Records official receipt, brief farmer on the usage and importance of Bio-N		5 mins.	Bio-N Incharge
Receives Bio-N/Signs the acknowledgment receipt in the logbook			1 min.	Bio-N Incharge
<b>TOTAL:</b>		P 60.00	<b>9 mins.</b>	

## 2. Soil Analysis Services

The City Agriculture Office Soil Testing Laboratory was established to make readily available for farmers to analyze the soil of their farms to determine the level of soil nutrient availability thereby providing fertilizer recommendations as to the type of commodity or plant the farmers will produce.

The farmer will bring their soil sample (air dried and pulverized) to the City Soil Testing Laboratory following the exact instructions how to get the soil sample. Sometimes the Agricultural Extension Office assigned in the barangay can bring the soil sample and the farmer will get the result thereafter.



<b>Office or Division:</b>	City Agriculture Office			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Bring and submit one kilo air dried, well-pulverized soil sample with complete label	Receives soil sample, record pertinent information, records laboratory number and label sample with laboratory control number	P 150.00 per sample	5 mins	City Soils Lab In-Charge-Agriculturist II
	Analyzes of soil pH, % Organic Matter Content, Extractable Phosphorus, Exchangeable Potassium and formulates fertilizer recommendation afterwards		5 working days for air dried samples	City Soils Lab In-Charge-Agriculturist II
	Approves Fertilizer recommendation			OIC/City Agriculturist
Pays soil analysis	Receives payment and issues official receipt		2 mins	Admin Officer II
	Releases fertilizer recommendation report to client			City Soils Lab In-Charge/Agriculturist II
<b>TOTAL:</b>		<b>P 150.00</b>	<b>5days 7mins</b>	

### 3. Provision Of Tissue Cultured- Banana/Abaca Plantlets

The City Plant Tissue Cultured Laboratory was established to make readily available tissue-cultured banana and abaca plantlets for the farmers in the city. Its advantages is to produce a number of tissue-cultured seedlings free from diseases.

The farmer will visit the office to avail the banana and abaca plant-tissue cultured plantlets. Sometimes the office will distribute it during Hatud Serbisyo Program and other Farmers Forum and activities.

<b>Office or Division:</b>	City Agriculture Office
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Client



<b>Who may avail:</b>	Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Inquires the availability of banana/abaca plantlets	Check the available banana/abaca plantlets ready for release in the nursery		3 mins	HVCC Coordinator-Agriculturist II
Pays to the collection officer	Receives payment and issues official receipt	P15.00 per plantlet	2 mins	Admin Officer II
Present the official receipt to PTCL In-charge	Records sales in the logbook and requires client for signature		3 mins	HVCC Coordinator-Agriculturist II
Fill-up Delivery Receipt/Sales Contract			3 mins	HVCC Coordinator-Agriculturist II
	Loading of plantlets to clients vehicle		15 mins/ 1000 plantlets	Farm Worker II
<b>TOTAL:</b>		<b>P 15.00</b>	<b>26 mins</b>	

#### 4. Provision Of Tilapia Fingerlings

The City Agriculture Office promotes to increase the number of tilapia fingerlings in the city to support the food security of the farmers. The program is collaborated by the Bureau of Fisheries and Aquatic Resources-10 at Kisolon Hatchery where the source of the tilapia fingerlings is located.

The Inland Fisheries Section of the Office will haul the number of tilapia fingerlings and directly delivered to the barangay depending on the fisherfolks requests and schedules.

<b>Office or Division:</b>	City Agriculture Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Farmer or group of farmers submits letter request for	Receives/acknowledges clients		30min	Inland Fisheries Senior



fingerlings dispersal to office or AEO assigned	request and conduct interview			Aquaculturist/Aquaculturist II
	Conduct field validation/inspection		1 day	Aquaculturist II
	Request BFAR Kisolon Hatchery for fingerling allocation		1 week	Inland Fisheries Senior Aquaculturist/Aquaculturist II
	Schedule the delivery of fingerlings		5min	Inland Fisheries Senior Aquaculturist/Aquaculturist II
Receives information from the City Agri the schedule of delivery of requested fingerlings (thru text/letter)			5 min (text)/letter (1 day)	Inland Fisheries Senior Aquaculturist/Aquaculturist II
	Deliver tilapia fingerlings		1 day	Inland Fisheries Senior Aquaculturist/Aquaculturist II
Pay the amount of number of cellophane pack containing the fingerlings received	Receive payment	P 30.00/ cellophane pack	2 days	Inland Fisheries Senior Aquaculturist/Aquaculturist II
Signs acknowledgement and record book	Records the number of fingerlings received		1 day	Inland Fisheries Senior Aquaculturist/Aquaculturist II
	<b>TOTAL:</b>		<b>1 week and 6 days and 35min</b>	

## 5. Provision Of Technical Assistance In The Conduct Of Agri-Technology Training/Seminars For All Commodities And Capability Building For All Rural Based-Organization

One of the mandates of the Office is to provide Extension Services, Education and Trainings and Seminars (ESETS) to the farmers. It aims to increase knowledge and level of adoption of the farmers to the technology developed by the Department of Agriculture and will be delivered/lectured through the Agricultural Extension Officers and Project Coordinators trained and capacitated by the Department on various technologies for agriculture and fisheries development.

A group of farmers, or organizations/associations will request for a training or seminars. Sometimes the Agricultural Extension Officer assigned in the barangay will initiate a training or seminars based on the needs of the farmers or rural-based organizations/farmer associations.



<b>Office or Division:</b>	City Agriculture Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>			
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESsing TIME</b>	<b>PERSON RESPONSIBLE</b>
Submits board resolution/letter request for conduct of what kind of training/seminar to office	Approves request and coordinate to Project Coordinators and schedule date of training/seminar			Field Operation Division, Admin Section and OIC/City Agriculturist
	Prepares Training design and budgetary requirement and source of funds for recommending approval of City Agriculturist	None	1 week	Project Development Section Chief and PMED Head
	Forwards to City Mayor for approval	None	1 week	Admin Messenger
	Follow-up Training Design	None	2 days	Project Coordinator/Adm in In-charge
Receives technology/training inputs	Conduct Training/Seminar with scheduled date and time	None	1 day to 5 Months	Project Coordinators/ Facilitators under Field Operation Division
	<b>Total</b>		<b>2 weeks &amp; 3 days</b>	

## 6. Provision Of Pesticides Assistance

Pesticides are used to manage agricultural pests. The program was designed to make the pesticides such as rodenticides (rat pests), insecticides (insect pests), fungicides (fungus diseases) and bactericides (bacteria diseases) readily available to the farmers for free. Pesticides will be given based on the crop damage reported by the farmer. But the office advises also to use pesticides judiciously.

The farmer will visit the Office to avail pesticides upon their report of their crop damage either by rat, insect pests, and plant diseases. Sometimes, the Agricultural Extension Officer will advise to provide pesticides based on the crop standing status and recommendations.

<b>Office or Division:</b>	City Agriculture Office
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Report crop damage to AEO or report directly to office	Interview clients, conducts ocular inspection of damaged crops, prepares crop damaged report and submits to project coordinator	None	1 day	AEO Assigned in the Barangay
	Interview clients and AEO regarding extent of damage. Gives additional information on the problem and gives recommendation, issues withdrawal slip and record data	None	4 hours	AEO Assigned in the Barangay
Bring withdrawal to pesticides in-charge	Release Pesticides and files withdrawal slip	None	30 mins	Rice Coordinator/Pesticide Program Coordinator
	Receives pesticides and signs acknowledgment receipt			
		<b>TOTAL</b>	<b>1day 4hours and 30 mins</b>	

## 7. Provision Of Vegetable Seeds

The Program is funded by the Department of Agriculture-RFO 10 under the High Valued Commercial Crop Development Program on Crop Production Support Services. The vegetable seeds is packed by kind and shall be readily available to the farmers upon delivery of the DA-RFO 10 to the Office.

The farmer will visit the office to avail the vegetable seeds. Sometimes, the Agricultural Extension Officer/Project Coordinator will recommend to provide it to schools, vegetable farmer associations and industrial crop growers.

<b>Office or Division:</b>	City Agriculture Office
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submits letter request for vegetable seed to AEW in barangay or direct to office	Inspect and validates clients farm area and submits list of farmers qualified to avail of vegetable seeds	None	1 day	AEO Assigned in the Barangay
	Identifies volume of seed requirement, variety of seeds needed, extended additional information on vegetable production to clients, facilitates delivery and distribution of seeds	None	30 mins	HVCC Coordinator
	Release seeds to farmer and let farmers signs acknowledgement receipt	None	10 mins	Vegetable Seeds Distribution In-Charge
		<b>TOTAL</b>	<b>1 day and 40mins</b>	

## 8. Usage Of Farmers Training Center.

The Farmers Training Center is designed to provide venue and location for farmers where trainings and seminars, farmers consultations, meetings, forums will be held. The Training Center is equipped with chairs, tables, visual aids and proper ventilation (air-conditioning) to promote conducive environment for learning and various activities.

A group of farmers, organizations, institutions, agencies, and offices will visit the office to avail the Farmer Training Center. Sometimes, the Agricultural Extension Officers/Project Coordinators will initiate to reserve the venue for its various activities.

<b>Office or Division:</b>	City Agriculture Office		
<b>Classification:</b>	Simple		
<b>Type of Transaction:</b>	Government to Client		
<b>Who may avail:</b>	Farmers		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire the Admin staff the availability of Farmers Training Center and submits letter request stating specific schedule of use	Receives request and checks availability and endorses to City Agriculturist for approval	None	3 mins	Admin Staff
	Approves request		3 min	OIC/City Agriculturist
	Informs client approval of request and record in the logbook the schedule		3 mins	Admin Staff
Use of the Training Center	Assist any needs for the usage of the facility			
		<b>TOTAL</b>	<b>9mins</b>	

## 9. Provision of Agri Reading Materials and E-Learning Of The Farmers' Information And Technology Services Center.

The Department of Agriculture through the Agricultural Training Institute is mandated to increase the farmers' knowledge and learning on agriculture and fishery technology by developing a Farmers Information Technology Services Center or FITS Center. It is located at the City Agriculture Office Compound provided with reading materials, pamphlets, and internet connection using the e-learning software that farmers, students and clients can readily access information and technologies through the internet.

The farmers, students and clients will visit the office to avail the reading materials. Sometimes, the Office will distribute the reading materials during the Hatud Serbisyo Program and other Farmers product displays and activities.

<b>Office or Division:</b>	City Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire the FITS staff the needed IEC materials and or research documents	Prepares the requested IEC materials and records in the	None	30 mins	IDS Head/FITS Coordinator



or production, post production and proceeding technologies, specific technical information (on crop production techniques, insect pest etc.) and economic statistics.	logbook and provide clients the IEC materials			
Inquire using e-learning software	Inform how to access the e-learning		10 min	IDS Head/FITS Coordinator
Receives IEC material and signs the logbook				
<b>TOTAL</b>			<b>30mins</b>	

## 10. Construction Of Multi-Purpose Drying Pavement (MPDP).

The project is funded by the City Government of Malaybalay under the 20% Development Fund. It aims to decrease the postharvest losses of the farmers in drying their produce such as rice, corn, coffee, cacao and others.

The barangay council, farmers associations/cooperatives will visit the office to avail the project. The Agricultural Engineering Section of the office will spearhead the necessary requirements of the project.

<b>Office or Division:</b>	City Agriculture Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits board resolution requesting for multi-purpose drying pavement to City Mayor	Approved Board resolution endorsed to City Agriculture Office-Agricultural Engineering Section		30 mins	c/o Mayor's Office
	Coordinator to conduct site validation and require pertinent documents viz. deed of donation		1 day	Agricultural Engineering Section Chief



	of approved project sites			
	Prepares/formulates Program of Works, DED and other supporting documents required for bidding for approval of City Mayor		2 days	Agricultural Engineering Section Chief
	Schedules and facilitates bidding for constructions materials and labor, prepares notice to commence and other documents and furnish to City Agriculture Office		-	c/o BAC Office
	Informs clients winning contractor		-	c/o BAC Office
	Start work within 10 days upon receipt of NTC/NTP and will terminate 30-45 days from start of construction		-	c/o Winning Contractor
	Monitors/supervise project		45 days	Agricultural Engineering Section Chief/Engineer II
	Signs acceptance and certificate of project completion			
	<b>TOTAL</b>		<b>48 days and 30 mins</b>	

## 11. Backhoe Services

The City Government of Malaybalay funded the project to provide readily available of backhoe services for irrigated rice areas for de-siltation work activities to silted irrigation dams/canals and for inland fish pond development.



The farmer or group of farmer will visit the office. Sometimes the Agricultural Engineers will recommend irrigation systems and irrigation canals for backhoe services as well as the Inland Fisheries Section to inland fish pond development for proper scheduling and programming of work and activities.

<b>Office or Division:</b>	City Agriculture Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request to LCE	Approves request endorsed to City Agriculture Office- Agricultural Engineering Section			c/o CMO
	Coordinator will conduct site inspection to identify scope of work, number of liters of fuel required and number of hours of operation		1 day	Engineer II - Backhoe Coordinator
	Coordinator will include site in the list/schedule		15 mins	Engineer II - Backhoe Coordinator
	Supervise project implementation		2 weeks	Engineer II - Backhoe Coordinator
		<b>TOTAL</b>	<b>15 days and 15 mins</b>	

## 12. Provision Of Hybrid Rice and Certified Inbred Seeds Distribution Program.

The program is under the Department of Agriculture-RFO 10 Rice Production Support Services. It aims to increase the production and income of the farmers by providing readily available hybrid rice and certified inbred rice seeds.

The farmer will closely coordinate to Irrigator's/Rice Cluster Associations in his/her barangay to the availability of the program. He/she must have an IA Certification of Good Standing upon availing the program. Sometimes, the Rice Project Coordinators and AEO in Rice will recommend an IA/Rice Cluster to avail the said project and delivered to a certain barangay.



<b>Office or Division:</b>	City Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire the AEO assigned in the barangay the availability of seeds and/or to IA/Rice Cluster Presidents	Inform the farmer the seeds availability and requires farmer to show original valid ID and residence certificate. Verify name in the farmer's master list (PFIS)/RSBSA List and with his/her IA Certification of Good Standing .	None	5 min	Irrigators Association/ Rice Team AEO assigned per barangay
Fill-up required forms	Check if properly filled up	None	5 Mins	AEO assigned in the barangay/ Rice Team
For Free Seeds, Client withdraw seeds and fertilizer	Releases seeds and fertilizer	None	10 mins	Irrigators Association/City Agriculture Office Warehouse personnel
For Plant Now Pay later Program/Model Farm Program, Clients pays the amount of seed and fertilizer after harvest	IA collects payment	Subject to terms and condition		Irrigator Associations
		<b>TOTAL</b>	<b>20 mins.</b>	

### 13. Provision Of Hybrid Corn and OPV White Corn Seeds Distribution Program.

The program is under the Department of Agriculture-RFO 10 Corn Production Support Services. It aims to increase the production and income of the farmers by providing readily available hybrid corn and Open Pollinated Variety (OPV) White Corn seeds.

The farmer will closely coordinate to the Corn Growers Associations in his/her barangay to the availability of the program. He/she must have a CGA Certification of Good Standing upon availing the program. Sometimes, the Corn Project Coordinators and AEO in Corn will recommend Corn Growers Association to avail the said project and delivered to a certain barangay.



<b>Office or Division:</b>	City Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Inquire to the AEO assigned in the barangay the availability of seeds and/or to Corn Growers Association Presidents	Inform the farmer its availability and require the farmer to show original valid ID and residence certificate. Verify name in the farmer's master list (PFIS)/RSBSA List and with his/her CGA Certification of Good Standing.	None	5 min	Irrigators Association/ Corn Team AEO assigned per barangay
Fill-up required forms	Check if form properly filled up	None	5 Mins	AEO assigned in the barangay/ Corn Team
Withdraw seeds and fertilizer	Releases seeds and fertilizer	None	10 mins	Irrigators Association/City Agriculture Office Warehouse personnel
		<b>TOTAL</b>	<b>20 mins.</b>	



## 14. Issuance Of Certification/Endorsement For Sikat-Saka /ACEFLoan.

The SIKAT-SAKA and ACEF Loan Program is funded by the Department of Agriculture that aims to provide necessary credit to rice farmers (SIKAT-SAKA) and to rice, corn, vegetables and industrial crop farmers and fisherfolks (ACEF Loan) and cooperatives/registered associations and to micro and small enterprises to increase productivity. The Local Government Unit will assist and facilitate the farmer-clienteles to avail the program.

The Monitoring and Evaluation Section will spearhead the program in providing endorsements/certifications upon validating the area of the farmers and must be included to the list under PFIS and RSBSA. The AEO assigned per barangay will assist the farmers in completing the necessary requirements of the program with the Irrigator's Association/Barangay Council/BAFC Chairman certification/endorsements/signatories.

<b>Office or Division:</b>	City Agriculture Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Client			
<b>Who may avail:</b>	Farmers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Request for certification/ endorsement	Receives request. Check the farmers name at PFIS/RSBSA. If not listed, inform the farmer to return after 3-5 days for their farm to be validated by the AEO per commodity assigned and to bring Barangay Certification/IA Certification for SIKATSAKA	None	5 mins	Monitoring and Evaluation Section
	AEO validation activity (if not listed)	none	3-5 days	Assigned AEO
Return to the office to follow-up after 5 days	Receives the Barangay Certification and inform the result of the validation.	none	3 mins	Monitoring and Evaluation Section
Pays for the Certification	Check the Barangay	P 50.00	5 mins.	Admin Staff



	Certification and Application Form			
Present the OR of payment	Inform the client to wait for Signatories for the Certification	none	5 mins.	Monitoring and Evaluation Section
	Approves Certificates/Endorsement	None	3 mins	OIC/City Agriculturist
<b>TOTAL</b>			<b>21 mins excluding 3-5 days if farmer not master listed</b>	



# CITY VETERINARY OFFICE



## 1. Rabies Vaccination

Vaccination of dogs, cats and monkeys is done throughout the city in the objective of control, prevention and eradication of rabies.

<b>Office Division:</b>	City Vet- Animal Health and Production			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Pet owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Animal should be at least 3 months of age		Owner		
2. If for revaccination: Vaccination card		Owner		
3. Animal should be apparently health and free from any disease		Owner		
4. Animal should have no biting incident in the past two weeks		Owner		
5. Owner to restrain the animal		Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Request that animal be vaccinated against rabies	1. Interview owner and accomplish form	NONE	10 minutes	Veterinarian/ Officer of the day
2. Present and restrain the animal for physical examination	2. Physical examination of the animal 2.1 If animal is healthy, prepare vaccine and vaccinate 2.2 Update vaccination card; if present 2.3 If client opts to register animal; proceed with pet	NONE	30 minutes	Veterinarian/ Officer of the day



	<b>registrati on</b>			
TOTAL			40 minutes	

## 2. Pet Registration

Pursuant to City Ordinance No. 668 under Section 9, all pets found within the city including those that has been previously registered shall be registered. Owners who register their pets are given a vaccination card to signify that their pet has been vaccinated against rabies

<b>Office Division:</b>		City Vet- Animal Health and Production		
<b>Classification:</b>		Simple		
<b>Type of Transaction:</b>		G2C – Government to Citizen		
<b>Who may avail:</b>		Animal owners		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Pet should be at least 6 weeks old		Owner		
2. Receipt of payment		City Veterinary Office		
3. Pet should be at least 6 weeks old		Owner		
4. Owner to restrain the animal		Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES SING TIME</b>	<b>PERSONS RESPONS I BLE</b>
1. Present the animal	1. Fill-up pet registration form		10 minutes	Veterinarian/ Officer of the day
2. Pay registration fee	2. Issue receipt	Intact – 100.00 Neuter – 50.00	10 minutes	Veterinarian/ Officer of the day
3. If unvaccinated, restrain animal	3. Vaccinate animal 3.1 Adminster dewormer and vitamins 3.2 Take a picture of the pet and issue vaccination certificate and dog tag	NONE	30 minutes	Veterinarian/ Officer of the day
TOTAL		Intact – 100.00 Neuter – 50.00	50 minutes	

### 3. Consultation and Treatment

Consultation of clients regarding their animals is performed in the City Veterinary Office. The treatment of animals includes deworming, de-ticking, vitamin and mineral supplementation, and vaccination of large animals against hemorrhagic septicemia). The office accepts walk-in clients as well as house calls.

<b>Office Division:</b>	City Vet- Animal Health and Production			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Animal owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Animal owner/caretaker should be able to take control/ restrain the animal		Owner		
2. Prescription (if necessary)		Licensed Veterinarian		
3. Owner shall provide medicines or supplies not available at the office		Veterinary Clinics, Agrivet supplies		
4. In case of budget constraints, owner shall provide fuel requirements/ transportation for veterinarian/ technician in cases of house calls.		Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Presentation of the animal	1. Physical examination of the animal  1.1 Interview the owner and accomplish animal health monitoring form	NONE	Small animal: 10 minutes  Large animal: 10 minutes	Veterinarian/ Officer of the day
2. Owner/ caretaker to restrain the animal	2. Prepare medicines  3.1 Actual treatment of animal	NONE	FOR ROUTINE PROCEDURES: Small animal: 30 minutes Large animal: 60 minutes	Veterinarian/ Officer of the day

	3.2 Instruct client about post treatment care		FOR SURGICAL PROCEDURES: Small animal: 60 minutes Large animal: 120 minutes	
TOTAL			Small Animal: 40–70 minutes Large animal: 70 – 130 minutes	

#### 4. Artificial Insemination (Large ruminants, Small ruminants, Swine)

Insemination of large ruminants (carabao and cattle), small ruminants (sheep and goat), and swine is done with the aim to increase and upgrade the population of livestock. All shall be done at the owner's premises.

<b>Office Division:</b>	City Vet- Animal Health and Production			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Animal owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Owner/caretaker to restrain the animal. Provision of chute/ squeezer for large animals		Owner		
2. Animal should be "in heat" in the last 12 hours		Owner		
3. In case of budget constraints, owner shall provide fuel requirements/ transportation for veterinarian/ technician in cases of house calls.		Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Presentation of the animal	1. Physical examination of the animal 1.1 Accomplish form	NONE	10 minutes	AI Technician
2. Restraint of the animal	2. Pregnancy Diagnosis 2.1 Actual Insemination	NONE	Small ruminants: 30 minutes Large ruminants: 40 minutes	AI Technician



	2.2 Post insemination care		Swine: 30 minutes	
TOTAL			Small ruminants: 40 minutes Large ruminants: 50 minutes Swine: 40 minutes	

## 5. Dog Impoundment

Impoundment of dogs is done pursuant to City Ordinance No. 668 (Malaybalay City Anti-rabies Ordinance), Republic Act 9482 (Anti-Rabies Act of 2007), and Republic Act 8485 as amended by Republic Act 10631 (Animal Welfare Act).

<b>Office Division:</b>	City Vet- Animal Health and Production			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C, G2G, G2B			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter of request from concerned citizen/ barangay/ subdivision/ school/ office		Client		
2. In case of unavailability of dog impoundment vehicle, concerned citizen/ barangay council/ subdivision/ school/ office shall provide appropriate vehicle		Client		
3. In case of budget constraints concerned party shall provide fuel and/ or anesthetics and euthanasia drug for the humane disposal of unclaimed animals		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Submit request letter	1. Receives communication 1.1 Assigns schedule for dog impoundment	NONE	10 minutes	Veterinarian/ Officer of the day
2. Actual impoundment	2. Humane handling of dogs using catching nets	NONE	10 minutes per animal	Dog Catcher in charge
TOTAL			20 Minutes	



## 6. Claiming of impounded dogs

After dog impoundment, pet owners are given the chance to claim their dog in the pound. This is pursuant to the Malaybalay City Anti-rabies ordinance and is released for a fee.

<b>Office Division:</b>	City Vet- Animal Health and Production			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Animal owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Proof of ownership (picture, vaccination certificate)		Owner		
2. Receipt of payment for violation of City Ordinance No. 668		City Veterinary Office		
3. Dog Leash		Owner		
4. Owner to restrain the animal		Owner		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Check and confirm the presence of the dog in the cages	1. Escort the dog owner to the dog pound	NONE	15 minutes	Dog Catcher in charge
2. Payment of fees	2. Issue receipt	DOG IMPOUNDMENT FEE: Registered- 300.00 Unregistered- 500.00  NO LEASH: 500.00  PET REGISTRATION FEE: Intact-100.00 Neuter-50.00	15 minutes	Veterinarian/ Officer of the day
3. Present leash and put on dog	3. Accompany dog owner to retrieve the dog from the cage	NONE	30 minutes	Dog Catcher in charge



4. Restrain the animal	4. Administer anti-rabies vaccine (if unvaccinated ), dewormer and vitamins 4.1 Issue vaccination card 4.2 Give information on Responsible pet ownership	NONE	30 minutes	Veterinarian/ Officer of the day
TOTAL		Registered- 300.00 Unregistered- 500.00  NO LEASH: 500.00  PET REGISTRATION FEE: Intact-100.00 Neuter-50.00	1hr 30 Minutes	

## 7. Spay and Castration of Dogs and Cats

Spay is the surgical removal of the ovaries and uterus of a female dog or cat while castration is the surgical removal of the testes of a male dog or cat. These are surgical procedures to humanely address the problem on dog and cat overpopulation.

<b>Office Division:</b>	City Vet- Animal Health and Production	
<b>Classification:</b>	Simple	
<b>Type of Transaction:</b>	G2C – Government to Citizen	
<b>Who may avail:</b>	Animal owners	
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>	
1. Animal should be apparently healthy and free from any disease.	Owner	
2. Animal owner/ caretaker should be able to take control/ restrain the animal.	Owner	
3. Prescription (if necessary)	Licensed Veterinarian	

4. Owner shall provide medicines or supplies not available at the office.		Veterinary clinics, Agrivet supplies		
5. Leash and dog cage		Owner		
6. Pet registration		City Veterinary Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Present the animal and restrain	1. Physical examination of animal, take weight of the animal	NONE	10 minutes	Veterinarian/ livestock technician
2. Sign waiver form	2. interview the owner and explain and accomplish waiver form	NONE	10 minutes	Veterinarian/ livestock technician
3. If pet is unregistered, register pet	3. if unregistered, facilitate pet registration	50.00	5 minutes	Veterinarian/ livestock technician
3.1 pay fee	3.1 Issue receipt			
4. Animal restrain	4. Conduct pre-operative procedures	NONE	10 minutes	Veterinarian/ livestock technician
5. Wait for surgery to finish	5. surgery proper	NONE	Castration: 1Hr Spay: 2Hrs	Veterinarian
6. Owner to restrain the animal	6. Administer post-operative drugs and rabies vaccination (if necessary)  6.1 Post-operative instructions	NONE	10 minutes	Veterinarian/ livestock technician
TOTAL		50.00	Castration: 1hr 45 Minutes Spay: 2Hrs 15 Minutes	



## 8. Issuance of large animal Certification of Ownership (Cattle, Carabao, Horse)

Large animal certification is issued as proof of ownership of large animals such as cattle, carabao and horse. This also serves as requirement for shipping permits and laboratory tests.

<b>Office Division:</b>	City Vet- Animal Health and Production			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Animal owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Animal owner/ caretaker should be able to take control/ restrain the animal.		Owner		
2. Animals at least 6 months of age.		Owner		
3. Payment of credential fee		Owner		
4. Barangay certification to prove ownership		Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Present barangay certification	1. inspect documents	NONE	5 minutes	Banded Personnel
2. Present and restrain the animal	2. Cowlick notation 2.1 Issue large animal certificate of ownership. Receipt of payment	200.00/ head	20 minutes	Banded Personnel
<b>TOTAL</b>		<b>200.00</b>	<b>20 minutes</b>	

## 9. Issuance of Veterinary Health Certificate

The veterinary health certificate is issued by a licensed veterinarian to prove the animal is apparently healthy with no signs of disease. This may be required for purposes of slaughter and shipping permit.

<b>Office Division:</b>	City Vet- Animal Health and Production			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Animal owners			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Owner to restrain the animal		Owner		
2. Proof of vaccination (for dog, cat, avian, cattle, carabao)		Owner/ Licensed Veterinarian		
3. Certificate of ownership (for cattle, carabao, horses)		City Veterinary Office		
4. Receipt of payment of Veterinary Health Certificate		City Veterinary Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Present pertinent documents	1. Check correctness of documents	NONE	5 minutes	Veterinarian
2. Pay Veterinary health certificate	2. Issue receipt 2.1 Issue Veterinary health certificate 2.2 For shipping permit; direct client to the Provincial Veterinary Office	100.00 / certificate	30 minutes	Veterinarian
TOTAL		100.00	35 minutes	

## 10. Meat Inspection

The inspection of food animals to ensure that only apparently healthy physiologically normal animals are slaughtered for human consumption and that abnormal animals are separated to guarantee that fresh meat intended for human consumption is safe and wholesome.

<b>Office Division:</b>	Meat Inspection Service Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2G – Government to Government
<b>Who may avail:</b>	City Economic Enterprise and Development Office



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Food animals presented for slaughter should accompany the following document: Small animals (Veterinary Health Certificate)		City Veterinary Office, Licensed Veterinarian		
2. Food animals presented for slaughter should accompany the following documents: Large animals (VHC, Certificate of Ownership, Transfer Certificate of Ownership)		City Veterinary Office, Licensed Veterinarian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSONS RESPONSIBLE
1. Present food animals for slaughter (small animal)	1.1 Interview and validate necessary documents 1.2 Conduct antemortem inspection 1.3 Record observations and endorse final action	NONE	5 minutes	Meat Inspector
2. Present food animals for slaughter (large animal)	2.1 Interview client and validate necessary documents 2.2 Perform pregnancy diagnosis (female) 2.3 Conduct antemortem inspection 2.4 Record observations and endorse final action	NONE	10 minutes	Meat Inspector
3. Perform humane slaughtering procedure	3.1 Conduct post-mortem inspection 3.2 Issuance of Meat Inspection Certificate Issue receipt 3.3 Record condemned parts/ carcass	NONE	Small animals: 10 minutes Large animals: 15 minutes	Meat Inspector
<b>TOTAL</b>			Small animal: 15 minutes Large animal: 25 Minutes	

## 11. Post Meat Establishment Control

The regulation of the flow, preparation and sale of meat and meat products for human consumption in accordance with national policies, procedures, guidelines, rules and regulations to ensure that meat and meat products have undergone meat inspection.

<b>Office Division:</b>	Meat Inspection Service Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Meat Establishment Owner and Operator			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Meat Inspection Certificate for fresh and frozen meat and meat products (local)		City Veterinary Office, National Meat Inspection Service		
2. Certificate of Product Registration (processed meat and meat products)		Manufacturer, Supplier		
3. License to Operate (processed meat and meat products)		Manufacturer, Supplier		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSONS RESPONSIBLE</b>
1. Allow meat inspectors to inspect meat and meat products	1.1 Interview owner or representative and validate necessary documents  1.2 Conduct meat establishment inspection	NONE	10 minutes	Meat Inspector
2. Receive and acknowledge report	2.1 Record findings and endorse final action	NONE	5 minutes	Meat Inspector
<b>TOTAL</b>			15 minutes	



# **CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE**





## 1. ESWM Certification Issuance

The program is part of the Solid Waste Integrated Management Program (SWIM) of the City Government to ensure that the waste management and system of the City Government comply with the Ecological Solid Waste Management Act (RA 9003), to health and environment standards as set by the DENR. City Ordinance No. 662 requires all business establishments to undergo an orientation on Ecological Solid Wastes Management (ESWM) prior to issuance of business permit so as to ensure their compliance to ESWM Policies.

<b>Office or Division:</b>	City ENRO – Environmental Management Division (EMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Business			
<b>Who may avail:</b>	All New Business Permit Applicants and those for renewal without ESWM Certification.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Official Receipt as Proof of Payment		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Client Undergo ESWM Orientation	EMD Personnel conduct one on one orientation	None	15 Minutes	EMS I EMS II SEMS City ENR Office
	EMD Personnel issue payment form	None	2 Minutes	EMS I EMS II SEMS City ENR Office
Client pay Certification Fee to the CTO		P50.00	10 Minutes	CTO Collecting Office City Treasurer's Office
Client Show the Receipt to EMD Personnel	- EMD Personnel prepares Certification	None	3 Minutes	EMS I EMS II SEMS
	- EMD Personnel Forward the Certification to EMD Chief or the City ENR Officer for Signature - EMD Personnel Release the Certification	None	2 Minutes	City ENR Office City ENR Officer City ENR Office



Client sign Log Form and receive the certification		None	2 Minutes	EMS I EMS II SEMS City ENR Office
<b>TOTAL:</b>		50PHP	34 MINUTES	

## 2. Environmental Certification Issuance

The program is part of the Control and Monitoring of Pollution (CAMP) Services that aims to regulate and monitor the operation of Environmental Critical Projects, Projects within Environmental Critical Areas and projects and activities that will have potential impact to the environment through the context of wise management of our natural resources and through the promotion of programs and policies aimed at pollution prevention/control, clean production/technologies and waste minimization.

<b>Office or Division:</b>	City ENRO – Environmental Management Division (EMD)			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	Government to Business , Government to Costumer			
<b>Who may avail:</b>	Owners, Operators, and Proponent of Environmental Critical Projects, Projects within Environmental Critical Areas or projects and business with potential negative impact to the environment.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Environmental Compliance Certificate (ECC) / Certificate of Non-Coverage (CNC)		DENR - EMB		
Permit to Operate		DENR - EMB		
Discharge Permit		DENR - EMB		
Environmental Management Plan		To be prepared by the proponent		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Applicant submit documents	EMD Personnel Receive and Review Documents	None	For ECP & ECA – 20 Minutes For non-ECP & non-ECA – 10 Minutes	EMS I SEMS City ENR Office
	EMD issue form	None	2 Minutes	EMS I SEMS City ENR Office



Client pay Certification Fee to the CTO		P100.00	10 Minutes	CTO Collecting Officer City Treasurer's Office
Client Show the Receipt to EMD Personnel	- EMD Personnel prepares Certification	None	3 Minutes	EMS I City ENR Office
	- EMD Personnel Forward the Certification to EMD Chief or the City ENR Officer for Signature	None	2 Minutes	SEMS City ENR Office
	- EMD Personnel Release the Certification	None	2 Minutes	SEMS City ENR Office  City ENR Officer City ENR Office
				EMS I City ENR Office  SEMS City ENR Office
Client sign Log Form and receive the certification	-	None		
<b>TOTAL</b>		<b>100.00</b>	39 minutes	

### 3. Issuance of Forest Products Cutting and Transport Certification

Thru Executive Order No. 21, Series of 2013, Creation of the Regional Anti-illegal Logging Task Force

<b>Office or Division:</b>	Watershed Management Division
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	Government to Costumer
<b>Who may avail:</b>	Private individuals, Private/government agencies & institution within the administrative jurisdiction of Malaybalay City.
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Barangay Certification to cut	Barangay concerned
Transfer Certification of Title/	Register of Deeds
Tax Declaration	City Assessors Office
Private Tree Plantation Ownership Certificate	DENR-Community Environment and Natural Resources Office



<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Fill out and submit the Request for Inspection form (if the information on the request form and documents are complete, as determined by the receiving officer, request is officially received)	Received/record request form	none	2 mins	SEMS City ENR Office  EMS II City ENR Office  CDA I City ENR Office  Admin. Aide City ENR Office
	Request form endorsed to the CENR Officer for scheduling of ocular inspection and verification (geo tagging and scaling)	none	1 min	SEMS City ENR Office
	Issuance of route slip for the conduct of field inspection	none	1 min	City ENR Officer City ENR Office
The assigned technical staff will coordinate with the requesting party for the schedule of the actual field validation and actual inspection	Conduct of actual field validation	none	2 working days after the receipt of the Request for Inspection form	SEMS EMS II CDA I City ENR Office
	Preparation and submission of Inspection report (together with the Scaling) and Certification for Transport for the approval of the CENRO or her duly authorized representative	None	30 mins.	SEMS EMS II CDA I City ENR Office
Applicants will pay a Certification fee to the CTO		P 200.00	30 mins.	
	Receive and approval of	none	30 mins.	City ENR Officer City ENR Office



	Inspection Report and Certification to Transport by the CENRO or her duly authorized representative			
Retain a copy of the approved Certification for Transport	Release the approved Certification to Transport to the Client	None	1 min	CDA / City ENR Office
<b>TOTAL</b>		200.00	2 days & 65 mins.	

#### 4. Request for Available Seedlings

The City Government of Malaybalay has given priority to the protection, maintenance, enhancement and restoration of its watershed areas. The City Plant Nursery under the City ENRO provides indigenous forest tree seedlings to its various clientele who share the same commitment with the LGU Malaybalay City in increasing the forest cover and rehabilitation of the watershed areas in the City.

<b>Office or Division:</b>	Watershed Management Division			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	Government to Costumer			
<b>Who may avail:</b>	All individuals within the administrative jurisdiction of Malaybalay City			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Transfer Certificate & Title		Register of Deeds		
Tax Declaration		City Assessors Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Submit letter request with the checklist requirements	Receive the letter request	none	5 mins.	CDA / City ENR Office
	Letter request endorsed to the CENRO for scheduling of actual field validation (geo tagging)	none	1 min	CDA / City ENR Office
	Issuance of route slip for field inspection	none	1 min	City ENR Officer City ENR Office



	Conduct of actual field validation	none	3 working days	SEMS EMS II CDA I Admin. Aide City ENR Office
	Preparation and submission of Inspection Report	none	30 mins.	SEMS EMS II CDA I Admin. Aide City ENR Office
	Approval of Letter Request	none	1 min	City ENR Officer City ENR Office
Obtain/retain a copy of the approved Letter Request	Release the approved Letter Request	none	1 min	CDA City ENR Office
Provide vehicle for hauling of seedling	Release of seedlings	none	3 hrs.	ADMIN AIDE III City ENR Office
<b>TOTAL:</b>			3 days and 42 minutes	



# CITY ENGINEER'S OFFICE





## 1. Preparation of Plans and Program of Works

Preparation of Plans and Program of Works (POW), of requesting Barangay, Government Schools and Offices for infrastructure projects and/or surveying lands for public use.

<b>Office or Division:</b>	Planning, Design and Programming			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G Government to Government A. Small Scale Projects (up to 200T) B. Medium Scale Projects (above 200T up to 1M) C. Large Scale Projects (above 1M up to 5M): D. Special Projects			
<b>Who may avail:</b>	Barangay Officials, Government Schools and Offices			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request w/ contact no. (specifying project title, appropriation & source of fund)(2 copies)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client log-book in the office lobby	1. Give the log-book to the client	None	1 minute	Security Guard/Assigned Staff in the office lobby City Engineer's Office
2. Submit letter request to Gate Keeper	2. Receive and record letter request	None	5 minutes	Administrative City Engineer's Office
3. Make sure to secure 1 copy of received letter request	3. Gate Keeper give 1 copy of request to Client	None	1 minute	Administrative Aide City Engineer's Office
	4. Attach Request Slip on Letter Request & pass it to the City Engineer for approval and proper action	None	2 minutes	Administrative Aide City Engineer's Office
	5. Approve the request and assigned to	None	1 day	City Engineer City Engineer's Office

	concerned Division			
	<p><b>6. Receive request and assign to concerned personnel:</b></p> <p>Instructions to assigned personnel (Attachment of Transaction Schedule)</p>	None	4 hours	<p><i>Engineer IV City Engineer's Office</i></p>
	<p><b>7. Verification and site Inspection:</b></p> <ul style="list-style-type: none"> <li>Evaluation of needed documents, the availability and specific source of funds.</li> <li>Reconnaissance, actual field survey and actual field works</li> <li>Technical research for special projects</li> </ul>	None	<p><b>A. 1 day</b> <b>B. 1 day</b> <b>C. 3 day</b> <b>D. 6 days</b></p>	<p><b>Programming:</b> <i>Engineer IV Engineer III(Electrical) Engineer III Engineer II Engineer II Civil Engineer</i></p> <p><b>Survey:</b> <i>Engineer II Engineering Aide Instrument Man I Admin. Aide</i></p> <p><b>Design (Vertical Project):</b> <i>Architect II Draftsman I Architect Engineering Asst. Architect</i></p> <p><b>Design (Horizontal Project):</b> <i>Engineer II Admin. Aide</i></p>

	<p><b>8. Preparation of plans:</b></p> <ul style="list-style-type: none"> <li>• Computation of surveyed data and preparation of survey plans</li> <li>• Preparation of plans and specifications for horizontal projects.</li> <li>• Preparation of plans and specifications for vertical projects.</li> <li>• Structural analysis for more one (1) storey building structure.</li> </ul>	None	<p><b>A.</b> 5 days  <b>B.</b> 18 days  <b>C.</b> 30 days  <b>D.</b> 60 days</p>	<p><b>Design(Vertical Project):</b>  Architect II  Draftsman I  Architect  Engineering Asst.  Architect</p> <p><b>Design(Horizontal Project):</b>  Engineer II  Admin. Aide</p> <p><b>Survey:</b>  Engineer II  Engineering Aide</p> <p>City Engineer's Office</p>
	<p><b>9. Checking of plans:</b>  Plans are checked architecturally and structurally, based on codes, laws and ordinances</p>	None	<p><b>A.</b> ½ day  <b>B.</b> 1 day  <b>C.</b> 1.5 days  <b>D.</b> 2 days</p>	<p>Architect II  Engineer IV  City Engineer's Office</p>
	<p><b>10. Corrections and final printing of plans:</b></p> <ul style="list-style-type: none"> <li>• Rectification of plans and or final printing</li> </ul> <p><i>Note: Total change of plans – same as step 8</i></p>	None	<p><b>A.</b> ½ day  <b>B.</b> 2 days  <b>C.</b> 2 days  <b>D.</b> 5 days</p>	<p>Architect II  Engineer II  City Engineer's Office</p>
	<p><b>11. Preparation of P.O.W.</b></p>	None	<p><b>A.</b> 3 days  <b>B.</b> 6 days</p>	<p><b>Programming:</b>  Engineer IV</p>

	Detailed estimate (POW) preparation based on designed plans and including computer encoding		<b>C. 10 days</b> <b>D. 15 day</b>	<i>Engineer III(Electrical)</i> <i>Engineer III</i> <i>Engineer II</i> <i>Engineer II</i> <i>Civil Engineer</i>  City Engineer's Office
	<b>12. Checking of P.O.W.</b> Checking of POW for error and corrections	None	<b>A. 2 hours</b> <b>B. 4 hours</b> <b>C. 1 day</b> <b>D. 2 days</b>	<i>Engineer IV</i> City Engineer's Office
	<b>13. Corrections and final printing of P.O.W.</b> Rectification of POW and or final printing	None	<b>A. 2 hours</b> <b>B. 4 hours</b> <b>C. 1 day</b> <b>D. 2 days</b>	<i>Engineer IV (Section Chief)</i> <i>Engineer IV (Division Chief)</i> City Engineer's Office
	<b>15. Submission of Plans and POW (Division Level):</b> <ul style="list-style-type: none"> <li>The final set of designed plans and POW are reviewed, signed and submitted for approval</li> </ul>	None	<b>A. 30 min</b> <b>B. 1 hour</b> <b>C. 1 hour</b> <b>D. 1 hour</b>	<i>Engineer IV</i> City Engineer's Office
	<b>16. Submission of Plans and POW (Department Level):</b> <ul style="list-style-type: none"> <li>The final set of designed plans and POW are reviewed, signed and submitted for approval</li> </ul>	None	1 day 4 hours	<i>City Engineer</i> City Engineer's Office



	<b>17. Approved plans and POW</b>	None		<i>Local Chief Executive</i>
	<b>TOTAL:</b>	<b>None</b>	<b>A. 13 Days, 4 Hours, 39 Min.</b> <b>B. 32 Days, 1 Hour, 9 Min.</b> <b>C. 1 Month, 29 Days, 5 Hour, 9 Min.</b> <b>D. 3 Months, 29 days, 1 Hour, 9 Min.</b>	

## 2. Road Right of Way Certification

Road Right of Way Certificate is issued to public and private entities requesting for it.

<b>Office or Division:</b>	Planning, Design and Programming			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C Government to Transacting Public G2B Government to Business Entity G2G Government to Government			
<b>Who may avail:</b>	Public and Private Entities			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter with contact no. (2 copies)		Client		
Approved Survey Plan / Sketch Plan (1 copy)		Client		
Site Location (1 copy)		Client		
Title (1 photocopy only)		Client		
Official Receipt		City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client log-book in the office lobby	1. Give the log-book to the client	None	1 minute	<i>Security Guard/Personnel assigned in the office lobby</i> City Engineer's Office
2. Submit letter request to Gate Keeper	2. Received documents of Letter Request	None	5 minutes	<i>Administrative Aide</i> City Engineer's Office

3. Make sure to secure 1 copy of received letter request	3. Gate Keeper give 1 copy of request to Client	None	1 minute	Administrative Aide City Engineer's Office
	4. Attached Request Slip on Letter Request & pass it to the Department Head for approval and proper action	None	2 minutes	Administrative Aide City Engineer's Office
	5. Approved the request and assigned to concerned Division	None	1 day	City Engineer City Engineer's Office
	<b>6. Received request for Road Right of Way Certificate:</b> ➤ Instructions to assigned personnel (Attachment of Transaction Schedule)	None	4 hours	Engineer IV City Engineer's Office
	<b>7. Verification and site inspection</b> ➤ Evaluation of needed documents ➤ Reconnaissance, and actual field survey	None	1 day 4 hours	Geodetic Engineer III Engineer II Engineering Aide I Instrument Man I Admin Aide City Engineer's Office
	<b>8. Preparation of certificate / report:</b> A. Preparation of RROW	None	A. 1 hour  B. 1day 4 hours	A. Geodetic Engineer III Engineer II Engineering Aide I Instrument Man I Admin Aide



	certificate / report B. Endorsement of RROW certificate / report to the City Engineer for signature			City Engineer's Office  B. City Engineer City Engineer's Office
9. Follow-up Status of Request	9. Upon return to the office. Inform client to pay at Treasurer's Office for 100 pesos only for RROW Certificate	None		Geodetic Engineer III Engineer II Engineering Aide I Instrument Man I Admin Aide City Engineer's Office
10. Pay 100 pesos, then secure Official Receipt upon payment	10. Received payment and issue Official Receipt to Client	100.00		Assigned Staff City Treasurer's Office
1. Give the Official Receipt	11. Receive the Official Receipt and attached it to RROW Certificate	None	3 min.	Geodetic Engineer III Engineer II Engineering Aide I Instrument Man I Admin Aide
12. Receive the RROW Certificate	12. Release of the signed certificate	None	3 min	Geodetic Engineer III Engineer II Engineering Aide I Instrument Man I Admin Aide
<b>TOTAL:</b>		100.00	4 Days, 5 Hours, 15 Min.	

### 3. Implementation of City Infrastructure Project (Request for Progress Billing)

To facilitate the request of the contractor for project progress billing.

Construction	Construction
<b>Classification:</b>	Highly Technical
<b>Type of Transaction:</b>	G2B Government to Business Entity
<b>Who may avail:</b>	Contractors
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	



Letter Request (2 copies)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit letter request to Gate Keeper	Receive & record Letter Request & forward to City Engineer for routing	None	5 minutes	<i>Administrative Aide</i> City Engineer's Office
	<b>Routing:</b> City Engineer routes the request and assign task to Construction Division	None	1 day	<i>City Engineer</i> City Engineer's Office
	<b>Tasking at division level:</b> The Chief of Construction Division receives and forwards the billing request to the Supervising Engineer for inspection and evaluation of submitted documents	None	4 hours	<i>Division Chief</i> City Engineer's Office
	<b>Site Inspection</b> The Supervising Engineer evaluates the documents and conducts inspection to appraise the project accomplishment.	None	5 days	<i>SUPERVISING ENGINEER/ PROJECT INCHARGE AREA I, II, III &amp; IV</i> City Engineer's Office
	<b>Processing of Billing Documents</b> The Supervising Engineer evaluates/ prepares and submit billing documents to the MQC Division for materials evaluation.	None	1 day	<i>SUPERVISING ENGINEER/ PROJECT INCHARGE AREA I, II, III &amp; IV</i> City Engineer's Office
	<b>Materials test review &amp; evaluation</b> MQC receives documents & conduct review and evaluation. Submit documents to Const'n. Chief for final review	None	1 day	<i>Division Chief</i> City Engineer's Office



	<b>Final review of documents (Division level)</b>  Construction Chief receive & review documents and endorses the same to City Engineer	None	1 day	<i>Division Chief</i> City Engineer's Office
	The City Engineer receives and recommends the approval of the billing documents to LCE	None	1 day	<i>City Engineer</i> City Engineer's Office
<b>TOTAL:</b>		None	10 Days, 4 Hour, 5 Minutes	

#### 4. Implementation of City Infrastructure Project (Request for Variation Order)

To facilitate the request for variation order

<b>Office or Division:</b>	Construction			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B Government to Business Entity			
<b>Who may avail:</b>	Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Letter (2 copies)			Contractor will provide his own Letter Request	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request to Gate Keeper	1. receives and record letter request & forward the same to City Engineer	None	5 minutes	<i>Administrative Aide</i> City Engineer's Office
	2. City Engineer routes the request to concerned Division	None	1 day	<i>City Engineer</i> City Engineer's Office
	<b>3. Receives submitted Variation Order</b>	None		



	- The Chief of Construction Division receives and forwards the variation order request to the Supervising Engineer for inspection and evaluation of submitted documents		4 hours	<i>Division Chief City Engineer's Office</i>
	<b>4. Site Inspection</b> - The Supervising Engineer inspects and evaluates the project.	None	3 days	<i>Supervising Engineer/ Project Incharge Area I, I, III &amp; IV City Engineer's Office</i>
	<b>5. Processing of Variation Order</b> - The Supervising Engineer evaluates/ prepares and recommends variation order to the Construction Division Chief.	None	4 hours	<i>SUPERVISING ENGINEER/ PROJECT INCHARGE AREA I, II, III &amp; IV City Engineer's Office</i>
	<b>6.</b> The Chief of Construction Division checks and submits variation order to the City Engineer.	None	4 hours	<i>Division Chief City Engineer's Office</i>
	<b>7.</b> City Engineer reviews the documents & recommends for the approval of billing to the LCE	None	1 day	<i>City Engineer City Engineer's Office</i>
<b>TOTAL:</b>		None	6 Days, 4 hour, 5 minutes	

## 5. Implementation of City Infrastructure Project (Request for Time Suspension/Extension)

To facilitate the request for Time Suspension/ Extension.

<b>Office or Division:</b>	Construction
<b>Classification:</b>	complex
<b>Type of Transaction:</b>	G2B Government to Business Entity
<b>Who may avail:</b>	Contractors
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Request Letter (2 copies)	Contractor will provide his own Letter Request



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to Gate Keeper	1. Received and record letter request	None	5 minutes	<i>Administrative Aide</i> City Engineer's Office
	2. City Engineer routes the request to Construction Division	None	1 day	<i>City Engineer</i> City Engineer's Office
	<b>3. Receives request for Time Suspension/ Extension</b> - The Chief of Construction Division receives and forwards the time suspension/extension request to the Supervising Engineer for evaluation of submitted documents	None	4 hours	<i>Division Chief</i> City Engineer's Office
	<b>4. Processing of Time Suspension/Extension</b> - The Supervising Engineer evaluates/ prepares and recommends time suspension/extension to the Construction Division Chief.	None	4 hours	<i>SUPERVISING ENGINEER/ PROJECT INCHARGE AREA I, II, III &amp; IV</i> City Engineer's Office
	5. The Chief of Construction Division checks and submits time suspension/extension to the City Engineer	None	4 hours	<i>Division Chief</i> City Engineer's Office
	6. City Engineer recommends the approval of time suspension/extension to LCE	None	1 day	<i>City Engineer</i> City Engineer's Office
	<b>TOTAL:</b>	None	3 days, 4 Hours, 5 minutes	

## 6. Implementation of City Infrastructure Project (10% Retention)

To facilitate the release of 10% Retention money.

<b>Office or Division:</b>	Construction			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B Government to Business Entity			
<b>Who may avail:</b>	Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (2 copies)		Contractor will provide his own Letter Request		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to Gate Keeper	1. Receives and record letter request	None	5 minutes	Administrative Aide City Engineer's Office
	2. City Engineer routes the request to Construction Division	None	1 day	City Engineer City Engineer's Office
	<b>3. Receives request for 10% retention</b> - The Chief of Construction Division receives and forwards the Certificate of No Defect (10% retention) to the Supervising Engineer for evaluation of submitted documents	None	4 hours	Division Chief City Engineer's Office
	<b>4. Processing of 10% retention</b> The Supervising Engineer conducts site evaluation and prepares the Certificate of No Defect (10% retention) & submit to Division Chief	None	3 days	Supervising engineer/ project incharge Area I, II, III & IV City Engineer's Office
	<b>5.</b> The Chief of Construction Division review & submit Certificate of No Defect (10% retention) to the City Engineer	None	4 hours	Division Chief City Engineer's Office
	<b>6.</b> The City Engineer review & recommends the approval of the documents to the LCE	None	1 day	City Engineer City Engineer's Office



<b>TOTAL:</b>	None	6 Days, 5 minutes	
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## 7. Implementation of City Infrastructure Project (Request for Relocation of Site & Additional/Deletion of Items)

To facilitate the request of end user for possible variation.

<b>Office or Division:</b>	Construction			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	Project End User			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Letter (2 copies)			Project End User will provide his own Letter Request	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request to Gate Keeper	1. Received and record letter request	None	5 minutes	<i>Administrative Aide</i> City Engineer's Office
	2. City Engineer routes the request to Construction Division	None	1 day	<i>City Engineer</i> City Engineer's Office
	<b>3. Receives letter request</b> - The Chief of Construction Division receives and forwards the request for inspection and evaluation of submitted documents.	None	4 hours	<i>Division Chief</i> City Engineer's Office
	<b>4. Site and Documents Verification</b> - The Supervising Engineer evaluate the attached documents and the site for verification.	None	3 days	<i>SUPERVISING ENGINEER/ PROJECT INCHARGE AREA I, II, III &amp; IV</i> City Engineer's Office



	<b>5. Recommends Relocation of Site and Additional/Deletion of Items</b> - The Supervising Engineer prepares recommendation and submits to the Construction Division Chief.	None	4 hours	<i>SUPERVISING ENGINEER/ PROJECT INCHARGE AREA I, II, III &amp; IV</i> City Engineer's Office
	6. The Chief of Construction Division review and submit it to the City Engineer.	None	4 hours	<i>Division Chief</i> City Engineer's Office
	7. The City Engineer review & recommends the approval of the documents to the LCE	None	1 day	<i>City Engineer</i> City Engineer's Office
<b>TOTAL:</b>		None	6 Days, 4 Hours, 5 Minutes	

## 8. Inspection and Monitor Construction Materials

Laboratory test of construction materials and components.

<b>Office or Division:</b>	Materials Quality Control			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Material samples		Contractor		
payments		City Treasure's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Sign in the client log-book in the office lobby	Give the log-book to the client	None	1 minute	Security Guard/Personnel assigned in the office lobby
	Proceed to CEO-Materials Quality Control Division	None	10 mins.	<i>Lab. Technician I</i> City Engineer's Office
	Verbal request to Materials			<i>Engineer I</i> City Engineer's Office



	Quality Control staff for test desired and sign Job Order form/Sample Card			
Secure Breakdown of Laboratory Fees from MQC	Give to Client the Breakdown of Laboratory Fees	Sieve Analysis = 150.00 Compact Ion test = 500.00 Field Density = 200.00/set (3 holes)	10 mins.	Lab. Technician I City Engineer's Office  Engineer I City Engineer's Office
Pay Laboratory Fees and secure Official Receipt upon payment	Received payment & provide Official Receipt to Client	None		City treasurer's Office,
Submit material samples together with payment receipt back to MQC for recording	Received samples & receipt for recording	None	1 minute	Administrative Aide  Engineer I City Engineer's Office
	Actual testing:  Maximum Dry Density/Field Density Test (per set)	None	2 days	Engineer I City Engineer's Office
	Furnishing of test results (Approved)	None	2 hrs.	Engineer IV City Engineer's Office  City Engineer City Engineer's Office
<b>TOTAL:</b>		None	3 Days 4 Hours 29 Min.	



## 9. Request of Maintenance Personnel

Repair & maintenance of all public buildings are administered to ensure effective & efficient services in the LGU.

<b>Office or Division:</b>	Maintenance			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	Brgy. & City Govt. Officials			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (2 copies)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter request to Gate Keeper	Receives and record letter request	None	5 minutes	<i>Administrative Aide</i> City Engineer's Office
	City Engineer approves the request & forward the same to Maintenance Division	None	1 day	<i>City Engineer</i> City Engineer's Office
	The Maintenance Division Chief receives and forwards the letter request to the concerned section chief for tasking.	None	3 hours	<i>Engineer IV</i> City Engineer's Office
	The section chief inspects & evaluates work to be done & assign personnel	None	1 day	<i>Engineer III</i> <i>Engineer II (Electrical)</i> <i>CMGF</i> City Engineer's Office
	Assigned personnel starts to implement requested repair works	None	4 hours	<i>Carpenter</i> <i>Plumber</i> <i>Electrician</i> <i>Drainage Crew</i> City Engineer's Office
<b>TOTAL:</b>		None	2 Days, 7 Hour, 5 Minutes	



## 10. Request for the use of Heavy Equipment

Use of government heavy equipment of requesting Barangay, Government schools & offices for repair & maintenance of roads, drainages & bridges.

<b>Office or Division:</b>	Maintenance			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	Brgy. & City Govt. Officials			
<b>CHECKLIST OF REQUIREMENTS</b>				
<b>WHERE TO SECURE</b>				
<b>Letter Request (2 copies)</b>				
Client				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request to Gate Keeper	1. Receive & record Letter Request & forward to City Engineer for routing	None	5 minutes	<i>Administrative Aide</i> City Engineer's Office
	2. City Engineer routes the request and assign task to Maintenance Division	None	1 day	<i>City Engineer</i> City Engineer's Office
	<b>3. Receives routed Letter request from City Engineer</b> The Division Chief receives and forwards the letter request to the concerned section chief for tasking.	None	3 hours	<i>Engineer IV</i> City Engineer's Office
	<b>4. Evaluation and Tasking</b> The section chief inspects & evaluates the nature of request & assign task to operators	None	1 day	<i>Engineer III</i> <i>Engineer II (Electrical)</i> City Engineer's Office
	<b>5. Deployment of Units</b> - Assigned Operator start to implement work assignment	None	4 hours	<i>Operator</i> City Engineer's Office
<b>TOTAL:</b>		None	2 Days, 7 Hour, 5 minutes	



## 11. Preparation of Program of Works, Plans & Straight Line Diagram

Preparation of Plans, Straight line Diagram. Program of Works (POW) of requesting Barangay, Government schools and offices for repair and maintenance of public buildings, roads, drainages & bridges.

<b>Office or Division:</b>	Maintenance			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	Barangay Officials			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Letter Request (2 copies)</b>		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request to Gate Keeper	1. Receives & record Letter Request & forward to City Engineer for routing	None	5 minutes	<i>Administrative Aide</i> City Engineer's Office
	2. City Engineer routes the request and assign task to Maintenance Division	None	1 day	<i>City Engineer</i> City Engineer's Office
	3. The Maintenance Division Chief receives and assigns personnel.	None	3 hours	<i>Division Chief</i> City Engineer's Office
	4. Assigned personnel conducts site inspection, actual field works.	None	1 day	<i>Engineer III</i> <i>Draftsman III</i> City Engineer's Office
	5. Assigned personnel prepares plans and POW and submit to the Division Chief for checking	None	3 days	<i>Engineer III</i> <i>Draftsman III</i> City Engineer's Office
	<b>6. Checking and review of Plans &amp; POW</b>  The Division Chief will check and submit to the City Engineer for the approval of Plans & POW.	None	4 hours	<i>Division Chief</i> City Engineer's Office
	<b>7. Approval/recommendation (Department level)</b>	None	1 day	<i>City Engineer</i>



	City Engineer Approves or recommends approval to LCE			City Engineer's Office
<b>TOTAL:</b>		None	6 Days, 7 Hours, 5 Minutes	

## 12. Implementation of Maintenance by Contract Project (Request for Progress Billing)

To facilitate the request of the contractor for project progress billing.

<b>Office or Division:</b>	Maintenance			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2B Government to Business Entity			
<b>Who may avail:</b>	Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Letter Request (2 copies)</b>		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request to Gate Keeper	1. Receives & record Letter Request & forward to City Engineer for routing	None	5 minutes	<i>Administrative Aide</i> City Engineer's Office
	2. City Engineer routes the request and assign task to Maintenance Division	None	1 day	<i>City Engineer</i> City Engineer's Office
	<b>3. Receives request for Billing</b> The Division Chief receives and forwards the billing request to the Supervising Engineer for inspection and evaluation of submitted documents	None	3 hours	<i>Division Chief</i> City Engineer's Office
	<b>4. Site Inspection</b> - The Supervising Engineer conducts inspection to evaluate the project.	None	2 days	<i>Engineer III</i> City Engineer's Office
	<b>5. Preparation of Billing Documents</b> - The Supervising Engineer prepares and	None	2 days	<i>Engineer III</i>



	forward billing documents to the MQC Division -			City Engineer's Office
	<b>6. MQC materials review</b> - MQC Chief reviews documents as to completeness of material test & returns the same to Maintenance Division	None	1 day	<i>Division Chief</i> City Engineer's Office
	<b>7. Final Review (Division level)</b> - The Maintenance Division Chief reviews, sign and submit billing documents to the City Engineer.	None	1 day	<i>Division Chief</i> City Engineer's Office
	<b>8. Final Review (Department level)</b> - City Engineer reviews documents & recommend payment of the billing to the LCE	None	1 day	<i>City Engineer</i> City Engineer's Office
<b>TOTAL:</b>		None	8 Days, 3 Hour, 5 Minutes	

### 13. Implementation of Maintenance by Contract Project (Request for Variation Order)

To facilitate the request for variation order.

<b>Office or Division:</b>	Maintenance			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B Government to Business Entity			
<b>Who may avail:</b>	Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request (2 copies)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submit letter request to Gate Keeper	1. Receive & record Letter Request & forward to City Engineer for routing	None	5 minutes	<i>Administrative Aide</i> City Engineer's Office
	2. City Engineer routes the request and assign task to Maintenance Division	None	1 day	<i>City Engineer</i> City Engineer's Office
	3. The Division Chief receives and forwards the request to the Supervising Engineer for inspection and evaluation of submitted documents	None	3 hours	<i>Engineer IV</i> City Engineer's Office
	4. <b>Site Inspection</b> - The Supervising Engineer inspects and evaluates the project.	None	2 days	<i>Engineer III</i> <i>CGMF</i> City Engineer's Office
	5. The Supervising Engineer evaluates/ prepares variation order & submits to the Division Chief.	None	4 hours	<i>Engineer III</i> <i>CGMF</i> City Engineer's Office
	6. <b>Final review (Division level)</b> - The Division Chief checks and submits variation order to the City Engineer.	None	4 hours	<i>Division Chief</i> City Engineer's Office
	7. The City Engineer reviews the documents & recommend for the approval of the Variation Order.	None	1 day	<i>City Engineer</i> City Engineer's Office
<b>TOTAL:</b>		None	5 Days, 3 Hours, 5 Minutes	

#### 14. Implementation of City Infrastructure Project (Request for Time Suspension/Extension)

To facilitate the request for Time Suspension/Extension.

<b>Office or Division:</b>	Maintenance
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2B Government to Business Entity



Who may avail:		Contractors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (2 copies)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request to Gate Keeper	1. Receives & record Letter Request & forward to City Engineer for routing	None	5 minutes	<i>Administrative Aide</i> City Engineer's Office
	2. City Engineer routes the request and assign task to Maintenance Division	None	1 day	<i>City Engineer</i> City Engineer's Office
	<b>3. Receives request for Time Suspension/ Extension</b> - The Maintenance Division Chief receives and forwards the time suspension/ extension request to the Supervising Engineer for evaluation of submitted documents	None	3 hours	<i>Division Chief</i> City Engineer's Office
	<b>4. Processing of Time Suspension/Extension</b> - The Supervising Engineer evaluates/prepares time suspension/extension & forwards the same to the Maintenance Division Chief.	None	4 hours	<i>Engineer III</i> <i>CMGF</i> City Engineer's Office
	<b>5. Final review (Division level)</b> - The Maintenance Division Chief checks and submits time suspension/extension to the City Engineer	None	4 hours	<i>Division Chief</i> City Engineer's Office
	<b>6. Final review &amp; endorsement to LCE (Department level)</b>	None		



	City Engineer recommends approval of the Time Suspension/ Extension to the LCE		4 hours	City Engineer City Engineer's Office
<b>TOTAL:</b>		None	2 Days, 7 Hours, 5 Minutes	

## 15. Implementation of City Infrastructure Project (10% Retention)

To facilitate the release of 10% Retention money.

<b>Office or Division:</b>	Maintenance			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2B Government to Business Entity			
<b>Who may avail:</b>	Contractors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request (2 copies)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request to Gate Keeper	1. Receive & record Letter Request & forward to City Engineer for routing	None	5 minutes	Administrative Aide City Engineer's Office
	2. City Engineer routes the request and assign task to Maintenance Division	None	1 day	City Engineer City Engineer's Office
	3. The Maintenance Division Chief receives and forwards the documents to the Supervising Engineer for evaluation	None	3 hours	Engineer IV City Engineer's Office
	4. <b>Site Inspection</b> - The Supervising Engineer conducts site evaluation and signs the Certificate of No Defect (10% retention). - Submits to the Division Chief	None	2 days	Engineer III CMGF City Engineer's Office
	5. The Division Chief submit Certificate of No Defect	None	4 hours	Division Chief



	(10% retention) to the City Engineer			City Engineer's Office
	<b>6. Final review &amp; endorsement:</b> City Engineer recommends approval for the release of 10% retention	None	4 hours	City Engineer City Engineer's Office
<b>TOTAL:</b>		None	3 Days, 3 Hours, 5 Minutes	

## 16. Borrowing of Office Tent and Equipment

Borrowing of office tent, chairs, and equipment to be used on various programs and activities are attended based on approved request of the borrower(s).

<b>Office or Division:</b>	Maintenance			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Transacting Public			
<b>Who may avail:</b>	All Malaybalay residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Borrower's slip</b>		Maintenance Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client log-book in the office lobby	1. Give the log-book to the client	None	1 minute	<i>Security Guard/Assigned Staff in the office lobby City Engineer's Office</i>
2. Proceed to CEO-Gate Keeper	2. Guide client what to do next  Requesting client request to borrow needed items to the Department Head, who then require client to fill-up the borrower's slip for approval of	None	10 minutes	<i>Administrative Aide  City Engineer  Draftsman II  Division Chief City Engineer's Office</i>



	concerned employees			
	3. Check and release items to be borrowed	None	10 minutes	<i>Carpenter General Foreman</i> City Engineer's Office
<b>TOTAL:</b>		None	21 Minutes	

## 17. Issuance of Building and Ancillary Permits

Buildings or Structures are required to have a Building Permit prior to its construction to ensure that the Building or Structure meet the minimum standards of design and provision of the Building Code to safeguard life and consistent with the principles of sound environmental management and control.

<b>Office or Division:</b>	Building Permit		
<b>Classification:</b>	Complex		
<b>Type of Transaction:</b>	G2C Government to Transacting Public G2B Government to Business Entity G2G Government to Government		
<b>Who may avail:</b>	All Malaybalay Residents		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>	
<b>Residential Permit Application</b>			
<ul style="list-style-type: none"> <li>Filled up Unified Application Form for Building Permit (4 copies)</li> </ul>	Building Permit Division		
<ul style="list-style-type: none"> <li>Original Certificate or Lot Locational Plan from LRA (if lessee, Contract of Lease) (4 copies)</li> </ul>	Register of Deed		
<ul style="list-style-type: none"> <li>Survey Plans, design plans and other documents as follows (4 sets):               <ul style="list-style-type: none"> <li>A) Architectural Documents</li> <li>B) Civil/Structural Documents</li> <li>C) Electrical Documents</li> <li>D) Mechanical Documents</li> <li>E) Sanitary Documents</li> <li>F) Plumbing Documents</li> <li>G) Electronics Documents</li> <li>H) Geodetic Documents</li> <li>I) Fire Protection Plan (If Applicable)                   <ul style="list-style-type: none"> <li>- Automatic Fire Suppression System</li> <li>- Wet stand pipe</li> <li>- Dry stand pipe</li> <li>- Kitchen hood suppression</li> <li>- Fire detection &amp; alarm system</li> </ul> </li> </ul> </li> </ul>	Client		
<ul style="list-style-type: none"> <li>Valid license (PRC I.D.) of all involved professionals (3 copies)</li> </ul>	Client		



<ul style="list-style-type: none"> <li>Notarized estimated value of the building/structure to be erected as declared by the owner (4 copies)</li> </ul>		Client		
<ul style="list-style-type: none"> <li>Construction Safety &amp; health program (2 copies)</li> </ul>		Client		
<ul style="list-style-type: none"> <li>Affidavit of undertaking (2 copies)</li> </ul>		Client		
<ul style="list-style-type: none"> <li>Soil test (if applicable) (2 copies)</li> </ul>		Client		
<ul style="list-style-type: none"> <li>Barangay Construction Clearance(2copies)</li> </ul>		Client		
<b>Additional requirements for Institutional, Commercial and Industrial Application</b>				
- ECC (2 copies)		Client		
- SP Resolution (2 copies)		Client		
- ATO Clearance (for Tower Transmitter) (2 copies)		Client		
- Health Clearance (for Tower Transmitter) (2 copies)		Client		
- Clearances from other agencies (DENR, DPWH, PEO, BFP, ZONING CLEARANCE...etc.) (2 copies)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements	1. The processing Staff check and receive the documents	None	20 minutes	<i>Engineer II</i> <i>Engineer I</i> <i>Administrative Aide</i> City Engineer's Office
	<p><b>2. Evaluation/ endorsement/ inspection</b></p> <p><b>2.1 Evaluation</b> Technical Staff evaluates the submitted documents</p> <p><b>2.2 Site Inspection</b> The Technical Staff will conduct actual site verification to ensure that the building to be constructed is in proper position of location with regards to its lay-out plan submitted.</p> <p><b>2.3 Locational Clearance.</b> The Processing Staff will</p>	None	6 days– simple 9 days– complex	<p><i>Engineer -I</i> <i>Architectural In-charge</i> City Engineer's Office</p> <p><i>Engineer -I</i> <i>Line &amp; Grade In-charge</i> City Engineer's Office</p> <p><i>Engineer -I</i> <i>Structural In-charge</i> City Engineer's Office</p> <p><i>Engineer -I</i> <i>Electrical In-charge</i> City Engineer's Office</p>

	<p>secure the Locational Clearance from City Planning &amp; Development Office.</p> <p>2.4 Fire Safety Evaluation Certificate. The processing Staff will secure the FSEC from Bureau of Fire Protection.</p>			<p><i>Acer Operation Officer III</i> <i>Electronic In-charge</i> City Engineer's Office</p> <p><i>Mechanical Engineer</i> <i>Mechanical In-charge</i> City Engineer's Office</p>
3. Secure of payment order from Building Permit Division	<p><b>3 Assessment of fees</b></p> <p>The processing staff will release order of payment</p>	Refer to Building Permit Code Fees & Charges	10 minutes	<p><i>Engineer II</i> <i>Engineer I</i> City Engineer's Office</p>
4 Pay Permit Fee and secure Official Receipt upon payment				<p><i>City Treasurers</i> <i>Office – City Hall</i></p>
5 Submit Official Receipt to Bldg., Permit Division	4. The Technical/ Processing Staff records the payment & Official Receipt Number & submit application documents to Building Official for approval	None	5 minutes	<p><i>Administrative Aide</i> City Engineer's Office</p>
	<p><b>5. Approval.</b></p> <p>- Building Official approves the application</p>	None	4 hours	<p><i>Building Official</i> City Engineer's Office</p>
6. Receive the approved permit	<b>6. Release of approved Permit</b>	None	5 minutes	<p><i>Administrative Aide</i></p>



	- Processing staff releases the approved permit to client			City Engineer's Office
TOTAL:		None	Simple 6 Days, 5 Hours, 10 Minutes  Complex 9 Days, 5 Hours, 10 Minutes	

## 18. Occupancy Permit Application

Newly Constructed Building, change in the existing use or occupancy classification of building shall be required to have a Certificate of Occupancy or Used before being occupied to ensure that structure/building complies with the provision of the existing National Building Code of the Philippines (Presidential Decree 1096).

<b>Office or Division:</b>	Building Permit			
<b>Classification:</b>	Complex			
<b>Type of Transaction:</b>	G2C Government to Transacting Public G2B Government to Business Entity G2G Government to Government			
<b>Who may avail:</b>	All Malaybalay Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Completion Form		Building Permit Division		
Certificate of Final Electrical Inspection		Building Permit Division		
As-Built Plan, if ever there are revisions in plan.		Client		
Fire Safety Certificate (BFP)		Bureau of Fire Protection		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements	1. Technical Staff Check and receive the submitted application w/ complete requirements.	None	10 minutes	<i>Engineer II Engineer I Administrative Aide City Engineer's Office</i>
	<b>2. Site Inspection</b>			<i>Civil Architectural Line &amp; Grade</i>



	<p>2.1 The Technical staff will conduct actual site inspection to cross-check the approved plans &amp; signs on the documents.</p> <p>2.2 The Processing staff will secure FSIC at the Bureau of Fire Protection</p>	None	5 days	<p>Structural Electrical Electronic Mechanical City Engineer's Office</p>
2. Secure breakdown of payment from Building Permit Division	<p><b>3. Assessment of fees</b></p> <p>The processing staff will compute &amp; release the payment order</p>	Refer to Building Permit Code Fees & Charges	10 minutes	<p>Engineer I Line &amp; Grade In-charge City Engineer's Office</p>
3. Pay Occupancy Permit Fee				<p>City Treasurers Office – City Hall</p>
4. Submit Official Receipt to Bldg. Permit Division	<p><b>4. Recording &amp; endorsement</b></p> <ul style="list-style-type: none"> <li>The Technical Staff records the payment &amp; Official Receipt Number &amp; forwards the application to the Division Chief for final review</li> </ul>	None	20 minutes	<p>Administrative Aide City Engineer's Office</p>
	<p><b>5. The Division Chief Reviews the documents and forwards the same to the Building Official for approval</b></p>	None	2 Hours	<p>Division Chief City Engineer's Office</p>
	<p><b>6. Approval</b></p> <ul style="list-style-type: none"> <li>Building official approves the application</li> </ul>	None	4 hours	<p>City Engineer City Engineer's Office</p>
5. Receipt of the approved permit	<p><b>7. Release of Approved Permit</b></p>	None	5 minutes	<p>Administrative Aide City Engineer's Office</p>



	Processing staff releases the approved permit to the client			
<b>TOTAL:</b>		None	5 Days, 6 Hours, 45 Minutes	

## 19. Issuance of Demolition Permit

Building/Structure for demolition are required to secure a permit to ensure that the safety requirements are undertaken and shall be under the direct responsibility of a full time Architect or Civil Engineer in charge of the Demolition.

<b>Office or Division:</b>	Building Permit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Transacting Public G2B Government to Business Entity G2G Government to Government			
<b>Who may avail:</b>	All Malaybalay Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• For Private Owned Structures               <ul style="list-style-type: none"> <li>- Land Title</li> <li>- Tax Declaration</li> <li>- Plan                   <ul style="list-style-type: none"> <li>○ Proposed Area of Demolition</li> <li>○ Safety-Measure Devices</li> </ul> </li> </ul> </li> </ul>				
<ul style="list-style-type: none"> <li>• Additional Requirements for Government Owned Structures               <ul style="list-style-type: none"> <li>- Barangay Resolution</li> <li>- Barangay Clearance</li> </ul> </li> </ul>		Barangay Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements	1. Checking and receiving the submitted requirements.	None	10 minutes	<i>Engineer II</i> <i>Engineer I</i> City Engineer's Office
	2. <b>Evaluation of submitted documents.</b> Processing staff will verify the authenticity of the documents	None	10 minutes	<i>Engineer I</i> <i>Line &amp; Grade In-charge</i> City Engineer's Office



	<b>3. Site Inspection</b> The technical staff will conduct actual site inspection	None	10 hours	<i>Building Inspector I</i> <i>Engineer I</i> <i>Line &amp; Grade In-charge</i> City Engineer's Office
2. Secure breakdown of payment from Building Permit Division	<b>4. Assessment of Fees:</b> The technical staff will compute the amount for the Demolition Permit Fee & release payment order	Refer to Building Code Fees & Charges	10 minutes	<i>Engineer I</i> <i>Line &amp; Grade Inspector</i> City Engineer's Office
3. Pay Demolition Permit Fee and secure Official receipt upon payment				<i>City Treasurers Office</i> – City Hall
4. Submit Official Receipt to Building Permit Division	<b>5. Recording of endorsement</b> - The Technical Staff records the payment & Official Receipt Number & submit application documents to Building Official for approval	None	5 minutes	<i>Administrative Aide</i> City Engineer's Office
	<b>6. Permit Approval</b> The building official approves the permit applied.	None	4 hours	<i>City Engineer</i> City Engineer's Office



5. Receipt of the approved permit	<b>8. Release of Approved Permit</b> Processing staff releases the approved permit to the client	None	5 minutes	Administrative Aide City Engineer's Office
	<b>TOTAL:</b>	None	1 Day 6 Hours 40 Minutes	

## 20. Securing Building/Machineries Clearance for Business Permit

Enterprises are required to secure engineering clearance upon application for Business Permit to ensure that their establishment and machineries had meet minimum standard of design and safety requirements.

<b>Office or Division:</b>	Building Permit			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Transacting Public G2B Government to Business Entity G2G Government to Government			
<b>Who may avail:</b>	All Malaybalay Residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Business License Application Form		Business Permit Licensing Office		
Location Plan / Sketch Plan		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements	1. Checking and recording the submitted requirements.	None	10 minutes	Engineer II Engineer I City Engineer's Office
	<b>2. Site Inspection</b> Assigned staff will schedule site inspection and submit site evaluation report to the Division in charge	None	3 Hours	Building Inspector 1  Engineer I Line & Grade In-charge City Engineer's Office
2. Secure breakdown of payment from Building Permit Division	<b>3. Assessment of Fees</b> The processing staff will	Refer to Building Code	11 minutes	Engineer II Engineer I City Engineer's Office



	compute the amount for the Business Permit Fee	Fees & Charges		
3. Pay Business Permit Fee & secure Official Receipt upon payment	4. Received payment & provide Official Receipt to Client	Refer to Building Permit Code Fees & Charges		City Treasurers Office – City Hall
	<b>5. Granting of Clearance</b> The Building Official / City Engineer signs the Business Permit Application form	None	3 Minutes	City Engineer City Engineer's Office
	<b>6. Release of Clearance</b> The releasing staff will encode the granted permit into the business permit database and. Release the approved Business Permit to the Owner.	None	1 Hour	Administrative Aide City Engineer's Office
<b>TOTAL:</b>		None	4 Hours 24 Minutes	

## 21. Repair of Motorcycles

Repair of city-owned government motorcycles are essential for the effective and efficient operation of the LGU.

<b>Office or Division:</b>	Motor Pool Shop
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	All LGU drivers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Job Order				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
3. Proceed to CEO-Motor pool Shop and fill-up 'Job Order' form	1. Give 'Job Order' form to Client and facilitate the approval of the request	None	2 minutes	<i>Admin Aide II/ Messenger I Mechanical Engineer Mechanic II City Engineer's Office</i>
	4. Assign personnel to conduct the repair of motorcycle based on approved Job Order	None	1 minute	<i>Mechanic II City Engineer's Office</i>
	5. Undertake diagnostic repair of the motorcycle	None	1 hour	<i>Mechanic II City Engineer's Office</i>
	6. Turn-over the damaged spare parts to the end-user for requisition	None		
	7. End-user request procurement of needed spare parts	None		CGSO
	8. Undergo repair of motorcycles: 8.2 Minor repair 8.3 Major repair	None	a. 4 hours  b. 8 hours	<i>Mechanic II City Engineer's Office</i>



	9. Recommend for test drive	None	1 minute	<i>Mechanic II</i> City Engineer's Office
	10. Conduct test drive	None	30 minutes	<i>Mechanic II</i> City Engineer's Office
<b>TOTAL:</b>		None	Minor Repair: 5 Hours 37 Minutes  Major Repair: 9 Hours 37 Minutes	

## 22. Repair of Light Vehicles

Repair of city-owned government light vehicles are essential for the effective & efficient operation of the LGU.

<b>Office or Division:</b>	Motor Pool Shop			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	All LGU drivers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Job Order				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to CEO-Motor pool Shop and fill-up 'Job Order' form	1. Give 'Job Order' form to Client and facilitate the approval of the request	None	2 minutes	<i>Admin Aide II/ Messenger I Mechanical Engineer Mechanic II</i> City Engineer's Office
	2. Assign personnel to conduct the repair of light vehicle based on approved Job Order	None	1 minute	<i>Mechanic II</i> City Engineer's Office

	3. Undertake diagnostic repair of the light vehicles	None	1 hour	<i>Admin. Aide IV (Driver II)</i> City Engineer's Office
	4. Turn-over the damaged spare parts to the end-user for requisition	None		
	5. End-user request procurement of needed spare parts	None		<b>GSO</b>
	6. Undergo repair of light vehicles: a. Minor Repair b. Major Repair	None	a. 4 hours b. 32 hours	<i>Admin. Aide IV (Driver II)</i> City Engineer's Office
	7. Recommend for test drive	None	1 minute	<i>Mechanic II</i> City Engineer's Office
	8. Conduct test drive	None	1 hour	<i>Admin. Aide IV (Driver II)</i> City Engineer's Office
	<b>TOTAL:</b>	None	Minor Repair: 6 Hours 4 Minutes  Major repair: 4 Days 2 Hour 4 Minutes	

## 23. Repair of Heavy Equipment

Repair of city-owned government heavy equipment are essential for the effective & efficient operation of the LGU.

<b>Office or Division:</b>	Motor Pool Shop			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	All LGU drivers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Job Order				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to CEO-Motor pool Shop and fill-up 'Job Order' form	1. Give 'Job Order' form to Client and facilitate the approval of the request	None	2 minutes	<i>Admin Aide II/ Messenger I Mechanical Engineer Mechanic II City Engineer's Office</i>
	2. Assign personnel to conduct the repair of heavy equipment based on approved Job Order	None	1 minute	<i>Mechanic II City Engineer's Office</i>
	3. Undertake diagnostic repair of the heavy equipment	None	4 hours	<i>Mechanic II City Engineer's Office</i>
	4. Turn-over the damaged spare parts to the end-user for requisition	None		
	5. End-user request procurement of needed spare parts	None		<b>GSO</b>



	6. Undergo repair of heavy equipment: a. Minor repair b. Major repair	None	a. 16 hours  b. 40 hours	<i>Mechanic II</i> City Engineer's Office
	7. Recommend for test drive	None	1 minute	<i>Mechanic II</i> City Engineer's Office
	8. Conduct test drive	None	2 hours	<i>HEO</i> <i>Mechanic II</i> City Engineer's Office
<b>TOTAL:</b>		None	Major Repair: 2 Days 6 Hours 4 Minutes  Minor Repair: 5 Days 6 Hours 4 Minutes	

## 24. Repair of Automotive Electrical Wirings

Repair of automotive electrical wirings of all City owned government motorcycles, vehicles & equipment are necessary for the effective and efficient operation of the LGU.

<b>Office or Division:</b>	Motor Pool Shop			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	All LGU drivers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Job Order				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to CEO-Motor pool Shop and fill-up 'Job Order' form	1. Give 'Job Order' form to Client and facilitate the approval of the request	None	2 minutes	<i>Admin Aide II/ Messenger I Mechanical Engineer Mechanic II</i> City Engineer's Office

	2. Assign personnel to conduct repair of automotive electrical wirings of motorcycles, vehicles & equipment based on approved Job Order	None	1 minute	<i>Mechanic II</i> City Engineer's Office
	3. Undertake diagnostic repair of the motorcycles, vehicles & equipment	None	1 hour	<i>Automotive Electrician II</i> City Engineer's Office
	4. Turn-over the damaged spare parts to the end-user for requisition	None		
	5. End-user request procurement of needed spare parts	None		GSO
	6. Undergo repair a. Motorcycle Repair b. Minor Repair c. Major Repair	None	a. 2 hours b. 3 hours c. 16 hours	<i>Automotive Electrician II</i> City Engineer's Office
	<b>TOTAL:</b>	None	a. Motorcycle Repair: 3 Hours 3 Minutes	

		b. Minor Repair: 4 Hours 3 Minutes	
		c. Major Repair: 2 Days 1 Hour 3 Minutes	

## 25. Fabrication and Welding Works

Fabrication and welding works of City owned government vehicles & equipment are essential for the effective and efficient operation of the LGU.

<b>Office or Division:</b>	Motor Pool Shop			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	All LGU drivers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Job Order				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to CEO-Motor pool Shop and fill-up 'Job Order' form	1. Give 'Job Order' form to Client and facilitate the approval of the request	None	2 minutes	<i>Admin Aide II/ Messenger I Mechanical Engineer Mechanic II City Engineer's Office</i>
	2. Assign appropriate personnel to perform the fabrication & welding works based on approved Job Order	None	1 minute	<i>Mechanic II City Engineer's Office</i>
	3. Inspects, evaluates and list materials needed	None	30 minutes	<i>Welder I City Engineer's Office</i>

	4. Conduct fabrication & welding a. Minor Fabrication & Welding b. Major Fabrication & Welding	None	a. 1 hour  b. 1 month	<i>Welder I</i> City Engineer's Office
<b>TOTAL:</b>		None	Minor: 1 Hour 33 Minutes  Major: 1 Month 33 Minutes	

## 26. Preventive Maintenance

Preventive maintenance of City owned government vehicles & equipment.

<b>Office or Division:</b>	Motor Pool Shop			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G Government to Government			
<b>Who may avail:</b>	All LGU drivers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Job Order				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to CEO-Motor pool Shop and fill-up 'Job Order' form	1. Give 'Job Order' form to Client and facilitate the approval of the request	None	2 minutes	<i>Admin Aide II/ Messenger I Mechanical Engineer Mechanic II</i> City Engineer's Office
	2. Assign appropriate personnel to perform the	None	1 minute	<i>Mechanic II</i> City Engineer's Office



	preventive maintenance based on None approved Job Order			
	<p>3. Perform preventive maintenance</p> <p><i>a. Motorcycles</i> Engine Change Oil</p> <p><i>b. Light Vehicles</i> Engine Change Oil Transmission Change Oil Differential Change Oil Greasing</p> <p><i>c. Heavy Equipment</i> Engine Change Oil Transmission Change Oil Hydraulic Change Oil Greasing</p>	None	<p>30 minutes</p> <p>1 hour &amp; 30 min. 1 hour 30 min. 30 min.</p> <p>2 hours 3 hours 3 hours 1 hour</p>	<p><i>Lubeman</i> City Engineer's Office</p>
	<b>TOTAL:</b>	None	<p>Motorcycles: 33 Minutes</p> <p>Light Vehicles: 3 Hours 33 Minutes</p> <p>Heavy Equipment: 1 Day 1 Hour 3 Minutes</p>	



## 27. Recording and Gate-keeping Services (Incoming documents)

Recording and gate-keeping of all official documents for processing based on Document Tracking System-Transaction Protocol Manual (DTS-TPM) are required for the effective and efficient delivery of business transaction in the department.

<b>Office or Division:</b>	Admin. Support Staff			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Transacting Public G2B Government to Business Entity G2G Government to Government			
<b>Who may avail:</b>	All Clients			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Internal Request Slip (Route)		CEO Gate Keeper		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
11. Sign in the client log-book in the office lobby	3. Give the log-book to the client	None	1 minute <sup>1</sup>	Security Guard/Personnel assigned in the office lobby
2 Proceed to CEO-Administrative Support Staff/Gate Keeper and present your official documents	4. Records and barcodes documents, attach transaction slip like ' <i>Internal Route Slip</i> ' then forwards to Department Head for instruction and/or appropriate action	None	5 minutes	<i>Administrative Aide</i> <i>Administrative Aide</i> City Engineer's Office
	5. Provides action or signs pertinent documents; forwards back to gatekeeper for proper recording of instruction or action taken	None	4 hours	<i>City Engineer</i> City Engineer's Office



	and further processing			
	6. Receive documents and records instruction or action taken of Department Head before disseminating it to concerned divisions/employees	None	5 minutes	Administrative Aide Administrative Aide City Engineer's Office
<b>TOTAL:</b>		None	4 Hours, 11 Minutes	

## 28. Recording and Gate-keeping Services (Outgoing documents)

Recording and gate-keeping of all official documents for processing based on Document Tracking System-Transaction Protocol Manual (DTS-TPM) are required for the effective and efficient delivery of business transaction in the department.

<b>Office or Division:</b>	Admin. Support Staff			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Transacting Public G2B Government to Business Entity G2G Government to Government			
<b>Who may avail:</b>	All employees in the department			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Document Tracer Action Slip</b>		Gate Keeper		
<b>Barcode Sticker</b>		Gate Keeper		
<b>Barcode ID</b>		Messenger/Gate Keeper		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to CEO-Administrative Support Staff  Go to the frontline staff/gate-keeper and present your official documents	1. Receive documents and attached with transaction slip like – Document Tracer Action Slip and Barcode Sticker	None	5 minutes	Administrative Aide Administrative Aide



	2. Provides action or signs pertinent documents; forwards back to gatekeeper for proper recording of instruction or action taken and further processing	None	5 minutes	<i>City Engineer</i>
	3. Provide information/entries in the "Document Tracking System" as to where the document should be endorsed/transmitted by the messenger.		5 minutes	<i>Administrative Aide Administrative Aide City Engineer's Office</i>
	4. Transmits all documents to respective employees and offices			
	5. Retrieves completed and partially processed documents  In case of partially processed documents, returns back to concerned	None	1 hour & 30 minutes  (including 15 min. allowance of traveling time from CEO to City Hall)	<i>Administrative Aide City Engineer's Office  Administrative Aide City Engineer's Office</i>



	divisions/e mployees			
<b>TOTAL:</b>		None	2 Hours	

## 29. Request Use of Government Vehicles or Equipment

Provision of transportation services on various official activities and programs based on approved request of the clients.

<b>Office or Division:</b>	Admin. Support Staff			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C Government to Transacting Public G2G Government to Government			
<b>Who may avail:</b>	All Malaybalay residents			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Request of Government Facilities Form</b>		Administrative Support Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client log-book in the office lobby	1. Give the log-book to the client	None	1 minute	<i>Security Guard/Assigned Staff in the office lobby City Engineer's Office</i>
2. Proceed to CEO-Administrative Support Staff/Gate Keeper	2. Guide requesting client request use of government vehicles or equipment to the Department Head, who then require client to fill-up the request form	None	10 minutes	<i>Administrative Aide City Engineer's Office  City Engineer City Engineer's Office</i>
	3. Requesting client hand-carry request form for approval of the Local Chief Executive or	None		<i>City Engineer City Engineer's Office  Local Chief Executive or his authorized representative City Engineer's Office</i>



	his authorized representative			
	4. Upon return of requesting client with the approved request, staff schedules availability of the requested vehicle or equipment and coordinate the driver on the schedule	None	10 minutes	<i>Administrative Officer I</i> <i>Administrative Aide</i> <i>Administrative Aide</i> City Engineer's Office
<b>TOTAL:</b>		None	21 Minutes	



# CITY HEALTH OFFICE



## 1. Pre-Natal Services

Prenatal care is when a pregnant get checkups from a doctor, nurse, or midwife throughout your pregnancy. This care can begin even before pregnancy with a pre-pregnancy care visit to a health care provider.

In prenatal care one has to have at least 4 prenatal check-ups. In order to learn more about the pregnancy and develop a plan, reduce the risk of complications and defects, given appropriate immunization, get accurate nutritional advice and keep track of development.

<b>Office or Division</b>	Non-Communicable Disease			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	Government to Citizen			
<b>Who may avail:</b>	Pregnant Women			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Vital signs taking (Blood pressure, temperature, height, Weight)			3 mins	Barangay Health Worker on duty for the day
2. Secure individual treatment record at room 2			5 mins	Nurses on duty for the day
3. Pre-natal check-up at room 4 <ul style="list-style-type: none"> <li>• Check up</li> <li>• Nutritional status measurement</li> <li>• Tetanus Toxoid Immunization</li> <li>• Micronutrient supplementation</li> <li>• Sched for follow-up check-up</li> </ul>			20 mins	Midwives on duty for the day
4. If needed clients are referred to:				
a.) Laboratory exams		50.00		



Hemoglobin (free during first trimester, only once)		40.00	21 minutes	Anabel Magdula Joy Ruth Bernaldez Eden Pancho Nova May Maghanoy Jeff Marconi T. Nob Menargie P. Del Socorro Maenchie R. Opalla
Blood Typing (free during first trimester)		50.00		
Urinalysis				
STI Testing per doctor's order:				
Syphilis, Hepatitis B, HIV				
b.) Dental check up			15 minutes	Dr Teresita Cruzado Dr Rey Atienza Dentist on duty
c.) Doctor check up			20 minutes	Dr Dennis Sangalang Dr Melirose Detecio Dr. Susan Punongbayan Dr Ann Michelle Go Dr. Jade Gales Dr. Kim Luardo
5. Get medicines in the pharmacy as prescribed			2 minutes	Arlene Neri
<b>TOTAL</b>		<b>Php140</b>	1hour 26 minutes	

## 2. Immunization

Presidential Decree No. 996 Providing for Compulsory Basic Immunization for Infants, Children aged 1 to 4 years old, 5-9 years old and adolescent 10-19 years of age. Immunization is the process of making the body resistant to a specific disease by using a vaccine.



<b>Office or Division</b>		Communicable Disease		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		Government to Citizen		
<b>Who may avail:</b>		0-1 year old Children		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Child Care and Services				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Vital signs taking (Temperature, height, Respiratory rate, Weight )			3 minutes	Barangay Health Worker on duty for the day
2. Secure individual treatment record at room 2			5 minutes	Nurses on duty for the day
3. Immunization at Room 4 (BCG, Penta 1,2,3 , Hepatitis B 1; OPV 1,2,3 DPT-H 1,2, 3; PCV 1,2,3 and MCV1, MCV 2 as scheduled)			5 minutes	Midwife on duty for the day
TOTAL PROCESSING TIME			12 minutes	

### 3. Medical Consultation

Patients / clients seek for medical consultation due to problems that require attention and consideration in planning diagnostic, therapeutic and patient education activities.

<b>Office or Division</b>		Communicable Disease		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		Government to Citizen		
<b>Who may avail:</b>		All ages with medical problems		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral Form from other Hospital				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Vital Signs Taking (Blood Pressure, Temperature, Weight, height, Respiratory Rate, Pulse Rate)			5 minutes	Barangay Health Worker on duty for the day

<p>2. Secure individual treatment record at room 2</p> <ul style="list-style-type: none"> <li>• Assessment</li> <li>• Management</li> <li>• Recording</li> </ul>			<p>5 minutes 15 minutes 2 minutes</p>	<p>Nurses on duty for the day</p>
<p>3. Proceed to as referred:</p> <ul style="list-style-type: none"> <li>• Medical consultation to the Doctor</li>   <li>• Laboratory for requested exam <ul style="list-style-type: none"> <li>* Blood chemistry</li> <li>* Blood Typing</li> <li>* BUA</li> <li>* BUN</li> <li>* Clotting time/bleeding time</li> <li>* Complete Blood count (CBC)</li> <li>* Creatinine</li> <li>* FBS Monitoring</li> <li>* Fecalysis(Stool Exam)</li> <li>* Gram Staining (Urethral and Vaginal Smears)</li> <li>* Hbs Ag</li> <li>* HDL</li> <li>* Hemoglobin Determination</li> <li>* HIV Screening</li> <li>* LDL</li> <li>* Lipid Profile</li> <li>* Newborn Screening</li> <li>* Platelet Count</li> <li>* Pregnancy Test</li> <li>* Proctoscopy</li> <li>* SGOT</li> <li>* SGPT</li> <li>* Syphilis</li> <li>* Total Cholesterol</li> <li>* Triglycerides</li> </ul> </li> </ul>	<p>1055.00 40.00 85.00 85.00 50.00 100.00 75.00 80.00 30.00 50.00 150.00 150.00 50.00 150 150 450 150 60 75 250 150 150 150 85 220 50 650 20 1000</p>	<p>20 minutes</p> <p>5 minutes</p>	<p>Dr. Dennis Sangalang Dr. Melirose Detecio Dr. Susan Punongbayan Dr Ann Michelle Go Dr. Jade Gales</p> <p>Anabel Magdula Joy Ruth Bernaldez Eden Pancho Nova May Maghanoy Jeff Marconi T. Nob Menargie P. Del Socorro Maenchie R. Opalla</p>	



<ul style="list-style-type: none"> <li>* Urinalysis</li> <li>* HBA 1C</li> <li>* RH Typing</li> <li>* Rapid Antigen Test</li> <li>* Real Time Reverse Transcriptase Polymerase Chain Reaction (rT-PCR)</li> </ul>				Kharl Karen Libot Jennifer Victoria  Nurses on duty for the day  Marlon Yongco Maila Manuel  Nemesia Babanto
<ul style="list-style-type: none"> <li>• Schistosomiasis assessment and treatment (Clients for proctosigmoidoscopy)</li> </ul>			20 minutes	Kharl Karen Libot
<ul style="list-style-type: none"> <li>• Room 4 for wound dressing/ nebulization</li> </ul>			15 minutes	Emilie Estrada Francium Lazareta
<ul style="list-style-type: none"> <li>• NTP room for evaluation and treatment</li> </ul>			20 minutes	
<ul style="list-style-type: none"> <li>• STI/HIV-AIDS Social Hygiene</li> </ul>			20 minutes	
<ul style="list-style-type: none"> <li>• Newborn Screening</li> </ul>			15 minutes	
<ul style="list-style-type: none"> <li>• Dog Bite assessment and treatment</li> </ul>			15 minutes	
4. Get medicine at the Pharmacy as prescribed and available			3 minutes	Arlene Neri
<b>TOTAL PROCESSING TIME</b>			<b>50 minutes average</b>	



## 4. Dental Services

Oral health services are offered to clients at varying age groups. Provided services : oral examination, oral prophylaxis/ scaling, gum treatment, temporary/permanent filling and education/counselling on good oral hygiene, diet and adverse effects of tobacco/smoking, alcohol, sweetened beverages and food

<b>Office or Division</b>	Non-Communicable Disease			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	Government to Citizen			
<b>Who may avail:</b>	All ages			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Residence Certificate		Barangay Treasurer		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Check for scheduled date			2 minute	Anita Buquiran Lemuel Sulinay
2. Vital Signs Taking (Blood Pressure, Weight)			2minutes	Barangay Health Worker on duty for the day
3. Secure individual dental record			2 minutes	Anita Buquiran Lemuel Sulinay
4. Pay dental fee at the cashier		100	2 minutes	Nora Estardo
5. Dental procedure			20 minutes	Dentist on duty Dr. Teresita Cruzado Dr. Reynaldo Atienza
6. Get medicines at the Pharmacy			3 minutes	Arlene Neri
TOTAL PROCESSING TIME			31 minutes	

## 5. Newborn Screening

Newborn screening test for developmental, genetic and metabolic disorders of newborn babies. It identifies conditions that can affect a child's long term health or survival. Early detection, diagnosis and intervention can prevent death or disability and enable children to reach full potential.



<b>Office or Division</b>	Non-Communicable Disease			
<b>Classification</b>	Highly Technical Application			
<b>Type of Transaction</b>	Government to Citizen			
<b>Who may avail:</b>	Newborn Babies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Residence Certificate				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Pay newborn screening fee at the cashier		1750	2 minutes	Nora Estardo
2. Nursing section for the screening test			5 minutes	Kharl Karen Libot
3. Send blood sample to Manila <ul style="list-style-type: none"> <li>For positive babies, within 14 days after blood is collected parents would be notified.</li> <li>For confirmation of the positive result, the baby is then referred to a Neonatologist.</li> </ul>			Within 14 days	Kharl Karen Libot
4. Counselling for positive patients			15 minutes	Dr. Melirose Deticio
TOTAL PROCESSING TIME			22 minutes	

## 6. Family Planning

Mandate Executive Order 119 and Executive Order 102: To provide universal access to family planning information, education and services whenever and wherever these are needed. Provides information and services for the couples of reproductive age to plan their family according to their beliefs and circumstances through legally and medically acceptable Family Planning Methods.

This facilitates the achievement of desired family size through accelerated and sustained reduction in unmet need for modern family planning method.

<b>Office or Division</b>	Non-Communicable Disease			
<b>Classification</b>	Highly Technical Application			
<b>Type of Transaction</b>	Government to Citizen			
<b>Who may avail:</b>	Men and Women of Reproductive Age (15-49) years old, Including adolescents.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Vital signs taking (Blood Pressure, Pulse Rate, Respiratory rate, Weight)			2 minutes	Barangay Health Worker on duty for the day
2. Proceed to Family Planning Room <ul style="list-style-type: none"> <li>• Orientation on Family Planning Methods</li> <li>• Physical Assessment</li> </ul>			15 minutes	Midwife on Duty for the day
3. Pay to the Cashier			2 minutes	Nora Estardo
4. Provision/Insertion of the method			3 minutes	Midwife on Duty for the day
<b>TOTAL PROCESSING TIME</b>			22 minutes	

## 7. Issuance of Health/Medical/Dental/Gender/Water Potability Certificate and Sanitary Permit

Medical certificate is a component requirement in occupational clearances and other agencies/institution that requires medical/health certification.

Gender certificate shall be issued only after the required physical and medical examinations are performed and immunizations are administered at prescribed intervals.



Presidential Decree 856 (Sanitation Code of the Philippines) states that no person shall be employed in any food establishment without a Health Certificate issued by the local health authority. Water Sampling and Analysis ensures water is of a quality and standard appropriate to its use and determines the treatment processes required to ensure the supply of safe water.

<b>Office or Division</b>	Environmental and Forensic			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	Government to Citizen			
<b>Who may avail:</b>	All ages			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Food/Non-Food Employment: <ul style="list-style-type: none"> <li>Urine and Stool Examination, Chest x-Ray</li> </ul> For Office Employment: <ul style="list-style-type: none"> <li>Urine and Stool Examination, Blood tests, Chest X-ray and Neuro-Psychiatric Examination and Drug test.</li> </ul> For Commercial Social Workers: <ul style="list-style-type: none"> <li>HIV Test, HBsAG Test, VDRL/RPR examination</li> </ul> For Water Potability: <ul style="list-style-type: none"> <li>Water Source sampling laboratory result</li> </ul> For Medico-legal <ul style="list-style-type: none"> <li>Police Report</li> </ul>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements to the officer on duty for evaluation			5 minutes	Ned Melendez Jenny Jane Jumamoy Darwin Toledo Candy Grace Estrada
2. Pay required fees		100	2 minutes	Nora Estardo
3. Present official receipt to the Sanitary Inspector and secure health certificate form			5 minutes	Ned Melendez Jenny Jane Jumamoy Darwin Toledo



4. Hand carry health certificate for the doctors signature			3 minutes	Dr Dennis Sangalang Dr Melirose Detecio Dr. Susan Punongbayan Dr Ann Michelle Go Dr. Jade Gales
TOTAL PROCESSING TIME			15 minutes	

## 8. Issuance of Exhumation and Transfer of Cadaver Permit

This service issues the permit for the removal of the remains for reuse of niches. Pursuant to Section 5 Chapter 21, IRR of PD. 856, and the remains for disinterment shall be subject to the following conditions:

- If the person died of non-communicable diseases, disinterment is only granted after a burial period of three (3) years.
- If the person died of communicable diseases, disinterment may be granted after a burial of 5 years.
- Disinterment of remains covered in one and two years may be permitted within a shorter time, subject to the approval of the Regional Director of the Department of Health or his duly authorized representative.

The remains shall be disinfected and placed in a durable and sealed container prior to their final disposal.

<b>Office or Division</b>		Environmental and Forensic		
<b>Classification</b>		Simple		
<b>Type of Transaction</b>		Government to Citizen		
<b>Who may avail:</b>		General public		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Death Certificate of the cadaver to be transferred				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements to the officer on duty for evaluation			5 minutes	Ned Melendez Jenny Jane Jumamoy Darwin Toledo

2. Pay required fees		100	2 minutes	Nora Estardo
3. Hand carry prepared permit for the doctors signature			3 minutes	Dr Dennis Sangalang Dr Melirose Detecio Dr. Susan Punongbayan Dr Ann Michelle Go Dr Jade Gales
<b>TOTAL PROCESSING TIME</b>			10 minutes	

## 9. Physical Rehabilitation

Physical therapy is provided by physical therapists who promote, maintain, or restore health through physical examination, diagnosis, prognosis, patient education, physical intervention, rehabilitation, disease prevention and health promotion.

<b>Office or Division</b>	Physical Rehabilitation			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	Government to Citizen			
<b>Who may avail:</b>	Infant, children and adolescents, adults and aged who are diagnosed with stroke, cerebral palsy, scoliosis, Bell's palsy, post operation fracture and other musculoskeletal defects.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral from a Certified Doctor of Medicine				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Vital signs taking (Blood Pressure, Pulse Rate, Respiratory rate, Weight)			2 minutes	Lloyed Aster Dominguez Lianne Jones Cajegas Claire Myra Costonera
2. Patients assessment/ evaluation			10 mins	Lloyed Aster Dominguez Lianne Jones Cajegas

				Claire Myra Costonera
3. Physical rehabilitation treatment			1 hour	Lloyd Aster Dominguez Lianne Jones Cajegas Claire Myra Costonera
4. Post treatment vital signs			3 minutes	Lloyd Aster Dominguez Lianne Jones Cajegas Claire Myra Costonera
<b>TOTAL PROCESSING TIME</b>			1 hour 15 minutes	

## 10. COVID 19 VACCINATION

This vaccination aims to protect against Covid 19. Targeted age groups are scheduled for doses of vaccine injection.

<b>Office or Division</b>	City Health Office _Vaccination Area			
<b>Classification</b>	Simple			
<b>Type of Transaction</b>	Government to Citizen			
<b>Who may avail:</b>	Senior citizens, Frontliners, Aged 12 years old and above			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Referral from a Certified Doctor of Medicine				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get individual vaccination registration form and counselling			5 minutes	Anita Boquiran Menchu Tiamson Counsellor on duty for the day
2. Client registration VVAS 3.0 system			3 mins	Registrar on duty for the day



3.Vital signs taking (Blood Pressure, weight, respiration, pulse,O2 Saturation)			2 minutes	Barangay Health Worker on duty for the day
4. Screening			5 minutes	Doctor on duty for the day Nurses on duty for the day
5.Vaccination			2 minutes	Nurses and midwives on duty for the day
6.Post monitoring				
Vital signs taking			15 minutes	Barangay Health Worker on duty for the day
Online system post recording			3 minutes	Recorder on duty for the day
Doctor post assessment			3 minutes	Doctor on duty for the day
<b>TOTAL PROCESSING TIME</b>			<b>38 minutes</b>	



# **CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE**



## 1. Assistance to Individuals and Families in Crisis Situation (AIFCS)

This service provides assistance to individuals and families who are in extremely difficult situations and have inadequate resources.

<b>Office or Division:</b>	City Social Welfare and Development Office – Special Social Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Transacting Public			
<b>Who may avail:</b>	Walk-in Clients / Individuals and Families at least 18 years old			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Medical Assistance - Referral Slip - Hospital bill or medical prescription  - Barangay Certification -Community Tax Certificate (cedula) - Valid identification card of client		-City Mayor's Office / Sangguniang Panlungsod -Hospital where patient was confined or physician where medical check-up was done -Barangay Office where client is residing		
Burial Assistance - Referral Slip - Death Certificate - Barangay Certification - Community Tax Certificate (cedula) - Valid identification card of client		-City Mayor's Office -City Civil Registrar's Office -Barangay Office where client is residing		
2 photocopies of each document except for the referral slip				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Approach GATEKEEPER for assistance and assessment	Assess/check client's eligibility for assistance and requirements presented	None	5 minutes	<i>Social Welfare Aide</i> CSWDO
Go to worker assigned for interview and signing of documents	Interview client and prepare documents. Let client sign the Certificate of Eligibility form.	None	40 minutes	<i>Social Workers</i> <i>Administrative Aides</i> CSWDO
	Counter-check and sign documents before processing	None	15 minutes	<i>Social Welfare Officer III</i> <i>Social Welfare Officer IV</i>



				OIC-CSWDO CSWDO
Follow-up release of assistance		None	1 hour after for petty cash 5 days for check	Cashier – City Treasurer’s Office
<b>TOTAL:</b>		None	1 hour	

## 2. Issuance of Solo Parent ID Card

The office issues identification cards to registered solo parents in the City of Malaybalay to avail of the package of social development and welfare services for solo parents and their children.

<b>Office or Division:</b>	City Social Welfare and Development Office – Socio-economic Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Transacting Public			
<b>Who may avail:</b>	Qualified Solo Parents as stipulated in Republic Act 8972 or the Solo Parents Welfare Act			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Proof that applicant is a solo parent Either of the following: <ul style="list-style-type: none"> <li>- Death certificate of spouse</li> <li>- Decree of legal separation or annulment</li> <li>- Sworn statement of circumstances as a solo parent</li> </ul>		Public Attorney’s Office or any private lawyer		
Barangay Certification of Residency, indicating that applicant is a solo parent  Community Tax Certificate (cedula)		Barangay Office where client is residing		
Photocopy of Birth Certificate of children below 18 years old				
2 pieces 1x1 picture				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Approach the worker in the Family Welfare Section	Check requirement submitted	None	3 minutes	Social Welfare Officer / CSWDO
Fill out Registration Form for solo parents	Conduct interview with the client to	None	20 minutes	Social Welfare Officer /



	get pertinent information.			CSWDO
	Prepare ID card	None	5 minutes	Social Welfare Officer / CSWDO
Receive ID card and sign logbook	Record in the logbook	None	2 minutes	Social Welfare Officer / CSWDO
<b>TOTAL:</b>			30 minutes	

### 3. Issuance of ID Card for Person with Disability

The office provides identification cards to registered persons with disability (PWD) in the City of Malaybalay to be able to avail of the privileges stipulated in the laws.

<b>Office or Division:</b>	City Social Welfare and Development Office – Socio-economic Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Transacting Public			
<b>Who may avail:</b>	Persons with Disability			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished Application Form signed by a medical doctor		CSWD Office		
Disability Certificate		PWD's physician		
Barangay Certification for Residency		Barangay Office where client is residing		
Photocopy of birth certificate				
4 pieces 1x1 picture				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Approach the worker in the Family Welfare Section and request for PWD ID Application Form	Provide checklist of requirements and PWD application form	None	3 minutes	Social Welfare Assistant CSWDO
Fill-out application form  Go to the City Health Office for Disability Check-up and for doctor's signature  Submit complete requirements to CSWD Office	Check requirements submitted	None	5 minutes	Social Welfare Assistant CSWDO



	Conduct interview with the client to get pertinent information.	None	15 minutes	Social Welfare Assistant CSWDO
	Prepare ID card	None	5 minutes	Social Welfare Assistant CSWDO
Receive ID card and sign logbook	Record in the logbook	None	2 minutes	Social Welfare Assistant CSWDO
<b>TOTAL:</b>		None	30 minutes	

#### 4. Issuance of Certificate of Indigency

A Certificate of Indigency is issued to indigent residents of Malaybalay City to avail the free legal assistance, correction of birth certificate, medical assistance, scholarship program and other services of different agencies.

<b>Office or Division:</b>	City Social Welfare and Development Office – Socio-economic Services Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Transacting Public			
<b>Who may avail:</b>	Walk-in Clients / Individuals and Families at least 18 years old			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Barangay Certification of Residency and Indigency Community Tax Certificate		Barangay Office where client is residing		
Land Holding Tax Certification		City Assessor's Office		
Certificate of Tax Exemption		Bureau of Internal Revenue		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Approach the worker in the Livelihood and Community Welfare Section	Check requirement submitted	None	3 minutes	Project Development Officer I CSWDO
	Conduct interview with the client to get pertinent information.	None	10 minutes	Project Development Officer I CSWDO
	Prepare certification	None	5 minutes	Project Development Officer I CSWDO
Receive certification and sign logbook	Record in the logbook	None	2 minutes	Project Development Officer I CSWDO
<b>TOTAL:</b>		None	20 minutes	



# **CITY ECONOMIC ENTERPRISE DEVELOPMENT & MANAGEMENT OFFICE**





## 1. Renewal of Lease Contract

The renewal of lease contract is a pre-requisite for the market stall lessee to operate their respective business at the public market. This is to ensure that they have settled their financial obligation at CEEDMO. Market stall lessees are required to renew their lease contract every month of January of the year.

<b>Office or Division:</b>	City Economic Enterprise Development Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Market Stall lessee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Community Tax Certificate (1 photocopy)		City Hall, Brgy		
2. 1x1 ID picture (1pc)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure Lease Contract at the CEEDMO- records section	1. Provide Lease Contract to the client	None	5 mins	Records Officer III
2. Fill-up the forms with pertinent data	2. Check if forms are properly filled up	None	10 mins	Records Officer III
3. Submit Lease Contract	3. Received the required document & Lease Contract and check for completeness	None	15 mins	Records Officer III
4. Client gets his/her copy of the Lease Contract	4. Provide client his/her copy of the Lease Contract	None	5 mins	Records Officer III
<b>TOTAL:</b>		NONE	35 mins	



## 2. Provision of Vacant Stalls for Lease at the City Public Market

CEEDMO offers for lease any vacant stalls at the city public market. The adjudication of vacant stalls is awarded by the Market Committee of the City of Malaybalay.

<b>Office or Division:</b>	City Economic Enterprise Development Management Office			
<b>Classification:</b>	Highly Technical			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid ID Photocopy (1 copy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig		
2. Community Tax Certificate (1 photocopy)		City Hall, Brgys		
3. 2x2 I.D Picture (2 pcs)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire about the vacant stalls by referring to the notice of vacancy posted in bulletin boards and or announced in the local radio	1. Facilitate radio announcement & posting of the notice of vacancy at conspicuous places e.g. city plaza, city hall & public market	None	10 days	Market Supervisor IV Local Rev. Officer IV Records Officer III
2. Secure application letter and letter of intent at the CEEDMO – records section	2. Provide application letter & letter of intent to client	Application Letter/Letter of Intent – PHP 100.00	10 mins	Records Officer III
3. Fill-up the forms with pertinent data	3. Check if forms are properly filled up	None	5 mins	Records Officer III
4. Submit application letter and letter of intent at CEEDMO – records section	4. Receive the documents and check for completeness	None	5 mins	Records Officer III
5. Participate in the conduct of stall adjudication	5. Inform the client about the schedule of the stall adjudication	None	10 mins	CEEDM-OFFICER



6. Awarding of Stalls	6. Award the stall to the respective applicant	Occupancy Fee – PHP 20,000.00	20 mins	Market Committee Chairman
	<b>TOTAL:</b>	PHP 20,100.00	10 days, 50 mins	

### 3. Securing Tax Clearance for Market Vendors

CEEDMO being the collection arm of the City Government of Malaybalay, aim towards collection efficiency and transparency. Market vendor seek to avail tax clearance to determine any financial accountability that needs to be settled at the office of CEEDMO. Market vendors usually secure tax clearance during the renewal of Business Permit & Lease Contract every January of the year.

<b>Office or Division:</b>	City Economic Enterprise Development Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Market Vendors of the City of Malaybalay			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire for tax clearance certificate which can be availed at CEEDMO records section	1. Facilitate queries of transacting public client	None	2 mins	Records Officer III
2. Settle delinquency if there's any as indicated in customer ledger	2. Receipt payment of delinquency and issue Official Receipt (OR) of said payment	None	5 mins	Records Officer III
3. Payment of Tax Clearance	3. Receipt Tax Clearance Payment and issue Official Receipt (OR) thereat	PHP 100.00	3 mins	LRCO - II
4. Secure the original copy of Tax Clearance	4. Provide client the original copy of Tax Clearance and detach one (1) copy for office copy	None	5 mins	Records Officer III
	<b>TOTAL:</b>	PHP 100.00	15 mins	



#### 4. Provision Of Low-Cost Burial Service

The City of Malaybalay envisioned to provide decent but low-cost burial service to the concerned constituents who cannot afford the luxury of private cemetery services. With this objective, the City Memorial Park (CMP) facility was operational since May of 2006 and since then facilitates to provide efficient and decent burial services to the constituents of the City of Malaybalay

<b>Office or Division:</b>	City Economic Enterprise Development Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Community Tax Certificate (1 Photocopy)		City Hall Brgy		
2. Death Certificate – (1 Photocopy)		City Civil Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire at CEEDMO on how to avail a space at the City Memorial Park (CMP)	1. Facilitate the inquiry of the client regarding the CMP services availment	None	3 mins	Admin.Asst II/Clerk IV
2. Pay for burial fee and leasehold fee	2. Receipt payment for burial fee and CMP leasehold fee	None	3 mins	Admin.Asst II/Clerk IV
3. Secure CEEDMO Tax Clearance at the CEEDMO – Records Section	3. Provide CEEDMO Tax Clearance to concerned client	Niches/Burial Fee - PHP 5,100.00/8yrs Columbarium/ Burial Fee- PHP 1,600.00/5yrs	5 mins	Admin.Asst II/Clerk IV
4. Submit a copy of Death Certificate of the deceased & the Community Tax Certificate of the transacting family or next of kin	4. Receive the required document and check the veracity/ completeness of the document	None	5 mins	Admin.Asst II/Clerk IV
5 Orientation of relative on CMP rules & regulation.	5. Orient relative/next of kin on CMP rules & regulation	None	10 mins	Admin.Asst II/Clerk IV



6. Signing of Contract	6. Facilitate CMP Contract Signing	None	2 mins	Admin.Asst II/Clerk IV
7. Scheduling of burial date	7. Inform/notify of burial specifics e.g name of deceased, age, address, date & time of burial to the assigned personnel	None	5 mins	Admin.Asst II/Clerk IV
8. Avail Burial Services for deceased relative	8. Facilitate burial service	None	30 mins	Admin Aide III
	<b>TOTAL:</b>	Columbarium/ Burial Fee- PHP 1,600.00	1 hr, 3 mins	
		Niches/Burial Fee - PHP 5,100.00		

## 5. Provision of Tabo Area For Lease

To encourage local farmers to continue producing goods for the locality. The City Government of Malaybalay provide an avenue where they could sell & display their goods for local consumption at the public market facility. The provision of tabo area for lease is specifically intended for all local farmers where they could offer and display their distinct and wide array of locally produce farm products.

<b>Office or Division:</b>	City Economic Enterprise Development Management Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	All			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Community Tax Certificate – (1 photocopy)		City Hall/Barangay Office		
2. 2x2 size photo – 2 pcs				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire about the vacant space at the Tabo Area of the Public Market at CEEDMO	1. Facilitate the query of the client for the availability of vacant space at Tabo Area	None	5 mins	Market Supervisor II



2. Secure Application Form at CEEDMO Records Section	2. Provide application form to client	Application Fee - PHP 100.00	5 mins	Records Officer III
3. Submit fully accomplished application form at CEEDMO – Records Section	3. Check if forms are properly filled up	None	5 mins	Records Officer III
4. Attend orientation briefing on tabo rules and regulation	4. Facilitate orientation on tabo rules & regulation to Tabo Client	None	10 mins	Market Supervisor II
<b>TOTAL:</b>		PHP 100.00	25 mins	

## 6. Provision of Account Balance Inquiry

This service adheres to provide transparency of accounts to the market stall lessee in relation to the collection aspect of the office of CEEDMO. Market Vendors are welcome to personally identify the veracity of their accounts with basis to the payment they made at CEEDMO.

<b>Office or Division:</b>	CEEDMO – Revenue Collection Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Market Stall Lessee			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipt		CEEDMO – Rev. Collection Division		
2. Cash Tickets				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire at the collection record at CEEDMO Revenue Collection Division	1. Facilitate, assist and answer the query of client	None	15 mins	LRCO II
2. Confer collection record per individual ledger of the requesting party/client	2. Check and clarify individual ledger of client	None	10 mins	LRCO II
<b>TOTAL:</b>		NONE	25 mins	



## 7. Provision for Entrance Fee Compliance Of The Public Utility Vehicles (PUV'S)

This particular service is geared to help augment the financial capability of Malaybalay – LGU. That is, to initiate strategies in aid to enhance the revenue measures for the City of Malaybalay. Thus, the provision for entrance fee compliance of the public utility vehicles (PUV'S) that operates in the locality.

<b>Office or Division:</b>	CEEDMO – Revenue Collection Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Malaybalay City – PUV Operators & Drivers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipt		CEEDMO – Rev. Collection Division		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure cash ticket/official receipt from CEEDMO Bonded Collector, assigned at tool booth (Bus/Multicab & Motorela)	1. Issue Cash Ticket/Official Receipt to PUV operators & driver on daily basis for entrance fee	Entrance Fee of PUV's  Motorela – PHP 6.00  Multicab – PHP 11.00  Bus Big - PHP 50.00 Minibus – PHP 30.00	2 mins	RCC III, LRCC III.
2. Pay for entrance fee	2. Receipt & record payments of entrance fees from PUV operators & drivers	None	2 mins	RCC III, LRCC III
<b>TOTAL:</b>			4 mins	

## 8. Provision on Advertisement & Use of Market Space

The provision on advertisement & use of market space is another venue to increase and or boost the financial efficacy of CEEDMO being an economic enterprise. Moreover, advertising agencies are also catered to facilitate promotional agenda to market new & available products in the market.



<b>Office or Division:</b>	CEEDMO – Revenue Collection Division			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2B – Government to Business			
<b>Who may avail:</b>	Advertising Agencies/Company			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Intent of Advertising Agency/Compay		Requesting		
2. Project/Business Proposal		Company/Agency		
3. Mayor's Permit		City Mayors Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire at CEEDMO for availability	1. Facilitate query of client	None	3 mins	Market Supervisor II,II,IV
2. Submit letter of intent & Business proposal, & secure Mayor's permit, & pay necessary fee upon approval of City Mayor's Office..	2. Assess & approve the request, & issue City Mayor's permit after receiving official receipt.			CMO (Admin. Aide III) (Admin. Aide)  CTO (LRCC – I)
3. Present Mayor's Permit at CEEDMO for approval as to availability of space	3. Approve as to space & compute fees	Posting Advertisement Fee PHP 5.00/sq.m/ day  Vacant Market Space *Area x 12.00/day of occupation	15 mins	LRCO - II
4. Pay advertising fee at CEEDMO Revenue Collection Division	4.Receive payment and issue official receipt	Computed amount	5 mins	LRCO - II
	<b>TOTAL:</b>		23 mins	

## 9. Provision of Bulk Water Supply from MCGWSS to MCWD

The City Government of Malaybalay established the Kibalabag Water Supply to address the pressing demand of the city for a potable and adequate water supply for the city's residents. In partnership with the Malaybalay City Water District as the sole water utility that was sanctioned by the Local Water Utilities Administration (LWUA) to do business in the City of Malaybalay. Thus,



the City Government of Malaybalay through the Malaybalay City Government Water Supply System (MCGWSS) sold and or provide the bulk of water supply from the Kibalabag Water Supply to the Malaybalay City Water District (MCWD) for distribution to the Malaybalay City concessionaires.

<b>Office or Division:</b>	CEEDMO – Malaybalay City Government Water Supply system			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	Malaybalay City Water District			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Memorandum of Agreement		City established resolution		
2. Water Monthly Billing		MCGWSS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESsing TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Reference to MOA MCWD can avail supply of Bulk water from MCGWSS	1. Coordination between MCGWSS & MCWD in production of water supply.	WATER MONTHLY BILLING		WATERWORKS SUPERINTENDENT
2. Water Supply Monthly Production Coordination Meeting	2. The client, MCWD conducts coordination meeting with MCGWSS to further discussion of important matters on water production issues.			MCGWSS HEAD  Waterworks Superintendent  MCWD Manager & Key personnels

## 10. Slaughtering of Animals

The Slaughterhouse Section of CEEDMO is managed and operate its practices in strict adherence to National Meat Inspection Syetem (NMIS) protocol. The Slaughter House facility and its personnel comply with the NMIS standard of operation to ensure the wellness and health of the concerned public by providing clean and safe meat for public consumption.

<b>Office or Division:</b>	CEEDMO-Slaughterhouse
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen



<b>Who may avail:</b>		Meat vendors and walk in clients		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Veterinary Health Certificate		City Veterinary Office		
2. Certificate of Ownership for large animals		City Veterinary Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire how to avail the services	1. Facilitate the query of the client	None	5 mins	Slaughter Master III Admin staff
2. Weighing the live animals	Facilitate the animal to live weighing scale	50 cents /kilo	5 mins/head	Slaughter personnel
3. Receiving the animals from the owner brought to the Slaughterhouse	2. Check the animals and necessary requirements	None	10 mins	CEEDMO personnel
4. Slaughtering processes	3. Accept the animals and ready for slaughtering	None	<b>Small animals-</b> 45 min/hd <b>Large animals</b> 1hr/hd	CEEDMO butchers
5. Weighing of carcass	5. Weigh the animals using the digital weighing scale	None	3 mins	CEEDMO personnel
6. Billing	6. Compute the carcass	<b>Small animals</b> slaughter fee- 250/head ante mortem fee- 10/hd stockyard fee- 10/hd post mortem .50 cents/kilo delivery fee- 20/hd <b>Large animals</b> slaughter fee-	2mins	CEEDMO personnel

		350/hd stockyard fee- 20/hd ante mortem fee- 25/hd post mortem fee- .50/hd delivery fee-40/hd <b>Dressed          Chicken</b> slaughter fee- 20/kilo ante mortem fee- 50/hd post mortem 50/hd <b>Quail</b> slaughter fee- 40/kilo ante mortem fee- 50/hd post mortem 50/hd		
7. Collection of fees	Issued official receipt	None	10 mins	CEEDMO personnel
8. Dispatch/delivery of carcasses to meat establishments	Loading of animals to meat van	None	10mins	CEEDMO butchers
<b>TOTAL:</b>		NONE	(small animals) 1hr & 30min (large animals) 1hr & 35 min	



## FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	The client must fill up the feedback slip and drop it on the provided feedback/suggestion box.
How feedbacks are processed	<p>The feedback/suggestion box is opened Weekly by the CHRMO personnel.</p> <p>Feedback needing attention/answers will be forwarded to the respected Office for proper action.</p> <p>The complainant or the person concerned will be notified of the answer/action of the office.</p>
How to file a complaint	<p>By filling up the client's feedback slip and dropping it in the feedback/suggestion box.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information</p> <ul style="list-style-type: none"> <li>• Name of person being complained</li> <li>• Incident</li> <li>• Evidence</li> </ul> <p>For inquiries and follow-ups, Clients may contact the following telephone number : (088)813-5545</p>
How complaints are processed	<p>The CHRMO opens the complaints drop box on a Weekly basis and evaluates each complaint.</p> <p>Upon evaluation, the CHRMO shall start the investigation and forward the complaints to the relevant office for their explanation.</p> <p>The CHRMO will create a report after the investigation and shall submit it to the Head of Office for appropriate action.</p> <p>The CHRMO will give the feedback to the client.</p> <p>For inquiries and follow-ups, Clients may contact the following telephone number : (088)813-5545</p>
Contact Information of City Mayor's Office	<p>New City Hall Compound, Sayre Highway Barangay Casisang, City of Malaybalay.</p> <p>Phone (Fax): (088)813-2739</p> <p>Phone (Landline): (088)813-5643</p> <p>Email: cmomalaybalay2019@gmail.com</p>



## LIST OF OFFICES

Office	Address	Contact Information
City Mayors Office	2 <sup>nd</sup> floor, New City Hall, Barangay Casisang Malaybalay City	(088)813-5643
Business and Licensing Office	1 <sup>st</sup> floor, New City Hall, Malaybalay City	(088)813-2880
City Urban Development Housing	1 <sup>st</sup> floor, New City Hall, Malaybalay City	(088)813-7121
City Disaster Risk Reduction Management Office(CDRRMO)	Market Site, Barangay 9, Malaybalay City	(088)813-3611
Acer/ 117	San Isidro St., Barangay 8, Malaybalay City	(088)813-4441
City Tourism Office	Murillo St., Barangay 8, Malaybalay City	(088)813-3404
Sangguniang Panlungsod	Claro M. Recto St. Barangay 1 Malaybalay City	(088)813-4350
Administrators Office	2 <sup>nd</sup> floor, New City Hall, Barangay Casisang Malaybalay City	(088)813-4707
City Human Resource Management Office (CHRMO)	2 <sup>nd</sup> floor, New City Hall, Barangay Casisang Malaybalay City	(088)813-5545
City Planning Development Office(CPDO)	2 <sup>nd</sup> floor, New City Hall, Barangay Casisang Malaybalay City	(088)813-2754
City Civil Registrar Office(CCRO)	1 <sup>st</sup> floor, New City Hall, Barangay Casisang Malaybalay City	(088)813-5816
City General Services Office	1 <sup>st</sup> floor, New City Hall, Barangay Casisang Malaybalay City	(088)813-5639
City Budget Office	2 <sup>nd</sup> floor, New City Hall, Barangay Casisang Malaybalay City	(088)813-5682
City Accounting Office	2 <sup>nd</sup> floor, New City Hall, Barangay Casisang Malaybalay City	(088)813-2940
City Treasurers Office	1 <sup>st</sup> floor, New City Hall, Barangay Casisang Malaybalay City	(088)813-3772
City Assessors Office	1 <sup>st</sup> floor, New City Hall, Barangay Casisang Malaybalay City	(088)813-5704
City Legal Office	2 <sup>nd</sup> floor, New City Hall, Barangay Casisang Malaybalay City	(088)813-4706
City Agriculture Office	Barangay Casisang, Malaybalay City	(088)813-1254
City Veterinary Office	Barangay Casisang, Malaybalay City	(088)813-3205
City Environment and Natural Resources Office(CENRO)	1 <sup>st</sup> floor, New City Hall, Barangay Casisang Malaybalay City	(088)813-2977
City Engineers Office	Barangay Casisang, Malaybalay City	(088)813-1695
City Health Office	Freedom Park, Barangay 4 Malaybalay City	(088)813-0738



City Social Welfare and Development Office(CSWDO)	1 <sup>st</sup> floor, New City Hall,Barangay Casisang Malaybalay City	(088)813-3054
City Economic Enterprise Development and Management Office	Market Side, Barangay 9 Malaybalay City	(088)813-4759



## CITY ADMINISTRATOR'S OFFICE

☎ 0917 -135-2831

🌐 (088) 813-4726/(088) 813-4761/Local 105

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📘 Lgu Malaybalay Adminfo