

Caloocan City CITIZENS CHARTER

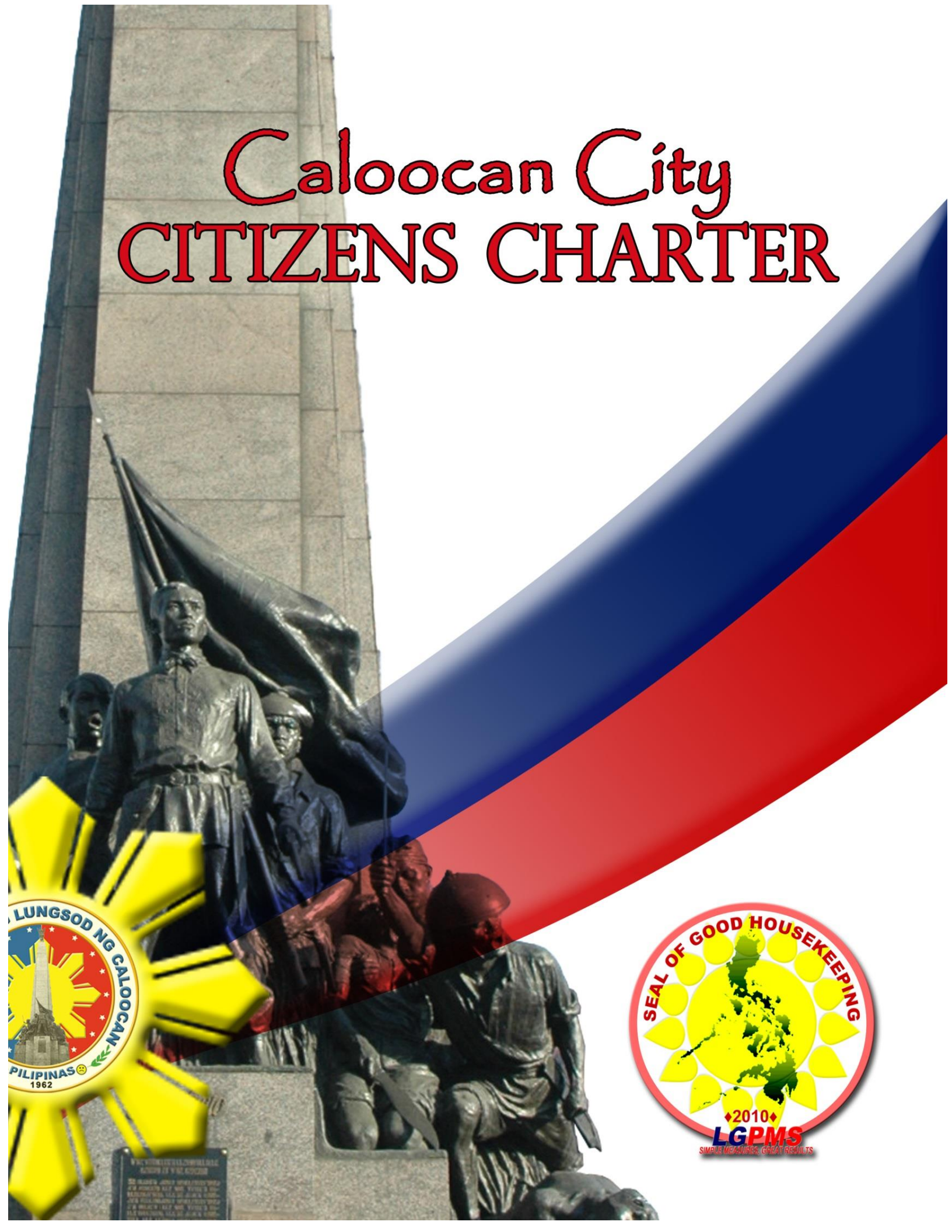




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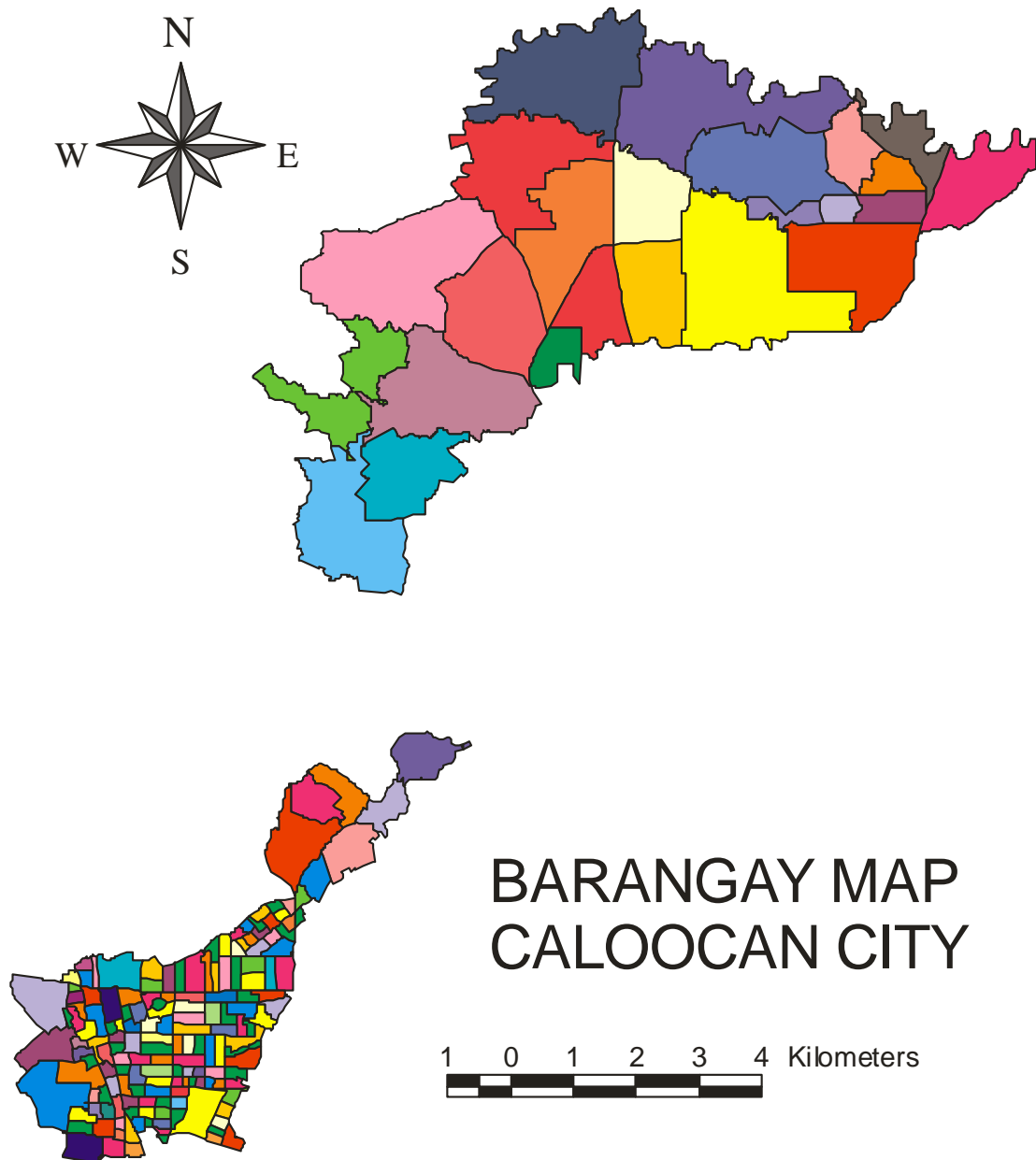
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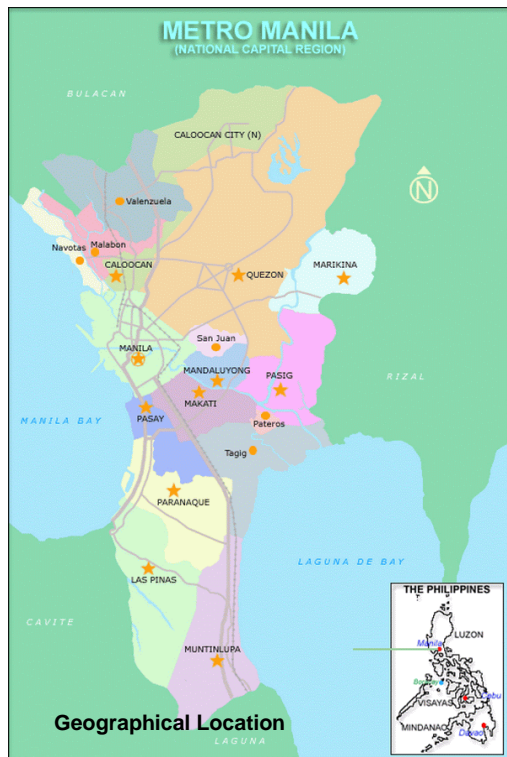
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BRIEF HISTORY



Numerous stories and beliefs had passed on through the years regarding how Caloocan came to be known by its present name. The following stands out as the most popular: from its beginning as a humble barrio of the town of Tondo located in a 'libis' (lowland), it became known as 'Libis Espina' or 'Aromahan'. Another interesting story tells of Caloocan originating either from the Tagalog word 'look' meaning bay or 'sulok' meaning corner. Caloocan might have meant 'nasa sulok' or in the corner since Caloocan is located where the ends of the old town of Tondo and Tambobong (now Malabon) meet.

At the end of the 18th century, the fishermen of Aromahan climbed the hills to open homesteads in Caloocan. Here, the land was free of thorny plants that infested the banks/ shorelines and although the hill was naturally stony, some form of agriculture was possible and fishermen became farmers.

In 1815, Caloocan was separated from Tondo and became an independent municipality. Its original territory extended to the foothills of Marikina, San Mateo and Montalban in the east; from Tinajeros, Tanza and Tala Rivers in the north; San Francisco del Monte, Sampalok, Sta. Cruz and Tondo in the south; and Dagat-Dagatan or Aromahan in the west.

Caloocan was part of history, which unfolded during the 1896 Philippine Revolution. The first settlement in Libis Espina, established by oppressed people from Tondo, sought refuge in the thorny shores of Dagat-Dagatan. They climbed the hills for more arable lands only to find out these had titles under the name of the Hacienda de Maysilo. Then they fought their landlords for a hundred years until Andres Bonifacio led them, the Katipuneros, to that fateful day of August 30, 1896 in Balintawak. The Filipino forces in Caloocan participated actively in Intramuros siege of the Spanish forces in Manila until their surrender to the Americans on August 13, 1898. On January 11, 1899, the people of Caloocan showed resistance to coming to terms with the Americans, who were bent on extending their supremacy over the country. When the Americans seized the railroad yards that stood between them and the fleeing Emilio Aguinaldo, the men of Caloocan fought the new invaders on February 23, 1899, in a counter-attack which, but for Gen. Antonio Luna's rift with Aguinaldo's loyalists, could have turned the tide of war in favor of a free and independent Philippines.

In 1901, under the American Regime, Caloocan became one of the towns of the Province of Rizal. Due to the consolidation of several municipalities, Novaliches became part of Caloocan pursuant to Act 942, as amended by Acts 984 and 1008 of the Philippine Commission. In 1939, pursuant to Commonwealth Act 502, which created Quezon City as Capital of the Philippines, Caloocan lost the following barrios or sitios, namely: Balingasa, Kaingin, Kangkong, La Loma, Malamig, Matalahib, Masambong, San Isidro, San Jose, Santol and Tatalon.



Map No. 2
Original Boundaries



In 1949, boundaries of Quezon City were redefined pursuant to Republic Act 392 as recommended by the Capital City Planning Commission. Caloocan again lost several barrios, namely: Baesa, Bagbag, Bahay-Toro, Banlat, Novaliches, Pasong Tamo, San Bartolome and Talipapa. This explains why the City of Caloocan has two separate territories. (See Map No. 2)

Then in 1961, the late Mayor Macario B. Asistio, Sr., led the people of Caloocan to turn the historic town into a city through a plebiscite held in accordance with House Bill 6038, which was passed and approved by both chambers of the defunct Philippine Congress.

Caloocan has a combined total land area of 5,333.40 hectares and is located at the northern part of the National Capital Region (NCR, Region IV-A).

The city is divided into two geographic locations, namely: South Caloocan, with an area of 1,362.50 hectares and North Caloocan, with an area of 3,970.90 hectares.

South Caloocan is bounded on the north-northwest by Valenzuela, Malabon and Navotas; on the east by Quezon City; and on the south by the City of Manila. The greatest length, north to south of the boundaries is about six kilometers and the greatest width, east to west is seven kilometers.

North Caloocan, on the other hand, is bounded on the north-northwest by the province of Bulacan; on the south-southeast by Quezon City; and southwest by Valenzuela. Its extreme southern boundary is about 1.7 kilometers apart from the

northern extreme boundary of South Caloocan. The greatest length, north to south of the boundaries is eight kilometers and the greatest width, east to west is ten kilometers.

TERRITORIAL COMPOSITION

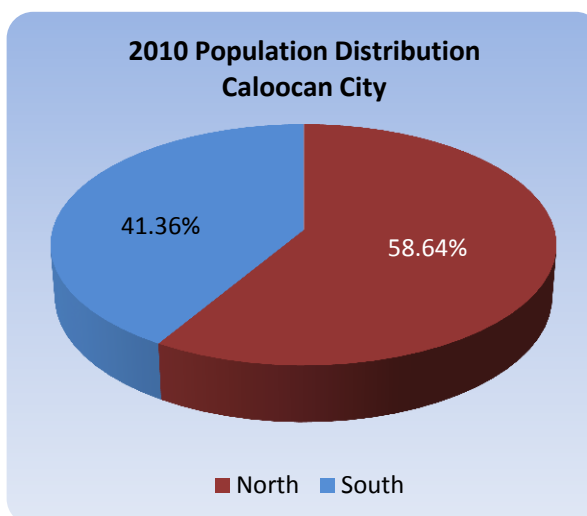
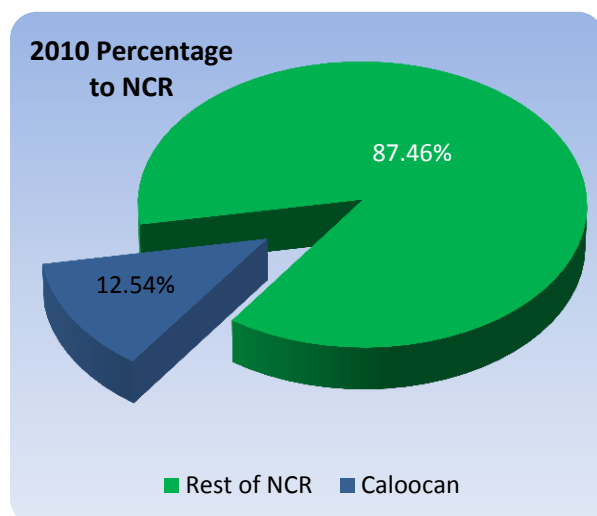
The City of Caloocan is divided into 16 zones, which is composed of 188 barangays. The breakdown is as follows:

Zone 01 – Barangay 01 – 12	Zone 09 – Barangay 094 – 105
Zone 02 – Barangay 13 – 24	Zone 10 – Barangay 106 – 120
Zone 03 – Barangay 25 – 35	Zone 11 – Barangay 121 – 131
Zone 04 – Barangay 36 – 48	Zone 12 – Barangay 132 – 141
Zone 05 – Barangay 49 – 58	Zone 13 – Barangay 142 – 155
Zone 06 – Barangay 59 – 70	Zone 14 – Barangay 156 – 164
Zone 07 – Barangay 71 – 80	Zone 15 – Barangay 165 – 178
Zone 08 – Barangay 81 – 93	Zone 16 – Barangay 179 – 188

It is further divided into two political boundaries, namely: District 1 and District 2. District 1 is composed of 70 barangays, which include Barangays 1 to 4, 77 to 85 and 132 to 188, while District 2 is composed of 118 barangays, which include Barangays 5 to 76 and 86 to 131.

DEMOGRAPHY

POPULATION



POPULATION SIZE

	2007 (ACTUAL)	2010 (ACTUAL)
NATIONAL CAPITAL REGION	11,553,427	11,855,975
CALOOCAN CITY	1,379,942	1,487,245
North	809,257	908,394
South	570,665	578,851

ANNUAL GROWTH RATE 2000–2010 2.37 %

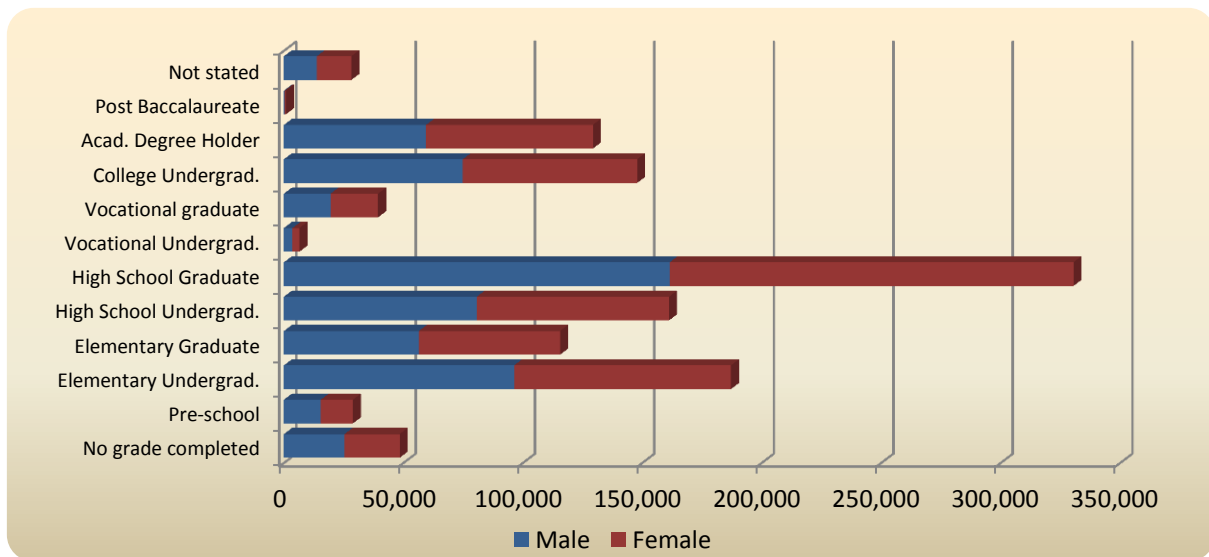
NUMBER OF YEARS TO DOUBLE 2010 POPULATION 29.60

POPULATION DENSITY

	Persons per Square Kilometer	
	2007 (ACTUAL)	2010 (ACTUAL)
CALOOCAN CITY	25,873	27,886
North	20,379	22,876
South	41,885	42,484

Source: Census of Population and Housing - May 1, 2010, National Statistics Office (September 27, 2012 Official Release)

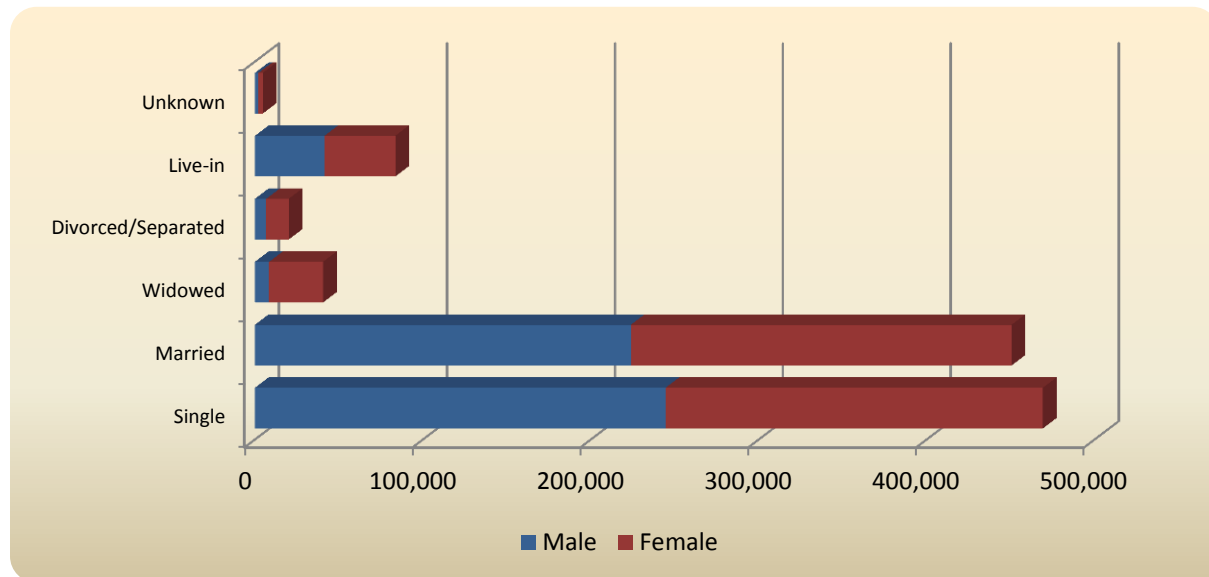
**HOUSEHOLD POPULATION 5 YEARS OLD AND OVER
BY HIGHEST GRADE / YEAR COMPLETED AND SEX
Year 2010**



Educational Attainment	Male	Female
No grade completed	25,426	23,063
Pre-school	15,399	13,495
Elementary Undergraduate	96,382	90,836
Elementary Graduate	56,470	59,151
High School Undergraduate	80,799	80,493
High School Graduate	161,522	168,950
Vocational Undergraduate	3,633	2,902
Vocational graduate	19,529	19,930
College Undergraduate	74,908	72,995
Academic Degree Holder	59,510	69,852
Post Baccalaureate	373	491
Not stated	13,792	14,470

Source: Census of Population and Housing - May 1, 2010, National Statistics Office (September 27, 2012 Official Release)

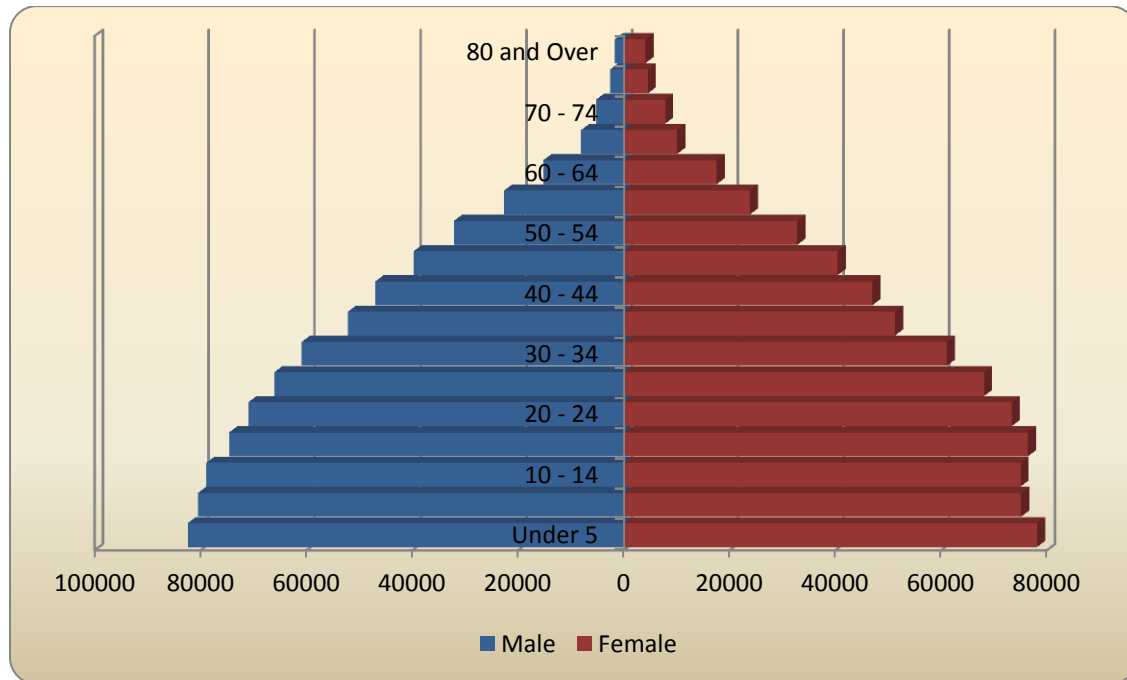
**HOUSEHOLD POPULATION 10 YEARS OLD AND OVER
BY MARITAL STATUS
Year 2010**



	TOTAL	SINGLE	MARRIED	WIDOWED	DIVORCED SEPARATED	LIVE-IN	UNKNOWN
BOTH SEXES	1,069,268	469,278	450,672	40,636	20,193	83,742	4,747
MALE	527,395	244,555	223,917	8,518	6,777	41,416	2,212
FEMALE	541,873	224,723	226,755	32,118	13,416	42,326	2,535
Below 20	285,190	273,164	3,607	192	496	5,444	2,287
20 - 24	136,492	91,708	23,508	215	1,397	18,900	764
25 - 29	131,176	48,235	59,827	466	2,454	19,724	470
30 - 34	107,245	20,674	70,276	835	2,633	12,554	273
35 - 39	98,921	12,751	72,191	1,497	2,948	9,343	191
40 - 44	82,776	8,214	62,409	2,493	2,875	6,623	162
45 - 49	70,555	5,352	54,254	3,590	2,547	4,666	146
50 - 54	55,207	3,329	41,560	5,116	2,060	3,050	92
55 - 59	38,240	2,207	27,689	5,251	1,277	1,726	90
60 - 64	24,537	1,377	16,094	5,411	725	847	83
65 - 69	16,866	895	9,912	5,139	403	464	53
70 - 74	11,062	631	5,468	4,467	217	226	53
75 - 79	6,124	357	2,522	3,011	92	99	43
80 and Over	4,877	384	1,355	2,953	69	76	40

Source: Census of Population and Housing - May 1, 2010, National Statistics Office (September 27, 2012 Official Release)

POPULATION DISTRIBUTION BY AGE GROUP AND SEX
Year 2010




AGE GROUP	BOTH SEXES	MALE	FEMALE
All Ages	1,487,245	741,030	746,215
Under 5	160,547	82,413	78,134
5 - 9	155,563	80,473	75,090
10 - 14	153,873	78,891	74,982
15 - 19	151,002	74,619	76,383
20 - 24	144,315	70,991	73,324
25 - 29	134,156	66,040	68,116
30 - 34	121,941	60,879	61,062
35 - 39	103,410	52,158	51,252
40 - 44	93,933	46,982	46,951
45 - 49	80,146	39,733	40,413
50 - 54	64,905	32,136	32,769
55 - 59	46,490	22,682	23,808
60 - 64	32,806	15,285	17,521
65 - 69	18,140	8,100	10,040
70 - 74	13,092	5,310	7,782
75 - 79	7,137	2,618	4,519
80 and Over	5,789	1,720	4,069
0-17 (Children)	560,584	286,548	274,036
18 and over	926,661	454,482	472,179


Source: Census of Population and Housing - May 1, 2010, National Statistics Office (September 27, 2012 Official Release)

SOCIO-ECONOMIC PROFILE

HEALTH

	HEALTH INDICATORS	
	Crude Birth Rate (CBR)	23.84*
	Crude Death Rate (CDR)	3.02*
	Infant Mortality Rate (IMR)	2.50**
	Maternal Mortality Rate (MMR)	0.09**
*Per 1,000 population **Per 1,000 Live Birth		



	NUTRITION STATUS	
	Below Normal (Very Low)	0.82%
	Below Normal (Low)	3.94%
	Normal	90.87%
*Per 1,000 population **Per 1,000 Live Birth		



Source: 2007 Census of Population and Household, National Statistics Office

NUMBER OF MEDICAL FACILITIES

	Units
Government Hospitals (with one special hospital)	3
Private Hospitals	12
Health Centers	41

EDUCATION

EDUCATIONAL INSTITUTIONS*	
Day Care Centers	201
Elementary	205
<ul style="list-style-type: none"> Public Private 	59 146
Number of Students	155,158
High School	115
<ul style="list-style-type: none"> Public Private 	31 84
Number of Students	88,949
College	22
<ul style="list-style-type: none"> Public Private 	1 University with 5 Campuses 21

*SY 2010 – 2011. DepED Division Office, City of Caloocan

PROTECTIVE SERVICES

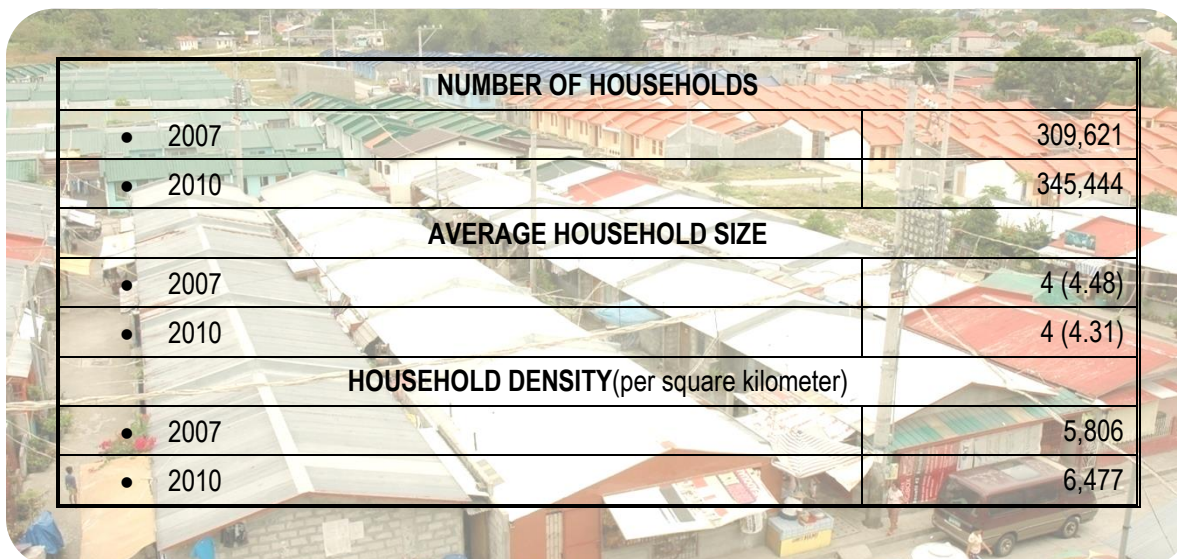
POLICE FORCE	
Number of Policeman	707
Number of Police Station	
<ul style="list-style-type: none"> Headquarters Sub-stations 	1 5
Police/Household Ratio*	1:489

Source: 2007 Census of Population and Household, National Statistics Office

FIREFIGHTERS	
Number of Firemen	109
Number of Fire Stations	
<ul style="list-style-type: none"> Central Sub-station 	1 10
Firefighters/ Household Ratio*	1:3,169

Source: 2007 Census of Population and Household, National Statistics Office

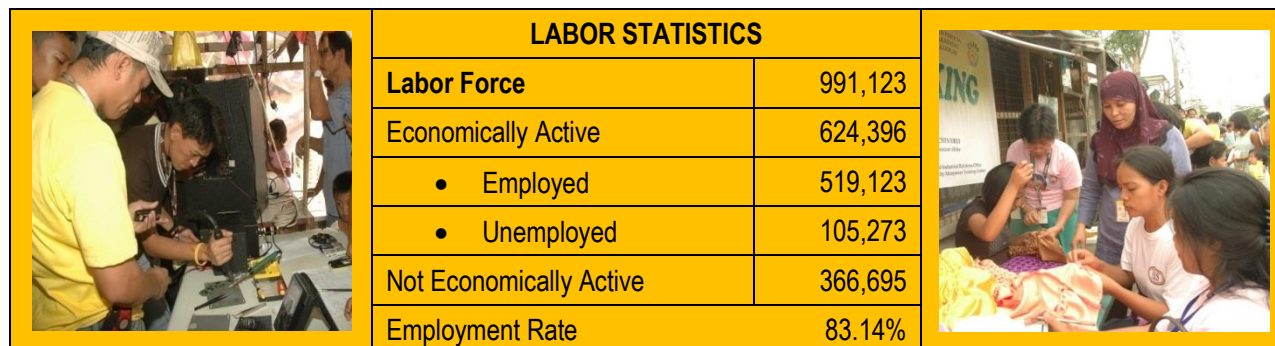
HOUSEHOLD STATISTICS



NUMBER OF HOUSEHOLDS	
• 2007	309,621
• 2010	345,444
AVERAGE HOUSEHOLD SIZE	
• 2007	4 (4.48)
• 2010	4 (4.31)
HOUSEHOLD DENSITY(per square kilometer)	
• 2007	5,806
• 2010	6,477

Source: Census of Population and Housing - May 1, 2010, National Statistics Office (September 27, 2012 Official Release)

EMPLOYMENT



LABOR STATISTICS	
Labor Force	991,123
Economically Active	624,396
• Employed	519,123
• Unemployed	105,273
Not Economically Active	366,695
Employment Rate	83.14%

Source: 2007 Census of Population and Household, National Statistics Office

BUSINESS PERMIT AND LICENSING SERVICES

FUNCTIONAL STATEMENT:

Regulate and monitor all business establishments operating in the city to ensure their compliance with applicable laws, standards, issuances, laws and regulations.

FRONTLINE SERVICE	ISSUANCE OF CERTIFICATION ON STATUS OF BUSINESS
STEP 1	Submit letter-request to the office
STEP 2	Issue Order of Payment and instruct the client to pay at the City Treasurer's Office
PERSON/S RESPONSIBLE	Ramon Tolentino
TIME FRAME	2 minutes
REQUIRED DOCUMENT/S	Letter-request
REQUIRED FEES	None
STEP 3	Pay required amount of fees
PERSON/S RESPONSIBLE	Cashier, City Treasurer's Office
TIME FRAME	2 minutes
REQUIRED DOCUMENT/S	Order of Payment (government agencies, others)
REQUIRED FEES	Php 20.00
STEP 4	Verify records
PERSON/S RESPONSIBLE	Florante Enriquez Maricel Obal Zenaida Diquiatco
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	Letter-request
REQUIRED FEES	None



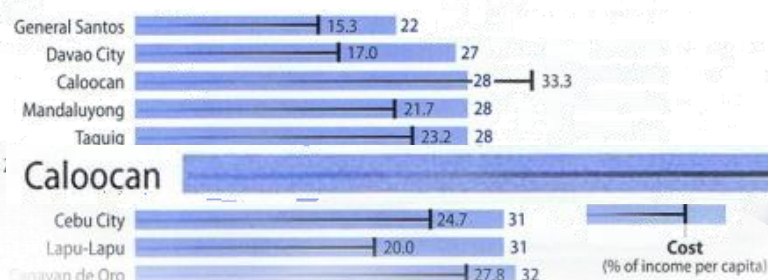
STEP 5	Prepare, print and issue certification
PERSON/S RESPONSIBLE	Florante Enriquez Maricel Obal
TIME FRAME	1 minute
STEP 6	Counter sign the certification
PERSON/S RESPONSIBLE	Zenaida Diquiatco Lorna Torres
TIME FRAME	1 minute
STEP 7	Approve and sign the certification
PERSON/S RESPONSIBLE	Chief of Office
TIME FRAME	5 minutes
STEP 8	Release the certification
PERSON/S RESPONSIBLE	Ramon Tolentino
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	Official Receipt
REQUIRED FEES	None

FRONTLINE SERVICE	ISSUANCE OF TRUE COPY OF BUSINESS/ MAYOR'S PERMIT
STEP 1	Submit Application Form
STEP 2	Issue Order of Payment and instruct the client to pay at the City Treasurer's Office
PERSON/S RESPONSIBLE	Ramon Tolentino
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	Original and photocopy of Business/ Mayor's Permit
REQUIRED FEES	None
STEP 3	Pay required amount of fees
PERSON/S RESPONSIBLE	Cashier, City Treasurer's Office
TIME FRAME	2 minutes
REQUIRED DOCUMENT/S	Order of Payment
REQUIRED FEES	PhP 20.00
STEP 4	Release True Copy of Permit
PERSON/S RESPONSIBLE	Ramon Tolentino
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	Official Receipt
REQUIRED FEES	None

16 DOING BUSINESS IN THE PHILIPPINES 2011

FIGURE 2.3

Time and cost to start a business—General Santos is fastest and cheapest



LEAST NUMBER OF STEPS TO START A BUSINESS!

FRONTLINE SERVICE	ISSUANCE OF MAYOR'S PERMIT ON OCCUPATION
STEP 1	Submit Application Form
STEP 2	Issue Order of Payment and instruct the client to pay at the City Treasurer's Office
PERSON/S RESPONSIBLE	Bayani Yang
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	1. Birth Certificate 3. National Bureau of Investigation (NBI) Clearance 2. Police Clearance 4. Health Certificate
REQUIRED FEES	None
STEP 3	Pay required amount of fees
PERSON/S RESPONSIBLE	Cashier, City Treasurer's Office
TIME FRAME	2 minutes
REQUIRED DOCUMENT/S	Order of Payment
REQUIRED FEES	PhP 100.00

FRONTLINE SERVICE	ISSUANCE OF BUSINESS/MAYOR'S PERMIT				
	New Application (Low Risk)				
STEP 1	Provide Application Form, basic information and list of requirements				
PERSON/S RESPONSIBLE	Ramon Tolentino				
TIME FRAME	5 minutes				
STEP 2	Receive accomplished Application Form and other required documents				
PERSON/S RESPONSIBLE	Ramon Tolentino				
TIME FRAME	5 minutes				
STEP 3	Verify applicant's previous record and/or with apprehension <ul style="list-style-type: none"> ▪ if found to be a delinquent taxpayer or not a new applicant, or with apprehension: the applicant is required to settle all delinquencies before applying for a new business ▪ if no record was found, the applicant can proceed to the next step 				
PERSON/S RESPONSIBLE	Florante Enriquez Zenaida Diquiatco				
TIME FRAME	10 minutes				
STEP 4	Inspect applicant's business location and confirm the declarations made in the Application Form				
PERSON/S RESPONSIBLE	Leonardo Baraoidan Robert Tolentino Emmanuel De Regla	Renato Dela Cruz Rene Ontimare Reynaldo Clor	Elmer Obal Aniceto Centeno Danny Balilo	Gerardo Salud Ruben Canda Edgardo Buyson	
TIME FRAME	2 days				
STEP 5	Encode Application Form				
PERSON/S RESPONSIBLE	Florante Enriquez				
TIME FRAME	5 minutes				
STEP 6	Assess/ compute tax and regulatory fees				
PERSON/S RESPONSIBLE	Nova Pedrealba Maria Jean Sanchez	Teresita Pacheco Zenaida Diquiatco	Lorna Torres Leonila Asistio		
TIME FRAME	5 minutes				
STEP 7	Review and approve assessment				
PERSON/S RESPONSIBLE	Daisy Santiago				
TIME FRAME	5 minutes				
STEP 8	Pay required amount of fees				
PERSON/S RESPONSIBLE	Cashier, City Treasurer's Office				
STEP 9	Secure Sanitary Permit				
PERSON/S RESPONSIBLE	Assigned employee, Sanitation Division, City Health Department				
STEP 10	Receive application form together with the Sanitary Permit, Official Receipts and the necessary requirements				
PERSON/S RESPONSIBLE	Catherine Ann Torres				
TIME FRAME	5 minutes				
STEP 11	Print Business/ Mayor's Permit				

PERSON/S RESPONSIBLE	Cristina Vicente
TIME FRAME	3 minutes
STEP 12	Conduct check/ review of all documents/ requirements needed
PERSON/S RESPONSIBLE	Daisy Santiago
TIME FRAME	5 minutes
STEP 13	Approve and sign the Business/ Mayor's Permit
PERSON/S RESPONSIBLE	Chief of Office
TIME FRAME	5 minutes
STEP 14	Record Business/ Mayor's Permit for release
PERSON/S RESPONSIBLE	Rainelda Quiambao
TIME FRAME	5 minutes
STEP 15	Release the Business/ Mayor's Permit
PERSON/S RESPONSIBLE	Ramon Tolentino
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	<p>REQUIRED DOCUMENTS:</p> <ol style="list-style-type: none"> Single Proprietorship <ul style="list-style-type: none"> Department of Trade and Industry (DTI) Registration Corporation/ Partnership/ Foundation <ul style="list-style-type: none"> Securities and Exchange Commission (SEC) Registration Articles of Incorporation/ Partnership Cooperative <ul style="list-style-type: none"> Cooperative Development Authority (CDA) Registration Barangay Clearance Community Tax Certificate (Cedula) Accomplished Application Form with vicinity map Property documents: <ul style="list-style-type: none"> If Place of Business is OWNED – photocopy of: <ul style="list-style-type: none"> Official Receipt of Real Property Tax (current year); or Transfer/ Original Certificate of Title (TCT/ OCT) If place of business is RENTED – photocopy of Contract of Lease Public Legal Liability Insurance Picture of establishment <ul style="list-style-type: none"> outside view with signboard inside view <p>SPECIAL REQUIREMENTS:</p> <ol style="list-style-type: none"> Financial Institutions (Banks/ Pawnshops/ Foreign Exchange Dealer/ Money Changer/ Lending/ Remittance Agents) <ul style="list-style-type: none"> Bangko Sentral ng Pilipinas (BSP) Certificate of Registration or Authority to Operate Bank Deposit Certificate (Php 500,000.00) Employment Agency/ Manpower/ Recruitment <ul style="list-style-type: none"> Local - Department of Labor and Employment (DOLE) Registration Overseas - Philippine Overseas Employment Agency (POEA) Registration Security Agency <ul style="list-style-type: none"> Philippine National Police (PNP) License to Operate

	<p>4. Water Station</p> <ul style="list-style-type: none"> • Potability Test • Physico-Chemical Test • Permit to Operate from the Department of Health (DOH) <p>5. Drugstore</p> <ul style="list-style-type: none"> • Bureau of Food and Drug (BFAD) License to Operate • Philippine Regulatory Commission (PRC) Certificate of Pharmacist <p>6. Repair Shop</p> <ul style="list-style-type: none"> • Department of Trade and Industry (DTI) Accreditation <p>7. Birthing House/ Maternity</p> <ul style="list-style-type: none"> • Philhealth Accreditation <p>8. Warehouse</p> <ul style="list-style-type: none"> • Main Office Permit <p>9. Franchised Business</p> <ul style="list-style-type: none"> • Franchise Agreement - Order of Payment, Application Form and other documents stated - Official Receipt, Sanitary Permit, Application Form and other documents stated <p>Business/ Mayor's Permit, Official Receipt, Sanitary Permit, Application Form and other documents stated</p>
REQUIRED FEES	Variable: based on capital, type of business and number of employees



FRONTLINE SERVICE	ISSUANCE OF BUSINESS/MAYOR'S PERMIT
	New Application (High Risk)
STEP 1	Provide application form, basic information and list of requirement
STEP 2	Advise applicant to secure Locational Clearance from the Land Use and Zoning Division, City Planning and Development Department
PERSON/S RESPONSIBLE	Ramon Tolentino
TIME FRAME	5 minutes
STEP 3	Receive accomplished application form and other required documents
PERSON/S RESPONSIBLE	Ramon Tolentino
TIME FRAME	5 minutes
STEP 4	Follow steps 3 to 15 stated in the Low Risk Category

REQUIRED DOCUMENTS	<p>Variable based on capital, type of business and number of employees</p> <p>REQUIRED DOCUMENTS:</p> <ol style="list-style-type: none"> Single Proprietorship <ul style="list-style-type: none"> DTI Registration Corporation/ Partnership/ Foundation <ul style="list-style-type: none"> SEC Registration Articles of Incorporation/ Partnership Cooperative <ul style="list-style-type: none"> CDA Registration Barangay Clearance Community Tax Certificate (Cedula) Accomplished Application Form with vicinity map Property documents: <ul style="list-style-type: none"> If Place of Business is OWNED – photocopy of: <ul style="list-style-type: none"> Official Receipt of Real Property Tax (current year); or Transfer/ Original Certificate of Title (TCT/ OCT) If place of business is RENTED – photocopy of Contract of Lease Public Legal Liability Insurance Picture of establishment <ul style="list-style-type: none"> outside view with signboard inside view <p>ADDITIONAL REQUIREMENTS:</p> <ol style="list-style-type: none"> Manufacturer/ Dealer/ Importer of Toys <ul style="list-style-type: none"> License to Operate from the Bureau of Health Devices and Technology (BHDT) of DOH Gasoline Station <ul style="list-style-type: none"> Certificate of Compliance (COC) from the Department of Energy (DOE) LPG Dealer/ Retailer <ul style="list-style-type: none"> DOE Standard Compliance Certificate (SCC) Guns and Ammunition <ul style="list-style-type: none"> Philippine National Police (PNP) Clearance Advertising <ul style="list-style-type: none"> Building Permit Videoke Bars/ Clubs <ul style="list-style-type: none"> Health Certificate Occupational Permit Learning Institution <ul style="list-style-type: none"> Department of Education (DepEd) Registration Transport Service <ul style="list-style-type: none"> Land Transportation Franchising and Regulatory Board (LTFRB) Franchise Pest Control <ul style="list-style-type: none"> Fertilizer and Pesticides Authority General Contractor <ul style="list-style-type: none"> Philippine Contractor's Accreditation Board (PCAB) License Car Washing <ul style="list-style-type: none"> Clearance/ Permits from Laguna Lake Development Authority (LLDA)
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REQUIRED DOCUMENT/S	SUBJECT TO LOCATIONAL CLEARANCE:
	<ol style="list-style-type: none"> 1. Manufacturing 2. Internet Café/ Computer Rental 3. Billiard Halls 4. Gas Station 5. Liquefied Petroleum Gas (LPG) Retailer/ Dealer 6. Lotto 7. Off-Track Betting (OTB) Station 8. KTV/ Bars 9. Malls 10. Cemetery/ Columbarium/ Mortuary 11. Slaughterhouse 12. Bus/ Jeepney Terminal with Department of Public Safety and Traffic Management (DPSTM) Clearance 13. Junkshop/ scrap material with DPSTM Clearance 14. Trucking Service with DPSTM Clearance 15. Vulcanizing/ Galvanizing with DPSTM Clearance 16. Auto/ Truck Repair Shop with DPSTM Clearance 17. Machine Shop 18. Cellular Site 19. Funeral Parlor 20. Car Wash 21. Schools 22. Silkscreen Printing
REQUIRED FEES	Variable: based on capital, type of business and number of employees

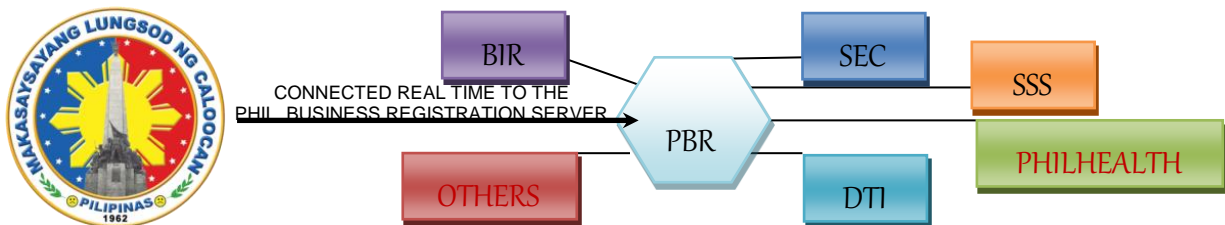
FRONTLINE SERVICE	RENEWAL BUSINESS/MAYOR'S PERMIT (JANUARY 2-20)
STEP 1	Provide application form, basic information and list of requirements
PERSON/S RESPONSIBLE	Bayani Yang Emmanuel De Regia
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	<ol style="list-style-type: none"> 1. Barangay Clearance, 2. Community Tax Certificate(Cedula) 3. Comprehensive General Liability Insurance ADDITIONAL REQUIREMENTS FOR HIGH RISK BUSINESS: Locational Clearance and other special requirements
STEP 2	Receive accomplished Application Form and other required documents
PERSON/S RESPONSIBLE	Ramon Tolentino Edgardo Buyson
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	Application Form and other specified documents
STEP 3	Encode application form
PERSON/S RESPONSIBLE	Florante Enriquez Carmenlina Espiritu
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	Application Form and other specified documents

STEP 4	Assess/ compute tax and regulatory fees, and issue Order of Payment
PERSON/S RESPONSIBLE	Elmer Obal Nova Pedrealba HANDICAPPED/ SENIOR CITIZEN'S LANE Mara Jean Sanchez Zenaida Diquiatco Leonila Asistio Teresita Pacheco Lorna Torres Gerardo Salud SARI-SARI, LESSOR AND WAREHOUSE Leonardo Baraoidan Aniceto Centeno Helen Quinagoran
REQUIRED DOCUMENT/S	1. Order of Payment 2. Application Form 3. Other specified documents
STEP 5	Pay required amount of fees
PERSON/S RESPONSIBLE	Cashier, City Treasurer's Office
REQUIRED DOCUMENT/S	1. Official Receipt 3. Application Form 2. Order of Payment 4. Other specified documents
STEP 6	Secure Sanitary Permit
PERSON/S RESPONSIBLE	Assigned personnel, Sanitation Division, City Health Department
REQUIRED DOCUMENT/S	1. Sanitary Permit 4. Application Form 2. Official Receipt 5. Other documents stated above 3. Order of Payment



STEP 7	Secure Fire Certificate
PERSON/S RESPONSIBLE	Assigned personnel, Bureau of Fire Protection (BFP)
REQUIRED DOCUMENT/S	1. Locational Clearance 5. Official Receipt 2. Other special requirements 6. Order of Payment 3. Fire Certificate 7. Application Form 4. Sanitary Permit 8. Other specified documents FOR HIGH RISK BUSINESS: Locational Clearance and other special requirements
STEP 8	Print the Business/Mayor's Permit
PERSON/S RESPONSIBLE	Cristina Vicente
TIME FRAME	3 minutes
REQUIRED DOCUMENT/S	1. Fire Certificate 4. Fire Certificate 2. Sanitary Permit 5. Sanitary Permit 3. Locational Clearance 6. Other special requirements BUSINESS/ MAYOR'S PERMIT FOR HIGH RISK BUSINESS: Locational Clearance and other special requirements
STEP 9	Conduct check/ review of all the documents/ requirements needed
PERSON/S RESPONSIBLE	Daisy Santiago
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	None

STEP 10	Approve and sign the Business/ Mayor's Permit
PERSON RESPONSIBLE	Chief of Office
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	None
STEP 11	Encode the Business/ Mayor's Permit
PERSON/S RESPONSIBLE	Rainelda Quiambao
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	None
STEP 12	Release the Business/ Mayor's Permit
PERSON/S RESPONSIBLE	Noel Sanchez
TIME FRAME	10 minutes
REQUIRED FEES	Variable based on gross receipts



FRONTLINE SERVICE	RENEWAL OF BUSINESS/MAYOR'S PERMIT (ORDINARY PERIOD)
STEP 1	Provide Application Form, basic information and list of requirements
PERSON/S RESPONSIBLE	Ramon Tolentino
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	1. Barangay Clearance 2. Community Tax Certificate (Cedula) 3. Comprehensive General Liability Insurance ADDITIONAL REQUIREMENTS FOR HIGH RISK BUSINESS: Locational Clearance and other special requirements
STEP 2	Receive accomplished Application Form and other required documents
PERSON/S RESPONSIBLE	Ramon Tolentino
TIME FRAME	3 minutes
REQUIRED DOCUMENT/S	1. Application Form 2. Other specified documents
STEP 3	Encode Application Form
PERSON/S RESPONSIBLE	Florante Enriquez
TIME FRAME	3 minutes
REQUIRED DOCUMENT/S	None
STEP 4	Assess/ compute tax and regulatory fees
PERSON/S RESPONSIBLE	Nova Pedrealba Maria Jean Sanchez Teresita Pacheco Zenaida Diquiatco Lorna Torres
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	1. Order of Payment 2. Application Form 3. Other specified documents
STEP 5	Review and approve assessment
PERSON/S RESPONSIBLE	Leonila Asistio Daisy Santiago
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	None

STEP 6	Pay required amount of fees
PERSON/S RESPONSIBLE	Cashier, City Treasurer's Office
REQUIRED DOCUMENT/S	1. Official Receipt 2. Order of Payment 3. Application Form 4. Other specified documents
STEP 7	Secure Sanitary Permit
PERSON/S RESPONSIBLE	Assigned personnel, Sanitation Division, City Health Department
REQUIRED DOCUMENT/S	1. Sanitary Permit 2. Official Receipt 3. Order of Payment 4. Application Form 5. Other specified documents
STEP 8	Print Business/ Mayor's Permit
PERSON/S RESPONSIBLE	Cristina Vicente
TIME FRAME	3 minutes
REQUIRED DOCUMENT/S	1. Business/ Mayor's Permit 2. Sanitary Permit 3. Official Receipt 4. Order of Payment 5. Application Form 6. Other specified documents
STEP 9	Approve and sign Business/ Mayor's Permit
PERSON/S RESPONSIBLE	Chief of Office
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	None
STEP 10	Encode Business/ Mayor's Permit
PERSON/S RESPONSIBLE	Rainelda Quiambao
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	None
STEP 11	Release Business/ Mayor's Permit
PERSON/S RESPONSIBLE	Noel Sanchez
TIME FRAME	10 minutes
REQUIRED DOCUMENT/S	None
REQUIRED FEES	Variable based on gross receipts

FRONTLINE SERVICE	AMENDMENT OF BUSINESS/MAYOR'S PERMIT
STEP 1	File letter-request
PERSON/S RESPONSIBLE	Ramon Tolentino
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	1. Letter Request 2. Original Business/ Mayor's Permit 3. Deed of Sale or Transfer of Rights for change of ownership 4. For change of business name - DTI Registration 5. For Change of Address - DTI Registration and Barangay Clearance 6. For Change of Business Organization - SEC Registration
STEP 2	Issue Order of Payment and instruct the client to pay at the City Treasurer's Office
PERSON/S RESPONSIBLE	Ramon Tolentino
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	Order of Payment
STEP 3	Pay required amount of fees
PERSON/S RESPONSIBLE	Cashier, City Treasurer's Office
REQUIRED DOCUMENT/S	Order of Payment

STEP 4	Update/ encode the necessary information to amend or change
PERSON/S RESPONSIBLE	Florante Enriquez
TIME FRAME	3 minutes
REQUIRED DOCUMENT/S	1. Official Receipt 2. Other required documents
STEP 5	Print the Amended Business/ Mayor's Permit
PERSON/S RESPONSIBLE	Cristina Vicente
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	1. Official Receipt 2. Other required documents
STEP 6	Approve and sign the Business/ Mayor's Permit
PERSON/S RESPONSIBLE	Chief of Office
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	1. Business/ Mayor's Permit 3. Other required documents 2. Official Receipt
STEP 7	Encode the Amended Business/ Mayor's Permit
PERSON/S RESPONSIBLE	Rainelda Quiambao
TIME FRAME	3 minutes
REQUIRED DOCUMENT/S	1. Business/ Mayor's Permit 3. Other required documents 2. Official Receipt
STEP 8	Release the Amended Business/ Mayor's Permit
PERSON/S RESPONSIBLE	Noel Sanchez
TIME FRAME	3 minutes
REQUIRED DOCUMENT/S	None
REQUIRED FEES	Varying



FRONTLINE SERVICE	RECEIVING OF COMPLAINTS IN CONNECTION WITH BUSINESS/ MAYOR'S PERMIT
STEP 1	Accomplish Complaint Form
PERSON/S RESPONSIBLE	Ramon Tolentino
TIME FRAME	2 minutes
REQUIRED DOCUMENT/S	Complaint Form
STEP 2	Verify records
PERSON/S RESPONSIBLE	Maricel Obal
TIME FRAME	3 minutes
REQUIRED DOCUMENT/S	Complaint Form

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CITY ENGINEERING DEPARTMENT

FUNCTIONAL STATEMENT:

Supervision, construction, repair, maintenance and improvement of government facilities, streets, bridges, building, and other infrastructure projects of the city, and enforce laws and ordinances relative thereto.



FRONTLINE SERVICE	ISSUANCE OF THE REQUIRED EXCAVATION PERMIT
STEP 1	Submit documents
STEP 2	Site inspection
PERSON/S RESPONSIBLE	Engr. Renato de Guzman Engr. Joel Barroga
STEP 3	Compute and issue Order of Payment
PERSON/S RESPONSIBLE	Engr. Renato de Guzman Lucito Celestino
STEP 4	Approve and sign Excavation Permit
PERSON/S RESPONSIBLE	City Engineer
STEP 5	Release permit
PERSON/S RESPONSIBLE	Fe Quiambao
TIME FRAME	5 days
REQUIRED DOCUMENT/S	<ol style="list-style-type: none"> Barangay Clearance Documents from Maynilad Water Services, Inc. (MWSI): <ul style="list-style-type: none"> Request for excavation/ certified application for house service connection Application Inspection Report Payment Receipt from MWSI Community Tax Certificate (Cedula)
REQUIRED FEES	Varying based on computation

FRONTLINE SERVICE	ISSUANCE OF EXCAVATION PERMIT OF MAJOR PUBLIC UTILITIES
	Manila Electric Company (MERALCO), Philippine Long Distance Telephone Company (PLDT), MWSI, etc.
STEP 1	Submit the required documents
STEP 2	Site inspection
PERSON/S RESPONSIBLE	Engr. Renato de Guzman Engr. Joel Barroga
STEP 3	Compute and issue Order of Payment
PERSON/S RESPONSIBLE	Engr. Renato de Guzman Lucito Celestino
STEP 4	Approve Excavation Permit
PERSON/S RESPONSIBLE	City Engineer Hon. Oscar G. Malapitan (City Mayor)
STEP 5	Issue permit
PERSON/S RESPONSIBLE	Fe Quaimbao

TIME FRAME	15 days
REQUIRED DOCUMENT/S	1. Plans 2. Barangay Clearance 3. Community Tax Clearance (Cedula)
REQUIRED FEES	Varying based on computation

FRONTLINE SERVICE	ISSUANCE OF CLEARANCE FOR REPAIR AND MAINTENANCE OF VARIOUS ROADS AND DRAINAGE
STEP 1	Identify service complaint filed by the requesting parties
PERSON/S RESPONSIBLE	Ernesto Lacsa Jr. Miguelito Domingo
STEP 2	Refer to the Maintenance Officer
PERSON/S RESPONSIBLE	Street Maintenance: Raul Alfonso Carpentry: Ernesto Lacsa Jr. Electrical: Edilberto Evangelista
TIME FRAME	Depends on the level of complaint
REQUIRED DOCUMENT/S	Depends on the level of complaint
REQUIRED FEES	Varying based on computation

OFFICE OF THE CITY BUILDING OFFICIAL

FUNCTIONAL STATEMENT:

Enforce the National Building Code (P.D. 1096) and Chapter 10 of the Updated Caloocan City Revenue Code under City Ordinance No. 0368 s. 2004 pertinent to the construction, improvement, repair or demolition of any building or structure within the territorial jurisdiction of the city.



FRONTLINE SERVICE	ISSUANCE OF BUILDING/ SANITARY PERMIT			
STEP 1	Secure Locational/ Zoning Clearance			
PERSON/S RESPONSIBLE	Eva Rey Tagayun (Land Use and Zoning Division, City Planning and Development Department)			
STEP 2	Submit all requirements			
PERSON/S RESPONSIBLE	Melvin Barba			
STEP 3	Process application			
STEP 3A	Accomplish time schedule			
PERSON/S RESPONSIBLE	Oro Ricafort	Alfredo Sarmiento	Ramiro Rañon	Mario Lasala
	George Quan	Aurea Recto	Erlinda Arcadio	City Building
	Bernardo Recto	Ronald Gervacio	Lourdes Eustaquio	Official
STEP 3B	Assess and pay required amount			
PERSON/S RESPONSIBLE	Erlinda Arcadio		Arch. Ronald Gervacio	
STEP 3C	Endorse to the Bureau of Fire Protection			
PERSON/S RESPONSIBLE	City Building Official			
STEP 3D	Issue Fire Safety Inspection Requirement (FSIR)			
PERSON/S RESPONSIBLE	F/Supt. Roel Jeremy Diaz (City Fire Marshall)			
STEP 4	Conduct final evaluation			
PERSON/S RESPONSIBLE	Lourdes Eustaquio			
STEP 5	Issue and release permit			
PERSON/S RESPONSIBLE	City Building Official		Criselda Camacho	
TIME FRAME	Based on submitted time schedule and completion of all necessary documents			
REQUIRED DOCUMENT/S	1. Accomplished Application Form signed by the owner, sealed and signed by an architect/ civil engineer/ sanitary engineer in charge of the construction 2. Lot Plan 3. Homeowner's Association Clearance, if necessary 4. Transfer Certificate of Title (TCT) - Certified by the Registry of Deeds/ Deed of Absolute Sale 5. Tax Declaration (photocopy) 6. Tax Receipt (photocopy)			

REQUIRED DOCUMENT/S	7. Contract of Lease, if the property is not owned by applicant (photocopy) 8. Barangay Clearance for Building Permit 9. Building Plans signed and sealed by architect/ civil engineer/ sanitary engineer (five sets) 10. Photocopy of Philippine Regulatory Commission (PRC) I.D. and Philippine Tax Registration (PTR) receipts of signing architects/ engineers in charge, with three specimen signatures 11. Bill of Materials (two sets) 12. Specification (two sets) 13. Scope of Work (two sets) 14. Structural Computations – two-storey and above (two sets) 15. Soil Boring Test , three-storey and above (two sets) 16. Logbook 17. Locational Clearance
REQUIRED FEES	Based on the National Building Code and city ordinances

FRONTLINE SERVICE	ISSUANCE OF OCCUPANCY PERMIT
STEP 1	Submit all requirements
PERSON/S RESPONSIBLE	Melvin Barba
STEP 2	Conduct site inspection
PERSON/S RESPONSIBLE	Oro Ricafort George Quan Bernardo Recto Alfredo Sarmiento
STEP 3	Process application
STEP 3A	Assess and pay required amount of fees
PERSON/S RESPONSIBLE	Erlinda Arcadio Arch. Ronald Gervacio
STEP 3B	Endorse to the Bureau of Fire Protection
PERSON/S RESPONSIBLE	City Building Official
STEP 3C	Issue Fire Safety Inspection Certificate (FSIC)
PERSON/S RESPONSIBLE	F/Supt. Roel Jeremy Diaz (City Fire Marshall)
STEP 4	Conduct final evaluation
PERSON/S RESPONSIBLE	Lourdes Eustaquio
STEP 5	Issue and release permit
PERSON/S RESPONSIBLE	Criselda Camacho
TIME FRAME	Based on compliance (i.e. Inspection Report)
REQUIRED DOCUMENT/S	1. Certificate of Completion Form (signed and sealed by professionals) 2. Approved Building Permits and Plans with photocopy 3. 5R pictures (front and side) 4. Logbook
REQUIRED FEES	Based on the National Building Code and city ordinances

FRONTLINE SERVICE	ISSUANCE OF MECHANICAL PERMIT
STEP 1	Submit Application Form and requirements
PERSON/S RESPONSIBLE	Gloria Gabisan
STEP 2	Schedule inspection
PERSON/S RESPONSIBLE	Francisco Acab Ariel Feliciano Roland Espero Geronimo Santos Romeo Bautista Cecilia Tuazon Lamberto Laxamana Dante Paule

STEP 3	Conduct site inspection
PERSON/S RESPONSIBLE	Francisco Acab Ariel Feliciano Roland Espero Geronimo Santos Romeo Bautista Cecilia Tuazon Lamberto Laxamana Dante Paule
STEP 4	Issue Order of Payment
PERSON/S RESPONSIBLE	Gloria Gabisan
STEP 5	Approve Permit Plan
PERSON/S RESPONSIBLE	Francisco Acab City Building Official
STEP 6	Release permit
PERSON/S RESPONSIBLE	Gloria Gabisan
TIME FRAME	5 days
REQUIRED DOCUMENT/S	1. Plans signed and sealed by a professional mechanical engineers (three sets) 2. Mayor's Permit 3. Environmental Compliance Certificate (ECC) – for Boiler and Gas Station Application
REQUIRED FEES	Based on the National Building Code and city ordinances

FRONTLINE SERVICE	ISSUANCE OF ANNUAL BUILDING PERMIT
STEP 1	New - Submit requirements (Building Permit, Plan, signed and sealed by a Civil Engineer/Architect, copy of Mayor's Permit, Barangay Clearance, Contract of Lease) Renewal – Submit forms and requirements (latest signed permit and Official Receipt)
PERSON/S RESPONSIBLE	Melvin Barba
STEP 2	Conduct site inspection and evaluation
PERSON/S RESPONSIBLE	Aurea Recto Christopher Quan Alberto Laxamana Edwin Bernardo Cecille Tuazon
STEP 3	Receive requirements
PERSON/S RESPONSIBLE	Aurea Recto
STEP 4	Issue Order of Payment
PERSON/S RESPONSIBLE	Enrico Santos
STEP 5	Approve permit
PERSON/S RESPONSIBLE	Cristina Sanchez City Building Official
STEP 6	Release permit
PERSON/S RESPONSIBLE	Enrico Santos
TIME FRAME	2 weeks
REQUIRED DOCUMENT/S	1. Approved Building Permit and Plans/ Lease Contract 2. Certificate of Occupancy 3. Sanitary/ Plumbing Permit and Plumbing Certificate 4. Signboard Permit/ Approved Plan 5. Certificate of Structure Stability 6. Certificate of Electrical Inspection (CEI)/ Plan 7. Mechanical Permit/ Plans 8. Fire Safety Inspection Certificate (FSIC) 9. Business Licenses 10. Tax Declaration on Improvement 11. Annual Inspection Certificate (for renewal)
REQUIRED FEES	Based on area computation

FRONTLINE SERVICE	ISSUANCE OF REPAIR PERMIT
STEP 1	Submit all requirements
PERSON/S RESPONSIBLE	Melvin Barba
STEP 2	Process application
STEP 2A	Fill-up time schedule
PERSON/S RESPONSIBLE	Oro Ricafort Alfredo Sarmiento Ramiro Rañon Mario Lasala George Quan Aurea Recto Erlinda Arcadio Bernardo Recto Ronald Gervacio Lourdes Eustaquio
STEP 2B	Assess and pay required amount of fees
PERSON/S RESPONSIBLE	Erlinda Arcadio Arch. Ronald Gervacio
STEP 3	Final evaluation
PERSON/S RESPONSIBLE	Lourdes Eustaquio
STEP 4	Issue and release permit
PERSON/S RESPONSIBLE	City Building Official Criselda Camacho
TIME FRAME	Based on time schedule
REQUIRED DOCUMENT/S	<ol style="list-style-type: none"> 1. Application form accomplished and signed by the owners, sealed and signed by an architect/ engineer in charge of the construction 2. TCT Certified from the Registry of Deeds/ Deed of Absolute Sale 3. Tax Declaration (photocopy) 4. Tax Receipt (photocopy) 5. Contract of Lease, if the property is not owned (photocopy) 6. Barangay Clearance 7. Photocopy of PRC I.D. and PTR receipts of signing architect/ engineer in charge 8. Bill of Materials (two sets)
REQUIRED FEES	Based on the National Building Code and City Ordinances

FRONTLINE SERVICE	ISSUANCE OF DEMOLITION/ FENCING PERMIT
STEP 1	Submit all requirements
PERSON/S RESPONSIBLE	Melvin Barba
STEP 2	Process application
STEP 2A	Fill-up time schedule
PERSON/S RESPONSIBLE	Oro Ricafort Alfredo Sarmiento Ramiro Rañon Mario Lasala George Quan Aurea Recto Erlinda Arcadio Bernardo Recto Ronald Gervacio Lourdes Eustaquio
STEP 2B	Assess and pay required amount of fees
PERSON/S RESPONSIBLE	Erlinda Arcadio Arch. Ronald Gervacio
STEP 3	Conduct final evaluation
PERSON/S RESPONSIBLE	Lourdes Eustaquio
STEP 4	Issue and release permit
PERSON/S RESPONSIBLE	City Building Official Criselda Camacho
TIME FRAME	Based on time schedule
REQUIRED DOCUMENT/S	<ol style="list-style-type: none"> 1. Accomplished application form signed by the owner, sealed and signed by architect/ engineer in charge of the construction 2. TCT - Certified from the Registry of Deeds/ Deed of Absolute Sale 3. Tax Declaration (photocopy)

REQUIRED DOCUMENT/S	4. Tax Receipt (photocopy) 5. Barangay Clearance 6. Lot Plan
REQUIRED FEES	Based on the National Building Code and city ordinances



FRONTLINE SERVICE	ISSUANCE OF SIGN/ BILLBOARD PERMIT
STEP 1	Submit all requirements
STEP 2	Process application
PERSON/S RESPONSIBLE	Enrico Santos
STEP 3	Fill-up time schedule
PERSON/S RESPONSIBLE	Paul Santos Jose Gonzales Marino Pilon Enrico Santos
STEP 4	Assess/ pay required amount of fees
PERSON/S RESPONSIBLE	Erlinda Arcadio
STEP 5	Conduct final evaluation
PERSON/S RESPONSIBLE	Engr. Jerick Legaspi City Building Official
STEP 6	Issue and release permit
PERSON/S RESPONSIBLE	Enrico Santos
TIME FRAME	Based on time schedule
REQUIRED DOCUMENT/S	1. Application Form - accomplished and signed by the owners, sealed and signed by an architect/ engineer in charge of the construction 2. Contract of Lease, if the property is not owned (photocopy) 3. Barangay Clearance 4. Bill of Materials 5. Photocopy of PRC I.D. and PTR Receipts of signing architects/ engineer in charge 6. Signboard Plan signed and sealed by architect/ civil engineer (three sets)
REQUIRED FEES	Based on the National Building Code and city ordinances

FRONTLINE SERVICE	ISSUANCE OF ELECTRICAL PERMIT/ CERTIFICATE OF ELECTRICAL INSPECTION (CEI)
STEP 1	Distribute form
PERSON/S RESPONSIBLE	Loida Pingol
STEP 2	Submit form and required documents (Land Title, MERALCO Yellow Cards, Electrical Bills and Lease Contract)
PERSON/S RESPONSIBLE	Loida Pingol
STEP 3	Assess and pay required amount of fees
PERSON/S RESPONSIBLE	Cristopher Quan Sonny Jarabe
STEP 4	Evaluate and inspect site

PERSON/S RESPONSIBLE	Cristopher Quan Sonny Jarabe	Jojo Lozano Ricky Sioson	Ricardo Baluyot
STEP 5	Issue Order of Payment		
PERSON/S RESPONSIBLE	Cristopher Quan	Sonny Jarabe	
STEP 6	Release permit/ CEI		
PERSON/S RESPONSIBLE	Ryan Gonzales		
TIME FRAME	5 days (subject for inspection)		
REQUIRED DOCUMENT/S	1. Application form accomplished and signed by the owners, signed and sealed by the Electrical Engineer in charge of the construction 2. Barangay Clearance 3. Electrical Plan signed and sealed by the Electrical Engineer (three sets) 4. Building Permit		
REQUIRED FEES	Based on the National Building Code and city ordinances		

CITY HEALTH DEPARTMENT

FUNCTIONAL STATEMENT:

Promote the welfare of the people by providing them with comprehensive primary health care and environmental sanitation program.

FRONTLINE SERVICE	ISSUANCE OF HEALTH CERTIFICATE - YELLOW CARD FOOD HANDLER	
STEP 1	Submit requirements	
PERSON/S RESPONSIBLE	Anneka dela Merced	
TIME FRAME	1 minute	
STEP 2	For new applicants – attend seminar scheduled from Mondays to Fridays at 10:00 AM and 3:00 PM	
PERSON/S RESPONSIBLE	Michelle Mamangun	
TIME FRAME	30 minutes	
STEP 3	Prepare Health Certificate	
PERSON/S RESPONSIBLE	Modesto Saplan	Levi Francisco
TIME FRAME	5 minutes	
STEP 4	Sign Health Certificate	
PERSON/S RESPONSIBLE	Dr. Maybelle Sison	City Health Officer
TIME FRAME	3 minutes	
STEP 5	Release Health Certificate	
PERSON/S RESPONSIBLE	Michelle Mamangun	
TIME FRAME	1 minute	
REQUIRED DOCUMENT/S	1. 1 x 1 Picture 2. Department of Labor and Employment (DOLE) Certification for minors 3. Food handling seminar certificate for food handlers 4. Chest X-Ray (6-months to 1 year) 5. Urine Result (1 week) 6. Stool Result (1 month) 7. Medical Certification	



FRONTLINE SERVICE	ISSUANCE OF HEALTH CERTIFICATE - GREEN CARD NON-FOOD HANDLER	
STEP 1	Submit requirements	
PERSON/S RESPONSIBLE	Anneka dela Merced	
TIME FRAME	1 minute	
STEP 2	Prepare Health Certificate	
PERSON/S RESPONSIBLE	Modesto Saplan	Levi Francisco
TIME FRAME	5 minutes	
STEP 3	Sign Health Certificate	
PERSON/S RESPONSIBLE	Dr. Maybelle Sison	City Health Officer
TIME FRAME	3 minutes	
STEP 4	Release Health Certificate	
PERSON/S RESPONSIBLE	Michelle Mamangun	
TIME FRAME	1 minute	
REQUIRED DOCUMENT/S	1. Chest X-Ray (6months to 1 year) 4. Medical Certification 2. Urine Result (1 week) 5. 1 x 1 Picture 3. Stool Result (1 month) 6. DOLE Certification (for minors)	

FRONTLINE SERVICE	ISSUANCE OF HEALTH CERTIFICATE - PINK CARD	
STEP 1	Present the requirements needed for screening	
PERSON/S RESPONSIBLE	Marissa Magbitang	
TIME FRAME	1 minute	
STEP 2	Proper smear collection (cervical, urethral)	
PERSON/S RESPONSIBLE	Dr. Zenaida Calupaz	
TIME FRAME	5 minutes	
STEP 3	Conduct laboratory examination of collected specimen	
PERSON/S RESPONSIBLE	Nerissa Belo	
TIME FRAME	5 minutes	
STEP 4	Prepare diagnosis and treatment based on laboratory results	
PERSON/S RESPONSIBLE	Dr. Zenaida Calupaz	
TIME FRAME	3 minutes	
STEP 5	Issue Health Certificate and schedule next visit for new clients	
PERSON/S RESPONSIBLE	Marissa Magbitang	
TIME FRAME	2 minutes	

FRONTLINE SERVICE	ISSUANCE OF SANITARY PERMIT	
STEP 1	Submit requirements	
PERSON/S RESPONSIBLE	Debbie Sarreal	
TIME FRAME	3 minutes	
STEP 2	Process Sanitary Permit	
PERSON/S RESPONSIBLE	Dr. Maybelle Sison	
TIME FRAME	3 minutes	
STEP 3	Sign Sanitary Permit	
PERSON/S RESPONSIBLE	Dr. Maybelle Sison	City Health Officer
TIME FRAME	3 minutes	

STEP 4	Release Sanitary Permit
PERSON/S RESPONSIBLE	Michelle Mamangun Debbie Sarreal
TIME FRAME	2 minutes
REQUIRED DOCUMENT/S	1. Fully accomplished and notarized Application Form 2. Official Receipt 3. Health Certificate of personnel and other requirements depending on the kind of business



FRONTLINE SERVICE	ISSUANCE OF MEDICAL CERTIFICATE
STEP 1	Present requirements to Admitting Section (all original copies)
PERSON/S RESPONSIBLE	Adelia Manzano
TIME FRAME	1 minute
STEP 2	Conduct physical examination, diagnostic and treatment
PERSON/S RESPONSIBLE	Dr. Amelita Tagle
TIME FRAME	3 minutes
STEP 3	Issue Order of Payment
PERSON/S RESPONSIBLE	Senin Perez
TIME FRAME	1 minute
STEP 4	Pay the required amount of fees
PERSON/S RESPONSIBLE	Cashier, City Treasurer's Office (Windows 17 to 25)
TIME FRAME	2 minutes
REQUIRED FEES	PhP 110.00
STEP 5	Encode Medical Certificate
PERSON/S RESPONSIBLE	John Paul Fermin
TIME FRAME	2 minutes
STEP 6	Release Health Certificate
PERSON/S RESPONSIBLE	Senin Perez
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	1. Chest X-ray 2. Urinalysis 3. Fecalalysis 4. Drug Test

FRONTLINE SERVICE	DISPENSING OF MEDICINES TO INDIGENT PATIENTS
STEP 1	Present valid and current prescription
PERSON/S RESPONSIBLE	Aleli Reyes
TIME FRAME	1 minute

FRONTLINE SERVICE	PRE-MARRIAGE COUNSELLING
STEP 1	Present application stub from Civil Registry Department (CRD)
PERSON/S RESPONSIBLE	Elmer Geronimo
TIME FRAME	1 minute
STEP 2	Get the attendance and issue Order of Payment
PERSON/S RESPONSIBLE	Elmer Geronimo
TIME FRAME	7 minutes
STEP 4	Pay required amount of fees
PERSON/S RESPONSIBLE	Cashier, City Treasurer's Office
TIME FRAME	20 minutes
REQUIRED FEES	PhP 50.00
STEP 5	Conduct seminar
PERSON/S RESPONSIBLE	Arnold Ocenar Vilma dela Cruz
TIME FRAME	5 hours
STEP 6	Issue Certificate of Attendance and endorse to CRD
PERSON/S RESPONSIBLE	Elmer Geronimo
TIME FRAME	3 minutes

REFORMED DEPARTMENT OF PUBLIC SAFETY AND TRAFFIC MANAGEMENT

TRICYCLE AND PEDICAB REGULATORY SERVICES**FUNCTIONAL STATEMENT:**

Ensure public safety and orderly traffic operations in the city and regulate the use of private and public utility tricycle and pedicab units in public streets and places as well as the issuance of Certificate of Franchises and Mayor's Permit.

FRONTLINE SERVICE	ISSUANCE OF FRANCHISE AND MAYOR'S PERMIT																								
STEP 1	Submit requirements for evaluation																								
PERSON/S RESPONSIBLE	TPRS Personnel																								
STEP 2	Verify records																								
PERSON/S RESPONSIBLE	TPRS Personnel																								
STEP 3	Issue Order of Payment																								
PERSON/S RESPONSIBLE	TPRS Personnel																								
STEP 4	Pay required amount of fees																								
PERSON/S RESPONSIBLE	Cashier, City Treasurer's Office																								
STEP 5	Encode data, print Franchise and Mayor's Permit, and issue Identification Card (ID) and sticker																								
PERSON/S RESPONSIBLE	TPRS Personnel																								
STEP 6	Release Franchise and Mayor's Permit																								
PERSON/S RESPONSIBLE	TPRS Personnel																								
TIME FRAME	1 hour																								
REQUIRED DOCUMENT/S	<ol style="list-style-type: none"> 1. Certificate of No Objection signed by the President and Officers of the Tricycle Operators and Drivers Association (TODA) 2. Copy of old/ previous franchise issued by the Traffic and Pedicab Regulatory Services (TPRS) 3. Barangay Clearance 4. Copy of Official Receipt/ Certificate of Registration 5. Community Tax Certificate (Cedula) 6. Voter's ID (for new applicants) 7. Order of Payment 																								
REQUIRED FEES	<p>Tricycle</p> <table> <tr> <td>Franchise fee</td> <td>PhP 175.00</td> </tr> <tr> <td>Mayor's Permit</td> <td>100.00</td> </tr> <tr> <td>Annual Sticker</td> <td>50.00</td> </tr> <tr> <td>Certificate of Road Worthiness</td> <td>25.00</td> </tr> <tr> <td>Validation Sticker</td> <td>25.00</td> </tr> <tr> <td>Identification Card</td> <td>30.00</td> </tr> <tr> <td>TOTAL</td> <td>PhP 405.00</td> </tr> </table> <p>Pedicab</p> <table> <tr> <td>Franchise fee</td> <td>PhP 150.00</td> </tr> <tr> <td>Mayor's Permit</td> <td>100.00</td> </tr> <tr> <td>Identification Card</td> <td>30.00</td> </tr> <tr> <td>Sticker</td> <td>50.00</td> </tr> <tr> <td>TOTAL</td> <td>PhP 330.00</td> </tr> </table>	Franchise fee	PhP 175.00	Mayor's Permit	100.00	Annual Sticker	50.00	Certificate of Road Worthiness	25.00	Validation Sticker	25.00	Identification Card	30.00	TOTAL	PhP 405.00	Franchise fee	PhP 150.00	Mayor's Permit	100.00	Identification Card	30.00	Sticker	50.00	TOTAL	PhP 330.00
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TOTAL	PhP 330.00																								

REQUIRED FEES	Annual Fees	
	Mayor's Permit	PhP 500.00
	Sticker	50.00
	Identification Card	30.00
	TOTAL	PhP 580.00



FRONTLINE SERVICE	REGULAR CONDUCT OF ROAD WORTHINESS AND SAFETY INSPECTION
STEP 1	Submit Application Form
STEP 2	Issue Order of Payment
PERSON/S RESPONSIBLE	TPRS Personnel
TIME FRAME	1 day (per TODA)
REQUIRED DOCUMENT/S	1. Official Receipt 2. Certificate of Registration 3. Franchise and Mayor's Permit with actual inspection of tricycle unit
REQUIRED FEES	PhP 25.00

FRONTLINE SERVICE	RECEIVING AND RESPONDING TO COMPLAINTS FROM COMMUTERS AND OTHER DIFFERENCES AMONG TRICYCLE OPERATORS AND DRIVERS ASSOCIATIONS (TODA)
STEPS / PROCEDURES	File and verify complaints
PERSON/S RESPONSIBLE	TPRS Personnel
TIME FRAME	Depends upon the verification of complaint
REQUIRED DOCUMENT/S	Letter of complaint
REQUIRED FEES	None

CIVIL REGISTRY DEPARTMENT

FUNCTIONAL STATEMENT:

Responsible for the civil registry program of the city government.

FRONTLINE SERVICE	ISSUANCE OF MARRIAGE CERTIFICATES															
STEPS / PROCEDURES	<ul style="list-style-type: none">• Marriage License Applications• Application and Registration of Certificate of Marriage															
	<ol style="list-style-type: none">1. Applicants for marriage license Attend Family Planning Sessions and Marriage Counseling regardless of age at the Caloocan City Health Department every Monday, Wednesday and Friday at 1:30 to 3:30 pm.2. Registration of Certificate of Marriage at the Local Civil Registry Provide four copies to be distributed as follows:<ul style="list-style-type: none">• 1st copy - Local Civil Registry• 2nd copy-Office of the Civil Registrar General (OCRG) - National Statistics Office (NSO)• 3rd copy - Solemnizing Officer• 4th copy - Couple															
PERSON/S RESPONSIBLE	Priscilla Ador	Alfredo Marilim	Sharon Salibio	Imelda Escallar												
TIME FRAME	10 days - for Marriage Application		1 day - for Registration													
REQUIRED DOCUMENT/S	<ol style="list-style-type: none">1. Certificate of Marriage2. Birth Certificate3. Marriage License		<ol style="list-style-type: none">4. Secondary documents5. Community Tax Certificate6. Affidavit													
REQUIRED FEES	REGISTRATION FEES <table><tr><td>Marriage Application Form and Contract</td><td>PhP 30.00</td></tr><tr><td>Marriage Application Filing Fee</td><td>50.00</td></tr><tr><td>Marriage License Fee</td><td>50.00</td></tr><tr><td>Pre-marriage/Family Counseling Fee</td><td>50.00</td></tr><tr><td>Registration of Marriage Certificate</td><td>80.00</td></tr><tr><td>Solemnization Fee</td><td>30.00</td></tr></table>				Marriage Application Form and Contract	PhP 30.00	Marriage Application Filing Fee	50.00	Marriage License Fee	50.00	Pre-marriage/Family Counseling Fee	50.00	Registration of Marriage Certificate	80.00	Solemnization Fee	30.00
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Pre-marriage/Family Counseling Fee	50.00															
Registration of Marriage Certificate	80.00															
Solemnization Fee	30.00															

FRONTLINE SERVICE	REGISTRATION, LATE REGISTRATION AND OUT-OF-TOWN REGISTRATION OF BIRTH CERTIFICATE		
STEPS / PROCEDURES	NEW BORN		
	<ol style="list-style-type: none"> 1. Registration forms are usually provided by and accomplished in the hospital or maternity clinics where birth has taken place, as well as by midwives who deliver babies in various homes or places. These forms are available at Civil Registry Department and National Statistics Office. 2. Registration of Birth Certificate at the Local Civil Registry – provide four copies to be distributed as follows: <ul style="list-style-type: none"> - 1st copy-Local Civil Registry - 2nd copy -OCRG- NSO - 3rd copy-Attendant at Birth - 4th copy-Personal Copy 		
PERSON/S RESPONSIBLE	Mizpah Dorcas Cajigal Audina Estrella	Annabelle Barbecho Gerardo Marcelo	Eleanor Batiduan Noemi Alviar

TIME FRAME	1 day
REQUIRED FEES	REGISTRATION FEES: Verification Fee PhP 30.00 Additional copy per page 10.00 When using Security Paper (SECPA), additional fee per page 40.00

FRONTLINE SERVICE	REGISTRATION OF DEATH CERTIFICATE
STEPS / PROCEDURES	File application
PERSON/S RESPONSIBLE	Anthony Peter Esmilla Joaquin Gonzales Noel Carlos
TIME FRAME	1 day
REQUIRED DOCUMENT/S	Death Certificate certified by medical doctor/ attending physician with signature of embalmer (with license number)
REQUIRED FEES	Registration Fee PhP 20.00 Certified True Copy 30.00 Additional fee per page when using Security Paper (SECPA) 40.00

FRONTLINE SERVICE	DELAYED REGISTRATION OF DEATH CERTIFICATE
STEPS / PROCEDURES	File application for delayed registration
PERSON/S RESPONSIBLE	Antonio Alcalde Joaquin Gonzales Noel Carlos
TIME FRAME	7 days
REQUIRED DOCUMENT/S	1. Burial Certification 2. Service Certification of Funeral Parlor 3. Death Certificate certified by medical doctor/ attending physician 4. Signature of embalmer (with license number)
REQUIRED FEES	Late Filing Fee: - Less than 1 year PhP 100.00 - More than 1 year 200.00 Certificate of No Record 300.00

FRONTLINE SERVICE	COURT DECREE AND LEGITIMATION
STEPS / PROCEDURES	File application
PERSON/S RESPONSIBLE	Monina Delgado Caroline Rata Ederlina Ludovice
TIME FRAME	7 days
REQUIRED DOCUMENT/S	1. Registration of Court Decrees 2. Request for Certified True Copy of annulment, adoption, correction of entry, change of name, presumptive death 3. Admission of Paternity 4. Legitimation 5. Republic Act 9255 - Affidavit to Use the Surname of the Father
REQUIRED FEES	REGISTRATION FEES: - Election of Citizenship PhP 300.00 - Decree of Adoption 100.00 - Decree of Foreign adoption 300.00 - Naturalization 500.00

FRONTLINE SERVICE	LEGITIMATION																						
STEPS / PROCEDURES	File Application for Legitimation																						
PERSON/S RESPONSIBLE	Monina Delgado Caroline Rata Ederlina Ludovice																						
TIME FRAME	7 days																						
REQUIRED DOCUMENT/S	<ol style="list-style-type: none"> 1. Joint Affidavit of Legitimation signed by both parents 2. Certified True Copy of Marriage Contract 3. Certified True Copy of Birth Certificate 4. Affidavit of Acknowledgment / Admission of Paternity (if not acknowledged by the father) 5. Certificate of No Marriage (CENOMAR) from NSO (optional) or Affidavit of No Previous Marriage 6. Baptismal Certificate of the child (original copy) 7. Valid Identification (ID) of parents with picture and signatures 8. Community Tax Certificate of child's parents 																						
REQUIRED FEES	<table> <tr> <td>Legal Separation</td><td>PhP 200.00</td></tr> <tr> <td>ANNOTATION OF MARRIAGE CERTIFICATE:</td><td></td></tr> <tr> <td>- Subsequent foreign divorce</td><td>300.00</td></tr> <tr> <td>- Annulment of marriage</td><td>300.00</td></tr> <tr> <td>- Legitimation</td><td>300.00</td></tr> <tr> <td>- Emancipation of minors</td><td>50.00</td></tr> <tr> <td>- Judicial recognition/ Acknowledgement</td><td>100.00</td></tr> <tr> <td>- Paternity and Filiations</td><td>100.00</td></tr> <tr> <td>- Guardianship</td><td>100.00</td></tr> <tr> <td>- Aliases</td><td>200.00</td></tr> <tr> <td>- Repatriation</td><td>300.00</td></tr> </table>	Legal Separation	PhP 200.00	ANNOTATION OF MARRIAGE CERTIFICATE:		- Subsequent foreign divorce	300.00	- Annulment of marriage	300.00	- Legitimation	300.00	- Emancipation of minors	50.00	- Judicial recognition/ Acknowledgement	100.00	- Paternity and Filiations	100.00	- Guardianship	100.00	- Aliases	200.00	- Repatriation	300.00
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- Guardianship	100.00																						
- Aliases	200.00																						
- Repatriation	300.00																						

FRONTLINE SERVICE	REPUBLIC ACT 9255 - AN ACT ALLOWING ILLEGITIMATE CHILDREN TO USE THE SURNAME OF THE FATHER										
STEPS / PROCEDURES	File application										
PERSON/S RESPONSIBLE	Monina Delgado Caroline Rata Ederlina Ludovice										
TIME FRAME	7 days										
REQUIRED DOCUMENT/S	<ol style="list-style-type: none"> 1. Certified True Copy of Birth Certificate 2. Original Copy of Baptismal Certificate 3. School records/ medical records 4. Father – to prove the child's filiations in any two of the following : <ul style="list-style-type: none"> - Employment Record - Social Security System (SSS)/ Government Service Insurance System (GSIS) Records - Insurance Policy/ Income Tax Return (ITR) - Statements of Assets and Liabilities - Community Tax Certificate of Parents - Other Valid Identification (ID) of Parents 										
REQUIRED FEES	<table> <tr> <td>Judicial Order for correction of entry/ Change of Name</td><td>PhP 200.00</td></tr> <tr> <td>Deed of Acknowledgement</td><td>100.00</td></tr> <tr> <td>Supplemental Report</td><td>100.00</td></tr> <tr> <td>Renunciation of Citizenship</td><td>400.00</td></tr> <tr> <td>Presumptive Death</td><td>400.00</td></tr> </table>	Judicial Order for correction of entry/ Change of Name	PhP 200.00	Deed of Acknowledgement	100.00	Supplemental Report	100.00	Renunciation of Citizenship	400.00	Presumptive Death	400.00
Judicial Order for correction of entry/ Change of Name	PhP 200.00										
Deed of Acknowledgement	100.00										
Supplemental Report	100.00										
Renunciation of Citizenship	400.00										
Presumptive Death	400.00										

REQUIRED FEES	Founding/ Abandoned Child	PhP 100.00
	Out-of-Town registration/ endorsement	100.00
	Muslim conversion	100.00
	Other legal documents	100.00



FRONTLINE SERVICE	REPUBLIC ACT 9048 - CHANGE OF FIRST NAME			
STEPS / PROCEDURES	Filing and processing of application			
PERSON/S RESPONSIBLE	Melanie Castro	May Pintang	Chona Santiago	Gloria Barca
TIME FRAME	60 days (2 months), inclusive of: - 10 days for postings - 15 days for publication - 5 days for decision			
REQUIRED DOCUMENT/S	<ol style="list-style-type: none"> National Statistics Office (NSO) Copy and Certified True Copy of the certificate sought to be corrected Clearance from the following authorities: <ul style="list-style-type: none"> Certification with no pending case from Employer, if employed. Affidavit of No Employment, if not employed National Bureau of Investigation Clearance (1 year validity) Philippine National Police Clearance (6 months validity) Document showing the correct entry - upon which the correction shall be based (Voters ID, Social Security System (SSS), Cedula, Government Service Insurance System (GSIS), School, Medical, Baptismal Certificate and Business Record Birth Certificates of father, mother, and brothers/ sisters (Certified True Copy) NSO Copy) Other relevant documents as the registrar may require. 			
REQUIRED FEES	Filing Fee	PhP 3,000.00		
	Additional service fee for Migrant Petition	1,000.00		
	Newspaper publication fee			

FRONTLINE SERVICE	REPUBLIC ACT 9048- CORRECTIONAL OF CLERICAL ERROR			
STEPS / PROCEDURES	Clerical or Typographical Error 1. Filing and processing of Application			
PERSON/S RESPONSIBLE	Melanie Castro	May Pintang	Chona Santiago	Gloria Barca
TIME FRAME	60 days (2 months), inclusive of: - 10 days for postings - 15 days for publication - 5 days for decision			

REQUIRED DOCUMENT/S	<ol style="list-style-type: none"> 1. National Statistics Office (NSO) Copy and Certified True Copy of the Certificate sought to be corrected 2. Birth Certificate of father, mother and brothers/ sisters (Certified True Copy or NSO Copy) 3. Other relevant documents as the registrar may require
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FRONTLINE SERVICE	ISSUANCE OF CERTIFICATE OF TRUE COPY VERIFICATION		
STEPS / PROCEDURES	File information as per request		
PERSON/S RESPONSIBLE	Bernie Manlapig Conrado Decena	Ricardo Magtalas Roman Militante	Gilbert Figueroa Macario Eguia
TIME FRAME	1 day		
REQUIRED DOCUMENT/S	Application for verification		
REQUIRED FEES	Birth Certificate		PhP 60.00
	Marriage Certificate		80.00
	Death Certificate		90.00
	Additional copy per page		10.00

FRONTLINE SERVICE	ENDORSEMENT OF CIVIL DOCUMENTS TO THE NATIONAL STATISTICS OFFICE		
STEPS / PROCEDURES	Accomplish request form for documents to be endorsed		
PERSON/S RESPONSIBLE	Rosalia Ramos	Romelio Legaspi	
TIME FRAME	3 days		
REQUIRED DOCUMENT/S	<ol style="list-style-type: none"> 1. Negative Result from NSO <ul style="list-style-type: none"> - Birth Certificate - Marriage Certificate - Death Certificate 2. Evaluation Report from NSO 		
REQUIRED FEES	LBC fee (courier)		PhP 80.00

FRONTLINE SERVICE	DELAYED REGISTRATION OF MARRIAGE CERTIFICATE		
STEPS / PROCEDURES	Accomplish registration form		
PERSON/S RESPONSIBLE	Antonio Alcalde	Arturo Coronel	Jaime de la Cruz
TIME FRAME	7 days		
REQUIRED DOCUMENT/S	<ol style="list-style-type: none"> 1. Marriage Certificate 2. Birth Certificate 3. Marriage License issued 4. Affidavit of interested person 5. Certificate of solemnizing officer 		
REQUIRED FEES	Late Filing Fee		
	- Less than a year		PhP 100.00
	- More than a year		200.00

CITY GENERAL SERVICES OFFICE

FUNCTIONAL STATEMENT:

Proper procurement, effective utilization, maintenance, and disposal of city government supplies, materials, and property as well as efficient record management and safekeeping.

FRONTLINE SERVICE	MAYOR'S CLEARANCE FOR PURPOSES OF: <ul style="list-style-type: none"> • Local Employment • Armed Forces of the Philippines (AFP)/ Philippine National Police (PNP) and Bureau of Fire Protection (BFP) • Security Guard • Others • Travel Abroad • Firearms/ Explosives License • Marriage requirements for would-be brides of AFP personnel 		
STEP 1	Present original and photocopies of Police Clearance and Metropolitan Trial Court (MTC)/ Regional Trial Court (RTC) Clearance		
PERSON/S RESPONSIBLE	Ofelia Lukban Marcelina Baltazar	Ederlinda Abaan Lea Jualo	Evelyn Puzo
STEP 2	Check the typed copy and countersign		
PERSON/S RESPONSIBLE	Marcelo Flores		
STEP 3	Pay the required amount of fees		
PERSON/S RESPONSIBLE	Cashier, City Treasurer's Office		
STEP 4	Sign Mayor's Clearance		
PERSON/S RESPONSIBLE	Secretary to the Mayor		
STEP 5	Authenticate clearance		
PERSON/S RESPONSIBLE	Marcelo Flores		
TIME FRAME	20 minutes		
REQUIRED DOCUMENT/S	1. Police Clearance (original and photocopy) 2. Court Clearance - MTC/ RTC (original and photocopy) 3. Barangay Clearance, optional ((original and photocopy) 4. National Bureau of Investigation (NBI) Clearance - for application in handling explosives materials/ components		
REQUIRED FEES	Local Employment	Php	20
	Travel Abroad		100
	Firearms/ Explosives		200
	Authentication		20

PHILIPPINE NATIONAL POLICE

FUNCTIONAL STATEMENT:

Enforce the law, prevent and control crimes, maintain peace and order and ensure public safety and internal security with the active support of the community.

FRONTLINE SERVICE	QUALITY SERVICE LANE
STEP 1	Manifest complaint / concern to the desk officer on duty
STEP 2	Give complete details of complaint
PERSON/S RESPONSIBLE	SPO1 Joselito Balagtas SPO3 Tomas Caadan
TIME FRAME	20 minutes
STEP 3	Entry of complaint concern to the police blotter
PERSON/S RESPONSIBLE	PO3 Gilbert Gammad
TIME FRAME	15 minutes
STEP 4	Designate investigator to act upon the complaint
PERSON/S RESPONSIBLE	PO2 Alejandro Billado
TIME FRAME	90 minutes
REQUIRED DOCUMENT/S	PHYSICAL INJURY/ FRUSTRATED HOMICIDE/ FRUSTRATED MURDER 1. Medical Certificate 2. Photograph and photocopy of evidence 3. Birth Certificate (for minors) MURDER / HOMICIDE 1. Death Certificate of victim CARNAPPING 1. Certificate of Registration and Official Receipt (original copy) 2. Original key of the carnapped vehicle THEFT / ROBBERY 1. Picture of evidence (if available)
REQUIRED FEES	None



FRONTLINE SERVICE	PROVISION FOR POLICE CLEARANCE
STEP 1	Manifest interest to the Desk Officer
PERSON/S RESPONSIBLE	SPO1 Joselito Balagtas SPO3 Tomas Caadan
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	1. Community Tax Certificate 2. Barangay Clearance 3. 2 – 2x2 Identification (ID) Card Pictures

STEP 2	Accomplish the request form and submit with the required document to the Desk Officer	
STEP 3	Issue Order of Payment	
PERSON/S RESPONSIBLE	SPO1 Joselito Balagtas	SPO3 Tomas Caadan
TIME FRAME	5 minutes	
REQUIRED DOCUMENT/S	Application Form	
STEP 4	Pay Police Clearance Fee	
PERSON/S RESPONSIBLE	Cashier, City Treasurer's Office	
TIME FRAME	5 minutes	
REQUIRED DOCUMENT/S	1. Application Form	2. Order of Payment
STEP 5	Submit Official Receipt	
PERSON/S RESPONSIBLE	Police Non-Commission Officer (PNCO)	
TIME FRAME	60 minutes	
REQUIRED DOCUMENT/S	1. Order of Payment	2. Official Receipt
REQUIRED FEES	None	
STEP 6	Approve and sign the clearance	
PERSON/S RESPONSIBLE	City Police Chief	Enrique Torres
TIME FRAME	10 minutes	
REQUIRED DOCUMENT/S	None	
REQUIRED FEES	None	

FRONTLINE SERVICE	PROVISION FOR POLICE REPORT
STEP 1	Manifest interest to the Desk Officer
PERSON/S RESPONSIBLE	SPO1 Joselito De Leon
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	None
STEP 2	Give complete details of concern
PERSON/S RESPONSIBLE	SPO1 Benjie Tiu
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	None
STEP 3	Enter details in the police blotter
PERSON/S RESPONSIBLE	PO2 Jonathan David
TIME FRAME	20 minutes
REQUIRED DOCUMENT/S	1. Affidavit of Loss (passport, license, public or official documents, etc.) FOR STOLEN ELECTRIC OR WATER METER: 1. Original copy of monthly billing - Manila Electric Company (Meralco), Maynilad Water and Sewerage Inc. (MWSI), etc.
REQUIRED FEES	None
STEP 4	Issue Police Report
PERSON/S RESPONSIBLE	SPO3 Jaime Basa
TIME FRAME	10 minutes
REQUIRED DOCUMENT/S	None

BUREAU OF FIRE PROTECTION

FUNCTIONAL STATEMENT:

Prevent and suppress destructive fire, investigate its causes, provide emergency medical and rescue service and enforce other fire-related laws with active involvement of the community.



FRONTLINE SERVICE	ISSUANCE OF FIRE SAFETY INSPECTION CERTIFICATE (FSIC)
STEP 1	Submit Application Form and requirements
PERSON/S RESPONSIBLE	NUP Rosita Arias
TIME FRAME	5 minutes
STEP 2	Get claim stub/ Acknowledgement Receipt
PERSON/S RESPONSIBLE	NUP Rosita Arias
TIME FRAME	5 minutes
STEP 3	Issue Mission Order to conduct Fire Safety Inspection
PERSON/S RESPONSIBLE	SFO4 Alexander Marquez
TIME FRAME	10 minutes
STEP 4	Evaluate Inspection Report by Chief of the Fire Safety Enforcement Unit (FSEU)/City Fire Marshal Note: Buildings/ establishments with violations on the Fire Code will be given Notice to Comply/ Notice to Correct Violation. FSIC will be issued to the owner only after effecting compliance/correction on the said violation/s. In case of non-compliance, other agencies concerned will be notified for non-issuance of FSIC.
PERSON/S RESPONSIBLE	SFO4 Arnel Ibasco F/Supt. Roel Jeremy Diaz (City Fire Marshall)
TIME FRAME	15 days notice to comply 15 days notice to correct violation (Php 25,000 per violation – Administrative Fine)
STEP 5	Assess fees and issue Order of Payment
PERSON/S RESPONSIBLE	SFO2 Bobby Bautista
TIME FRAME	10 minutes
STEP 6	Pay fees to the Collecting Officer of Fire Station
PERSON/S RESPONSIBLE	NUP Florelyn Tan
TIME FRAME	10 minutes
STEP 7	Present Official Receipt to the FSEU for preparation of FSIC
PERSON/S RESPONSIBLE	NUP Rosita Arias
TIME FRAME	10 minutes
STEP 8	Claim stub to be presented for the release of FSIC

PERSON/S RESPONSIBLE	NUP Rosita Arias
TIME FRAME	10 minutes
REQUIRED DOCUMENT/S	<p>For Business Operations:</p> <p>NEW</p> <ol style="list-style-type: none"> 1. Accomplished Business Permit Application Form 2. Accomplished FSIC Application Form 3. Business Permit and Licensing Services (BPLS) Endorsement 4. Locational Clearance <p>RENEWAL</p> <ol style="list-style-type: none"> 1. Accomplished FSIC Application Form 2. Previous FSIC 3. Mayor's/Business Permit <p>FOR OCCUPANCY PERMIT</p> <ol style="list-style-type: none"> 1. Transmittal/ Endorsement from the City Building Official 2. Approved building plan with corresponding Fire Safety Correction Sheet (FSCS) 3. Building Permit with corresponding Official Receipt 4. Locational Clearance 5. Fire and Life Assessment Report (FALAR) 6. Others: Certificate of Electrical, Mechanical . . . <p>❖ Note: FALAR is required only if building/establishment is capable of accommodating more than 50 persons at any given time for any purpose, high rise buildings and high risk or high hazard occupancies.</p> <p>FIRE SAFETY EVALUATION CLEARANCE (FSEC)</p> <p>For Building Plans Processing/ Evaluation</p> <p>Requirements for FSEC:</p> <ol style="list-style-type: none"> 1. Endorsement from City Building Official 2. Building Plans and Specifications (three complete sets) 3. Bills of Materials and Cost Estimates (one set) 4. Detailed Fire Safety Plan and Specifications and FALAR 1 for occupancy of 50 persons or more (three sets)
REQUIRED FEES	<ol style="list-style-type: none"> 1. Ten percent (10%) of all fees charged by the City Building Official or by the local government agencies concerned in the granting of pertinent permits and licenses (FSIC for Business Operations). 2. One-tenth of one per centum (0.1%) of the verified estimated value of building or structure to be erected, but not to exceed PhP 50,000.00, one half to be paid prior to the issuance of the building permit and the balance to be paid after the final inspection and prior to issuance of the use and occupancy permit.

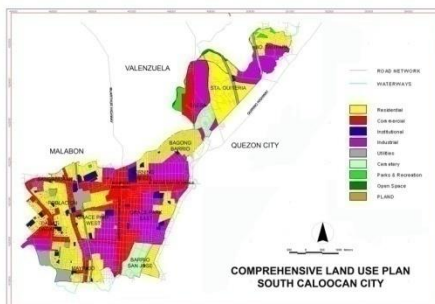
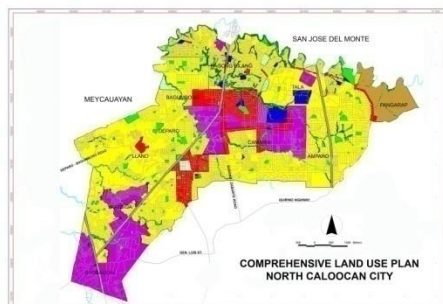
CITY PLANNING AND DEVELOPMENT DEPARTMENT

LAND USE AND ZONING DIVISION**FUNCTIONAL STATEMENT:**

Maintain an efficient system that guides, controls and regulates utilization of land for future growth and development in accordance with the land use and structure plans of the city through innovative management and state-of-the-art technology.

FRONTLINE SERVICE	ISSUE LAND USE CLEARANCES AND PERMITS 1. Locational Clearance 2. Special Use Permits 3. Certificate of Conformance 4. Certificate of Non-Conformance 5. Certificate of Exception	
STEP 1	Receive/ check accomplished Application Form together with the complete supporting basic documents	
PERSON/S RESPONSIBLE	South Caloocan: Eva Rey Tagayun	North Caloocan: Helen Estrada
TIME FRAME	10-15 minutes	
REQUIRED DOCUMENT/S	1. Lot Plan with vicinity map certified by Geodetic Engineer 2. Transfer Certificate of Title (TCT)/Land Title 3. Lease Contract/ Consent from property owner 4. Declaration of Real Property (land area and existing building) 5. Real Property Tax receipts for land and building (current) 6. Barangay Clearance/Barangay Resolution (for critical activity) 7. Immediate Neighborhood Consent (for critical activity) 8. Production Flow and Waste Management System (medium/high intensity manufacturing) 9. Previous Business Permit and Locational Clearance/ Temporary Use Permit (TUP) 10. Authority to sign (Corporate Secretary's Affidavit)	
REQUIRED FEES	APPLICATION/ FILING FEES Locational Clearance PhP 100.00 Motion for reconsideration 200.00 Petition/request for reconsideration 500.00 Filing Complaint 100.00	
	ZONING AND LAND USE VERIFICATION FEE Residential Fee PhP 100.00 Commercial/Industrial 400.00 Inspection on Land Use Conformity 100.00	
	PROCESSING FEE OF TOTAL FLOOR AREA (PER SQ. M.) Residential PhP 2.00 Commercial 3.00 Industrial 4.50	
	Subdivisions and memorial parks/ cemeteries	
	per square meter of total land area	
	2.00	

REQUIRED FEES	Telecommunication Tower	4.50
	Billboards, per square foot	6.00
	Yards utilized for commercial/ industrial purposes per square meter of total floor area	3.00
	All types of renovation	75% of the corresponding prescribed rate



STEP 2	a. Inspect/ verify site
	b. Verify the validity of the neighborhood consent (for special use of land and other activities that need approval of the residents)
PERSON/S RESPONSIBLE	South Caloocan: Virgilio Tolentino North Caloocan: Romeo Buenaventura
TIME FRAME	30 - 40 minutes
STEP 3	Evaluate the project activity as per conformity to the land use and zoning map and veracity of information submitted. For conforming uses assessment of fees and charges, preparation of order of payment. For non-conforming applications, forward to Zoning Administrator for further evaluation.
PERSON/S RESPONSIBLE	South Caloocan: Luis Bagus, Antonio Fajardo, Judee Rosario Tiangco North Caloocan: Delio Napacia
TIME FRAME	5 - 10 minutes
STEP 4	a. Release Order of Payment
	b. Receive photocopy of Official Receipt validated as per original receipt
PERSON/S RESPONSIBLE	South Caloocan: Nennette Solis North Caloocan: Helen Estrada
TIME FRAME	5-10 minutes
STEP 5	Prepare Land Use/ Zoning Clearance and secure the signatures of the Land Use and Zoning Administrator and City Mayor
PERSON/S RESPONSIBLE	Nennette Solis EnP. Yolanda Plata (City Zoning and Land Use Administrator) Hon. Oscar G. Malapitan (City Mayor)
TIME FRAME	10 minutes
STEP 6	Release the following:
	a. Land Use Clearance b. Special Use Permits c. Certificate of Conformance d. Certificate of Non-Conformance
PERSON/S RESPONSIBLE	Nennette Solis
TIME FRAME	5 -10 minutes

FRONTLINE SERVICES	ISSUANCE OF DEVELOPMENT PERMIT																														
STEP 1	Receive/ check duly accomplished application form with complete supporting documents																														
PERSON/S RESPONSIBLE	Nelson Pabustan																														
TIME FRAME	30 minutes (pre-evaluation)																														
REQUIRED DOCUMENT/S	<ol style="list-style-type: none"> 1. Lot Plan with vicinity map (existing land use of lots on the N, NE,E,SE,S,SW,W,NW, adjacent to the project site must be indicated) certified by a Geodetic Engineer 2. Site Development Plan (specify individual lot measurements signed by civil engineer and environmental planner (four sets) 3. List of Parcels of Lot (Lot No./ Block No./ Area) 4. Civil and Work Design Block No./ Area 5. Topographic Plan 6. Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage 7. Certificate of Securities and Exchange Commission (SEC) Registration 8. Articles of Incorporation or Partnership 9. Application for Permit to Drill from National Water Resources Board or Manila Water and Sewerage System (MWSS) Application 10. Traffic Impact Assessment for Subdivision with an area of 30 hectares and above 11. Authority to sign (Corporate Secretary's Affidavit) 12. Corporate Tax Identification Number (TIN) card (photocopy) 13. Barangay Clearance/ Resolution 14. Transfer Certificate of Title (TCT) 15. Tax Declaration of Real Property Value 16. Real Property Tax Receipts (current) 																														
REQUIRED FEES	<table> <tr> <td>Filing Fee</td><td>PhP 450.00</td></tr> <tr> <td colspan="2">Approval of Subdivision Plan</td></tr> <tr> <td>1. Preliminary Processing Fee</td><td></td></tr> <tr> <td> a. For first 5 hectares</td><td>PhP 20,000.00</td></tr> <tr> <td> b. For every additional hectare or a fraction thereof</td><td>2,000.00</td></tr> <tr> <td>2. Final Processing Fee</td><td></td></tr> <tr> <td> a. Subdivisions having a density of 20 families and below, per hectare, or a fraction thereof</td><td>1,500.00</td></tr> <tr> <td> b. Subdivisions having a density of 21 to 65 families per hectare or a fraction thereof</td><td>3,000.00</td></tr> <tr> <td> c. Subdivisions having 66 to 100 families per hectare or a fraction thereof</td><td>5,000.00</td></tr> <tr> <td> d. Additional fee on floor area of buildings sold with the lot per square meter</td><td>100.00</td></tr> <tr> <td>3. Alteration of plan fees</td><td>Same as Final</td></tr> <tr> <td>4. Pavement fees for roadways, sidewalks, basketball courts, etc., per square meter</td><td>Processing fee</td></tr> <tr> <td>5. Excavation fee for drainage and water supply per cubic meter</td><td>10.00</td></tr> <tr> <td>6. Water tank:</td><td>10.00</td></tr> <tr> <td> a. For the first 10 cubic meters</td><td></td></tr> </table>	Filing Fee	PhP 450.00	Approval of Subdivision Plan		1. Preliminary Processing Fee		a. For first 5 hectares	PhP 20,000.00	b. For every additional hectare or a fraction thereof	2,000.00	2. Final Processing Fee		a. Subdivisions having a density of 20 families and below, per hectare, or a fraction thereof	1,500.00	b. Subdivisions having a density of 21 to 65 families per hectare or a fraction thereof	3,000.00	c. Subdivisions having 66 to 100 families per hectare or a fraction thereof	5,000.00	d. Additional fee on floor area of buildings sold with the lot per square meter	100.00	3. Alteration of plan fees	Same as Final	4. Pavement fees for roadways, sidewalks, basketball courts, etc., per square meter	Processing fee	5. Excavation fee for drainage and water supply per cubic meter	10.00	6. Water tank:	10.00	a. For the first 10 cubic meters	
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REQUIRED FEES	b. For every additional cubic meters or a fraction thereof	1,000.00 50.00
	7. Fencing, per lineal meter	20.00
	Approval of Condominium/ Townhouse Plan	
	1. Per sq. m. of the total land area	PhP 50.00
	2. Per sq. m. of the floor area of building	20.00
	3. Fee for alteration of plan	Same as Final Processing fee
	Issuance of Certification of Completion	
	1. Subdivisions:	
	a. Subdivisions having a density of 20 family lots and below/ hectare	PhP 1,500.00
	b. Subdivisions having a density of 21 to 65 family lots	1,000.00
	c. Subdivisions having a density of 66 to 100 family lots per hectare	750.00
	2. Condominium/townhouse per sq. m. of saleable	20.00
	Applicable Extension of Time to Complete Development	PhP 150.00
	Application for Change of Name	PhP 150.00
	For Economic and Socialized Housing (with housing component)	
	A. Plan approval and development permit	
	1. Land area per hectare	PhP 250.00
	2. Building per square meter	2.00
	B. Final inspection for certification of completion/ occupancy	
	1. Land development per hectare	10.00
	2. Building per square meter	2.00
	3. Plan alteration on the area	50% of fees imposed
	Industrial Subdivision	
	1. Preliminary processing fees:	
	a. For the first five hectares	PhP 1,000.00
	b. For every additional hectare or a fraction thereof	100.00
	2. Final processing fee per hectare or fraction thereof	300.00
	3. Fee for alteration of plan	Same as Final Processing fee
	Development of Memorial Park/ Cemetery	
	1. Preliminary processing fee for every additional hectare or a fraction thereof	PhP 250.00
	2. Final processing fee for every additional hectare or a fraction thereof	50.00
	3. Alteration of plan per sq. m. of the affected portions subject to alteration	1.00
	4. Inspection fee per hectare	100.00
	5. Other Certification	100.00

STEP 2	Technical Evaluation of the Plan
STEP 2A	Verify and evaluate as per standards/ requirements indicated in PD 957/ BP 220 and Comprehensive Zoning Ordinance 0369 s. 2003 and other related laws
PERSON/S RESPONSIBLE	Nelson Pabustan
STEP 2B	City Engineering Office - verify and evaluate the engineering aspects as per standards indicated in PD 957/Batas Pambansa (BP) 220, Building Code and other set criteria
PERSON/S RESPONSIBLE	Renato De Guzman Joel Barroga
TIME FRAME	1 week
STEP 2C	Prepare Executive Summary of the technical evaluation
PERSON/S RESPONSIBLE	EnP. Yolanda Plata(Land Use and Zoning Administrator)
TIME FRAME	2 hours
STEP 3	Recommend to the Sangguniang Panlungsod the approval of Subdivision Plan
PERSON/S RESPONSIBLE	Hon. Oscar G. Malapitan (City Mayor)
TIME FRAME	2 to 3 days
STEP 4	Final evaluation of the plan for issuance of Sangguniang Panlungsod Resolution
STEP 5	Conduct Committee Hearing at the Sangguniang Panlungsod
PERSON/S RESPONSIBLE	Chairman, Committee on Real Estate, Landed Estate Subdivisions, Sangguniang Panlungsod
TIME FRAME	Session conducted every 2 nd day of the week
STEP 6	Sangguniang Panlungsod conducts 3 sessions for 1st, 2nd and final reading for the approval of the plan
PERSON/S RESPONSIBLE	City Vice-Mayor
TIME FRAME	15 days
STEP 7	Sangguniang Panlungsod Resolution shall be forwarded to the City Mayor for issuance of Development Permit
AGENCY RESPONSIBLE	Lorenzo Sunga Jr. (Secretary to the Sangguniang Panlungsod)
TIME FRAME	3 days
STEP 8	Provide Land Use and Zoning Division a copy of the resolution for issuance of Development Permit
PERSON/S RESPONSIBLE	Lorenzo Sunga Jr. (Secretary to the Sangguniang Panlungsod II)
TIME FRAME	3 days
STEP 9	Compute fees, encode and issue Order of Payment
AGENCY RESPONSIBLE	Land Use and Zoning Division, City Planning and Development Department
TIME FRAME	2 hours
STEP 10	Payment of Development Fees and submission of requirements
AGENCY RESPONSIBLE	Cashier, City Treasurer's Office
TIME FRAME	3 to 4 days
STEP 11	Issue Development Permit
PERSON/S RESPONSIBLE	Hon. Oscar G. Malapitan (City Mayor)
TIME FRAME	2 to 3 days
STEP 12	Release Development Permit
AGENCY RESPONSIBLE	Land Use and Zoning Division, City Planning and Development Department
TIME FRAME	5 to 10 minutes

PEOPLE'S LAW ENFORCEMENT BOARD

Genuine public service, through quality, effective, fair, impartial and speedy adjudication of justice; hear and decide citizen's complaints or cases filed against erring officers and members of the Philippine National Police (PNP).



FRONTLINE SERVICE	ISSUANCE OF People's Law Enforcement Board (PLEB) CLEARANCE for:	
	<ul style="list-style-type: none"> • Promotion • Schooling • Retirement • Optional/Early Retirement • Re-installment • Lateral Entry • Training • Transfer of Assignment 	<ul style="list-style-type: none"> • Loan • United Nation Mission • Recipient of an Award • Compulsory Disability • Total Disability • No Pending Case • Any Legal Purpose • Re-assignment
	STEP 1 Secure Application Form and Order of Payment	
	STEP 2 Pay and get Official Receipt at the City Treasurer's Office	
	STEP 3 Verify records	
	STEP 4 Issue Clearance	
PERSON/S RESPONSIBLE	District I : Norman Ibasco District II : Fernando Chaingan III	
TIME FRAME	10 minutes	
REQUIRED DOCUMENT/S	1. PNP ID 2. 1x1 ID picture 3. Community Tax Certificate 4. Official Receipt 5. Documentary Stamp	
REQUIRED FEES	PhP 20.00 per clearance	

CITY TREASURER'S OFFICE

FUNCTIONAL STATEMENT:

Ensure prompt and accurate collection of licenses, fees and local taxes; speedy issuance of Barangay Micro Business Enterprise (BMBE), Certificate of Registration and immediate and exact payment of payrolls, vouchers and other local expenses. Provide qualified work-oriented personnel in the frontline service and develop a workflow system that minimizes procedures and documentary requirements without violating audit requirements.

FRONTLINE SERVICES	COLLECTION OF FEES, LICENSES AND TAXES		
	<ul style="list-style-type: none"> • Medical Certificate • Mayor's Permit • Tuition Fees • Health Certificate • Professional Tax Receipt (PTR) • Impounding Fee • Towing Fee • Other TMC Fees • National Statistics Office (NSO) 	<ul style="list-style-type: none"> • City Transfer Tax • Building Permit • Machineries Inspection Fee • Excavation Inspection Fee • Franchise Dropping • Tricycle • Cemetery • Fire Safety • Electrical Inspection Fee 	
STEP 1	Present order of payment		
STEP 2	Payment of the amount indicated		
PERSON/S RESPONSIBLE	Susan Florentino Jose Dennis Lucelo Maricel Concepcion Alex Belina	Eufrocyn Panelo Delia Manapat Marissa Eclipse	Cezar Hernandez Amelia Fulgencio Reynaldo Santos
TIME FRAME	1 minute		
REQUIRED DOCUMENT/S	Order of Payment		
REQUIRED FEES	1. Medical Certificate PhP 100.00 2. Mayor's Permit 20 to 100.00 3. Tuition Fees Varying 4. Health Certificate Varying 5. Professional Tax Receipt (PTR) 100.00 6. Impounding Fee 300.00 7. Towing Fee Varying 8. Other Traffic Management Center (TMC) Fee Varying 9. NSO 25.00 10. City Transfer Tax Varying 11. Building Permit Varying 12. Machineries Inspection Fee Varying 13. Excavation Inspection Fee 30.00 14. Franchise Dropping 405 /580 /555.00 15. Tricycle Varying 16. Cemetery Varying 17. Fire Safety Varying 18. Electrical Inspection Fee Varying		

FRONTLINE SERVICE	COLLECTION OF COMMUNITY TAX CERTIFICATE(Cedula)
STEP 1	Present last Cedula or information sheet
STEP 2	Payment
PERSON/S RESPONSIBLE	Imelda Gutierrez Baltazar Dela Rosa
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	Last Cedula or Information Sheet
REQUIRED FEES	Varying amount



FRONTLINE SERVICE	COLLECTION OF REAL PROPERTY TAX
STEP 1	BILLING - Present last Official Receipt and Tax Declaration
PERSON/S RESPONSIBLE	Jerry Viray Gina Pasok Valentino Centeno Jennifer Ressureccion Raquel Echaves Hadeliza Tiotangco May Duda
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	1. Last Official Receipt 2. Tax Declaration
REQUIRED FEES	None
STEP 2	COLLECTION - Present Statement of Account
STEP 3	COLLECTION - Payment of amount indicated in the Statement of Account
PERSON/S RESPONSIBLE	Remedios Diego Regina Abad
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	Statement of Account
REQUIRED FEES	Varying amount

FRONTLINE SERVICE	COLLECTION OF DELINQUENT TAXES
STEP 1	Issue Notice of Delinquency
STEP 2	Pay Delinquent Taxes or Execute Promissory Note in case the taxpayer is not yet re delinquent taxes
PERSON/S RESPONSIBLE	Lito Serrano Rogelio Velasco Jr. Edwin Puzo Irene Manansala Alfredo Garcia Jr. Roberto Maninang
TIME FRAME	3 days
REQUIRED DOCUMENT/S	Notice of Delinquency
REQUIRED FEES	Amount indicated in the notice of delinquency

FRONTLINE SERVICE	ISSUANCE OF CLEARANCE			
STEP 1	Present application and requirement			
STEP 2	Verify accounts			
STEP 3	Issue Order of Payment for the clearance			
STEP 4	Prepare and sign clearance			
PERSON/S RESPONSIBLE	Maritess Torres	Delia Dela Cruz	Vicente Rado	Evelyn Puzo
TIME FRAME	3 days			
REQUIRED DOCUMENT/S	1. Tax Declaration 2. Current tax payments		3. Community Tax Certificate 4. Application Form	
REQUIRED FEES	PhP 50.00			

FRONTLINE SERVICE	COLLECTION OF FEES, LICENSES AND TAXES – Market Fees/ Rental		
STEP 1	Pay market fees		
STEP 2	Issue Official Receipt/Ticket		
PERSON/S RESPONSIBLE	Ma Christina Cordero Lucero Erpelo	Buenaventura Villanueva	Eden Perez
TIME FRAME	1 minute		
REQUIRED DOCUMENT/S	None		
REQUIRED FEES	PhP 20.00 per square meter		PhP5.00 per bilao

FRONTLINE SERVICE	COLLECTION OF FEES, LICENSES AND TAXES - Business Taxes			
STEP 1	Issue order of payment			
STEP 2	Pay business tax			
PERSON/S RESPONSIBLE	Ronilo Marmolejo	Roselle Dumaguing	Ellenita Jabal	Vivian Buena
TIME FRAME	1 minute			
REQUIRED DOCUMENT/S	Order of payment			
REQUIRED FEES	As indicated in the order of payment			

FRONTLINE SERVICE	CERTIFICATION OF AVAILABILITY OF FUNDS		
STEP 1	Receive complete documents		
STEP 2	Compute city tax		
STEP 3	Affix signatures		
STEP 4	Release dockets		
PERSON/S RESPONSIBLE	Angelina Junio		
TIME FRAME	30 minutes		
REQUIRED DOCUMENT/S	1. Purchase Request	2. Vouchers	3. Payrolls
REQUIRED FEES	None		

FRONTLINE SERVICE	PAYMENT OF PAYROLLS, VOUCHERS AND OTHER CITY EXPENDITURES			
STEP 1	Receive documents			
STEP 2	Pay expenditure			
STEP 3	Issue checks			
PERSON/S RESPONSIBLE	<u>Vouchers:</u> Hercules Reyes Fe Sanchez	<u>Payrolls:</u> Virginia Adan Amelia Yco Shiela Cudia	Hercules Reyes Irene Purificacion	

TIME FRAME	8 minutes
REQUIRED DOCUMENT/S	1. Identification Card 2. Approved Purchase Requests 3. Vouchers
REQUIRED FEES	None

FRONTLINE SERVICE	ISSUANCE OF BARANGAY MICRO-BUSINESS ENTERPRISE(BMBE) CERTIFICATE
STEP 1	Receive complete documents
STEP 2	Conduct ocular inspection
STEP 3	Approve Application
STEP 4	Issue Certificate of Registration
PERSON/S RESPONSIBLE	Mary Anne Tautjo Melodita Doria
TIME FRAME	3 days
REQUIRED DOCUMENT/S	1. Application Form 2. Affidavit of Undertaking 3. Sworn Statement of Assets and Liabilities 4. SEC/ Cooperative Development Authority (CDA)/DTI Registration Certificate 5. Tax Identification Number (TIN) 6. Mayor's Permit 7. BIR Registration Certificate 8. Pictures of premises and tangible assets 9. Copy of Contract of Loans and Schedule of Amortization (if there's any) 10. Income Tax Return (if existing)
REQUIRED FEES	None

FRONTLINE SERVICE	EXAMINATION OF BOOK OF ACCOUNTS
STEP 1	Issue Letter of Authority
STEP 2	Examine books and relevant documents
STEP 3	Issue notice of tax deficiency (if there's any)
STEP 4	Issue order of payment (if taxpayer is agreeable with the findings)
STEP 5	Pay taxes
STEP 6	Issue confirmation receipts
PERSON/S RESPONSIBLE	Amparo Delos Santos Rosita Bondoc Belinda Resurrecion Joel Balura Analyn Cayabyab Mary Anne Tautjo Melody Doria Vivian Buena Cezar Hernandez Vicenta Rudica
TIME FRAME	1 month
REQUIRED DOCUMENT/S	Book of Accounts
REQUIRED FEES	Varying Amount

CITY ASSESSOR'S OFFICE

FUNCTIONAL STATEMENT:

Escalate the operation and completion of development projects and to secure delivery of basic services to the constituents which requires maximizing the revenue Collection of the city especially on real property taxation for a progressive city.

FRONTLINE SERVICE	TRANSFER OF OWNERSHIP OF CITY LAND, BUILDING IMPROVEMENTS AND MACHINERIES			
STEP 1	Receive and check required documents			
PERSON/S RESPONSIBLE	Evelyn Sanchez Eliser Quintos Jr.			
STEP 2	Assign Property Index Numbers			
PERSON/S RESPONSIBLE	Gina Libo-on Merlie Geraldino			
STEP 3	Conduct site inspection			
PERSON/S RESPONSIBLE	Merriam Geraldino	Lydia Gagani	Alfredo Susano	Aida Lozada
	Herminia Tabing	Ronnie Dela Rama	Flora Clor	
STEP 4	Prepare Inspection Reports/ Field Appraisal and Assessment Sheet (FAAS)			
PERSON/S RESPONSIBLE	Merriam Geraldino	Lydia Gagani	Alfredo Susano	Aida Lozada
	Herminia Tabing	Ronnie Dela Rama	Flora Clor	
STEP 5	Check and approve encoding of FAAS			
PERSON/S RESPONSIBLE	Anthony Pulmano (Officer-in-Charge)			
STEP 6	Encode approved FAAS			
PERSON/S RESPONSIBLE	Rowena Gatmaitan	Gella Santos	Lorelei Aguilar	Emily Diaz
STEP 7	Check the encoded and printed Tax Declaration			
PERSON/S RESPONSIBLE	Bernardita Mallare Lovella Sangil			
STEP 8	Approve and sign documents			
PERSON RESPONSIBLE	Anthony Pulmano (Officer-in-Charge)			
STEP 9	Release documents			
PERSON/S RESPONSIBLE	Nathaniel Deveraturda Jovelita Castillon			
TIME FRAME	10 to 12 days (all procedures)			
REQUIRED DOCUMENT/S	<ol style="list-style-type: none"> 1. Title (Certified True Copy, issued by Register of Deeds) 2. Deed of Sale or any documents of transfer 3. Realty Tax Receipt (present quarter)/ Tax Clearance 4. Transfer Tax Receipt (Certified Photocopy) 5. Certificate Authorizing Registration (duplicate/ blue copy) - Issued 2003 and below to be certified by the Bureau of Internal Revenue (BIR) 6. Latest Tax Declaration for Land and Improvement 7. Community Tax Certificate issued in Caloocan (property owner, vendor, contact person) 8. Subdivision Plan 			
REQUIRED FEES	None			

FRONTLINE SERVICE	DECLARATION OF NEW/ UNDECLARED PROPERTIES			
STEP 1	Receive and check required documents			
PERSON/S RESPONSIBLE	Evelyn Sanchez Eliser Quintos Jr.			

STEP 2	Assign Property Index Numbers
AGENCY RESPONSIBLE	Gina Libo-on Merlie Geraldino
STEP 3	Conduct site inspection
PERSON/S RESPONSIBLE	Merriam Geraldino Lydia Gagini Alfredo Susano Aida Lozada Herminia Tabing Ronnie Dela Rama Flora Clor
STEP 4	Prepare Inspection Reports/ FAAS
PERSON/S RESPONSIBLE	Merriam Geraldino Lydia Gagini Alfredo Susano Aida Lozada Herminia Tabing Ronnie Dela Rama Flora Clor
STEP 5	Check and approve encoding of FAAS
PERSON/S RESPONSIBLE	Anthony Pulmano (Officer-in-Charge)
STEP 6	Encode approved FAAS
PERSON/S RESPONSIBLE	Rowena Gatmaitan Gella Santos Lorelei Aguilar Emily Diaz
STEP 7	Check the encoded and printed Tax Declaration
PERSON/S RESPONSIBLE	Bernardita Mallare Lovella Sangil
STEP 8	Approve and sign documents
PERSON/S RESPONSIBLE	Anthony Pulmano (Officer-in-Charge)
STEP 9	Release documents
PERSON/S RESPONSIBLE	Nathaniel Deveraturda Jovelita Castillon
TIME FRAME	10 to 12 days (all procedures)
REQUIRED DOCUMENT/S	1. Building Plan 2. Building Permit 3. Tax Declaration of Land 4. Tax Declaration of Building 5. Sworn Statement (Machinery) 6. Realty Tax Receipt (Present quarter)/ Tax Clearance
REQUIRED FEES	None

FRONTLINE SERVICE	CANCELATION OF ASSESSMENT RECORDS
STEP 1	Receive and check required documents
PERSON/S RESPONSIBLE	Evelyn Sanchez Eliser Quintos Jr.
STEP 2	Assign Property Index Numbers
PERSON/S RESPONSIBLE	Gina Libo-on Merlie Geraldino
STEP 3	Conduct site inspection
PERSON/S RESPONSIBLE	Merriam Geraldino Lydia Gagini Alfredo Susano Aida Lozada Herminia Tabing Ronnie Dela Rama Flora Clor
STEP 4	Prepare of Inspection Reports/ FAAS
PERSON/S RESPONSIBLE	Merriam Geraldino Lydia Gagini Alfredo Susano Aida Lozada Herminia Tabing Ronnie Dela Rama Flora Clor
STEP 5	Check and approve encoding of FAAS
PERSON/S RESPONSIBLE	Anthony Pulmano (Officer-in-Charge)
STEP 6	Encode approved FAAS
PERSON/S RESPONSIBLE	Rowena Gatmaitan Gella Santos Lorelei Aguilar Emily Diaz
STEP 7	Check the encoded and printed Tax Declaration
PERSON/S RESPONSIBLE	Bernardita Mallare Lovella Sangil
STEP 8	Approval and Final Signature
PERSON/S RESPONSIBLE	Anthony Pulmano (Officer-in-Charge)

STEP 9	Release documents
PERSON/S RESPONSIBLE	Nathaniel Deveraturda Jovelita Castillon
TIME FRAME	10 to 12 days (all procedures)
REQUIRED DOCUMENT/S	<ol style="list-style-type: none"> 1. Demolition permit 2. Certification by the Bureau of Fire Protection (BFP) if destroyed by fire 3. Tax Declaration 4. Realty Tax Receipt 5. Letter Request 6. Tax Clearance (Present Quarter)
REQUIRED FEES	None

FRONTLINE SERVICE	TRANSFER AND SEGREGATION OF SUBDIVISION
STEP 1	Receive and check required documents
PERSON/S RESPONSIBLE	Evelyn Sanchez Eliser Quintos Jr.
STEP 2	Assign Property Index Numbers
PERSON/S RESPONSIBLE	Gina Libo-on Merlie Geraldino
STEP 3	Conduct site inspection
PERSON/S RESPONSIBLE	Merriam Geraldino Lydia Gagani Alfredo Susano Aida Lozada Herminia Tabing Ronnie Dela Rama Flora Clor
STEP 4	Prepare of Inspection Reports/ FAAS
PERSON/S RESPONSIBLE	Merriam Geraldino Lydia Gagani Alfredo Susano Aida Lozada Herminia Tabing Ronnie Dela Rama Flora Clor
STEP 5	Check and approve encoding of FAAS
PERSON/S RESPONSIBLE	Anthony Pulmano (Officer-in-Charge)
STEP 6	Encode approved FAAS
PERSON/S RESPONSIBLE	Rowena Gatmaitan Lorelei Aguilar Gella Santos Emily Diaz
STEP 7	Check the encoded and printed Tax Declaration
PERSON/S RESPONSIBLE	Bernardita Mallare Lovella Sangil
STEP 8	Approve and sign documents
PERSON/S RESPONSIBLE	Anthony Pulmano (Officer-in-Charge)
STEP 9	Release of transfer documents
PERSON/S RESPONSIBLE	Nathaniel Deveraturda Jovelita Castillon
TIME FRAME	10 to 12 days (all procedures)
REQUIRED DOCUMENT/S	<ul style="list-style-type: none"> • Title • Deed of Sale or any documents of transfer • Realty Tax Receipt (Present Quarter)/ Tax Clearance • Transfer Tax Receipt • Certification of Capital Gains Tax/ Donor's Tax/ Estate Tax • Latest tax declaration of land and improvement • Community Tax Certificate • Subdivision Plan
REQUIRED FEES	None

FRONTLINE SERVICE	SEGREGATION OF TAX DECLARATION FROM NATIONAL HOUSING AUTHORITY (NHA)			
STEP 1	Receive and check required documents			
PERSON/S RESPONSIBLE	Evelyn Sanchez		Eliser Quintos Jr.	
STEP 2	Assigning of Property Index Numbers			
PERSON/S RESPONSIBLE	Gina Libo-on		Merlie Geraldino	
STEP 3	Conduct site inspection			
PERSON/S RESPONSIBLE	Merriam Geraldino	Lydia Gagani	Alfredo Susano	Aida Lozada
	Herminia Tabing	Ronnie Dela Rama	Flora Clor	
STEP 4	Prepare Inspection Reports/ FAAS			
PERSON/S RESPONSIBLE	Merriam Geraldino	Lydia Gagani	Alfredo Susano	Aida Lozada
	Herminia Tabing	Ronnie Dela Rama	Flora Clor	
STEP 5	Check and approve encoding of FAAS			
PERSON/S RESPONSIBLE	Anthony Pulmano (Officer-in-Charge)			
STEP 6	Encode approved FAAS			
PERSON/S RESPONSIBLE	Rowena Gatmaitan	Gella Santos	Lorelei Aguilar	Emily Diaz
STEP 7	Check the encoded and printed Tax Declaration			
PERSON/S RESPONSIBLE	Bernardita Mallare		Lovella Sangil	
STEP 8	Approve and sign documents			
PERSON/S RESPONSIBLE	Anthony Pulmano (Officer-in-Charge)			
STEP 9	Release Tax Declaration			
PERSON/S RESPONSIBLE	Nathaniel Deveraturda		Jovelita Castillon	
TIME FRAME	10 to 12 days (all procedures)			
REQUIRED DOCUMENT/S	1. Certified True Copy of Title or Technical Description		3. Deed of sale, if name is different from the award	
	2. Award document		4. Building Plan	
REQUIRED FEES	None			



FRONTLINE SERVICE	RECLASSIFICATION OF ASSESSMENT FROM REAL PROPERTIES			
STEP 1	Receiving and checking of required documents			
PERSON/S RESPONSIBLE	Evelyn Sanchez		Eliser Quintos Jr.	
STEP 2	Assign Property Index Numbers			
PERSON/S RESPONSIBLE	Gina Libo-on		Merlie Geraldino	
STEP 3	Conduct site inspection			
PERSON/S RESPONSIBLE	Merriam Geraldino	Lydia Gagani	Alfredo Susano	Aida Lozada
	Herminia Tabing	Ronnie Dela Rama	Flora Clor	
STEP 4	Prepare Inspection Reports/ FAAS			
PERSON/S RESPONSIBLE	Merriam Geraldino	Lydia Gagani	Alfredo Susano	Aida Lozada
	Herminia Tabing	Ronnie Dela Rama	Flora Clor	

STEP 5	Check and approve encoding of FAAS
PERSON/S RESPONSIBLE	Anthony Pulmano (Officer-in-Charge)
STEP 6	Encode approved FAAS
PERSON/S RESPONSIBLE	Rowena Gatmaitan Gella Santos Lorelei Aguilar Emily Diaz
STEP 7	Check the encoded and printed Tax Declaration
PERSON/S RESPONSIBLE	Bernardita Mallare Lovella Sangil
STEP 8	Approve and sign Certification
PERSON/S RESPONSIBLE	Anthony Pulmano (Officer-in-Charge)
STEP 9	Release Certification
PERSON/S RESPONSIBLE	Nathaniel Deveraturda Jovelita Castillon
TIME FRAME	10 to 12 days (all procedures)
REQUIRED DOCUMENT/S	1. Demolition permit 2. Certification by Bureau of Fire Protection (BFP) if destroyed by fire 3. Tax Declaration 4. Realty Tax Receipt 5. Letter Request 6. Tax Clearance (Present Quarter)
REQUIRED FEES	None

FRONTLINE SERVICE	ISSUANCE OF CERTIFIED TRUE COPY OF TAX DECLARATION
STEP 1	Secure request form for the needed certification
PERSON/S RESPONSIBLE	Gella Santos Ederlyn Gabrillo
STEP 2	Issue Order Payment
PERSON/S RESPONSIBLE	Jovelita Castillon Nathaniel Deveraturda
STEP 3	Submit Official Receipt
PERSON/S RESPONSIBLE	Bernardita Mallare Dorotea Jocson Lovella Sangil Renato Busante
STEP 4	Print Tax Declaration
PERSON/S RESPONSIBLE	Ederlyn Gabrillo Gella Santos
STEP 5	Check printed Tax Declaration
PERSON/S RESPONSIBLE	Maria Bernardita Mallare Lovella Sangil
STEP 6	Verify tie up and reconcile printed Tax Declaration to records and files
PERSON/S RESPONSIBLE	Renato Busante
STEP 7	Approve and sign Certification
PERSON/S RESPONSIBLE	Anthony Pulmano (Officer-in-Charge)
STEP 8	Release Certification
PERSON/S RESPONSIBLE	Jovelita Castillon Nathaniel Deveraturda
TIME FRAME	10 to 12 days (all procedures)
REQUIRED DOCUMENT/S	1. Taxpayer must present their copy of tax declaration or any document related to the property or if none, it will be verified first in the computer to find out if there is an existing record of the subject property 2. Community Tax Certificate (Cedula) 3. Official Receipt for the requested Certified True Copy
REQUIRED FEES	Owner – Php 50.00 Representative – Php 100

FRONTLINE SERVICE	ISSUANCE OF CERTIFICATION OF OWNERSHIP OR PROPERTY HOLDINGS
STEP 1	Receive request for the needed certification
PERSON/S RESPONSIBLE	Gella Santos Ederlyn Gabrillo
STEP 2	Issue Order of Payment
PERSON/S RESPONSIBLE	Jovelita Castillon Nathaniel Deveraturda
STEP 3	Submit Official Receipt
PERSON/S RESPONSIBLE	Bernardita Mallare Dorotea Jocson Lovella Sangil Renato Busante
STEP 4	Verify and print Tax Declaration
PERSON/S RESPONSIBLE	Ederlyn Gabrillo Gella Santos
STEP 5	Approve and sign Certification
PERSON/S RESPONSIBLE	Anthony Pulmano (Officer-in-Charge)
STEP 6	Release Certification
PERSON/S RESPONSIBLE	Jovelita Castillon Nathaniel Deveraturda
TIME FRAME	2 to 3 hours
REQUIRED DOCUMENT/S	1. Certified True Copy of Tax Declaration both for land and improvement 2. Community Tax Certificate (Cedula) 3. Official Receipt for the requested certification
REQUIRED FEES	PhP 50.00 per property

FRONTLINE SERVICE	CERTIFICATE OF NON-OWNERSHIP
STEP 1	Receive request form for the needed certification
PERSON/S RESPONSIBLE	Gella Santos Ederlyn Gabrillo
STEP 2	Issue Order of Payment
PERSON/S RESPONSIBLE	Jovelita Castillon Nathaniel Deveraturda
STEP 3	Submit Official Receipt
PERSON/S RESPONSIBLE	Bernardita Mallare Dorotea Jocson Lovella Sangil Renato Busante
STEP 4	Verify and print certifications
PERSON/S RESPONSIBLE	Ederlyn Gabrillo Gella Santos
STEP 5	Approve and sign Certification
PERSON/S RESPONSIBLE	Anthony Pulmano (Officer-in-Charge)
STEP 6	Release Certification
PERSON/S RESPONSIBLE	Jovelita Castillon Nathaniel Deveraturda
TIME FRAME	2 to 3 hours
REQUIRED DOCUMENT/S	1. Request Form 3. Official Receipt of certification fees 2. Community Tax Certificate (Cedula)
REQUIRED FEES	PhP 50.00 per name requested

FRONTLINE SERVICE	CERTIFICATION OF NO-IMPROVEMENT
STEP 1	Receive request form for the needed certification
PERSON/S RESPONSIBLE	Gella Santos Ederlyn Gabrillo
STEP 2	Issue Order of Payment
PERSON/S RESPONSIBLE	Jovelita Castillon Nathaniel Deveraturda
STEP 3	Submit Official Receipt
PERSON/S RESPONSIBLE	Bernardita Mallare Dorotea Jocson Lovella Sangil Renato Busante

STEP 4	Conduct Ocular Inspection
PERSON/S RESPONSIBLE	Merriam Geraldino Lydia Gagani Alfredo Susano Aida Lozada Herminia Tabing Ronnie Dela Rama Flora Clor
STEP 5	Type/ print certification
PERSON/S RESPONSIBLE	Ederlyn Gabrillo Gella Santos
STEP 6	Approve and sign Certification
PERSON/S RESPONSIBLE	Anthony Pulmano (Officer-in-Charge)
STEP 7	Release Certification
PERSON/S RESPONSIBLE	Jovelita Castillon Nathaniel Deveraturda
REQUIRED DOCUMENT/S	1. Tax Declaration of the property (land) subject for issuance of no-improvement 2. Affidavit by either the seller or buyer as proof that the subject property is vacant so that the requested certification can be issued immediately. In the absence of affidavit, it will be subjected to actual inspection which will be scheduled- first come first serve basis and upon the availability of an inspector 3. Official Receipt 4. Community Tax Certificate
REQUIRED FEES	PhP 50.00 per property

FRONTLINE SERVICE	CERTIFICATION OF PREVAILING ASSESSMENT
STEP 1	Receive request form for the needed certification
PERSON/S RESPONSIBLE	Gella Santos Ederlyn Gabrillo
STEP 2	Issue Order of Payment
PERSON/S RESPONSIBLE	Jovelita Castillon Nathaniel Deveraturda
STEP 3	Submit Official Receipt
PERSON/S RESPONSIBLE	Bernardita Mallare Dorotea Jocson Lovella Sangil Renato Busante
STEP 4	Type/ print of certification
PERSON/S RESPONSIBLE	Ederlyn Gabrillo Gella Santos
STEP 5	Approve and sign Certification
PERSON/S RESPONSIBLE	Anthony Pulmano (Officer-in-Charge)
STEP 6	Release Certification
TIME FRAME	2 to 3 hours (all procedures)
PERSON/S RESPONSIBLE	Jovelita Castillon Nathaniel Deveraturda
REQUIRED DOCUMENT/S	1. Certified True Copy of Tax Declaration (present) both for land and improvement 2. Community Tax Certificate (Cedula) 3. Official Receipt for the requested certification
REQUIRED FEES	PhP 50.00 per property

FRONTLINE SERVICE	CERTIFICATION OF NO-IMPROVEMENT (PORTION ONLY)
STEP 1	Receive request form for the needed certification
PERSON/S RESPONSIBLE	Gella Santos Ederlyn Gabrillo
STEP 2	Issue Order of Payment
PERSON/S RESPONSIBLE	Jovelita Castillon Nathaniel Deveraturda
STEP 3	Submit Official Receipt
PERSON/S RESPONSIBLE	Bernardita Mallare Lovella Sangil Dorotea Jocson Renato Busante

STEP 4	Type/ print certification
PERSON/S RESPONSIBLE	Ederlyn Gabrillo Gella Santos
STEP 5	Approve and sign Certification
PERSON/S RESPONSIBLE	Anthony Pulmano (Officer-in-Charge)
STEP 6	Release Certification
PERSON/S RESPONSIBLE	Jovelita Castillon Nathaniel Deveraturda
TIME FRAME	3 to 4 hours (all procedures)
REQUIRED DOCUMENT/S	<ol style="list-style-type: none"> 1. Tax Declaration of the property (land) subject for issuance of no-improvement 2. Affidavit by either the seller or buyer as proof that the subject property is vacant for the immediate issuance of requested certification, in absence of the affidavit, will be subjected to actual inspection depending on the availability of field inspector 3. Official Receipt 4. Community Tax Certificate (Cedula)
REQUIRED FEES	PhP 50.00 per property

FRONTLINE SERVICE	CERTIFICATION WITHIN AND OUTSIDE TERRITORIAL JURISDICTION	
REQUIRED FEES	P 50.00 per property	
STEP 1	Receive request form for the needed certification	
PERSON/S RESPONSIBLE	Gella Santos Ederlyn Gabrillo	
STEP 2	Issue Order of Payment	
PERSON/S RESPONSIBLE	Jovelita Castillon Nathaniel Deveraturda	
STEP 3	Submit Official Receipt	
PERSON/S RESPONSIBLE	Bernardita Mallare Lovella Sangil Dorotea Jocson Renato Busante	
STEP 4	Type/ print certification	
PERSON/S RESPONSIBLE	Ederlyn Gabrillo Gella Santos	
STEP 5	Approve and sign Certification	
PERSON/S RESPONSIBLE	Anthony Pulmano (Officer-in-Charge)	
STEP 6	Release Certification	
PERSON/S RESPONSIBLE	Jovelita Castillon Nathaniel Deveraturda	
TIME FRAME	3 to 4 hours (all procedures)	
REQUIRED DOCUMENT/S	<ol style="list-style-type: none"> 1. Transfer Certificate of Title of Particular Lot 2. Tax Declaration 3. Location Plan 4. Community Tax Certificate 	

FRONTLINE SERVICE	CERTIFICATION RELATED TO ASSESSMENT RECORDS		
STEP 1	Receive request form for the needed certification		
PERSON/S RESPONSIBLE	Gella Santos Ederlyn Gabrillo		
STEP 2	Issue Order of Payment		
PERSON/S RESPONSIBLE	Jovelita Castillon Nathaniel Deveraturda		
STEP 3	Submit Official Receipt		
PERSON/S RESPONSIBLE	Bernardita Mallare Dorotea Jocson Lovella Sangil Renato Busante		
STEP 4	Type/ print certification		
PERSON/S RESPONSIBLE	Ederlyn Gabrillo Gella Santos		
STEP 5	Approve and sign Certification		
PERSON/S RESPONSIBLE	Anthony Pulmano (Officer-in-Charge)		

STEP 6	Release Certification	
PERSON/S RESPONSIBLE	Jovelita Castillon	Nathaniel Deveraturda
TIME FRAME	3 to 4 hours	
REQUIRED DOCUMENT/S	1. Transfer Certificate of Title 2. Tax Declaration	3. Community Tax Certificate (Cedula)
REQUIRED FEES	Php 50.00 per certification	

FRONTLINE SERVICE	ISSUANCE OF TRANSFER TAX ORDER OR PAYMENT	
STEP 1	Present and submit requirements	
PERSON/S RESPONSIBLE	Gella Santos	Ederlyn Gabrillo
STEP 2	Issue Order of Payment	
PERSON/S RESPONSIBLE	Jovelita Castillon	Nathaniel Deveraturda
STEP 3	Approve and sign documents	
PERSON/S RESPONSIBLE	Anthony Pulmano	
STEP 4	Pay Transfer Tax to Treasurer's Office and for Certified True Copy of OR	
PERSON/S RESPONSIBLE	Cashier, City Treasurer's Office	
STEP 5	Return to Assessor's Office for presentation of Transfer Tax Receipt	
PERSON/S RESPONSIBLE	Gella Santos	Ederlyn Gabrillo
TIME FRAME	1 hour	
REQUIRED DOCUMENT/S	1. Original Copy of Deed of Sale, Deed of Donation, Extra Judicial, Etc. 2. Photocopy of the documents listed in No. 1 3. Photocopy of Tax Declaration 4. Photocopy of title 5. Business Permit of the seller, if real estate developer and/ or company	
REQUIRED FEES	Corresponding transfer tax cost	



FRONTLINE SERVICE	ISSUANCE OF SIMPLE COPY OF TAX DECLARATION FOR REALTY TAX PAYMENT	
STEP 1	Proceed to window 1, 2, 3 for printing of tax declaration	
PERSON/S RESPONSIBLE	Ederlyn Gabrillo	Gella Santos

STEP 2	Proceed to Taxmapping Division with all documents pertaining to the property and determine the Property Index Number (PIN) as per base map, if there are no computer records available	
PERSON/S RESPONSIBLE	Gina Libo-on	Merlie Geraldino
TIME FRAME	1 hour	
REQUIRED DOCUMENT/S	1. Official Receipt of Realty Property Tax payment	

	2. Tax Declaration 3. Any document pertaining to the identification of the property
REQUIRED FEES	None

CITY WATERWORKS SYSTEM (PATUBIG)

FUNCTIONAL STATEMENT:

Operate, maintain and improve the waterworks system for the residents of North Caloocan City

FRONTLINE SERVICE	WATER PRODUCTION THROUGH DEEPWELL
STEP 1	Operates the pump station by filling up the tank to provide water to the consumers via pipe-laid length that stretches to the water installation of every concessionaires
PERSON/S RESPONSIBLE	Pump Operator
TIME FRAME	24 hour non-stop operation

FRONTLINE SERVICE	BILLING (METER READING AND BILLING PROCEDURES)
STEP 1	Monthly reading of the data from each individual consumer's water meter
PERSON/S RESPONSIBLE	Assigned meter reader
TIME FRAME	5 to 7 days
STEP 2	Process Statement of Account based on data input of assigned meter readers
PERSON/S RESPONSIBLE	Billers
TIME FRAME	5 to 7 minutes
REQUIRED DOCUMENT/S	Bills or Statement of Accounts
REQUIRED FEES	Current monthly balance

FRONTLINE SERVICE	CUSTOMER ASSISTANCE CENTER
STEP 1	Log complaints and queries
PERSON/S RESPONSIBLE	Boy Salvador
STEP 2	Forward complaints / queries to Production Section
PERSON/S RESPONSIBLE	Boy Salvador
STEP 3	Take necessary action
PERSON/S RESPONSIBLE	Personnel assigned / officer on duty
TIME FRAME	1 to 2 days
REQUIRED FEES	None

PUBLIC INFORMATION DIVISION

OFFICE OF THE MAYOR

FUNCTIONAL STATEMENT:

Provide and disseminate to the public relevant and pertinent information and other forms of campaign on the programs and projects of the Caloocan City Government through all forms of media in order to bridge the communication gap and serve as an arm for mobilization, manned by dedicated and competent staff working harmoniously with the local Chief Executive towards a common goal of achieving a productive, self-reliant, educated and well-informed citizenry.

FRONTLINE SERVICE	INFORMATION AND RESEARCH FACILITATION PROVISION OF RESEARCH MATERIALS, PAMPHLETS, COMMUNITY PAPER AND DATABASE INFORMATION TO : PRIVATE SECTORS, NON-GOVERNMENT ORGANIZATIONS AND GOVERNMENT AGENCIES, STUDENTS AND THE ACADEME		
STEP 1	Submit in writing the needed information indicating complete name and purpose for the research		
PERSON/S RESPONSIBLE	Cirilo Paclibar, Jr.		
TIME FRAME	5 to 15 minutes depending on the volume of research information needed		
STEP 2	Photocopy or copy by hand the document/s		
PERSON/S RESPONSIBLE	Cirilo Paclibar, Jr.		
STEP 3	Conduct interview for a more detailed information		
PERSON/S RESPONSIBLE	Officers of the Day		
REQUIRED DOCUMENT/S	Valid identification card		
TIME FRAME	5 to 15 minutes		
REQUIRED FEES	None		

FRONTLINE SERVICE	DIGITAL PHOTOGRAPHY DOWNLOADING/COPYING PROVISION OF COPY/COPIES OF DIGITAL PHOTOS TO CLIENTS		
STEPS / PROCEDURES	Submit in writing the needed photos indicating time and event, complete name and purpose for the digital photo download		
PERSON/S RESPONSIBLE	<i>Office photographers</i> Richard Policarpio Ariel Cagadas Julio Del Valle	<i>Computer Operators</i> Casiano Cabasag, Jr. Michael Humban	<i>Videographers</i> Ryan Robles Gramer Mantos Angel Doronila
TIME FRAME	10 to 20 minutes		
REQUIRED DOCUMENT/S	1. Valid identification card 2. Flash Drive or blank Compact Disc		
REQUIRED FEES	None		

ENVIRONMENTAL SANITATION SERVICES

FUNCTIONAL STATEMENT:

Responsible for sanitation and cleanliness of the city



FRONTLINE SERVICE	GARBAGE COLLECTION
STEP 1	Inform the office for uncollected garbage within the city
PERSON/S RESPONSIBLE	Avelino Tadeo
TIME FRAME	5 minutes
STEP 2	Provide name, address and the exact location where the garbage is to be collected
PERSON/S RESPONSIBLE	Avelino Tadeo
STEP 3	Collect garbage at the location identified
PERSON/S RESPONSIBLE	ESS Personnel
TIME FRAME	5 Minutes
REQUIRED FEES	None

LABOR AND INDUSTRIAL RELATIONS SERVICES

FUNCTIONAL STATEMENT:

Implement training and related programs for out-of-school youths and unemployed adults by working hand-in-hand with a network of skills developing and employment-providing institutions specifically the Technical Education and Skills Development Authority (TESDA), Department of Labor and Employment (DOLE), and other sectors geared towards the enlistment of blue-collared occupation through skills and livelihood training; and further formulate mechanisms for labor and industrial advancement.

PUBLIC EMPLOYMENT SERVICE OFFICE (PESO)

A non-free charging multi-employment service facility or entity established and accredited pursuant to Republic Act No. 8759 - the Public Employment Service Act of 1999, allowing its local partner to provide full and quality employment opportunities for all and for this purpose, to strengthen and expand the existing employment facilitation service particularly at the local levels.

FRONTLINE SERVICE	REGULAR EMPLOYMENT (LOCAL AND OVERSEAS EMPLOYMENT) APPLICATION FOR JOB SEEKERS
STEP 1	Accomplish Personal Data
PERSON/S RESPONSIBLE	Jenny Dela Cruz Paz Gonzales Elizabeth Garcia
TIME FRAME	5 - 10 Minutes
STEP 2	Refer to company/ employer
REQUIRED DOCUMENT/S	1. Bio-data / Resume 2. 1 x 1 picture
REQUIRED FEES	None

FRONTLINE SERVICE	MEGA JOB FAIR(LOCAL AND OVERSEAS EMPLOYMENT) APPLICATION FOR JOB SEEKERS
STEP 1	Go to registration area and accomplish necessary information on the CNMRS form
PERSON/S RESPONSIBLE	Mercedes Ocampo
STEP 2	Proceed directly to the employers on the Job Section Area
STEP 3	Choose position that best fits qualification
STEP 4	Advise status of application (those hired on the spot)
PERSON/S RESPONSIBLE	Employer / Company / Agency
TIME FRAME	30 minutes (All procedures)
REQUIRED DOCUMENT/S	1. Bio-data / Resume 4. Diploma / Transcript of Records (TOR) 2. Picture (2 x 2) 5. Authenticated birth certificate 3. Certificate of Employment
REQUIRED FEES	None



FRONTLINE SERVICE	SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES)
STEP 1	Apply directly to PESO office for interview
PERSON/S RESPONSIBLE	PESO Staff: Jenny Dela Cruz, Paz Gonzales, Elizabeth Garcia DOLE Coordinator: Nieves Guillermo
STEP 2	Contract signing for accepted applicants
PERSON/S RESPONSIBLE	Mercedes Ocampo DOLE Coordinator: Nieves Guillermo Roberto Cruz (Officer-in-Charge)
TIME FRAME	Students who signed contract will be employed within 20 days.
REQUIRED DOCUMENT/S	<ol style="list-style-type: none"> 1. Registration form 01 - three copies 2. Identification card (I.D.) Pictures 3. Birth/ Baptismal Certificate 4. Form 138 5. Class card/ Certification by School Registrar 6. Income Tax Return (ITR) <p>*open to all qualified High School, College, Technical or Vocational students</p>
REQUIRED FEES	None

CAREER GUIDANCE ORIENTATION SEMINAR

FRONTLINE SERVICE	CAREER GUIDANCE ORIENTATION SEMINAR
STEP 1	Assist High School students intellectually and psychologically to make decision in the realization of their career
PERSON/S RESPONSIBLE	PESO: Mercedes Ocampo DepEd: Principal / Guidance Counselor TESDA: Rosie Oliveros DEPED: Nieves Guillermo
STEP 2	Provide career orientation
TIME FRAME	2 – 3 hours
REQUIRED DOCUMENT/S	None
REQUIRED FEES	None

FRONTLINE SERVICE	LABOR EDUCATION FOR GRADUATING STUDENTS (LEGS)
STEP /PROCEDURE	Provide graduating college students with the basic information on Labor Market trends
PERSON/S RESPONSIBLE	PESO: Mercedes Ocampo DepEd: Principal / Guidance Counselor TESDA: Rosie Oliveros DEPED: Nieves Guillermo
TIME FRAME	2 – 3 hours

MANPOWER TRAINING CENTER

Offer short courses/ training to equip eager learners with the necessary knowledge and skills practically for obtaining a sense of achievement and for uplifting their self-esteem and economic well-being as for their future endeavors.



FRONTLINE SERVICE

SKILLS AND LIVELIHOOD TRAINING

Skilled Courses offered:

CCMTC (MAIN) - COURSE

- Cellular phone Repair Technician (leading to Consumer Electronics) – 3 months
- Basic Computer Operation - 3 months
- Refrigeration and Air-conditioning Servicing NC I - 3 months
- Dressmaking NC II - 3 months
- Fashion Apparel - 3 months
- Computer Hardware Servicing NC II – 4 months
- Shielded Metal Arc Welding NC II - 4 months
- Gas Metal Arc Welding - 4 months
- Automotive Servicing NC II - 4 months
- Consumer Electronics Servicing NC II - 4 months
- Advanced Computer Operation (Computer Programming) - 4 months
- Electrical Installation and Maintenance - - 4 months
- Hairdressing - 4 months
- Beauty Care - - 4 months
- Food Processing NC II - 4 months
- Commercial Cooking - - 4 months
- Massage Therapy NC II - 3 months

SATELLITE CCMTC (NORTH) - COURSE

- Cellular phone Repair Technician (leading to Consumer Electronics) - 3 months
- Basic Computer Operation - 3 months
- Refrigeration and Air-conditioning Servicing - 3 months
- Dressmaking NC II - 3 months
- Fashion Apparel - 3 months
- Carpentry - 3 months
- Computer Hardware Servicing NC II - 4 months
- Shielded Metal Arc Welding - 4 months
- Gas Metal Arc Welding - 4 months

FRONTLINE SERVICE	<ul style="list-style-type: none"> • Automotive Servicing - 4 months • Consumer Electronics Servicing NC II - 4 months • Electrical Installation and Maintenance - 4 months • Hairdressing NC II - 4 months • Beauty Care - 4 months • Food Processing NC II - 4 months • Commercial Cooking - 4 months • Massage Therapy - 4 months
STEP 1	Inquire for courses offered
PERSON/S RESPONSIBLE	Lenie Ann Balbin
STEP 2	Conduct interview
PERSON/S RESPONSIBLE	J. Aguilar A. Adornado M. Mejares E. Noguera
STEP 3	Submit/ Check requirements
PERSON/S RESPONSIBLE	Karen Perez Evelyn Miranda
STEP 4	Accomplish trainee's profile
PERSON/S RESPONSIBLE	Karen Perez Evelyn Miranda
STEP 5	Issuance of admission slip
PERSON/S RESPONSIBLE	Jocelyn Aguilar
STEP 6	Conduct final briefing of trainees
PERSON/S RESPONSIBLE	Rey Lantajo Officer in charge
TIME FRAME	10 to 15 minutes - processing time of enrollees with complete requirements
REQUIRED DOCUMENT/S	<div> <div> 1. HS Card/ Diploma (photocopy) (at least HS graduates)</div> <div>2. Barangay Certificate (Original) (Caloocan Residence)</div> <div>3. Cedula (Photocopy)</div> <div>4. ID pictures (2pcs.)</div> </div> <div> <div>5. Any valid ID Photocopy)</div> <div>6. Birth Certificate (Photocopy)</div> <div>7. Marriage Certificate (Photocopy) (for married female)</div> <div>8. Folder (long)</div> </div>

FRONTLINE SERVICE	LIVELIHOOD OUTREACH TRAINING PROGRAM I. FOOD TRADE <ul style="list-style-type: none"> • Meat Processing • Fish Processing • Fruits and Vegetables Preservation • Dimsum/ Delicacies • Candy/ Chocolate Making • Salted Eggs • Coffee/ Instant Salabat • Food Seasoning/ Condiments II. HERBAL PRODUCTS <ul style="list-style-type: none"> • Acapulco Ointment • Herbal Soap III. SOAP MAKING/HOME CARE PRODUCTS <ul style="list-style-type: none"> • Powder Detergent • Fabric Conditioner • Dishwashing Liquid • Perfume and Cologne Making IV. CANDLE MAKING
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PRES. DIOSDADO MACAPAGAL MEMORIAL MEDICAL CENTER

CALOOCAN CITY MEDICAL CENTER

FUNCTIONAL STATEMENT:

Provide an affordable quality health care to the people through holistic approach and technology-based health care delivery system. As a community of health workers, we shall adhere to the highest standards of care and uphold the culture of excellence in our daily routines.



FRONTLINE SERVICE	ADMITTING SECTION
STEP 1	Accomplish and submit hospital admission form
PERSON/S RESPONSIBLE	Lester Magno
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	Admitting Chart
REQUIRED FEES	None
STEP 2	<ul style="list-style-type: none"> • New Patient – Acquire permanent patient number for purpose of hospital record and future admissions • – Notify the personnel of your patient number for record retrieval and/or medical history
PERSON/S RESPONSIBLE	Lester Magno
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	Blue card (for patient with existing records)
REQUIRED FEES	None
STEP 3	Clarify hospital rules, policies and agreements.
PERSON/S RESPONSIBLE	Lester Magno
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	Consent Form
REQUIRED FEES	None
STEP 4	Sign consent for admission
PERSON/S RESPONSIBLE	Lester Magno
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	Patient's Chart
REQUIRED FEES	None

FRONTLINE SERVICE	EMERGENCY ROOM SECTION	
	Patient is classified at triage area as emergent, urgent and non-urgent	
STEP 1	Take patient information	
PERSON/S RESPONSIBLE	Ruby Sugue	
TIME FRAME	5 minutes	
REQUIRED DOCUMENT/S	None	
REQUIRED FEES	None	
STEP 2	Inform department concerned of patient's condition	
PERSON/S RESPONSIBLE	Ruby Sugue	
TIME FRAME	As soon as possible	
REQUIRED DOCUMENT/S	Patient's data sheet	
REQUIRED FEES	None	
STEP 3	Medical doctor/ personnel attends to patient's prerequisite	
PERSON/S RESPONSIBLE	Dr. Ismael Umali III	
TIME FRAME	Case dependent	
REQUIRED DOCUMENT/S	Patient's data sheet	
REQUIRED FEES	None for Caloocan Residents	
STEP 4	Evaluate patient's state of health for further observation and admission; transfer or discharge	
PERSONS RESPONSIBLE	Ruby Sugue	Mark Benjie Bote
TIME FRAME	10 minutes	
REQUIRED DOCUMENT/S	1. Blue Card	2. Patient Medical Record
REQUIRED FEES	None for Caloocan Residents	



FRONTLINE SERVICE	OUT-PATIENT DEPARTMENT	
	Provision of free check-up to all city residents	
STEP 1	Acquire number and wait for turn	
PERSON/S RESPONSIBLE	Araceli Nava	
TIME FRAME	5 minutes	
REQUIRED DOCUMENT/S	Number card	
REQUIRED FEES	None for Caloocan Residents	
STEP 2	Interview patient and subject to preliminary check-up	
PERSON/S RESPONSIBLE	Zenaida Daang	
TIME FRAME	5 minutes	
REQUIRED DOCUMENT/S	Patient Medical Record	
REQUIRED FEES	None for Caloocan Residents	

STEP 3	Attend to patient and evaluate medical condition
PERSON/S RESPONSIBLE	Dr. Carlos Bautista
TIME FRAME	Case dependent
REQUIRED DOCUMENT/S	Patient's Medical Record
REQUIRED FEES	None for Caloocan Residents
STEP 4	Inform and advise patient of his/ her condition and the necessary interventions
PERSON/S RESPONSIBLE	Dra. Eufrocina Cabrera
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	Patient's Medical Record
REQUIRED FEES	None for Caloocan Residents

FRONTLINE SERVICE	FREE PROVISION EXAMINATION (i.e. FBS, Cholesterol, Triglycerides, ECG)
STEP 1	Acquire appointment from hospital staff
PERSON/S RESPONSIBLE	Araceli Nava
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	Patient's Data Sheet
REQUIRED FEES	None for Caloocan Residents
STEP 2	Subject patient to examination
PERSON/S RESPONSIBLE	Einna Marie Mago
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	Patient's Data Sheet
REQUIRED FEES	None for Caloocan Residents
STEP 3	Assess and evaluate patient's medical condition
PERSON/S RESPONSIBLE	Dr. Carlos Bautista
TIME FRAME	Case dependent
REQUIRED DOCUMENT/S	Patient's Data Sheet
REQUIRED FEES	None for Caloocan Residents
STEP 4	Inform and advise patient of his/ her condition and the necessary interventions
PERSON/S RESPONSIBLE	Dra. Eufrocina Cabrera
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	Patient's Medical Record
REQUIRED FEES	None for Caloocan Residents



FRONTLINE SERVICE	RADIOLOGY (X-RAY)
STEP 1	Acquire request and Order of Payment
PERSON/S RESPONSIBLE	Thelma Peral
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	X-ray request slip
REQUIRED FEES	None
STEP 2	Pay required amount at the hospital cashier
PERSON/S RESPONSIBLE	Rodolfo Claveria Jr.
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	Order of Payment
REQUIRED FEES	Case dependent
STEP 3	Return to radiology department for x-ray procedure
PERSON/S RESPONSIBLE	Thelma Peral
TIME FRAME	Case dependent
REQUIRED DOCUMENT/S	Official Receipt
REQUIRED FEES	None
STEP 4	Inform patient of the schedule of release of his/ her results
PERSON/S RESPONSIBLE	Thelma Peral
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	Official receipt
REQUIRED FEES	None

FRONTLINE SERVICE	LABORATORY
STEP 1	Acquire request and Order of Payment from Laboratory Department
PERSON/S RESPONSIBLE	Josefina Jauregui
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	Physician's laboratory request
REQUIRED FEES	None
STEP 2	Pay required amount at the hospital cashier
PERSON/S RESPONSIBLE	Rodolfo Claveria Jr.
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	Order of Payment
REQUIRED FEES	Case dependent
STEP 3	Return to the laboratory for the necessary procedure
PERSON/S RESPONSIBLE	Melanie Torio
TIME FRAME	Case dependent
REQUIRED DOCUMENT/S	Official receipt
REQUIRED FEES	None
STEP 4	Inform patient of the schedule of release of his/ her results
PERSON/S RESPONSIBLE	Benjamin Rivera
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	Official Receipt
REQUIRED FEES	None

FRONTLINE SERVICE	PHILHEALTH UTILIZATION Worker Classification: SSS – private GSIS – government IPP - voluntary IND – sponsored NPM – retired OFW - abroad
STEP 1	Process admission papers at the Philippine Health Insurance Corporation (PhilHealth) department
PERSON/S RESPONSIBLE	Jay Nadong
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	<ol style="list-style-type: none"> 1. Philhealth Card 2. Latest contribution records (ME5 and RF1) - months for non-surgical, 12 months for surgical 3. Certificate of On Board for Overseas Filipino Workers (OFW) 4. Clear copy of Birth Certificate with member/patient registry number 5. Clear copy of Marriage Contract 6. Member's Data Record (MDR) and payment information – for OFW 7. MDR (Member's data record) 8. Photocopy of non-paying member card (for retired members) 9. Indigent ID or PHIC from CEI 10. Photocopy of Senior Citizen's ID
REQUIRED FEES	Dependent upon Philhealth approval
STEP 2	Present all receipt for reimbursement upon patient's discharge
PERSON/S RESPONSIBLE	Jay Nadong
TIME FRAME	10 minutes
REQUIRED DOCUMENT/S	Accumulated receipts (medicine, supplies and other ancillary procedures not available at the hospital)
REQUIRED FEES	None

FRONTLINE SERVICE	PHARMACY
STEP 1	Present prescription issued by the Physician
PERSON/S RESPONSIBLE	Marcelina Pelayo
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	Prescription
REQUIRED FEES	None
STEP 2	Pay bills
PERSON/S RESPONSIBLE	Rodolfo Claveria Jr.
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	Order of payment
REQUIRED FEES	Varying amount dependent on prescribed medicine
STEP 3	Present Official Receipt and obtain medicine from the pharmacy
PERSON/S RESPONSIBLE	Marcelina Pelayo
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	Official Receipt
REQUIRED FEES	None

OFFICE OF THE CITY VETERINARIAN

FUNCTIONAL STATEMENT:

Take charge of the veterinary services of Caloocan City to ensure the health of the public through food and meat safety and healthy animals free from veterinary-related diseases.

FRONTLINE SERVICE	REDEMPTION OF IMPOUNDED ANIMALS (City Pound)
STEP 1	Verify if animal is impounded (the dog must recognize the claimant)
PERSON/S RESPONSIBLE	Ricky Lapuz
TIME FRAME	3 minutes
REQUIRED DOCUMENT/S	Any valid identification card and vaccination card
REQUIRED FEES	None
STEP 2	If verified, secure Order of Payment
PERSON/S RESPONSIBLE	Catherine Lapuz
TIME FRAME	2 minutes
REQUIRED DOCUMENT/S	None
REQUIRED FEES	Impounding Fee PhP 150.00 Maintenance Fee (per day) 50.00 Vaccination Fee 150.00
STEP 3	Issuance of gate pass/ release order
PERSON/S RESPONSIBLE	Ricky Lapuz Catherine Lapuz
TIME FRAME	3 minutes
REQUIRED FEES	Official Receipt of payment made

FRONTLINE SERVICE	WALK-IN RABIES VACCINATION/ CONSULTATION
STEPS/PROCEDURES	Bring the pet to the office
PERSON/S RESPONSIBLE	Edwin Rosales Sigfried Santos Joseph Daniel Caballes City Veterinarian
TIME FRAME	3 minutes
REQUIRED DOCUMENT/S	Previous vaccination certificate, if available
REQUIRED FEES	None

FRONTLINE SERVICE	REQUEST FOR TURN OVER OF PETS/ ANIMALS FOR DISPOSAL
STEP 1	Call/ inform personally to the office (Tel. No. 288-8811 local 2284)
PERSON/S RESPONSIBLE	Edwin Rosales
TIME FRAME	3 - 5 minutes
REQUIRED DOCUMENT/S	Previous vaccination certificate, if available
STEP 2	Get the details and inform of the schedule
PERSON/S RESPONSIBLE	Edwin Rosales
REQUIRED FEES	None

FRONTLINE SERVICE	ANY REPORT ON HOT MEAT AND OTHER VETERINARY CONCERNS
STEP 1	Call/ report personally to the office (Tel. No. 288-8811 local 2284)
PERSON/S RESPONSIBLE	Romeo Flores
STEP 2	Get the details and inform of the schedule
PERSON/S RESPONSIBLE	Romeo Flores
TIME FRAME	3 - 5 minutes
REQUIRED DOCUMENT/S	Written report, picture or video, if available
STEP 3	Notify the informant on the schedule of operation, if necessary
PERSON/S RESPONSIBLE	Romeo Flores City Veterinarian
TIME FRAME	5 days
REQUIRED FEES	None

FRONTLINE SERVICE	MASS RABIES VACCINATION PER BARANGAY
STEP 1	Call/ submit letter-request to the office
PERSON/S RESPONSIBLE	Edwin Rosales
STEP 2	Record letter-request
PERSON/S RESPONSIBLE	Edwin Rosales
TIME FRAME	3 - 5 minutes
REQUIRED DOCUMENT/S	Written request, if available
STEP 3	Inform the requesting party of the schedule
PERSON/S RESPONSIBLE	Edwin Rosales City Veterinarian
TIME FRAME	5 days
REQUIRED FEES	None

CITY LIBRARY SERVICES

CULTURAL AFFAIRS AND TOURISM SERVICES

FUNCTIONAL STATEMENT:

Provide access to the various forms and mediums of library and information resources in order to ensure lifelong learning of the citizenry in support to the educational plans and program of the city

FRONTLINE SERVICE	ISSUANCE OF LIBRARY CARD	
PERSON/S RESPONSIBLE	Pelagia Sebastian	Rommel Torres
STEP 1	Secure application form	
TIME FRAME	1 minute	
REQUIRED DOCUMENT/S	None	
STEP 2	Submit application form and requirements	
TIME FRAME	1 minute	
REQUIRED DOCUMENT/S	1. 2 pcs. 1 x 1 ID picture 2. Valid Identification Card	
STEP 3	Verification of filled-up application form and submitted requirements	
TIME FRAME	5 minutes	
REQUIRED DOCUMENT/S	None	
STEP 4	Preparation of Library Card	
TIME FRAME	10 minutes	
REQUIRED DOCUMENT/S	None	
STEP 5	Release library card	
TIME FRAME	1 minute	
REQUIRED DOCUMENT/S	None	
REQUIRED FEES	None	



FRONTLINE SERVICE	LIBRARY ACCESS (OPEN SHELVES) (OPEN SHELVES SYSTEM IS A TERM FOR LIBRARY RESOURCES THAT ARE FREE AND OPEN FOR ACCESS TO THE PUBLIC)
STEP 1	Register upon entry
PERSON/S RESPONSIBLE	Rosauro Pangan
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	1. Valid Identification Card (School ID, company or office ID, Voter's ID, etc.) 2. Properly filled-up request slip

STEP 2	Deposit bag/s and other belongings at the baggage counter (if any)	
PERSON/S RESPONSIBLE	Romeo Coching	
TIME FRAME	1 minute	
STEP 3	Access library resources	
PERSON/S RESPONSIBLE	Children's Section / Periodical	Allan DeLeon Ramil Torres Maribel Co
	Mayor's Corner	Ramil Torres Maribel Co
	NCR and Tourism Information Section	Allan De Leon Ramil Torres
TIME FRAME	1 minute	
REQUIRED FEES	None	

FRONTLINE SERVICE	LIBRARY ACCESS (CLOSED SHELVES)	
STEP 1	Register upon entry	
PERSON/S RESPONSIBLE	Rosauro Pangan	
TIME FRAME	1 minute	
REQUIRED DOCUMENT/S	1. Valid Identification Card (School ID, company or office ID, Voter's ID, etc.) 2. Properly filled-up request slip	
REQUIRED FEES	None	
STEP 2	Deposit bag/s and other belongings at the baggage counter (if any)	
PERSON/S RESPONSIBLE	Romeo Coching	
TIME FRAME	1 minute	
STEP 3	Request, record and release library materials to be utilized (Closed shelves system is a term for library resources that requires permission before access is granted thereto)	
PERSON/S RESPONSIBLE	Ground Floor a. Reference Section / News Clippings b. Local History Section / Thesis Dissertation	Corazon Postrado Maribel Co
	Second Floor a. Filipiniana Section	Ramil Torres Maribel Co
TIME FRAME	1 to 10 minutes	
STEP 4	Return books and / or materials and redeem ID to their respective sections	
PERSON/S RESPONSIBLE	Ramil Torres	Corazon Postrado Maribel Co
TIME FRAME	1 minute	

FRONTLINE SERVICE	LIBRARY ACCESS (INTERNET SERVICES)	
STEP 1	Accomplish Internet Request Slip	
PERSON/S RESPONSIBLE	Cora Noble	Marco Cancino
TIME FRAME	1 minute	
REQUIRED DOCUMENT/S	1. Valid Identification Card (School ID, company or office ID, Voter's ID, etc.) 2. Properly filled-up request slip	

STEP 2	Submit Internet Slip	
PERSON/S RESPONSIBLE	Cora Noble	Marco Cancino
TIME FRAME	1 minute	
REQUIRED DOCUMENT/S	None	
REQUIRED FEES	None	
STEP 3	Granting of Internet Access	
TIME FRAME	1 hour	



FRONTLINE SERVICE	LIBRARY ACCESS (RECREATIONAL BOARD GAMES)	
STEP 1	Accomplish Request Slip for Board Games	
PERSON/S RESPONSIBLE	Corazon Postrado	Maribel Co
TIME FRAME	1 minute	
REQUIRED DOCUMENT/S	1. Valid Identification Card (School ID, company or office ID, Voter's ID, etc.) 2. Properly filled-up request slip	
REQUIRED FEES	None	
STEP 2	Receive and record the request slip	
PERSON/S RESPONSIBLE	Corazon Postrado	Maribel Co
TIME FRAME	1 minute	
REQUIRED DOCUMENT/S	None	
REQUIRED FEES	None	
STEP 3	Release of requested materials	
PERSON/S RESPONSIBLE	Corazon Postrado	Maribel Co
TIME FRAME	5 minutes	
REQUIRED DOCUMENT/S	None	
REQUIRED FEES	None	
STEP 4	Return of materials and ID redemption	
PERSON/S RESPONSIBLE	Corazon Postrado	Maribel Co
TIME FRAME	5 minutes	
REQUIRED FEES	None	

FRONTLINE SERVICE	LENDING OF MATERIALS OUTSIDE LIBRARY PREMISES	
STEP 1	Proceed to library readers services and submit request slip/s at the Fiction and/or Periodicals Area	
PERSON/S RESPONSIBLE	Corazon Postrado	Maribel Co
TIME FRAME	1 minute	
REQUIRED DOCUMENT/S	Library Card	
REQUIRED FEES	None	

STEP 2	Proceed to charging area (lending) for recording of library materials
PERSON/S RESPONSIBLE	Pelagia Sebastian Cora Noble
TIME FRAME	3 minutes
REQUIRED DOCUMENT/S	None
REQUIRED FEES	None
STEP 3	Release of home reading material/s.
PERSON/S RESPONSIBLE	Pelagia Sebastian Cora Noble
TIME FRAME	3 minutes
REQUIRED DOCUMENT/S	None
REQUIRED FEES	None
STEP 4	Return of materials and ID redemption at the charging (lending) area
PERSON/S RESPONSIBLE	Pelagia Sebastian Cora Noble
TIME FRAME	3 minutes
REQUIRED DOCUMENT/S	None
REQUIRED FEES	None
STEP 5	Release of ID or Library card
PERSON/S RESPONSIBLE	Pelagia Sebastian Cora Noble
TIME FRAME	None
REQUIRED DOCUMENT/S	None
REQUIRED FEES	None

FRONTLINE SERVICE	ONLINE PUBLIC ACCESS CATALOG (OPAC)
STEP 1	Proceed to computer room
PERSON/S RESPONSIBLE	Corazon Postrado Maribel Co
TIME FRAME	3 – 5 minutes depending on the materials needed
STEP 2	Search for the call number of the library material/s needed through Subject, Author or Title
STEP 3	Accomplish request form
STEP 4	Proceed to designated section where library material/s are located
PERSON/S RESPONSIBLE	Corazon Postrado Maribel Co
REQUIRED DOCUMENT/S	None
REQUIRED FEES	None

UNIVERSITY OF CALOOCAN CITY

FUNCTIONAL STATEMENT:

Maintain and support an adequate system of tertiary education that will promote the economic growth of the country, strengthen the character of well-being of its graduates as productive members of the community.



FRONTLINE SERVICE	ENROLLMENT PROCEDURE
STEP 1	Present the accomplished Adviser's Form to the enrolling adviser for approval and signature
STEP 2	Proceed to the Accounting Office for assessment and release of the Order of Payment
STEP 3	Present the Order of Payment to the City Hall Cashier and pay the required tuition and other fees
STEP 4	Proceed to MIS for Registration Form and for encoding of subjects to be taken
STEP 5	Present the accomplished registration form to the enrolling adviser for checking and signature
STEP 6	Return the signed registration form to office of the Registrar and submit 2x2 for official enrollment and stamping of ENROLLED and issuance of new class cards
STEP 7	Present the Registration Form to your respective instructors for their signatures
PERSON/S RESPONSIBLE	Marlyn T. de Jesus
TIME FRAME	Before the start of semesters
REQUIRED DOCUMENT/S	For New Students: <ol style="list-style-type: none"> 1. Form 138 (High School card0 2. Medical Certificate 3. Certificate of Good Moral Character 4. Chest X-ray 5. Latest 2x2 ID picture 6. Form-1 (Personal Data Sheet) 7. Authenticated Birth Certificate from the National Statistics Office (NSO) 8. Latest Voter's Affidavit/ Taxpayer Certificate/ Elementary and High School Diploma (for Caloocan residents) 9. Two mailing envelopes 10. One brown envelope 11. Three mailing stamps

REQUIRED DOCUMENT/S	For Old Students: After accomplishing adviser's slip, submit the following: <ol style="list-style-type: none"> 1. Registration Form 2. Final Examination Permit or its replacement 3. Summary of General Weighted Average (GWA) 4. Class cards (last semester only) 5. Latest 2x2 ID picture 6. Borrower's Card 																																		
REQUIRED FEES	<table> <tr> <td>Entrance Examination</td><td>PhP 100.00</td></tr> <tr> <td>Transcript of Record (2 pages)</td><td>20.00</td></tr> <tr> <td>In excess of 2 pages]</td><td>10.00/ page</td></tr> <tr> <td>Honorable Dismissal</td><td>30.00</td></tr> <tr> <td>Certification of any docs</td><td>15.00</td></tr> <tr> <td>Completion Form</td><td>30.00</td></tr> <tr> <td>Clearance</td><td>15.00</td></tr> <tr> <td>Diploma</td><td>100.00</td></tr> <tr> <td>Science Laboratory</td><td>100.00</td></tr> <tr> <td>Medical and Dental Fee</td><td>40.00</td></tr> <tr> <td>Computer, Typing Laboratory</td><td>100.00</td></tr> <tr> <td>Athletic Fee</td><td>30.00</td></tr> <tr> <td>Library Fee</td><td>30.00</td></tr> <tr> <td>Replacement for Lost Form</td><td></td></tr> <tr> <td>• School Registration Card</td><td>50.00</td></tr> <tr> <td>• Examination Permit</td><td>20.00</td></tr> <tr> <td>• Late Registration</td><td>100.00</td></tr> </table>	Entrance Examination	PhP 100.00	Transcript of Record (2 pages)	20.00	In excess of 2 pages]	10.00/ page	Honorable Dismissal	30.00	Certification of any docs	15.00	Completion Form	30.00	Clearance	15.00	Diploma	100.00	Science Laboratory	100.00	Medical and Dental Fee	40.00	Computer, Typing Laboratory	100.00	Athletic Fee	30.00	Library Fee	30.00	Replacement for Lost Form		• School Registration Card	50.00	• Examination Permit	20.00	• Late Registration	100.00
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OFFICE OF THE URBAN POOR

FUNCTIONAL STATEMENT:

Implement the comprehensive and integrated urban poor development plan, programs and strategies of the city designed to enhance the quality of life of city's marginalized sector.

FRONTLINE SERVICE	COMMUNITY MORTGAGE PROGRAM - OFFSITE
STEP 1	Get application form and list of requirements from the office
PERSON/S RESPONSIBLE	Esperanza Chica
TIME FRAME	Not applicable
REQUIRED DOCUMENT/S	1. Application Form 2. Certificate of Employment and Compensation 3. Income Tax Return or Affidavit of Income 4. Marriage Certificate or Affidavit of Cohabitation 5. Birth Certificates of children 6. Certificate of Residency 7. 3 Valid ID's 8. Certificate of Non-Real Property ownership
STEP 2	Submit all the requirements
PERSON/S RESPONSIBLE	Esperanza Chica
TIME FRAME	Not applicable
STEP 3	Determine the lot area to be assigned based on the capacity to pay
PERSON/S RESPONSIBLE	Benigna Calabung
TIME FRAME	5 minutes
STEP 4	Payment of equity
PERSON/S RESPONSIBLE	Anderwin Villarosa
TIME FRAME	1 minute
REQUIRED FEES	Varying amount depending on lot size
STEP 5	Sign contract
PERSON/S RESPONSIBLE	Esperanza Chica
TIME FRAME	10 minutes
REQUIRED FEES	None
STEP 6	Issue of Entry Pass
PERSON/S RESPONSIBLE	Administrative staff
TIME FRAME	1 minute
REQUIRED FEES	PhP 100.00
STEP 7	Construct structure by the beneficiary
PERSON/S RESPONSIBLE	Roger Saludes
TIME FRAME	1 month
REQUIRED FEES	None
STEP 8	Organize community
PERSON/S RESPONSIBLE	Editha Tolentino Ma. Janet Martin
TIME FRAME	1 month
REQUIRED FEES	None

STEP 9	Register for HLURB Accreditation
PERSON/S RESPONSIBLE	Editha Tolentino Ma. Janet Martin
TIME FRAME	2 weeks
REQUIRED FEES	Vary depending on the number of beneficiaries
STEP 10	Enroll at the CMP
PERSON/S RESPONSIBLE	Editha Tolentino Ma. Janet Martin
TIME FRAME	Upon approval of the SHFC
REQUIRED FEES	None
STEP 11	Conduct site Inspection, background investigation and orientation of CMP policies
PERSON/S RESPONSIBLE	Editha Tolentino Ma. Janet Martin
TIME FRAME	Conduct evaluation
REQUIRED FEES	None
STEP 12	Comply with the requirements for CMP take-out
PERSON/S RESPONSIBLE	Editha Tolentino Ma. Janet Martin
TIME FRAME	Dependent on the actions taken by the Home Association
REQUIRED FEES	Variable amount depending on documents and compliance
STEP 13	Implement CMP Take-out
PERSON/S RESPONSIBLE	Socialized Housing Finance Corporation Representative
TIME FRAME	Upon evaluation of the SHFC
REQUIRED FEES	None



FRONTLINE SERVICE	COMPLAINTS/ REQUESTS REGARDING INFORMAL SETTLERS FOR TECHNICAL DIVISION
STEP 1	Received and record submitted complaint/ request
PERSON/S RESPONSIBLE	Imelda Mendoza
TIME FRAME	2 minutes
STEP 2	Give instruction to address complaint/ request
PERSON/S RESPONSIBLE	Benigna Calabung
TIME FRAME	5 minutes
STEP 3	Conduct ocular Inspection
PERSON/S RESPONSIBLE	Assigned Personnel
TIME FRAME	One day after receiving the complaints/ request
STEP 4	Prepare ocular inspection report
PERSON/S RESPONSIBLE	Benigna Calabung
TIME FRAME	15 minutes
STEP 5	Schedule Local Inter Agency Committee (LIAC) meeting for deliberation
STEP 6	Conduct deliberation

PERSON/S RESPONSIBLE	Amorlina Ignacio Local Inter-Agency Committee (LIAC) National Agencies - National Housing Authority (NHA), Housing and Urban Development Coordinating Commission (HUDCC), Presidential Commission for the Urban Poor (PCUP), Commission on Human Rights (CHR) and other concerned national agencies Local Government Offices/ Departments – City Engineering Department, Land Use and Zoning Division, City Planning and Development Department, City Legal Department, City Assessor's Office, Office of the Building Official
REQUIRED DOCUMENT/S	1. Request/ Complaints Letter 2. Tag Number (if censused) 3. Barangay Certificate or Proof of Residence

FRONTLINE SERVICE	CERTIFICATION OF CENSUS
STEP 1	Receive request for the needed certification
PERSON/S RESPONSIBLE	Imelda Mendoza
TIME FRAME	2 minutes
STEP 2	Endorse to the Technical Division
PERSON/S RESPONSIBLE	Amorlina Ignacio
TIME FRAME	1 minute
STEP 3	Type/ print certification
PERSON/S RESPONSIBLE	Pilar Bayani
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	1. Request Letter 2. Tag Number (if censused) 3. Barangay Certificate or Proof of Residence



FRONTLINE SERVICE	MERALCO/ MAYNILAD CERTIFICATION
STEP 1	Present a proof of application from Meralco/ Maynilad
PERSON/S RESPONSIBLE	Carlos Doria
TIME FRAME	2 minutes
STEP 2	Prepare of certification
PERSON/S RESPONSIBLE	Carlos Doria
TIME FRAME	5 minutes
STEP 3	Approve and sign documents
PERSON/S RESPONSIBLE	Officer-in-Charge Hon. Oscar G. Malapitan (City Mayor)
TIME FRAME	MERALCO – 3 days, MAYNILAD – 1 day
REQUIRED DOCUMENT/S	1. MERALCO/ MAYNILAD Application 2. Barangay Certificate or Proof of Residence

FRONTLINE SERVICE	IDENTIFICATION OF INFORMAL SETTLERS
STEP 1	Receive of letter-request from Homeowners Association, barangay or from private land owner
PERSON/S RESPONSIBLE	Imelda Mendoza
TIME FRAME	2 minutes
REQUIRED DOCUMENT/S	Letter-request
STEP 2	Site inspection
PERSON/S RESPONSIBLE	Technical Staff/ Resettlement Division
STEP 3	Coordinate with the respective barangay
PERSON/S RESPONSIBLE	Pilar Bayani
STEP 4	Conduct census and structure tagging activities
STEP 5	Coordinate household census data
PERSON/S RESPONSIBLE	Pilar Bayani

COMMUNITY RELATIONS SERVICES

OFFICE OF THE MAYOR

FUNCTIONAL STATEMENT:

Bring the government closer to the people.

FRONTLINE SERVICE	MR. SUAVE PROJECT Libreng Gupit, Manicure and Pedicure, Reflexology, and Blood Pressure Reading
STEPS / PROCEDURES	Submit letter-request for service delivery and deployment schedule
PERSON/S RESPONSIBLE	Zone coordinators: D-I - 1 D-II - 2 D-II - 2 D-II - 3 D-II - 4 D-II - 5 D-II - 6 D-II - 7 D-I - 7 D-I - 8 D-II - 8 D-II - 9 D-II - 10 D-II - 10 D-II - 11A D-II - 11B D-I - 12 D-I - 13 D-I - 14
TIME FRAME	1 day
REQUIRED DOCUMENT/S	Request letter indicative of particular request
REQUIRED FEES	None

FRONTLINE SERVICE	BARANGAY MONITORING Census, feedbacks and monitoring of barangay activities, problems and concerns of city constituents
STEP 1	Report regarding problems/ requests/ concerns
PERSON/S RESPONSIBLE	Zone or barangay coordinator
STEP 2	Refer to office concerned immediately
PERSON/S RESPONSIBLE	Officer-in-Charge
TIME FRAME	1 day
REQUIRED DOCUMENT/S	None
REQUIRED FEES	None

FRONTLINE SERVICE	PUBLIC ASSISTANCE AND COMPLAINT UNIT (PACU)
STEP 1	Inquire at the PACU desk at the main entrance of City Hall
STEP 2	Accommodate walk-in constituents
PERSON/S RESPONSIBLE	CRO Personnel
STEP 3	Refer complaint to concerned offices
PERSON/S RESPONSIBLE	Officer-in-Charge
REQUIRED DOCUMENT/S	Pertinent documents/ records for immediate action/ processing of concerned office/ department
TIME FRAME	Depends upon the complaint
REQUIRED FEES	None

FRONTLINE SERVICE	COORDINATION WITH DIFFERENT EXISTING ORGANIZATION IN EACH BARANGAY FOR IMPLEMENTATION OF APPLICABLE PROJECTS
STEP 1	Monitor each barangay to determine needed projects of different existing organizations
PERSON/S RESPONSIBLE	Zone and barangay coordinators
STEP 2	Coordinate with the different organizations for project implementation
PERSON/S RESPONSIBLE	Officer-in-Charge
TIME FRAME	Depends upon the program of implementation
REQUIRED DOCUMENT/S	Report of zone and barangay coordinators
REQUIRED FEES	None

OFFICE OF THE SENIOR CITIZENS AFFAIRS

FUNCTIONAL STATEMENT:

Entice senior citizens of the city to participate actively in all activities staged by the administration.

FRONTLINE SERVICE	APPLICATION FOR NEW SENIOR CITIZENS IDENTIFICATION CARD
STEP 1	Secure Application Form
PERSON/S RESPONSIBLE	Jonah Gonzales Rhea Deang Daisy Ramos
STEP 2	Accomplish and sign Application Form
STEP 3	Present Application Form to respective barangay captain or OSCA Coordinator for certification
PERSON/S RESPONSIBLE	Applicant
STEP 4	Receive signed Application Form
STEP 5	Issue claim stub for the release of the Senior Citizen's ID
STEP 6	Schedule orientation on RA 9257
PERSON/S RESPONSIBLE	Front Desk Staff, OSCA
STEP 7	Process Senior Citizen's ID Cards
PERSON/S RESPONSIBLE	Chief of Office
STEP 8	Orient senior citizens on Republic Act No. 9257 (An Act granting additional benefits and privileges to senior citizens)
PERSON/S RESPONSIBLE	Domingo Bombase, Jr. Filipinas Del Carmen
TIME FRAME	One week (emergency cases - one to three days)
REQUIRED DOCUMENT/S	<ol style="list-style-type: none"> 2 pcs. 1x1 pictures Photocopy of one of the following documents: <ul style="list-style-type: none"> - Birth Certificate - Baptismal Certificate - Marriage Contract - Postal ID - Passport - SSS or GSIS ID - Voter's ID/ Affidavit - Driver's License



FRONTLINE SERVICE	APPLICATION FOR REPLACEMENT OF OLD OR LOST OSCA IDENTIFICATION CARD
STEP 1	Submit accomplished form with 1x1 picture and the old Senior Citizen's ID (if replacement for old ID)
PERSON/S RESPONSIBLE	Jonah Gonzales Rhea Deang Daisy Ramos
STEP 2	Process Senior Citizen's ID Cards
PERSON/S RESPONSIBLE	Chief of Office
STEP 3	Release Senior Citizen's ID
PERSON/S RESPONSIBLE	Jonah Gonzales Rhea Deang Daisy Ramos
TIME FRAME	One day

FRONTLINE SERVICE	ISSUANCE OF PURCHASE BOOKLETS – MEDICINE AND GROCERY
STEP 1	Present Senior Citizen's ID Card
PERSON/S RESPONSIBLE	Front Desk Staff
STEP 2	Release Purchase Booklets to the senior citizen or representative
PERSON/S RESPONSIBLE	Jonah Gonzales Daisy Ramos Rhea Deang
TIME FRAME	5 to 15 minutes
REQUIRED DOCUMENT/S	Senior Citizen's ID
REQUIRED FEES	None

CITY SOCIAL WELFARE DEPARTMENT

FUNCTIONAL STATEMENT:

Provide interventions/opportunities that will uplift the living condition of the distressed and disadvantaged individuals, families, groups and communities and enable them to become self-reliant and active participants in city development.

FRONTLINE SERVICE	ISSUANCE OF REFERRAL LETTER/ SOCIAL CASE STUDY REPORT – MEDICAL ASSISTANCE			
STEP 1	Receive required document/s and register client in the caseload inventory			
STEP 2	Refer client to the unit concerned			
PERSON/S RESPONSIBLE	Salve De Leon	Roger Arendela	Gerardo Ternate	Jocelyn Avanjues
TIME FRAME	2 - 5 minutes			
STEP 3	Interview client with reference to the Intake Sheet			
STEP 4	Advise client to get the Social Case Study Report the following day			
PERSON/S RESPONSIBLE	Salve De Leon	Roger Arendela	Gerardo Ternate	Jocelyn Avanjues
TIME FRAME	5 - 15 minutes			
STEP 5	Prepare Referral Letter and Social Case Study Report			
PERSON/S RESPONSIBLE	Social Welfare Assistant			
TIME FRAME	10 minutes			
STEP 6	Release and record Referral Letter			
PERSON/S RESPONSIBLE	Social Welfare Assistant			
TIME FRAME	1 minute			
REQUIRED DOCUMENT/S	1. Barangay Indigency Certificate 2. Medical Abstract for cases to be referred to the Philippine Charity Sweepstakes Office (PCSO) 3. Hospital Bill 4. Hospital Request Letter Form 5. Personal Letter 6. Medical Prescription (latest)			
REQUIRED FEES	None			



FRONTLINE SERVICE	ISSUANCE OF REFERRAL LETTER/ SOCIAL CASE STUDY REPORT - TRANSPORTATION ASSISTANCE			
STEP 1	Receive required document/s and register client in the caseload inventory			
STEP 2	Refer client to the unit concerned			
PERSON/S RESPONSIBLE	Salve De Leon	Roger Arendela	Gerardo Ternate	Jocelyn Avanjues
TIME FRAME	2 - 5 minutes			

STEP 3	Interview client with reference to the Intake Sheet
STEP 4	Advise client to get the Social Case Study Report the following day
PERSON/S RESPONSIBLE	Salve De Leon Roger Arendela Gerardo Ternate Jocelyn Avanjues
TIME FRAME	5 - 15 minutes
STEP 5	Prepare referral letter to transportation companies for possible fare discounts
PERSON/S RESPONSIBLE	Social Welfare Assistant
TIME FRAME	10 minutes
STEP 6	Refer client to DSWD-CIU, Jose Fabella Center or other agencies for possible Balik Probinsya
PERSON/S RESPONSIBLE	Priscilla Valerio Soledad Mercado
TIME FRAME	10 minutes
STEP 7	Provision of transportation assistance maximum of P300 for client going to nearby provinces
PERSON/S RESPONSIBLE	Priscilla Valerio Soledad Mercado
TIME FRAME	10 minutes
STEP 8	Purchase passenger's ticket
PERSON/S RESPONSIBLE	Priscilla Valerio Soledad Mercado
TIME FRAME	10 minutes
STEP 9	Escort client to bus terminal/ pier for Balik Probinsya
PERSON/S RESPONSIBLE	Priscilla Valerio Soledad Mercado
TIME FRAME	10 minutes

FRONTLINE SERVICE	ISSUANCE OF REFERRAL LETTER/ SOCIAL CASE STUDY REPORT – BURIAL ASSISTANCE
STEP 1	Receive required document/s and register client in the caseload inventory
STEP 2	Refer client to the unit concerned
PERSON/S RESPONSIBLE	Salve De Leon Roger Arendela Gerardo Ternate Jocelyn Avanjues
TIME FRAME	2 - 5 minutes
STEP 3	Interview client with reference to the Intake Sheet
STEP 4	Advise client to get the Social Case Study Report the following day
PERSON/S RESPONSIBLE	Salve De Leon Roger Arendela Gerardo Ternate Jocelyn Avanjues
TIME FRAME	5 - 15 minutes
STEP 5	Prepare referral letter to funeral service for possible discount
PERSON/S RESPONSIBLE	Priscilla Valerio Soledad Mercado
TIME FRAME	10 minutes
STEP 6	Provision of burial assistance maximum of P300
PERSON/S RESPONSIBLE	Priscilla Valerio Soledad Mercado
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	1. Death Certificate 3. Funeral Contract 2. Barangay Certificate 4. Endorsement from the Office of the City Mayor
REQUIRED FEES	None

FRONTLINE SERVICE	ISSUANCE OF REFERRAL LETTER/ SOCIAL CASE STUDY REPORT – EDUCATIONAL ASSISTANCE
STEP 1	Receive required document/s and register client in the caseload inventory

FRONTLINE SERVICE	ISSUANCE OF REFERRAL LETTER/ SOCIAL CASE STUDY REPORT – SOLO PARENT PROGRAM
STEP 1	Secure and accomplish Application Form and attach required document/s
STEP 2	Receive and register client in the caseload inventory and refer client to the unit concerned
PERSON/S RESPONSIBLE	Berna Geronimo Rosemarie Reyes
TIME FRAME	2 - 5 minutes
STEP 3	Interview client with reference to the Intake Sheet
STEP 4	Inform client about the date of release of Solo Parent ID (after 5 days)
PERSON/S RESPONSIBLE	Berna Geronimo Rosemarie Reyes
TIME FRAME	5 - 15 minutes
STEP 5	Process and prepare the Solo Parent Card
PERSON/S RESPONSIBLE	Berna Geronimo
TIME FRAME	10 minutes
STEP 6	Release and record Referral Letter
PERSON/S RESPONSIBLE	Berna Geronimo
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	<ol style="list-style-type: none"> 1. Barangay Certificate 2. 2 pieces 1x1 picture 3. Income Tax Return (ITR) or Certificate of Employment, if employed 4. Proof of evidence of being a Solo Parent <ul style="list-style-type: none"> - Widow – photocopy of Death Certificate - Separated – Legal Separation paper, Affidavit of any agreement paper - Annulled – Annulment Papers or Nullity of Marriage - Legal Guardianship or Adoption Paper - Medical Certificate of Total Disability of Spouse - Sentence of Imprisonment, if spouse is in jail - Birth Certificate of children of unwed mother
REQUIRED FEES	None

FRONTLINE SERVICE	ISSUANCE OF REFERRAL LETTER/ SOCIAL CASE STUDY REPORT – PERSON WITH DISABILITIES
STEP 1	Receive required document/s and register client in the caseload inventory
STEP 2	Refer client to the unit concerned
PERSON/S RESPONSIBLE	Arthur Batac
TIME FRAME	2 - 5 minutes
STEP 3	Interview client with reference to the Intake Sheet
STEP 4	Advise client to get the Social Case Study Report the following day
PERSON/S RESPONSIBLE	Arthur Batac
TIME FRAME	5 - 15 minutes
STEP 5	Prepare Referral Letter
PERSON/S RESPONSIBLE	Arthur Batac
TIME FRAME	10 minutes
STEP 6	Release and record Referral Letter
PERSON/S RESPONSIBLE	Arthur Batac
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	<ol style="list-style-type: none"> 1. Barangay Clearance 2. 4 pieces 1x1 recent picture with thumb mark at the back of the pictures 3. One valid ID <ul style="list-style-type: none"> - SSS or GSIS - COMELEC OR Voter's ID - License ID - Postal ID - School ID - Company ID 5. Medical Certificate – licensed private or government physician 6. School Assessment – licensed teacher signed by the school principal 7. Medical Certificate – licensed private and government physician or psychologist assessment (for mentally disabled)
REQUIRED FEES	None

FRONTLINE SERVICE	RESCUE OPERATION SAGIP KALINGA
STEP 1	Set schedule of rescue operation in closed coordination with DSWD-NCR
STEP 2	Coordinate with LGUs and other agencies involved with the operation
STEP 3	Prepare letters for institutions where clientele will be possibly referred
STEP 4	Conduct Inter-Agency Meeting
STEP 5	Actual Rescue Operation
STEP 6	Interview and assess client
STEP 7	Refer and turn-over to respective agencies
STEP 8	Consolidate report
STEP 9	Evaluate group
PERSON/S RESPONSIBLE	Sagip Kalinga Focal Person
TIME FRAME	2 Days (12:00 AM start of Rescue Operation, ends the following day)
REQUIRED DOCUMENT/S	<ol style="list-style-type: none"> 1. Formal Letter 2. Masterlist of Clientele 3. Referral Forms 4. Social Case Study Report Forms 5. Intake Sheets 6. Kasunduan Forms
REQUIRED FEES	None

FRONTLINE SERVICE	CASE PLANNING AND MANAGEMENT OF REPORTED CHIL IN NEED OF SPECIAL PROTECTION (CNSP), VIOLENCE AGAINST WOMEN AND CHILDREN (VAWC), PHYSICALLY, SEXUALLY AND EMOTIONALLY ABUSED
STEP 1	Receive report of alleged abuse
STEP 2	Conduct initial ocular survey/collateral interview
STEP 3	Coordinate with the police and barangay authorities
STEP 4	Conduct immediate rescue operation of the victim
STEP 5	Intake interview with client and family
STEP 6	Attend to immediate needs of victim (e.g. food, medical, etc)
STEP 7	Conduct counseling
STEP 8	Assist victim in going to Camp Crame for medico-legal/physiological evaluation, in filing legal action, and during trial proceedings in the court
STEP 9	Prepare Case Summary Report and other requirements
STEP 10	Refer victim to institution for protective custody and temporary shelter, and supervision with the family
STEP 11	Admit client to institution and other agencies
PERSON/S RESPONSIBLE	Assigned Social Worker in the Unit Office
TIME FRAME	Case dependent
REQUIRED DOCUMENT/S	Report through telephone or referral letter from barangay or concerned citizen or other agencies
REQUIRED FEES	None

FRONTLINE SERVICE	EMERGENCY/ DISASTER OPERATIONS
STEP 1	Report and submit list of affected areas and masterlist of families affected
PERSON/S RESPONSIBLE	Barangay officials/ non-government organizations concerned
TIME FRAME	Immediately after the occurrence of emergency/ disaster situations
REQUIRED DOCUMENT/S	1. Masterlist of affected families 2. Barangay Report/ Endorsement
STEP 2	Conduct ocular survey to validate report and prepare Disaster Operation Plan
PERSON/S RESPONSIBLE	Unit Office Staff
TIME FRAME	Immediately after submission of documents and reports
REQUIRED DOCUMENT/S	Barangay Report
STEP 3	Facilitate conduct of disaster operation: 1. Assist in putting affected families to evacuation centers identified by concerned barangays 2. Facilitate immediate needs of affected families (e.g. food, medical, etc.) 3. Intake interview and counseling assistance 4. Supplemental Feeding or dry rationing (food packs) 5. Resource mobilization/ DSWD augmentation
PERSON/S RESPONSIBLE	Disaster Team/ Volunteers/ Focal persons
TIME FRAME	10 minutes
REQUIRED DOCUMENT/S	1. Distribution Form 2. Disaster Report
STEP 4	Conduct Critical Incident Stress Debriefing when needed
PERSON/S RESPONSIBLE	Disaster Team /Volunteers/ Focal persons
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	1. Distribution Form 2. Disaster Report

STEP 5	Evaluate
PERSON/S RESPONSIBLE	Disaster Team /Volunteers/ Focal persons
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	1. Distribution Form 2. Disaster Report
REQUIRED FEES	None

FRONTLINE SERVICE	INSTITUTIONAL CARE AND REHABILITATION PROGRAM ADMISSION TO YAKAP BATA HOLDING CENTER (YBHC)		
STEP 1	Turn-over minor - Children in Conflict with the Law (CICL) to YBHC with complete documents		
PERSON/S RESPONSIBLE	Rowena Drilon	Luz Saguid	Sarah Patricia
TIME FRAME	Case dependent		
STEP 2	Receive complete documents for record purposes		
PERSON/S RESPONSIBLE	Rowena Drilon	Luz Saguid	Sarah Patricia
TIME FRAME	5 minutes		
STEP 3	Admit/orient minors on house rules and assignments		
PERSON/S RESPONSIBLE	Rowena Drilon Luz Saguid Sarah Patricia		
TIME FRAME	30 minutes – one hour		
STEP 4	Refer minor to the Center Social Worker to: 1. Intake Interview 2. Facilitate discernment tool for determination of minor's discernment to be submitted at the Regional Trial Court (RTC) and Prosecutors Office 3. Facilitate Motion for Release on Recognizance (ROR) 4. Release of minor whether Returned To Family (RTF) or referral to other proper agencies 5. Facilitate needs of minor when inside the center/ counseling assistance 6. Case management of minor by the respective Unit Offices 7. After care/ follow-up for minors with suspended sentences and minors with behavioral problems – monthly monitoring of minor's activities/ situation		
PERSON/S RESPONSIBLE	Rowena Drilon	Luz Saguid	Sarah Patricia
TIME FRAME	Case dependent		
REQUIRED DOCUMENT/S	1. CICL/ minor with behavioral problems 2. LEO Report/ Endorsement 3. Medical Certificate 4. Birth Certificate 5. LEO endorsement with minor case information 6. Fiscal's Notation		
REQUIRED FEES	None		



FRONTLINE SERVICE	INSTITUTIONAL CARE AND REHABILITATION PROGRAM
	ADMISSION TO TAHANANG MAPAGPALA CENTER/ SOCIAL DEVELOPMENT CENTER (TMC/ SDC)
STEP 1	Refer minor to TMC/SDC with complete requirements
PERSON/S RESPONSIBLE	Barangay or Unit Office
STEP 2	Admit/ orient on house rules and assignments
PERSON/S RESPONSIBLE	Lolita Bautista In-house parents
TIME FRAME	30 minutes – one hour
STEP 3	Intake Interview
STEP 4	Assess and evaluate client's needs and problems
PERSON/S RESPONSIBLE	Lolita Bautista
TIME FRAME	30 minutes – one hour
STEP 5	Conduct counseling and provide other in-house services to the client while under care
PERSON/S RESPONSIBLE	Lolita Bautista In-house parents
TIME FRAME	Depends upon client's needs
STEP 6	Conduct home visit and collateral information
PERSON/S RESPONSIBLE	Lolita Bautista
TIME FRAME	Case dependent
STEP 7	Refer client to other institutions to address identified needs/ problems
PERSON/S RESPONSIBLE	Lolita Bautista
TIME FRAME	Depends upon client's needs
STEP 8	Public service through media (e.g. TV, radio)
PERSON/S RESPONSIBLE	Lolita Bautista Public Information Division, Office of the City Mayor
STEP 9	Release of clients to parent or relative/institution
PERSON/S RESPONSIBLE	Lolita Bautista
REQUIRED DOCUMENT/S	1. CICL/ minor with behavioral problems 2. LEO Report/Endorsement 3. Medical Certificate 4. Birth Certificate 5. LEO endorsement with minor case information 6. Fiscal's Notation
REQUIRED FEES	None



FRONTLINE SERVICE	DAY CARE SERVICE PROGRAM
STEP 1	Family survey/ intake interview to identify the beneficiaries
STEP 2	Assess/ consolidate survey
STEP 3	Prepare Masterlist of surveyed families
STEP 4	Conduct parents' orientation on programs/ services
STEP 5	Conduct sessions from Monday to Friday that includes: storytelling, arts and crafts, indoor and outdoor games, musical appreciation that promotes child's development
STEP 6	Asses / monitor development of children through Early Childhood Care and Development Checklist including gross and fine motor development
STEP 7	Conduct related activities to promote child's right/ love of country
STEP 8	Conduct monthly meeting with the parents
STEP 9	Recognize children's intellectual growth for promotion to formal school
PERSON/S RESPONSIBLE	Merrilyn Colitoy Day Care Workers
REQUIRED DOCUMENT/S	List of: 1. 3 – 5 yrs. Old children of economically disadvantaged families 2. Children belonging to large families 3. Children whose parents are working 4. Children who are nutritionally at risk
REQUIRED FEES	None



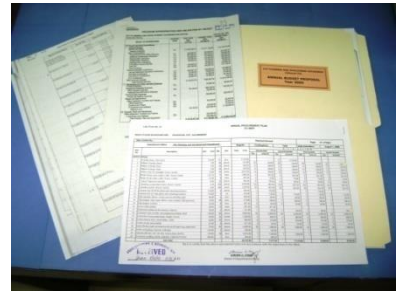
FRONTLINE SERVICE	SUPPLEMENTAL FEEDING
STEP 1	Weighing of children
STEP 2	Referrals for medical check-up and de-worming
STEP 3	Actual feeding of day care children
PERSON/S RESPONSIBLE	Merrilyn Colitoy
TIME FRAME	All year round
REQUIRED DOCUMENT/S	Masterlist of children, 3-5 yrs. Old, enrolled in the Day Care Center
REQUIRED FEES	None

CITY PLANNING AND DEVELOPMENT DEPARTMENT

FUNCTIONAL STATEMENT:

Protect the city's environment for the benefit of present and future generations by formulating and integrating physical, economic, social and institutional development plans and policies; conduct researches and studies; monitor and evaluate programs and projects implementation; prepare comprehensive plans and other development planning documents and promote people's participation.

FRONTLINE SERVICE	PROVISION OF BASELINE DATA/ INFORMATION		
STEP 1	Accomplish research/ request form indicating needed information (documents, maps)		
PERSON/S RESPONSIBLE	Wilfredo Sison	Melissa Ricalde	Ferdinand Cadiz
TIME FRAME	2 minutes		
STEP 2	Refer to concerned sectoral division for review, evaluation, approval and releasing or further referral of request to other offices or agencies		
PERSON/S RESPONSIBLE	Physical Sector: Arch. Jonathan Himala Engr. Arnelord de Guzman Engr. Josephine dela Cruz Economic Sector: Marissa Tadioan Ma. Cecilia Ortiz	Social Sector: Elizabeth del Espiritu Santo Virginia dela Cruz Institutional Sector: Gracia Ma. Cleofas Lalu Joselito Fausto Michael Allan Arceo	
TIME FRAME	2 minutes		
STEP 3	Acquire a soft and/ or hard copy (CD, DVD, flash media, photocopy, blueprint, etc.) of the document Interview technical staff regarding needed data/ information (as per request by the researcher)		
PERSON/S RESPONSIBLE	Physical Sector: Arch. Jonathan Himala Engr. Arnelord de Guzman Engr. Josephine dela Cruz Economic Sector: Marissa Tadioan Ma. Cecilia Ortiz	Social Sector: Elizabeth Del Espiritu Santo Virginia dela Cruz Institutional Sector: Gracia Ma. Cleofas Lalu Joselito Fausto Michael Allan Arceo	
REQUIRED DOCUMENT/S	1. Any valid Identification card 2. Accomplished request form	3. Letter-request	
TIME FRAME	10-20 minutes or more depending on the volume of data/information needed, 15-30 minutes for interviews		
REQUIRED FEES	None (cost of photocopying and blueprint is shouldered by the client)		



FRONTLINE SERVICE		EVALUATION AND PROCESSING OF BARANGAY DEVELOPMENT PLANS		
STEP 1	Receive Annual Barangay and Sangguniang Kabataan (SK)Development Plans with attached required documents prepared by respective barangay councils			
STEP 2	Register barangay/ SK official in the logbook			
STEP 3	Check and then record and endorse development plans to concerned sectoral divisions (physical, economic, social and institutional) for verification			
PERSON/S RESPONSIBLE	Wilfredo Sison	Melissa Ricalde	Ferdinand Cadiz	
TIME FRAME	5 minutes			
STEP 3	Evaluate and verify the submitted documents based on various criteria as to completeness of attachments/ requirements Request for other supporting documents as deemed necessary			
PERSON/S RESPONSIBLE	Physical Sector: Arch. Jonathan Himala Engr. Arnelord de Guzman Engr. Josephine dela Cruz Economic Sector: Marissa Tadioan Ma. Cecilia Ortiz		Social Sector: Elizabeth Del Espiritu Santo Virginia dela Cruz Institutional Sector: Gracia Ma. Cleofas Lalu Zito Dakila Michael Allan Arceo	
TIME FRAME	2-10 minutes			
STEP 4	Submit complete/ verified documents to the City Planning and Development Coordinator for notation			
PERSON/S RESPONSIBLE	Wilfredo Sison	Melissa Ricalde	Ferdinand Cadiz	
TIME FRAME	2 minutes			
STEP 5	Approve and sign Annual Barangay and Sangguniang Kabataan (SK) Development Plans			
PERSON/S RESPONSIBLE	Aurora Ciego (City Planning and Development Coordinator)			
TIME FRAME	1 minute			
STEP 5	Record and release noted development plans to authorized barangay/ SK representative			
PERSON/S RESPONSIBLE	Wilfredo Sison	Melissa Ricalde	Ferdinand Cadiz	
TIME FRAME	2 minutes			
REQUIRED DOCUMENT/S	1. Accomplished Development Plans 2. Attachments: Barangay Resolution, Certificate of Non-Obstruction, Bill of Materials/ Listing and Cost Estimates of Items to be purchased, Location Plan of Projects, Illustration/ Drawing/ Dimension/ Brief of Description of Projects, Building Permit, Post Evaluation Report of all projects (include actual photographs – before and after)			
REQUIRED FEES	None			

FUNCTIONAL STATEMENT:

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FRONTLINE SERVICE	QUARTER/ ADDITIONAL ALLOTMENTS
STEP 1	Prepare Financial Plan and Advice of Allotment
PERSON/S RESPONSIBLE	Designated Budget Analyst
TIME FRAME	1 hour
STEP 2	Endorse to respective department / office for signature
PERSON/S RESPONSIBLE	Danilo Sepuesca Narciso Bautista
TIME FRAME	1 minute
STEP 3	Receive signed quarterly allotments
PERSON/S RESPONSIBLE	Designated Budget Analyst
TIME FRAME	1 minute
STEP 4	Prepare Advice for Allotment
PERSON/S RESPONSIBLE	Designated Budget Analyst
TIME FRAME	1 minute
STEP 5	Approve/ sign allotments
PERSON/S RESPONSIBLE	Officer-in-Charge Hon. Oscar G. Malapitan (City Mayor)
TIME FRAME	1 minute
STEP 6	Record and post approved allotments
PERSON/S RESPONSIBLE	Budget Analyst assigned
TIME FRAME	10 minutes
STEP 7	Release approved copies of allotment to the following departments and agencies: <ul style="list-style-type: none"> • City Accountant's Office – control and check appropriation • Commission on Audit – check budget allocation • Concerned Offices – file copy of allotment
PERSON/S RESPONSIBLE	Ricardo Abo
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	Quarterly Allotments
REQUIRED FEES	None

FRONTLINE SERVICE	PREPARATION OF TRANSMITTAL LETTER OF 188 BARANGAYS
STEP 1	Review/ analyze barangay budget
PERSON/S RESPONSIBLE	Noemi Garcia Benjamin Sanchez Nievecel Paz
TIME FRAME	30 minutes
STEP 2	Recommend approval of transmittal letters to the City Budget Officer for signature
PERSON/S RESPONSIBLE	Elizabeth Llana
TIME FRAME	15 minutes
STEP 3	Sign transmittal
PERSON/S RESPONSIBLE	Officer-in-Charge
TIME FRAME	1 minute
STEP 4	Forward barangay budgets and transmittal letters to the Sangguniang Panlungsod Secretariat for review and approval
PERSON/S RESPONSIBLE	Rondale Kelly Daisy Garcia
TIME FRAME	3 minutes
STEP 5	Receive approved barangay budget with ordinance from Sangguniang Panglungsod
PERSON/S RESPONSIBLE	Daisy Garcia
TIME FRAME	1 minute

STEP 6	Inform barangays for the release of respective barangay budgets
PERSON/S RESPONSIBLE	Daisy Garcia
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	1. Barangay Budget 2. Attachments
REQUIRED FEES	None

FRONTLINE SERVICE	PREPARATION OF THE CITY ANNUAL BUDGET
STEP 1	Coordinate with DBM relative to the Internal Revenue Allotment (IRA) for the year and other budgetary guidelines and requirements
PERSON/S RESPONSIBLE	Marilu Gabriela Flores
STEP 2	Inform all departments/ offices of the budgetary guidelines and requirements through a memorandum from the city mayor
PERSON/S RESPONSIBLE	Ricardo Abo Danilo Sepuesca
STEP 3	Receive budget proposal of different department/ offices
PERSON/S RESPONSIBLE	Angelica Mae Gelongo
STEP 4	Analyze budget proposal: <ul style="list-style-type: none"> • Receive updated personnel schedule from the Human Resource Management Services (HRMS) • Prepare comparative statements of the proposed budget • Gather data on actual expenditures from the City Accountant's Office • Prepare budget office recommendation for department/ office proposal
PERSON/S RESPONSIBLE	All Budget Analysts
STEP 5	Gather data on actual income from the City Accountant's Office
PERSON/S RESPONSIBLE	Elizabeth Llana
STEP 6	Conduct City Finance Committee meeting on projected income
PERSON/S RESPONSIBLE	Department Heads of all income generating department/ offices
STEP 7	Assist the city mayor in the budget hearing
PERSON/S RESPONSIBLE	Officer-in-Charge Designated Budget Analyst
STEP 8	Finalize and document the Annual Executive Budget for the city mayor's approval and transmit to the Sangguniang Panglungsod for enactment into an approved ordinance
PERSON/S RESPONSIBLE	Officer-in-Charge Designated Budget Analyst
STEP 9	Approve and sign the Annual Executive Budget
PERSON/S RESPONSIBLE	Hon. Oscar G. Malapitan (City Mayor)
REQUIRED DOCUMENT/S	Annual Executive Report
STEP 10	Submit the Annual Executive Budget to DBM for review
PERSON/S RESPONSIBLE	Officer-in-Charge
TIME FRAME	July to October 16 of each year

FRONTLINE SERVICE	PROCESSING OF BARANGAY TRANSACTIONS
STEP 1	Receive barangay documents from the Liga ng mga Barangay
PERSON/S RESPONSIBLE	Daisy Garcia
TIME FRAME	1 minute per transaction
STEP 2	Record and endorse barangay documents to assigned teams
PERSON/S RESPONSIBLE	Daisy Garcia
TIME FRAME	1 minute per transaction

REQUIRED DOCUMENT/S	1. Disbursement Voucher 2. Purchase Request	3. Request for Obligation of Allotment 4. Supporting Documents
REQUIRED FEES	None	
STEP 3	Check completeness of documents, appropriate and obligate	
PERSON/S RESPONSIBLE	Team A Benjamin Sanchez Team B Nievecel Paz Team C Noemi Garcia	Barangay's 1 - 72 Barangay's 73-144 Barangay's 145-188
TIME FRAME	3-5 minutes per transaction	
REQUIRED DOCUMENT/S	1. Disbursement Voucher 2. Purchase Request	3. Request for Obligation of Allotment 4. Supporting Documents
REQUIRED FEES	None	
STEP 4	Check account codes and journalize	
PERSON/S RESPONSIBLE	Assigned member of team on Journal of Barangay	
TIME FRAME	1 minute per transaction	
REQUIRED DOCUMENT/S	1. Disbursement Vouchers 2. Purchase Request	3. Request for Obligation of Allotment 4. Supporting Documents
REQUIRED FEES	None	
STEP 5	Prepare and control Accountant's Advice for Barangay Check Disbursements	
PERSON/S RESPONSIBLE	Assigned member on Journal of Barangay	
TIME FRAME	2 -5 minutes per transaction	
REQUIRED DOCUMENT/S	1. Disbursement Voucher 2. Purchase Request	3. Request for Obligation of Allotment 4. Supporting Documents
REQUIRED FEES	None	
STEP 6	Endorse barangay documents to the Division Chief Barangay Accounting Division	
PERSON/S RESPONSIBLE	Assigned member on Journal of Barangay	
TIME FRAME	1 minute	
REQUIRED DOCUMENT/S	1. Disbursement Voucher 2. Purchase Request	3. Request for Obligation of Allotment 4. Supporting Documents
REQUIRED FEES	None	
STEP 7	Review and recommend endorsement of the Accountant's Advice to the City Accountant	
PERSON/S RESPONSIBLE	Division Chief, Barangay Accounting Division	
TIME FRAME	10 minutes	
REQUIRED DOCUMENT/S	Accountant's Advice, Request of allotment check	
REQUIRED FEES	None	
STEP 8	Record and endorse the Accountant,s Advice to the City Accountant	
PERSON/S RESPONSIBLE	Receiving Clerk	
TIME FRAME	1 minute	
REQUIRED DOCUMENT/S	Accountant's Advice, Request of allotment check	
REQUIRED FEES	None	
STEP 9	Sign Accountants Advice	
PERSON/S RESPONSIBLE	City Accountant	
TIME FRAME	Dependent on documentary compliance	
REQUIRED DOCUMENT/S	Accountant's Advice, Request of Allotment check	
REQUIRED FEES	None	

CITY ACCOUNTANT'S OFFICE

FUNCTIONAL STATEMENT:

Take charge of the accounting services of the city government.

FRONTLINE SERVICE	OBLIGATION OF PURCHASE OF REQUEST OF BARANGAY
STEP 1	Receive and record Purchase Request
PERSON/S RESPONSIBLE	Receiving Clerk
TIME FRAME	5 minutes
STEP 2	Endorse to respective teams for checking of appropriations
PERSON/S RESPONSIBLE	Receiving Clerk
TIME FRAME	1 minute
STEP 3	Check appropriations and obligate
PERSON/S RESPONSIBLE	Designated team for the barangay concerned
TIME FRAME	Dependent on compliance to requirements
STEP 4A	Record and endorse Purchase Request to the City Accountant (if all requirements are met)
STEP 4B	Return documents and inform the Liga ng mga Barangay for compliance of supporting documents
PERSON/S RESPONSIBLE	Receiving / releasing clerk
TIME FRAME	3 minutes
STEP 5	Sign obligated Purchase Request
PERSON/S RESPONSIBLE	City Accountant
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	1. Purchase Request 2. Request for Obligation and Allotment 3. Other supporting documents
REQUIRED FEES	None

FRONTLINE SERVICE	FILING OF BARANGAY TRANSMITTALS OF PAID VOUCHERS CASH ADVANCES AND CHECKS ISSUED
STEP 1	Receive transmittal from barangay
PERSON/S RESPONSIBLE	Receiving Clerk
TIME FRAME	1 minute
STEP 2	Check and verify all documents submitted
PERSON/S RESPONSIBLE	Designated team
TIME FRAME	5 - 10 minutes
STEP 3	Record and file all submitted documents
PERSON/S RESPONSIBLE	Receiving/ releasing clerk
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	1. Paid vouchers 2. Report of checks issued (prepared by the barangay)
REQUIRED FEES	None

FRONTLINE SERVICE	PROCESSING OF BARANGAY TRANSACTIONS
STEP 1	Receive barangay documents from the Liga ng mga Barangay
PERSON/S RESPONSIBLE	Receiving Clerk
TIME FRAME	1 minute per transaction
REQUIRED DOCUMENT/S	1. Disbursement Voucher 3. Request for Obligations of Allotment 2. Purchase Request 4. Other supporting documents
STEP 2	Record and indorse barangay documents to assigned team
PERSON/S RESPONSIBLE	Receiving clerk
TIME FRAME	1 minute per transaction
REQUIRED DOCUMENT/S	1. Disbursement vouchers 3. Request for Obligations of Allotment 2. Purchase request 4. Other supporting documents
STEP 3	Check and verify completeness of all documents submitted
PERSON/S RESPONSIBLE	Team A Barangay 1 – 72 Team B Barangay 73 – 144 Team C Barangay 145 – 188
TIME FRAME	3 - 6 minutes per transaction
REQUIRED DOCUMENT/S	1. Disbursement vouchers 3. Request for Obligations of Allotment 2. Purchase request 4. Other supporting documents
STEP 4	Check account codes and journalize
PERSON/S RESPONSIBLE	Assigned member of each Team on Journal Transaction
TIME FRAME	1 minute per transaction
REQUIRED DOCUMENT/S	1. Disbursement vouchers 3. Request for Obligations of Allotment 2. Purchase request 4. Other supporting documents
STEP 5	Prepare and control Accountant's Advice for barangay check disbursement
PERSON/S RESPONSIBLE	Team A Barangay 1 – 72 Team B Barangay 73 – 144 Team C Barangay 145 – 188
TIME FRAME	2 - 5 minutes per transaction
REQUIRED DOCUMENT/S	1. Disbursement vouchers 3. Request for Obligations of Allotment 2. Purchase request 4. Other supporting documents
STEP 6	Indorse barangay documents to Division Chief, Barangay Accounting Division
PERSON/S RESPONSIBLE	Team A Barangay 1 – 72 Team B Barangay 73 – 144 Team C Barangay 145 – 188
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	1. Disbursement vouchers 3. Request for Obligations of Allotment 2. Purchase request 4. Other supporting documents
STEP 7	Receive and recommend indorsement of Accountant's advice to the City Accountant
PERSON/S RESPONSIBLE	Division Chief, Barangay Accounting Division
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	1. Accountant's Advice 2. Request of Allotment 3. Check
STEP 8	Record and endorse the Accountant's Advice to the City Accountant
PERSON/S RESPONSIBLE	Receiving Clerk
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	1. Accountant's Advice 2. Request of Allotment 3. Check

STEP 9	Sign Accountant's Advice
PERSON/S RESPONSIBLE	City Accountant
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	1. Accountant's Advice 2. Request of Allotment 3. Check
REQUIRED FEES	None

FRONTLINE SERVICE	PREPARATION OF JOURNAL OF BARANGAY TRANSACTIONS, TRIAL BALANCE, FINANCIAL STATEMENTS, BALANCE SHEETS, IN SOME STATEMENTS AND BANK RECONCILIATION
STEP 1	Record barangay transaction based on the budget card
PERSON/S RESPONSIBLE	Bookkeeper
TIME FRAME	Priority – June 30 Non-Priority – July 31
REQUIRED DOCUMENT/S	1. Journal of Barangay Transactions 4. Balance Sheets 2. Trial Balance 5. Income Statements 3. Financial Statement 6. Bank Reconciliation
REQUIRED FEES	None
STEP 2	Submit hard and soft copies to the Commission on Audit
PERSON/S RESPONSIBLE	Receiving/ releasing Clerk
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	1. Accountant's Advice 2. Request of Allotment 3. Check
REQUIRED FEES	None

CITY LEGAL DEPARTMENT

FUNCTIONAL STATEMENT:

Serve as the chief legal counsel of the city government.

FRONTLINE SERVICE	REVIEW OF CONTRACTS, ORDINANCES AND OTHER LEGAL INSTRUMENTS
STEP 1	Submit request for review
PERSON/S RESPONSIBLE	Irene Dagalga
TIME FRAME	10 minutes
REQUIRED DOCUMENT/S	1. Copy of the Contract 2. Ordinance 3. Other instruments endorsed by concerned offices
STEP 2	Follow up status of review
PERSON/S RESPONSIBLE	City Legal Officer Venancio Manuel III Fernando Doculan, Jr. Nicolas Pineda
TIME FRAME	15 minutes
REQUIRED DOCUMENT/S	None
STEP 3	Receive the opinion of the City Legal Officer and take appropriate action
PERSON/S RESPONSIBLE	Irene C. Dagalga Isabelita Cruz
TIME FRAME	5 minutes
REQUIRED DOCUMENT/S	None
REQUIRED FEES	None

FRONTLINE SERVICE	RENDERING OF LEGAL OPINION/S
STEP 1	Submit written query
PERSON/S RESPONSIBLE	Irene Dagalga
TIME FRAME	2 minutes
REQUIRED DOCUMENT/S	Written query duly endorsed by other offices or directly submitted to the office
STEP 2	Submit to an interview by the City Legal Officer and provide all necessary information
PERSON/S RESPONSIBLE	City Legal Officer Venancio Manuel III Lovely Tolentino Fernando Doculan, Jr. Nicolas Pineda Anselmo Mangalindan Ma. Filipinas Aguilar Ana Karina Coronel
TIME FRAME	1 hour
REQUIRED DOCUMENT/S	None
STEP 3	Upon receipt of the opinion, take note of and study the opinion provided by the City Legal Officer
PERSON/S RESPONSIBLE	Irene Dagalga
TIME FRAME	2 minutes
REQUIRED DOCUMENT/S	None
REQUIRED FEES	None

FRONTLINE SERVICE	ADDRESSING INTERNAL COMPLAINTS AGAINST CITY EMPLOYEES
STEP 1	Submit written complaint to receiving clerk for receiving and recording purposes
PERSON/S RESPONSIBLE	Irene Dagalga Isabelita Cruz
TIME FRAME	2 minutes

REQUIRED DOCUMENT/S	Written complaint by the aggrieved party or complaint
STEP 2	Take note of the schedule of meeting stated in the memo issued by the Assistant City Legal Officer
PERSON/S RESPONSIBLE	Atty. Nicolas Pineda
TIME FRAME	1 day
REQUIRED DOCUMENT/S	None
STEP 3	If the decision is not to enter into an amicable settlement, file a case with the Civil Service Commission, Ombudsman or the courts
PERSON/S RESPONSIBLE	Atty. Nicolas Pineda
TIME FRAME	2 minutes
REQUIRED DOCUMENT/S	None
REQUIRED FEES	None

FRONTLINE SERVICE	NOTARIZATION OF LEGAL DOCUMENT/S
STEP 1	Present the documents for review
PERSON/S RESPONSIBLE	Ric Gantan
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	Documents for notarization
STEP 2	Pay the notarial fee
PERSON/S RESPONSIBLE	Ric Gantan
TIME FRAME	2 minutes
REQUIRED DOCUMENT/S	None
REQUIRED FEES	<ul style="list-style-type: none"> • Simple Documents: PhP 100.00 • Other documents such as contracts - variable depending on the amount and complexity of the contract
STEP 3	Receive the notarized document
PERSON/S RESPONSIBLE	Ric Gantan
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	None
REQUIRED FEES	None

FUNCTIONAL STATEMENT:

FRONTLINE SERVICE	JOB APPLICATION FROM WALK-IN APPLICANTS
STEP 1	Submit accomplished resume to the assigned Human Resource Management (HRM) Personnel
STEP 2	Evaluate and assess the job application
STEP 3	Inform applicant on the status of his/ her application
PERSON/S RESPONSIBLE	Mabelle Ramos
TIME FRAME	15 - 30 minutes
REQUIRED DOCUMENT/S	Resumé/ Personal Data Sheet/ Bio-Data with picture
REQUIRED FEES	None

FRONTLINE SERVICE	ATTENDS TO QUERIES/ ENTERTAINS QUESTIONS REGARDING PERSONNEL MATTERS
STEPS / PROCEDURES	Approach the HRM personnel
PERSON/S RESPONSIBLE	Amada Avila Lorelei Del Carmen Horacio Baluyot Aurelia Lopez Araceli Carpio Maria Theresa Jacinto
TIME FRAME	2 – 3 minutes (depending on the topics being asked)
REQUIRED DOCUMENT/S	None
REQUIRED FEES	None

BARANGAY SECRETARIAT

FUNCTIONAL STATEMENT:

General supervision and assistance to the City Barangays, Sangguniang Kabataan and Katarungang Pambarangay projects and activities that will support the programs of the city government, complaints filed against barangay, supervision over barangay seminars and/ or workshops for better barangay administration and provision of efficient service to the barangays through a corps of professional and competent staff faithfully discharging their duties and functions as provided by law.

ADMINISTRATIVE SERVICES

FRONTLINE SERVICE	ISSUANCE OF CERTIFICATION
STEP 1	Submit request of certification needed
PERSON/S RESPONSIBLE	Evangeline Bueno
TIME FRAME	2 minutes
STEP 2	Verify request
PERSON/S RESPONSIBLE	Cynthia De Lara
TIME FRAME	5 minutes
STEP 3	Issue Order of Payment
PERSON/S RESPONSIBLE	Jesus Tan Jr. Dierdre Fesarit
TIME FRAME	5 minutes
STEP 4	Prepare requested documents
PERSON/S RESPONSIBLE	Jesus Tan Jr.
TIME FRAME	30 minutes
STEP 5	Approve and sign documents
PERSON/S RESPONSIBLE	Officer-in-Charge
TIME FRAME	2 minutes
STEP 6	Release Certification
PERSON/S RESPONSIBLE	Cynthia De Lara
TIME FRAME	1 minute
REQUIRED DOCUMENT/S	Certification for Death Claim: 1. Death Certificate of the deceased barangay official Certification for Eligibility 1. Barangay Certification from Punong Barangay 2. Service Record 3. Oath of Office 4. Appointment (Certified Photocopy filed in the Records Section) Certification on Leave Credits 1. Copy of computation of leave credits signed by the City Accountant
REQUIRED FEES	Local PhP 20.00 per copy Abroad 100.00 per copy

FRONTLINE SERVICE	ISSUANCE OF VITAL BARANGAY INFORMATION
STEP 1	Submit Letter-Request
PERSON/S RESPONSIBLE	Evangeline Bueno
TIME FRAME	2 minutes
STEP 2	Verify availability of data needed
PERSON/S RESPONSIBLE	Cynthia s. De Lara
TIME FRAME	5 minutes
STEP 3	Release of the document
PERSON/S RESPONSIBLE	Dierdre Fesarit
TIME FRAME	3 minutes
REQUIRED DOCUMENT/S	1. Identification card 2. Letter-request
REQUIRED FEES	None

FRONTLINE SERVICE	BARANGAY COMPLAINTS AND INQUIRIES ASSISTANCE
STEP 1	Receive and record the data of complaint/ nature of complaint.
STEP 2	Give advise/ recommendation based on RA 7160 – Local Government Code of 1991
STEP 3	Forward the document to the Chief of Office for proper disposition
STEP 4	Endorse the complaint to Sangguniang Panlungsod
PERSON/S RESPONSIBLE	Ariel Sales
TIME FRAME	45 minutes
REQUIRED DOCUMENT/S	Verified letter of complaint
REQUIRED FEES	None

FRONTLINE SERVICE	BARANGAY INFORMATION DISSEMINATION		
STEP 1	Receive the inter-department/ agency communication <ul style="list-style-type: none">• Memorandum Circulars• Administrative/ Executive Orders• Ordinance/ Resolutions• Issuances		
STEP 2	Conduct a brief orientation to all area managers regarding the activity/ program to be implemented		
STEP 3	Prepare the enclosure letter for the said communication		
STEP 4	Reproduction of the communication		
STEP 5	Dispatch the area managers for the dissemination of information		
STEP 6	Submission of Acknowledgement Receipt		
PERSON/S RESPONSIBLE	Evangeline Bueno	Barangay 1 – 48: Barangay 49 – 93: Barangay 94 – 141: Barangay 142 – 164: Barangay 165 – 188:	Ma. Teresita Mangaliman Ariel Sales Danilo Pineda Jaime Ong Danilo Deato
TIME FRAME	1 day		
REQUIRED DOCUMENT/S	Documents for reproduction (optional)		
REQUIRED FEES	None		

FRONTLINE SERVICE	MOBILIZATION AND MONITORING INTER-ORGANIZATION COORDINATION		
STEP 1	Receive the inter-department/ agency communication/ invitation <ul style="list-style-type: none"> Barangay General Assembly State of Barangay Address City/ National Government Activity/ Program 		
STEP 2	Conduct a brief orientation to all area managers regarding the activity/ program to be mobilized or monitored		
STEP 3	Assign the respective tasks. <ul style="list-style-type: none"> Attendance Physical Arrangement 		
STEP 4	Dispatch the area managers for the mobilization / monitoring		
STEP 5	Submission of After the Activity Report.		
PERSON/S RESPONSIBLE	Evangeline Bueno	Barangay 1 – 48: Barangay 49 – 93: Barangay 94 – 141: Barangay 142 – 164: Barangay 165 – 188:	Ma. Teresita Mangaliman Ariel Sales Danilo Pineda Jaime Ong Danilo Deato
TIME FRAME	1 day		
REQUIRED DOCUMENT/S	Memorandum/ letter of request from other department / offices		
REQUIRED FEES	None		

LIGA NG MGA BARANGAY

FUNCTIONAL STATEMENT:

Create an environment that will forge unity among barangays and enable them to become empowering institutions promoting the welfare of their constituents through effective and morally enlightened governance.

FRONTLINE SERVICE	BARANGAY BUDGET TRANSACTION
STEP 1	Submit documents to the Liga ng mga Barangay Office
PERSON/S RESPONSIBLE	Neng Carpio Ed Tarrobago
TIME FRAME	1 minutes
STEP 2	Attach the checklist and routing slip to the documents
PERSON/S RESPONSIBLE	Neng Carpio Jean Buncayao
TIME FRAME	2 minutes
STEP 3	Check, review and verify the completeness of the documents
PERSON/S RESPONSIBLE	Jr Carpio Onyok Padua Ed Tarrobago
TIME FRAME	3 minutes
STEP 4	Record and endorse to the Barangay Budget Division, City Accountant's Office
PERSON/S RESPONSIBLE	Neng Carpio Jean Buncayao
TIME FRAME	2 minutes
STEP 5	Receive barangay budget from the City Accountant's Office <ul style="list-style-type: none"> Release, if all compliance set by the City Accountant's Office are met Review and re-endorse, for additional compliance
PERSON/S RESPONSIBLE	Jr Carpio Neng Carpio Ed Tarrobago
TIME FRAME	2 days
STEP 6	Release documents to respective barangays
PERSON/S RESPONSIBLE	Neng Carpio Jr Carpio
TIME FRAME	2 minutes
REQUIRED DOCUMENT/S	Barangay Budget
REQUIRED FEES	None

FRONTLINE SERVICE	FILING COMPLAINT
STEP 1	Submit written complaints
PERSON/S RESPONSIBLE	Neng Carpio Ernie Urquico
TIME FRAME	2 minutes
STEP 2	Forward the complaints to COS for review, verification, and interview
PERSON/S RESPONSIBLE	Joey Silverio
TIME FRAME	10 - 20 minutes
STEP 3	Issue summons to the complainant and respondent for the Justice Committee schedule (after review and verification of the complaint)
PERSON/S RESPONSIBLE	Jr Carpio Ed Tarrobago
TIME FRAME	3 days

STEP 4	Verify complaint with the Justice Committee composed of Liga ng mga Barangay Directors Settle dispute amicably
PERSON/S RESPONSIBLE	Directors, Liga ng mga Barangay
TIME FRAME	Maximum of 60 days
STEP 5	Forward complaint to the Sangguniang Panglungsod for proper disposition (if no available settlement)
PERSON/S RESPONSIBLE	Hon. Edgar Erice (City Vice Mayor) City Councilors of Caloocan
TIME FRAME	Scheduled by the Sangguniang Panglungsod
REQUIRED DOCUMENTS	Written complaints
REQUIRED FEES	None

APPENDIX A

ANTI-RED TAPE ACT OF 2007**REPUBLIC ACT No. 9485**

AN ACT TO IMPROVE EFFICIENCY IN THE DELIVERY OF GOVERNMENT SERVICE TO THE PUBLIC BY REDUCING BUREAUCRATIC RED TAPE, PREVENTING GRAFT AND CORRUPTION, AND PROVIDING PENALTIES THEREFOR

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

SECTION 1.*Short Title.* - This Act shall be known as the "Anti-Red Tape Act of 2007".

SECTION 2.*Declaration of Policy.* - It is hereby declared the policy of the State to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices aimed at the prevention of graft and corruption in government. Towards this end, the State shall maintain honesty and responsibility among its public officials and employees, and shall take appropriate measures to promote transparency in each agency with regard to the manner of transacting with the public, which shall encompass a program for the adoption of simplified procedures that will reduce red tape and expedite transactions in government.

SECTION 3.*Coverage* - This Act shall apply to all government offices and agencies including local government units and government-owned or -controlled corporations that provide frontline services as defined in this Act. Those performing judicial, quasi-judicial and legislative functions are excluded from the coverage of this Act.

SECTION 4.*Definition of Terms.* - As used in this Act, the following terms are defined as follows:

- a. "Simple Transactions" refer to requests or applications submitted by clients of a government office or agency which only require ministerial actions on the part of the public officer or employee, or that which present only inconsequential issues for the resolution by an officer or employee of said government office.
- b. "Complex Transactions" refer to requests or applications submitted by clients of a government office which necessitate the use of discretion in the resolution of complicated issues by an officer or employee of said government office, such transaction to be determined by the office concerned.

- c. "Frontline Service" refers to the process or transaction between clients and government offices or agencies involving applications for any privilege, right, permit, reward, license, concession, or for any modification, renewal or extension of the enumerated applications and/or requests which are acted upon in the ordinary course of business of the agency or office concerned.
- d. "Action" refers to the written approval or disapproval made by a government office or agency on the application or request submitted by a client for processing.
- e. "Officer or Employee" refers to a person employed in a government office or agency required to perform specific duties and responsibilities related to the application or request submitted by a client for processing.
- f. "Irrelevant requirement" refer to any document or performance of an act not directly material to the resolution of the issues raised in the request or needed in the application submitted by the client.
- g. "Fixer" refers to any individual whether or not officially involved in the operation of a government office or agency who has access to people working therein, and whether or not in collusion with them, facilitates speedy completion of transactions for pecuniary gain or any other advantage or consideration.

SECTION 5.*Reengineering of Systems and Procedures.* - All offices and agencies which provide frontline services are hereby mandated to regularly undertake time and motion studies, undergo evaluation and improvement of their transaction systems and procedures and re-engineer the same if deemed necessary to reduce bureaucratic red tape and processing time.

SECTION 6.*Citizen's Charter.* - All government agencies including departments, bureaus, offices, instrumentalities, or government-owned and/or controlled corporations, or local government or district units shall set up their respective service standards to be known as the Citizen's Charter in the form of information billboards which should be posted at the main entrance of offices or at the most conspicuous place, and in the form of published materials written either in English, Filipino, or in the local dialect, that detail:

- a) The procedure to obtain a particular service;
- b) The person/s responsible for each step;
- c) The maximum time to conclude the process;
- d) The document/s to be presented by the customer, if necessary;
- e) The amount of fees, if necessary; and
- f) The procedure for filing complaints.

SECTION 7.*Accountability of the Heads of Offices and Agencies.* - The head of the office or agency shall be primarily responsible for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service. All transactions and processes are deemed to have been made with the permission or clearance from the highest authority having jurisdiction over the government office or agency concerned.

SECTION 8.*Accessing Frontline Services.* -The following shall be adopted by all government offices and agencies:

A. Acceptance of Applications and Request –

- 1) All officers or employees shall accept written applications, requests, and/or documents being submitted by clients of the office or agencies.
- 2) The responsible officer or employee shall acknowledge receipt of such application and/or request by writing or printing clearly thereon his/her name, the unit where he/she is connected with, and the time and date of receipt.
- 3) The receiving officer or employee shall perform a preliminary assessment of the request so as to promote a more expeditious action on requests.

B. Action of Offices –

- a) All applications and/or requests submitted shall be acted upon by the assigned officer or employee during the period stated in the Citizen's Charter which shall not be longer than five working days in the case of simple transactions and ten (10) working days in the case of complex transactions from the date the request or application was received. Depending on the nature of the frontline services requested or the mandate of the office or agency under unusual circumstances, the maximum time prescribed above may be extended. For the extension due to nature of frontline services or the mandate of the office or agency concerned the period for the delivery of frontline services shall be indicated in the Citizen's Charter. The office or agency concerned shall notify the requesting party in writing of the reason for the extension and the final date of release for the extension and the final date of release of the frontline service/s requested.
- b) No application or request shall be returned to the client without appropriate action. In case an application or request is disapproved, the officer or employee who rendered the decision shall send a formal notice to the client within five working days from the receipt of the request and/or application, stating therein the reason for the disapproval including a list of specific requirement/s which the client failed to submit.

- c) Denial of Request for Access to Government Service - Any denial of request for access to government service shall be fully explained in writing, stating the name of the person making the denial and the grounds upon which such denial is based. Any denial of request is deemed to have been made with the permission or clearance from the highest authority having jurisdiction over the government office or agency concerned.
- d) Limitation of Signatories - The number of signatories in any document shall be limited to a maximum of five signatures which shall represent officers directly supervising the office or agency concerned.
- e) Adoption of Working Schedules to Serve Clients - Heads of offices and agencies which render frontline services shall adopt appropriate working schedules to ensure that all clients who are within their premises prior to the end of official working hours are attended to and served even during lunch break and after regular working hours.
- f) Identification Card - All employees transacting with the public shall be provided with an official identification card which should be visibly worn during office hours.
- g) Establishment of Public Assistance/Complaints Desk - Each office or agency shall establish a public assistance/complaints desk in all their offices.

SECTION 9. Automatic Extension of Permits and Licenses. - If a government office or agency fails to act on an application and/or request for renewal of a license, permit or authority subject for renewal within the prescribed period, said permit, license or authority shall automatically be extended until a decision or resolution is rendered on the application for renewal: Provided, That the automatic extension shall not apply when the permit, license, or authority covers activities which pose danger to public health, public safety, public morals or to public policy including, but not limited to, natural resource extraction activities.

SECTION 10. Report Card Survey. - All offices and agencies providing frontline services shall be subjected to a Report Card Survey to be initiated by the Civil Service Commission, in coordination with the Development Academy of the Philippines, which shall be used to obtain feedback on how provisions in the Citizen's Charter are being followed and how the agency is performing.

The Report Card Survey shall also be used to obtain information and/or estimates of hidden costs incurred by clients to access frontline services which may include, but is not limited to, bribes and payment to fixers.

A feedback mechanism shall be established in all agencies covered by this Act and the results thereof shall be incorporated in their annual report.

SECTION 11. Violations. - After compliance with the substantive and procedural due process, the following shall constitute violations of this Act together with their corresponding penalties:

A. Light Offense –

1. Refusal to accept application and/or request within the prescribed period or any document being submitted by a client;
2. Failure to act on an application and/or request or failure to refer back to the client a request which cannot be acted upon due to lack of requirement/s within the prescribed period;
3. Failure to attend to clients who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch;
4. Failure to render frontline services within the prescribed period on any application and/or request without due cause;
5. Failure to give the client a written notice on the disapproval of an application or request; and
6. Imposition of additional irrelevant requirements other than those listed in the first notice.

Penalties for light offense shall be as follows:

1. First Offense - Thirty (30) days suspension without pay and mandatory attendance in Values Orientation Program;
2. Second Offense - Three (3) months suspension without pay; and
3. Third Offense - Dismissal and perpetual disqualification from public service.

B. Grave Offense - Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage.

Penalty -Dismissal and perpetual disqualification from public service.

SECTION 12. Criminal Liability for Fixers. - In addition to Sec. 11 (b), fixers, as defined in this Act, shall suffer the penalty of imprisonment not exceeding six years or a fine not less than Twenty Thousand Pesos (P20,000.00) but not more than Two Hundred Thousand Pesos (P200,000.00) or both fine and imprisonment at the discretion of the court.

SECTION 13. Civil and Criminal Liability, Not Barred. -The finding of administrative liability under this Act shall not be a bar to the filing of criminal, civil or other related charges under existing laws arising from the same act or omission as herein enumerated.

SECTION 14. Administrative Jurisdiction - The administrative jurisdiction on any violation of the provisions of this Act shall be vested in either the Civil Service Commission (CSC), the Presidential Anti-Graft Commission (PAGC) or the Office of the Ombudsman as determined by appropriate laws and issuances.

SECTION 15. Immunity; Discharge of Co-Respondent/Accused to be a Witness. - Any public official or employee or any person having been charged with another under this Act and who voluntarily gives information pertaining to an investigation or who willingly testifies therefore, shall be exempt from prosecution in the case/s where his/her information and testimony are given. The discharge may be granted and directed by the investigating body or court upon the application or petition of any of the respondent/accused-informant and before the termination of the investigation: Provided, that:

- a) There is absolute necessity for the testimony of the respondent/accused informant whose discharge is requested;
- b) There is no other direct evidence available for the proper prosecution of the offense committed, except the testimony of said respondent/accused-informant;
- c) The testimony of said respondent/accused-informant can be substantially corroborated in its material points;
- d) The respondent/accused-informant has not been previously convicted of a crime involving moral turpitude; and
- e) Said respondent/accused-informant does not appear to be the most guilty. Evidence adduced in support of the discharge shall automatically form part of the records of the investigation. Should the investigating body or court deny the motion or request for discharge as a witness, his/her sworn statement shall be inadmissible as evidence.

SECTION 16. Implementing Rules and Regulations. - The Civil Service Commission in coordination with the Development Academy of the Philippines (DAP), the Office of the Ombudsman and the Presidential Anti-Graft Commission (PAGC) shall promulgate the necessary rules and regulations within ninety (90) days from the effectivity of this Act.

SECTION 17. Separability Clause. - If any provision of this Act shall be declared invalid or unconstitutional, such declaration shall not affect the validity of the remaining provisions of this Act.

SECTION 18. Repealing Clause. - All provisions of laws, presidential decrees, letters of instruction and other presidential issuances which are incompatible or inconsistent with the provisions of this Act are hereby deemed amended or repealed.

SECTION 19. Effectivity. -This Act shall take effect within fifteen (15) days following its publication in the Official Gazette or in two (2) national newspapers of general circulation.

Approved,

(Sgd.) JOSE C. DE VENECIA JR.
Speaker of the House of Representatives

(Sgd.) MANNY B. VILLAR
President of the Senate

This Act which is a consolidation of Senate Bill No. 2589 and House Bill No. 3776 was finally passed by the Senate and the House of Representatives on February 8, 2007 and February 20, 2007 respectively.

(Sgd.) ROBERTO P. NAZARENO
Secretary General, House of Representatives

(Sgd.) OSCAR G. YABES
Secretary of Senate

(Sgd.) GLORIA MACAPAGAL-ARROYO
President of the Philippines

Approved: June 2, 2007

APPENDIX B**IMPLEMENTING RULES AND REGULATIONS**

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

X-----X

RESOLUTION No. 081471

WHEREAS, Article II, Section 27 of the Constitution provides that the State shall maintain honesty and integrity in the public service and shall take positive and effective measures against graft and corruption;

WHEREAS, there is an urgent need to establish an effective system that will eliminate bureaucratic red tape, avert graft and corrupt practices and improve the efficiency of delivery of government frontline services;

WHEREAS, in response to the urgent need to eliminate red tape and improve frontline service delivery, the Thirteenth Congress enacted on June 2, 2007 Republic Act No.9485, otherwise known as the “Anti-Red Tape Act of 2007;”

WHEREAS, RA No. 9485 aims to promote transparency in government with regard to the manner of transacting with the public by requiring each agency to simplify frontline service procedures, formulate service standards to observe in every transaction and make known these standards to the client;

WHEREAS, Section 16 of the same law mandates the Civil Service Commission, in coordination with the Development Academy of the Philippines (DAP), the Office of the Ombudsman (OMB) and the Presidential Anti-Graft Commission (PAGC), to promulgate the necessary rules and regulations to implement said Act;

WHEREAS, the CSC together with the DAP, OMB and PAGC, conducted a series of consultative meetings with various stakeholders to gather comments and recommendations as well as to discuss possible issues in the implementation of the “Anti-Red Tape Act of 2007;”

NOW THEREFORE, the Commission RESOLVES to adopt the implementing rules and regulations of RA No. 9485, as follows:

RULE I. COVERAGE

SECTION 1. These Rules shall apply to all government offices and agencies including local government units and government-owned or controlled corporations with or without original charter that provide frontline services as defined in the Act. Those

performing judicial, quasijudicial and legislative functions are excluded from the coverage of the Act, however, their respective frontline services are deemed included.

RULE II. INTERPRETATION

SECTION 1. These Rules shall be interpreted in the light of the Declaration of Policy found in Section 2 of the Act: "It is hereby declared the policy of the State to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices aimed at the prevention of graft and corruption in government. Towards this end, the State shall maintain honesty and responsibility among its public officials and employees, and shall take appropriate measures to promote transparency in each office or agency with regard to the manner of transacting with the public, which shall encompass a program for the adoption of simplified procedures that will reduce red tape and expedite transactions in government."

SECTION 2. Definition of Terms. For purposes of these Rules, the following terms shall mean:

- a) "Action" refers to the written approval or disapproval made by a government office or agency on the application or request submitted by a client for processing.
- b) "Citizen's Charter" refers to an official document, a service standard, or a pledge, that communicates, in simple terms, information on the services provided by the government to its citizens. It describes the step-by-step procedure for availing a particular service, and the guaranteed performance level that they may expect for that service.
- c) "Citizen" with reference to the Citizen's Charter refers to the clients whose interests and values are addressed by the Citizen's Charter and, therefore, includes not only the citizens of the Republic of the Philippines, but also all the stakeholders, including but not limited to, users, beneficiaries, other government offices and agencies, and the transacting public.
- d) "Complex Transactions" refers to requests or applications submitted by clients of a government office which necessitate the use of discretion in the resolution of complicated issues by an officer or employee of said government office, such transaction to be determined by the office concerned.
- e) "Fixer" refers to any individual whether or not officially involved in the operation of a government office or agency who has access to people working therein and whether or not in collusion with them, facilitates speedy completion of transactions for pecuniary gain or any other advantage or consideration.
- f) "Fixing" refers to the act that involves undue facilitation of transactions for pecuniary gain or any other advantage or consideration.
- g) "Frontline Service" refers to the process or transaction between clients and government offices or agencies involving applications for any privilege, right, permit, reward, license, concession, or for any modification, renewal or extension

of the enumerated applications and/or requests which are acted upon in the ordinary course of business of the office or agency concerned.

- h) "Irrelevant requirements" refers to any document or performance of an act not directly material to the resolution of the issues raised in the request or needed in the application submitted by the client.
- i) "Officer or Employee" refers to a person employed in a government office or agency required to perform specific duties and responsibilities related to the application or request submitted by a client for processing.
- j) "Published Materials" refers to printed, computer-generated, or photocopied materials, and procedural manuals/flowcharts, made available to the public or uploaded in the official government websites, containing the basic information on accessing frontline services.
- k) "Report Card Survey" refers to an evaluation tool that provides a quantitative measure of actual public service user perceptions on the quality, efficiency and adequacy of different frontline services, as well as a critical evaluation of the office or agency and its personnel. It is an instrument that also solicits user feedback on the performance of public services, for the purpose of exacting public accountability and, when necessary, proposing change.
- l) "Simple Transactions" refers to requests or applications which only require ministerial actions on the part of the public officer or employee, or that which present only inconsequential issues for resolution by an officer or employee of said government office.

RULE III. RE-ENGINEERING OF SYSTEMS AND PROCEDURES

SECTION 1. Within one (1) year from effectivity of the Rules, each office or agency shall:

- a) Determine which processes or transactions constitute frontline service;
- b) Undertake reengineering of transaction systems and procedures, including time and motion studies, if necessary; and after compliance thereof,
- c) Set up their respective service standards to be known as the Citizen's Charter.

SECTION 2. The reengineering process shall include a review for the purposes of streamlining of the following:

- a) Steps in providing the service;
- b) Forms used;
- c) Requirements;
- d) Processing time; and
- e) Fees and charges.

There shall also be a review of the location of the offices providing frontline services and directional signs to facilitate transactions.

SECTION 3. In the evaluation of official forms, government offices and agencies rendering frontline services shall limit the number of signatories to a maximum of five (5) signatures of officers or employees directly supervising the evaluation, approval or disapproval of the request, application, or transaction.

The head of government office or agency shall prescribe, through an appropriate office order, the rules on the proper authority to sign in the absence of the regular signatory, as follows:

- a) If there is only one official next in rank, he/she shall automatically be the signatory;
- b) If there are two or more officials next in rank, the appropriate office order shall prescribe the order of priority among the officials next in rank within the same organizational unit; or
- c) If there is no official next in rank present and available, the head of the department, office or agency shall designate an Officer-in-Charge from among those next lower in rank in the same organizational unit.

RULE IV. CITIZEN'S CHARTER

SECTION 1. The Citizen's Charter shall include the following information:

- a) Vision and mission of the government office or agency;
- b) Identification of the frontline services offered, and the clientele;
- c) The step-by-step procedure to obtain a particular service;
- d) The officer or employee responsible for each step;
- e) The maximum time to conclude the process;
- f) Document/s to be presented by the client, with a clear indication of the relevancy of said document/s;
- g) The amount of fees, if necessary;
- h) The procedure for filing complaints in relation to requests and applications, including the names and contact details of the officials/channels to approach for redress;
- i) Allowable period for extension due to unusual circumstances; i.e. unforeseen events beyond the control of concerned government office or agency; and
- j) Feedback mechanisms, contact numbers to call and/or persons to approach for recommendations, inquiries, suggestions, as well as complaints.

SECTION 2. The Citizen's Charter shall be in the form of information billboards which should be posted at the main entrance of offices or at the most conspicuous place, and in the form of published materials written either in English, Filipino, or in the local dialect.

SECTION 3. The head of office or agency shall constitute a task force to prepare a Citizen's Charter pursuant to the provisions of the Act and these Rules, taking into

consideration the stakeholders, users and beneficiaries of the frontline services, and shall conduct consultative formulation and refinement of the provisions of the Charter. The participation of non-government organizations and other concerned groups shall be encouraged. The head of office or agency shall formally issue and release the Charter and shall monitor and periodically review its implementation. Offices and agencies with existing service standards shall evaluate these standards to ensure compliance with the provisions of this Rule.

SECTION 4. The office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years.

SECTION 5. The assistance of the Civil Service Commission and the Development Academy of the Philippines may be requested for purposes of complying with Rules III and IV.

SECTION 6. The activities in Rules III and IV shall be monitored by the Civil Service Commission through its Regional Offices and Field Offices for re-evaluation and benchmarking.

RULE V. ACCOUNTABILITY OF HEADS OF OFFICES AND AGENCIES

SECTION 1. The head of the office or agency shall be primarily responsible for the implementation of these Rules and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service. All transactions and processes are deemed to have been made with the permission or clearance from the highest authority having jurisdiction over the government office or agency concerned. In case of failure to comply with these Rules, appropriate charges may be filed against the head of office or agency under existing law and rules, before the appropriate forum.

RULE VI. ACCESSING FRONTLINE SERVICES

SECTION 1. All offices and agencies are enjoined to undertake on a continuing basis programs to promote customer satisfaction and improve service delivery, and other similar activities for officers and employees in frontline services.

SECTION 2. Acceptance and Denial of the Applications and Requests.

- 1) All officers or employees shall accept written applications, requests, and/or documents being submitted by clients of the office or agency.
- 2) The responsible officer or employee shall acknowledge receipt of such application and/or request by writing or printing clearly thereon his/her name, the unit where he/she is connected with, and the time and date of receipt.

- 3) The receiving officer or employee shall perform a preliminary assessment of the request so as to promote a more expeditious action on requests, and shall determine through a cursory evaluation the sufficiency, of submitted requirements for a request or application, taking into consideration the determined response time for the transaction.
- 4) All applications and/or requests in frontline services shall be acted upon within the period prescribed under the Citizen's Charter, which in no case shall be longer than five (5) working days in the case of simple transactions and ten (10) working days in the case of complex transactions from the time the requestor application was received.
- 5) Depending on the nature of the frontline services requested or the mandate of the office or agency under unusual circumstances, the maximum time prescribed above may be extended. For the extension due to the nature of frontline services, the period for the delivery of frontline services shall be indicated in the Citizen's Charter, which shall not be more than five (5) working days for simple transactions, and not more than ten (10) working days for complex transactions. The office or agency concerned shall notify the requesting party in writing of the reason for the extension and the final date of release of the frontline service/s required. In case the applicant disagrees, he/she may resort to the grievance or complaint mechanisms prescribed in the Citizen's Charter.
- 6) No application or request shall be returned to the client without appropriate action. In case an application or request is disapproved the officer or employee who rendered the decision shall send a formal notice to the client within five (5) working days from the receipt of the request and/or application, stating therein the reason for the disapproval including a list of specific requirement/s which the client failed to submit. Any denial of request for access to government service shall be fully explained in writing, stating the name of the person making the denial and the grounds upon which such denial is based. Any denial of request is deemed to have been made with the permission or clearance from the highest authority having jurisdiction over the government office or agency concerned.
- 7) This Section shall also apply to government offices or agencies which allow computer-based access to frontline services.

SECTION 3. Working Schedule. – Heads of offices and agencies which render frontline services shall adopt appropriate working schedules to ensure that all clients who are within their premises prior to the end of official working hours are attended to and served even during lunch break and after regular working hours. Offices and agencies may consider providing frontline services as early as seven (7) in the morning until as late as seven (7) in the evening to adequately attend to clients. The frontline services must at all times be complemented with adequate staff by adopting mechanisms such

as rotation system among office personnel, sliding flexi-time, reliever system especially in peak times of the transaction, or providing skeletal personnel during lunch and snack time.

To ensure the uninterrupted delivery of frontline services, the heads of offices and agencies shall adopt the appropriate mechanisms within six (6) months from the effectivity of these rules.

SECTION 4. Identification Card. – All officers or employees transacting with the public shall be provided with an official identification card which should be worn during office hours. The information on the identification card should be easy to read, such that the officials and employees concerned can be identified by the clients. For certain agencies where an identification card is not provided, the officers and employees must wear nameplates or other means of identification.

SECTION 5. Public Assistance Desk. – Each office or agency shall establish a public assistance/complaints desk in all their offices, where an officer or employee knowledgeable on frontline services shall at all times be available for consultation and advice. The desk shall be attended to even during break time.

The office or agency shall institute hotline numbers, short message service, information communication technology, or other mechanisms by which the clients may adequately express their complaints, comments or suggestions. It may also institute one-stop shops or walk-in service counters. Special lanes may be established for pregnant women, senior citizens, and persons with disabilities.

SECTION 6. Automatic Extension of Licenses, Permits, and Authorities. – If a government office or agency fails to act on an application and/or request for renewal of a license, permit or authority subject for renewal within the prescribed period, said permit, license or authority shall automatically be extended until a decision or resolution is rendered on the application for renewal. In this instance, the applicant shall be informed prior to the expiration of the original period that more time is required to evaluate the application or request. No automatic extension or renewal shall apply to an expired permit, license, or authority. No automatic extension or renewal shall also apply when the permit, license or authority covers activities which pose danger to public health, public safety, public morals or to public policy including, but not limited to, natural resource extraction activities.

RULE VII. REPORT CARD SURVEY

SECTION 1. The Civil Service Commission, in coordination with the Development Academy of the Philippines, shall conduct a survey to obtain feedback on existence and effectiveness of, as well as compliance with the Citizen's Charter, and how the office or agency is performing insofar as frontline services are concerned. The survey shall also

be used to obtain information and/or estimates of hidden costs incurred by clients to access frontline services which may include, but is not limited to, bribes and payment to fixers. The Civil Service Commission may tap other government agencies, educational institutions such as Association of Schools of Public Administration, non-government organizations, or other concerned individuals or groups and may utilize existing government programs, and support systems. The evaluation tool may be linked with the program of the Civil Service Commission to:

- 1) provide critical evaluation of the office or agency, and its personnel;
- 2) check clients satisfaction, operational efficiency and areas vulnerable to corruption;
- 3) highlight best practices;
- 4) provide incentives for excellent service delivery; and
- 5) give recommendations for improvement in problem areas and inefficiencies in frontline services. The Civil Service Commission shall publicize the results in an annual report card survey and furnish the government agency concerned the result of the survey assessment, evaluation and/or observations. Such assessment, evaluation and/or observations shall also be incorporated in the agency's annual report and shall be considered in the improvement, revision, modification, enhancement, or amendment of its Citizen's Charter and/or frontline services.

The Report Card Survey may include the following: (1) the service provider – personal disposition of the employee providing the service sought of; (2) the quality of service how the service was provided to the client; and (3) the physical working condition – how the physical setup/lay-out of the office affects the performance, efficiency, and accessibility of the service provided.

RULE VIII. DISCIPLINARY ACTION

SECTION 1. After compliance with the substantive and procedural due process, the following shall constitute violations of the Act and its Rules together with their corresponding penalties.

A. Light Offense –

- 1) Refusal to accept application and/or request within the prescribed period or any document being submitted by a client;
- 2) Failure to act on an application and/or request or failure to refer back
- 3) to the client a request which cannot be acted upon due to lack of requirement/s within the prescribed period;
- 4) Failure to attend to clients who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break;
- 5) Failure to render frontline services within the prescribed period on an application and/or request without due cause;

- 6) Failure to give the client a written notice on the disapproval of an application or request; and
- 7) Imposition of additional irrelevant requirements other than those listed in the first notice under Rule VI, Section 1 (6).

The term “prescribed period” shall refer to the period specified under the Citizen’s Charter, or in the absence thereof, the period provided for under Rule VI, Section 1 (4) hereof. Penalties for light offenses shall be as follows:

First Offense – Thirty (30) days suspension without pay and mandatory attendance in Values Orientation Program;

The Civil Service Commission and the Office of the Ombudsman shall promulgate a Values Orientation Program which shall include anti-red tape and anti-fixing workshops suitable for this purpose.

Second Offense – Three months suspension without pay; and

Third Offense – Dismissal and perpetual disqualification from public service.

- a. Grave Offense – Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage.

Penalty – Dismissal and perpetual disqualification from public service.

SECTION 2. The finding of administrative liability under the Act and its Rules shall not be a bar to the filing of criminal, civil or other related charges under existing laws arising from the same act or omission as herein enumerated.

SECTION 3. Criminal Liability for Fixers. – Fixers shall suffer the penalty of imprisonment not exceeding six years or a fine of not less than Twenty thousand pesos (P20,000.00) but not more than Two hundred thousand pesos (P200,000.00) or both fine and imprisonment at the discretion of the court.

SECTION 4. Administrative Jurisdiction and Procedure. – The Civil Service Commission (CSC) and the Office of the Ombudsman shall have administrative jurisdiction over nonpresidential appointees, while the Office of the Ombudsman and the Presidential Anti-Graft Commission (PAGC) shall have administrative jurisdiction over presidential appointees. Their respective procedures as determined by appropriate laws, rules and issuances shall be observed regarding any violation of the provisions of these Rules.

RULE IX. IMMUNITY

SECTION 1. Any public official or employee or any person having been charged with another under the Act and who voluntarily gives information pertaining to an investigation or who willingly testifies therefore, shall be exempt from prosecution in the case/s where his/her information and testimony are given.

SECTION 2. The discharge of co-respondent/accused to be a witness may be granted and directed by the investigating body or court upon the application or petition of any of the respondent/accused-informant and before the termination of the investigation: Provided, That:

- a. There is absolute necessity for the testimony of the respondent/accused informant whose discharge is requested;
- b. There is no other direct evidence available for the proper prosecution of the offense committed, except the testimony of said respondent/accused-informant;
- c. The testimony of said respondent/accused-informant can be substantially corroborated in its material points;
- d. The respondent/accused-informant has not been previously convicted of crime involving moral turpitude; and
- e. Said respondent/accused-informant does not appear to be the most guilty.

Evidence adduced in support of the discharge shall automatically form part of the records of the investigation. Should the investigating body or court deny the motion or request for discharge as a witness, his/her sworn statement shall be inadmissible as evidence.

SECTION 3. If the respondent-informant granted immunity fails or refuses to testify or to continue to testify, or testifies falsely or evasively, or violates any condition accompanying such immunity without just cause, as determined by the office or agency concerned, his/her immunity shall be cancelled and he/she shall be prosecuted criminally and/or administratively.

RULE X. FINAL PROVISIONS

SECTION 1. The activities embodied in these Rules shall be charged to the office or agency's regular budget.

SECTION 2. An oversight committee composed of the Civil Service Commission, as head, and the Office of the Ombudsman, the Presidential Anti-Graft Commission, and the Development Academy of the Philippines, as members, shall ensure the immediate, swift and effective implementation of the Act and its Rules.

SECTION 3. These Rules may be amended or modified as necessary.

SECTION 4. If any provision of these Rules shall be declared invalid or unconstitutional, such declaration shall not affect the validity of the remaining provisions.

SECTION 5. These Rules shall take effect fifteen (15) days following its publication in a newspaper of general circulation.

Quezon City, July 24 2008.

(SGD.) (VACANT)
Chairman

(SGD.)CESAR D. BUENAFLORES MARY ANN Z. FERNANDEZ-MENDOZA
Acting Chair Commissioner

Attested by:

(SGD.) DOLORES B. BONIFACIO
Director IV
Commission Secretariat and Liaison Office

APPENDIX C

PROCEDURE FOR FILING COMPLAINTS

Individuals may convey their complaints, requests for services, or suggestions on all aspects of the city government operations through text messaging or e-mail.

THROUGH e-MAIL OR FACEBOOK ACCOUNT

1. Send Complaint/Suggestion
 - Send an e-mail to the office concerned (please refer to the city government directory for a list of e-mail addresses) or to **e-mail Address:** <http://www.caloocan.gov.ph> or to **Facebook account:**
 - Furnish the city mayor a copy of your e-mail and send to . This is recommended for monitoring purposes.
2. Action on Complaint/Suggestion
 - The city mayor, city government offices and the Information Technology Services check their e-mails at least once a day.
 - The city mayor calls the attention of the office concerned and coordinates efforts to address the complaint / suggestion.

THROUGH TEXT MESSAGE

1. Send Complaint/Suggestion
 - Send your message to _____ ; _____ or _____. Your message will be routed to the city government's dedicated SMS server.
 - If you are requesting for a service, please include your name and address in the text message. Doing so will allow the city government to attend to your request sooner.
2. Message Acknowledgement
 - You will receive a pre-composed message from the city government to acknowledge receipt of your complaint or suggestion.
3. Action on Complaint/ Suggestion
 - The city government's SMS server forwards all messages to the central receiving at the Office of the City Mayor.
 - The designated personnel from the Office of the City Mayor forward the message to the concerned department/ office and coordinates efforts to address the same.
 - Threads of all received messages, as well as office replies, are kept to monitor whether action on complaints and suggestions had already been taken.

HOTLINE NUMBER