



Marikina City Citizen's Charter

"A Guide to City Government Services"





Marikina City **Citizen's** **Charter**

“ A Guide to City Government Services”



A portrait of a middle-aged man with dark hair, wearing a white collared shirt, smiling. The background of the portrait is a light blue gradient. The portrait is positioned on the left side of the page, partially overlapping the teal header and the white background.

MESSAGE FROM THE MAYOR

I feel proud and elated that during my watch, the city is able to make available to our constituents a new and updated Marikina Citizen's Charter.

This compact publication is a sleek and handy guide containing a wide array of information such as vital facts about our city, its history, achievements, governance thrusts, development agenda, range of services offered as well as pertinent steps and procedures that are useful in transacting business with city authorities, departments, agencies and instrumentalities.

This is yet another proof of our commitment towards transparency, accountability and disclosure of relevant information to our citizens. Through this publication, the people's fundamental right to know and be informed of the basic workings of the city government is well served.

I am certain they will find this useful by way of having better access to and more expeditious availment of the city government's services.

To the holder of this Charter, my warm regards and best wishes.

DEL R. DE GUZMAN
City Mayor

A portrait of Jose Fabian I. Cadiz, the City Vice Mayor, is positioned in the top right corner. He is a middle-aged man with dark hair, smiling, and wearing a light-colored, button-down shirt. The background of the portrait is a soft, out-of-focus teal and white.

MESSAGE FROM THE VICE-MAYOR

The latest edition of Marikina's Citizen Charter is an eloquent expression of the City Government's undying quest for more responsive and effective ways of providing quality service to our fellow Marikeños.

Truly, keeping our constituents informed and enlightened on how the City Government works for their interest and welfare and how they could avail of the various program, projects, and activities of the City Government are indeed to be highly appreciated.

I must say that the city officials of City Government of Marikina under the able leadership of City Mayor Del R. De Guzman have consistently displayed their unwavering commitment in the performance of their duties. However, as they remain steadfast in fulfilling their mandate, they need to have closer ranks with the Marikeños and pool their resources together in order make Marikina City a better place to live in.

This edition of Marikina's Citizen Charter could serve well the purpose of fastening together the common efforts of the city officials and Marikeños towards the ultimate goal of pushing further development programs in order to make life in the City more decent and respectable.

Lastly, my heartfelt congratulations and best wishes to the Citizen's Charter Committee for a job well done.

JOSE FABIAN I. CADIZ
City Vice Mayor



MESSAGE FROM THE CONGRESSMAN

Today, as one of the best managed cities in the country, Marikina has evolved into a model of good governance, discipline, integrity and sound public service.

Undoubtedly, access to information has been one of the significant concerns in the efficient delivery this sound public service in our community. Indeed, with the Marikina's Citizen Charter on hand, residents shall be well-guided with the city government's services. The charter certainly ensures that our people is aptly provided with a clear grasp of requirements, proper steps and procedures as well as vital information in making transactions with the city government.

The charter commits to give all members of the Marikina community assurance of prompt, effective and highly organized service in availing city government services.

The MCC, is "a must to have for all Marikeños". Certainly, this city's handy tool to vital information is highly commendable!

MARCELINO "MARCY" R. TEODORO

Representative, 1st District Marikina City

A portrait of a man with short dark hair and glasses, wearing a light-colored, patterned traditional Filipino shirt (Barong Tagalog) over a white collared shirt. He is smiling and looking towards the camera. The background behind him is a soft, out-of-focus teal and white gradient.

MESSAGE FROM THE CONGRESSMAN

My warm greetings to my fellow Marikenyos and users of this Citizens' Charter!

In the previous years, the Marikina Citizen's Charter has provided relevant information about Marikina City and the Marikina City Government. It has provided necessary information to its residents and to the researchers and students interested in learning about our multi-awarded city.

I commend the Marikina Public Information Office for consolidating its efforts to come up with this edition of the Marikina Citizen's Charter. May this edition continue to promote transparency and accountability in the field of government service.

Rest assured, you will have a constant partner in the House of Representatives driven by fairness, transparency and accountability.

Patuloy na naglilingkod sa inyo tungo sa
Tunay na Kaunlaran, Tao Naman,

CONG. ATTY. MIRO S. QUIMBO

Representative, 2nd District Marikina City
Deputy Majority Floor Leader

ADMINISTRATIVE SUPPORT



OFFICE OF THE MAYOR AND OFFICE OF THE CITY ADMINISTRATOR

2/F MARIKINA CITY HALL, Shoe Ave., Sta Elena , Marikina City
City Mayor - DEL R. DE GUZMAN / Tomas C. Aguilar, Jr. - Acting City Administrator
Tel Nos. 682-9279 / 646-5277 / 646-1634



SERVICES OFFERED:

Public Service

1. Receiving/following-up documents via letter and via phone

	Client step	Office/Person Responsible	Location of Office	Processing Time
1.	Prepare letter with the desired request / complaint from City Government of Marikina complete with your contact number			
2.	Submit the letter at window 14 or 15 for centralized receiving	GSO	G/F City Hall	10 mins
3.	Follow-up the status of your letter using the document tracking number given by GSO via 646-1634 or 682-9279	Mayor's Action center	2/F City Hall	
4.	Follow the instruction given by the Mayor's Action Center	Mayor's Action Center	2/F City Hall	

Requirements:

1. Letter request with document tracking number

2. Endorsement of walk-in clients to the concerned office/department

	Client step	Office/Person Responsible	Location of Office	Processing Time
1.	Proceed to the Mayor's Action Center for any request or complaint i.e medical assistance, burial assistance , balik probinsya, financial assistance	Mayor's Action Center	2/F City Hall	
2.	Wait to be endorsed to the concerned office and follow the instruction given	Mayor's Action Center	2/F City Hall	10 mins
3.	Proceed to the concerned office	Mayor's Action Center	2/F City Hall	

Requirements:

1. For medical and financial assistance : barangay clearance, valid ID's, medical abstract and hospital billing
2. For burial assistance : death certificate, funeral contract, barangay clearance of nearest family member, and valid ID's

3. Issuance of Endorsement Letters

	Client step	Office/Person Responsible	Location of Office	Processing Time
1.	Proceed to the Mayor's Action Center for request for endorsement for school, PCSO, other national offices and companies	Mayor's Action Center	2/F City Hall	
2.	Inquire about the requirements	Noli	2/F City Hall	10 mins
3.	Talk to Noli for the needed content of the letter and wait for further instruction	Noli	2/F City Hall	10 mins
4.	Follow-up with the Mayor's Action Center the status of the endorsement at 646-1634	Mae	2/F City Hall	
5.	Come back to the Mayor's Action Center for the release of the signed endorsement	Mae	2/F City Hall	5 mins

Requirements:

1. For school endorsement : school credentials such as school ID, form 137
2. For PCSO : medical abstract, hospital bill, barangay clearance, valid IDs
3. For endorsement to other national offices like Vice President's Office, Senate : barangay clearance, valid IDs, hospital bill or medical abstract
4. For job endorsement : resume, picture and company address

4. Mass Wedding to be officiated by the Mayor

	Client step	Office/ Person Responsible	Location of Office	Processing Time
1.	Secure marriage license	LCR	G/F City Hall	11 days
2.	Inquire the schedule of marriage ceremony	Joyce Mayor's Office	2/F City Hall	10 mins max
3.	Follow the requirements given	Mayor's Office	2/F City Hall	15 mins
4.	Pay for the marriage solemnization fee	LCR	G/F City Hall	10 mins
5.	Go back to the Mayor's Office for final documentation and schedule	Mayor's Office	2/F City Hall	1 hour max

Requirements:

1. Marriage License
2. Marriage solemnization fee receipt
3. List of wedding sponsors/witnesses
4. Contact number

5. Schedule with the Mayor

	Client step	Office/Person Responsible	Location of Office	Processing Time
1.	For appointment, look for Ms. Baves, Secretary of the Mayor	Mayor's Office	2/F City Hall	10 mins max
2.	For emergency appointment, inquire if the Mayor is available at the office	Mayor's Office	-do-	Depends upon the call
3.	If available, list your name in the logbook, wait for the turn to be called and secure visitor's slip	Mayor's Office	-do-	Depends upon the call
4.	If not, come back on Thursday morning during the weekly people's day	Mayor's office	-do-	Depends upon the call

Requirements:

1. Voter's ID and other valid ID's or Barangay Clearance

6. Issuance of Mayor's Clearance

	Client step	Office/Person Responsible	Location of Office	Processing Time
1.	Secure Police Clearance	PNP Marikina	G/F Justice Hall	1 day
2.	Secure RTC & MTC clearance	MTC & RTC	3/F Justice hall	1 day
3.	Pay Mayor's clearance fee	Treasury Office	G/F City Hall	10 mins
4.	Buy Documentary Stamp	Assessor's Office	-do-	10 mins
5.	Proceed to the Mayor's Office upon completion of requirements for the clearance	Mayor's Action Center	2/F City Hall	10 mins
6.	Wait for the clearance to be signed	-do-	-do-	

Requirements:

1. Police Clearance
2. RTC Clearance
3. MTC Clearance
4. Mayor's Clearance fee receipt
5. Documentary stamp

7. Issuance of Billboards Permit

	Client step	Office/Person Responsible	Location of Office	Processing Time
1.	Prepare letter request complete with the desired sizes of the materials and location			
2.	Submit the letter at window 14 or 15 for centralized receiving	GSO	G/F City Hall	10 mins

3.	Follow-up status at 646-1634 or Proceed to Mayor's Office for approval	Mayor's Action Center	2/F City Hall	10 mins
4.	Upon approval, proceed to GSO	Evelyn	G/F City Hall	10 mins
5.	Wait to be endorsed to BPLO for the order of payment	Francis	G/F City Hall	10 mins
6.	Bring the order of payment to any of the Treasury windows accepting payment	Treasury	G/F City Hall	10 mins
7.	Bring the receipt to GSO for endorsement to the billboards team	Evelyn	G/F City Hall	10 mins

Requirements:

1. Letter request duly approved by the City Administrator
2. Billboards permit fee receipt

8. Issuance of Streamers/ Tarpaulin Permit

	Client step	Office/Person Responsible	Location of Office	Processing Time
1.	Prepare letter request complete with the desired sizes of the materials and location			
2.	Submit the letter at window 14 or 15 for centralized receiving	GSO	G/F City Hall	5 mins
3.	Follow-up status at 646-1634 or proceed to Mayor's Office for approval of the request	Mayor's Action Center	2/F City Hall	10 mins
4.	Upon approval, proceed to BGMS	Cynthia	G/F City Hall	10 mins

Requirements:

1. Letter request duly approved by the City Administrator

9. Issuance of Shooting/ Motorcade/ Procession Permit

	Client step	Office/Person Responsible	Location of Office	Processing Time
1.	Prepare letter request complete with the location or route and number of vehicles			
2.	Submit the letter at Window 14 or 15 for centralized receiving	GSO	G/F City Hall	10 mins
3.	Follow-up status at 646-1634 or proceed to Mayor's office for approval of the request	Mayor's Action Center	2/F City Hall	10 mins
4.	Upon approval, proceed to CTMDO for their clearance	CTMDO	Public Service Center Agora	10 mins
5.	Go back to Mayor's Office for the order of payment	Mayor's Action Center	2/F City Hall	10 mins

OFFICE OF THE MAYOR/ CITY ADMINISTRATOR

6.	Proceed to Treasury for the payment	Treasury	G/F City Hall	10 mins
7.	Bring the receipt to Mayor's Office and wait for the mayor's permit	Mayor's Action Center	2/F City Hall	10 mins

Requirements:

1. Letter request duly approved by the City Administrator
2. CTMDO Clearance
3. Permit fee receipt

10. Issuance of product sampling permit

	Client step	Office/Person Responsible	Location of Office	Processing Time
1.	Prepare letter request complete with the date of the product sampling			
2.	Submit the letter at window 14 or 15 for centralized receiving	GSO	G/F City Hall	10 mins
3.	Proceed to Mayor's Office, fill-out Pahintulot form and wait for approval	Mayor's Action Center	2/F City Hall	10 mins
4.	Upon approval, proceed to BGMS and City Hall guard for clearance	Cynthia	G/F City Hall	10 mins
5.	Go back to Mayor's Office for the signed pahintulot form	Mayor's Action Center	2/F City Hall	10 mins

Requirements:

1. Letter request duly approved by the City Administrator
2. Pahintulot form BGMS and guard clearance
3. BGMS and guard clearance

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

CITY LEGAL OFFICE

2/F MARIKINA CITY HALL, Shoe Ave., Sta Elena , Marikina City
DEPARTMENT HEAD.OIC: ATTY. FLORELLA B. ALMAREZ
Tel No.: 646-6517



FREE LEGAL ADVICE

	Client step	Office/Person Responsible	Location of Office	Processing Time
1.	Proceed to the legal Office's desk and ask for an "Application for Legal Assistance form"	Augusto Grafia Cleofe Tolentino Ronald Cabalquinto	2/F Marikina City Hall	2-3 mins.
2.	Fill out the form and wait to be called	Atty. Florella Almarez Atty. Princess Feliciano Mr. Servando Salvado Mr. Michealou Lambay	2/F Marikina City Hall	5-20 mins

Requirements :

1. Filled out (name, address, contact information, concise statement of applicant's problem/complaint) application form

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

MANPOWER DEVELOPMENT AND TRAINING OFFICE / CENTEX

2/F MARIKINA CITY HALL, Shoe Ave., Sta Elena , Marikina City

Tel No.: 682-9280

DEPARTMENT HEAD: Julieta M. Borje



SERVICES OFFERED: Education and Skills Training¹

A. Curricular Programs: Community Development and Resource Management General City Governance Institutional Development Person Effectiveness

Request for Capability Building/Training

Sectors and Institutions, including the barangays and NGOs, may request for training or capability building on subject covered under the curricular programs. Cutting across the learning sessions are fundamental subjects of Ethics and Accountability and Ethical Leadership.

Classification of Requestors:

- Government agencies, academic and organized sectors located within the city (free of charge)
- Industrial and commercial sectors within the city (participants are charged a minimal fee for training materials)
- Institutions or organized groups outside Marikina are charged based on the standard fees stipulated in City Ordinance No. 091, Series of 2002, and the requested training package

	Client Step	Office/Person Responsible	Processing time
1.	Submission of letter of Request Send a letter of request with the relevant details, such as reasons or purpose of the training/activity, profile of the target participants, suggested date and venue, among other details to MDTO/ CENTEX through email address centex_marikina@yahoo.com, or fax no. 682-9280 or mailing address MDTO/ CENTEX 2/F Marikina City Hall, Sta. Elena, Marikina City.	MDTO/ CENTEX Staff	Within day of submission
2.	Conference with Facilitator/Trainer Attend initial meeting with facilitator/trainer to clarify objectives and needs for training. (said meeting shall be scheduled by MDTO)	MDTO/ CENTEX Staff	2 – 3 hours
3.	Conduct of Training Needs Assessment (TNA) Present profile of target participants and other considerations for inclusion in the design of the training module.	MDTO staff	2 weeks (maximum)
4.	Feedback on TNA Result and Training Design Assess TNA results and Training Design, including schedule and other requirements and logistics, and feedback comments.	Assigned MDTO/ CENTEX Team of Facilitators/ Trainers	1 – 2 days
5.	Agreement on final Training Design and its Implementation Formally give agreement to training project Note: For paying clients, part of the agreement shall be the concurrence on or approved of cost.	Training Directress	1 – 3 days

6	Payment (Only for paying clients) Submit Payment to treasury	Treasury	10 – 15 minutes
7	Conduct of Training Project Coordinate with facilitators' team on conduct of training as agreed.	MDTO staff	Varies depending on planned training project

B. Marikina Scholarship Program for Training and Employment

1. Offering of “Technical-Vocational Trainings” and assistance for trade test assessment to qualified course completers (80 hours each): AutoCad, Auto Diesel, Auto Electrical, Auto Gas, Baking (Basic), Baking Advanced, Cellphone Repair, Computer Application (Basic), Computer Application (Advanced), Computer Repair, Cosmetology (Basic), Cosmetology (Advanced), Dressmaking, Electrical Installation Maintenance, Electronics, Food Processing, International Cuisine, Motorcycle mechanic, Ref and Aircon Repair, Tailoring, Welding (Intermediate) and Welding (Shielded Metal Arc).

2. Offering of “Employable Skills Training.”

• 2D Animation

Qualifications:

- A resident of Marikina city
- At least high school graduate
- 16 years old and above

2b. 100 hours finishing Course for Call Center Agents

Qualifications:

- A resident of Marikina City
- At least high school graduate
- At least eighteen (18) years old

	Client Step	Office/Person Responsible	Processing Time
1.	Application Accomplish registration form with attached photocopies of requirements: Photocopy of Voter's I.D or registration form from COMELEC; and photocopy of latest Cedula or Barangay Clearance. Note: 2D animation applicants shall undergo test on free-hand drawing on a given schedule prior acceptance.	MDTO staff	5 minutes

2.	Orientation MUST attend the orientation on a given date for full acceptance into the course.	MDTO staff	4 hours
3.	Conduct of Classes (2D Animation and Finishing course for Call Center Agents) Attend classes regularly at MDTO/CENTEX Training Room following a given schedule.	Course instructor	236 hours (8 hours per day)
	Conduct of Classes (Technical-vocational course) Report at MDTO/ CENTEX on first day of class for introduction to Marikina Polytechnic College (MPC). Take pre-test from the course instructors. Attend regularly 80-hour course.	MDTO/ CENTEX Staff Course instructor MDTO/ CENTEX Staff Course instructors	80 hours (8 hours per day)
4.	Trade Test (Only for TechVoch completers with a grade of 90% and above) Inquire and apply Wait for advice on schedule of test	NENITA ABES MDTO/ CENTEX Trainer MDTO/ CENTEX Staff	15 – 30 minutes Will depend on TESDA schedule

C. Other Programs

- Gender and Development Program
- Marikina College Education Program (MCEP) for Marikina City government employees.

	Client Step	Office/Person Responsible	Processing Time
1.	Application Submit the following requirements to MDTO/CENTEX for initial screening: submission of fully-accomplished registration form (from MDTO/CENTEX); photocopy of Transcript of Records (TOR) for college level applicants or Form 137 for high school graduate applicants; and photocopy of employees ID card.	MDTO/CENTEX staff	5 minutes
2.	Screening. Check your qualifications based on the minimum requirements set for MCEP including the minimum years of service with the city government and status employment. b. Undergo the assessment procedures: written entrance exam and oral interview.	MDTO/CENTEX staff MDTO/CENTEX Department Head	4 hours Max. of 30 minutes

3.	Orientation Must attend the orientation on a given date for instructions and information about the course, the program and policies/rules governing MCEP scholars.	MDTO/CENTEX and Personnel Office Department Heads	4 hours
4	Submission of Credentials Submit the following to Pamantasan ng Lungsod ng Marikina (PLMar) Registrar: 1. Fully-accomplished Personal Data Sheet (PDS) 2. Photocopy of birth certificate or marriage certificate for married females 3. For college level applicants: honorable dismissal and original copy of TOR with remarks "For PLMar" 4. For highschool level applicants: original copy of Form 137 and good moral character certificate 5. Fully-accomplished application and admissions forms 6. Two (2) pieces 2x2 photos 7. Other documents deemed necessary by PLMar	PLMar Registrar Personnel	Varies, depending on service hours and completeness of credentials
5	Agreement Submit letter of recommendation, clearance to study and character reference from the department head and sign the "Service Contract" for the scholarship with the Personnel Office for full acceptance into the course.	Personnel Office Staff	5 minutes
6	Conduct of Classes Attend regularly classes at designated classrooms/ training rooms following a given schedule.	MDTO/CENTEX Staff	3 years

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

CITY COUNCIL / SANGGUNIANG PANLUNGSOD

2/F Justice Hall Bldg., Sta. Elena, Marikina City

Department Head: Noralyn R. Tingcungco

Tel. Nos.: (632) 647-3121/3124



The Sangguniang Panlungsod, as the legislative body, is mandated by law to enact ordinances, approve resolutions, appropriate funds for the general welfare of the city and its people and carry out other legislative measures that are in harmony with the aspirations of Marikēños.

SERVICE CATEGORIES

(CITY COUNCIL SECRETARIAT)

Agenda Preparation and Production

Involves the preparation of agenda and other related documents necessary for the efficient and orderly conduct of every session conducted once every week or as need arises.

Documentation and Minutes Production

Involves the preparation of all official documents of the City Council which invariably are the products or outputs of each sessions conducted.

Administrative Support

The Sangguniang Panlungsod Secretariat provides administrative services to the Sangguniang Panlungsod which includes, but not limited to, records management, personnel management, provision of office supplies as well as the publication and posting of notices of public hearing, meetings, enacted ordinances and approved resolutions.

Equipment/Logistics Support

Provision of equipment and other logistics requirements of the respective City Councilor offices, the session hall and meeting rooms.

Special Projects and Activities

Aside from the mainstream activities and responsibilities, the SP Secretariat Office also handles and implements some so-called special projects and activities which may be assigned to the office from time to time.

Preparation of people's request for copies of enacted ordinances and approved resolutions

Services Offered:

- Provides photocopies of resolution/ordinance upon request.
- Passing of resolution, enactment of ordinance and appropriation of Funds for the city's welfare.

REQUEST FOR PHOTOCOPY OF RESOLUTION OR ORDINANCE

NO.	CLIENT STEP	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	PROCESSING TIME
1	Proceed to the Office of the City Council Secretariat and fill up a request form.	Ramir L. Nicolas (Receiving/ Releasing Officer)	2/f Council Secretariat, 2/f Justice Hall	5 mins
2	Wait for verification of the date and number of the requested document/s after its retrieval from the office archives.	Ramir L. Nicolas Emma Santos Normando Dela paz	2/f Council Secretariat, 2/f Justice Hall	10-20 mins
3	Confirm if the documents presented to you is what you need.	Ramir L. Nicolas	2/f Council Secretariat, 2/f Justice Hall	5 mins

4	Wait for the photocopied/certified copies of your requested document/s	Ramir L. Nicolas	2/f Council Secretariat, 2/f Justice Hall	5 mins
Total Waiting Time:				20-25 minutes

*may vary on the availability/working condition of the photocopying machine

LEGISLATIVE PROCESS FLOWCHART

(How a proposal become an Ordinance)

1. Filing of proposal.
2. The Presiding Officer will read the title and author/s, assign number and refer the proposal to the appropriate council committee during its First Reading. (Period: 1 session)
3. Proposal will undergo committee meeting/s or public hearing/s.
4. The chairperson of the concerned committee will render their committee report regarding the proposal. (Period: 1 session) Proposal will be calendared for Second Reading (if appropriate).
5. Proposal will undergo interpellation/rebuttal/amendments during Second Reading.
6. Proposal will be confirmed during Third Reading.
7. Enacted ordinance/approved resolution will be signed by the City Vice Mayor and forwarded to the Office of the City Mayor.
8. Mayor will sign it into law or vetoes and send it back to the City Council.

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

CITY PERSONNEL OFFICE

G/F, Marikina City Hall, Shoe Ave., Sta. Elena
 City Personnel Officer: Ms. Janet S. Obispo
 Tel. Nos.: 646-0365



SERVICES OFFERED: Human Resources Management

Processing of GSIS retirement benefits, maturity benefits, cash surrender value, death claims, separation benefits, etc..

	Client Step	Office / Person Responsible	Location of Office	Processing Time
1	Preparation by the clients of the necessary documents pertinent to their claims;	Eduardo Dizon/ Darrell John Felipe	Personnel Office	30 minutes GSIS- wait for the advice of GSIS
2	Submission of complete documents for checking;			
3	Preparation of necessary forms for the claim;			
4	Completed documents to be signed by the City Personnel Officer;			
5	Transmittal of complete documents to GSIS by the Liaison Officer;			
6	Processing/Releasing of checks by GSIS			

Processing of different kinds of GSIS loans.

	Client Step	Office / Person Responsible	Location of Office	Processing Time
1	Proceed to nearest G-WAPS machine and select the type of loan wanted;	Darwin Ong	Personnel Office	5 minutes
2	After the validation of loan selected, proceed to the Personnel Office for confirmation of the loan by the Admin Officer;			
3	Wait for the release of the loan thru UMID card after GSIS has informed you thru text.			

Processing of PAG-IBIG claims such as retirement benefits, death claims, Maturity, etc;

	Client Step	Office / Person Responsible	Location of Office	Processing Time
1	Preparation of requirements by the clients as advised pertinent to their claims;	Eduardo Dizon/ Darrel John Felipe	Personnel Office	20 minutes PAG-IBIG: 1 to 2 weeks
2	Submission of complete documents for checking;			
3	Preparation of necessary forms for the claim;			
4	Completed documents to be signed by the City Personnel Officer;			
5	Transmittal of the Liaison of complete documents to PAG-IBIG;			
6	Processing/Realising of checks by PAG-IBIG.			

Processing of claims on Employees Welfare Fund

	Client Step	Office / Person Responsible	Location of Office	Processing Time
1	Verify if claimant is a member of the Welfare Fund;	Bernadette Fulgencio	Personnel Office	10 minutes Release of Check: depending on the availability of fund
2	Upon verification, member/claimant will submit the requirements & claim form will be accomplished;			
3	Accomplished claim form will be processed thru Accounting Office;			
4	The Treasurer's Office will issue the corresponding check & will be released thru Cashier Office.			

Processing of Leave Application of Employees

	Client Step	Office / Person Responsible	Location of Office	Processing Time
1	Compute leave credit balance and record it to employee's leave card;	Maria Edwina R. Peralta	Personnel Office	30 minutes
2	The accomplished form shall be forwarded to the Assistant Personnel Officer for checking and initial.			
3	Then to the City Personnel Officer for signature.			

Request for employees's service record and certificate of employment

	Client Step	Office / Person Responsible	Location of Office	Processing Time
1	Prepare service record/ certificate of employment as requested by the Employee;	Maria Edwina R. Peralta	Personnel Office	30 minutes
2	Prepared document shall forwarded to Assistant Personnel Officer for checking and initial			
3	Then to the City Personnel Officer for signature.			

Processing Monetization of Leave Credit of Availing Employee

	Client Step	Office / Person Responsible	Location of Office	Processing Time
1	Compute leave credit balance and record it to employee's leave card;	Maria Edwina R. Peralta/ Solicidad S. Bilacsi	Personnel Office	One (1) hour
2	Compute the number of days the employee requested to monetize and prepare necessary/voucher.			
3	Prepared documents/voucher shall proceed to the Assistant City Personnel Officer for checking and initial;			
4	Then to the City Personnel Officer for signature;			
5	Said documents/voucher shall be forwarded to the different offices concerned for proper documentation, preparation of check and release to employee concerned.			

Processing of Terminal Leave of Employees who separated from the service

	Client Step	Office / Person Responsible	Location of Office	Processing Time
1	Compute leave credit balance of employee and prepare voucher and other necessary documents needed for claiming terminal pay such as clearance from the office, treasury clearance, GSO clearance, affidavit of no pending criminal case, assets & liabilities, fiscal clearance & court clearance;	Solicidad S. Bilacsi	Personnel Office	One (1) hour
2	Voucher will be forwarded to the Assistant Personnel Officer for checking and initial;			
3	Then to the City Personnel Officer for signature;			
4	Said voucher will be forwarded to the different offices concerned for proper documentation, preparation of check and release to the employee concerned.			

Processing Maternity Leave

	Client Step	Office / Person Responsible	Location of Office	Processing Time
1	Compute maternity leave pay upon completion of requirements of employee;	Solicidad S. Bilacsi	Personnel Office	One (1) day
2	Prepare voucher for checking and initial of Assistant Personnel Officer;			
3	Then for signature of the City Personnel Officer;			
4	Said voucher will forwarded to the different offices concerned for proper documentation, preparation of check and release to the employee concerned.			

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

GENERAL SERVICES OFFICE (G.S.O.)

G/F MARIKINA CITY HALL, Shoe Ave., Sta Elena , Marikina City

DEPARTMENT HEAD: ADRIAN S. SALVADOR

Telefax.: 646-2371



GENERAL SERVICES & LOGISTICS

1. PROCESS MATRIX SERVICE: D.T.S.

	Client Step	Office / Person Responsible	Location of Office	Processing Time/ per single Transaction
1	Receiving of documents at Window 15 & Window 14 for Senior Citizen's Lane for bar coding for all clients (external and internal).	GSO – Records Division	G/F CITY HALL	5 Minutes
2	Transmittal of documents to end units.	GSO – Records Division	G/F CITY HALL	Daily
3	Follow up status of request per reference number via telephone or walk in at 646-2371 and Windows 14-15 respectively.	GSO – Records Division	G/F CITY HALL	5 Minutes

Requirements:

1. Properly addressed letter to the addressee.
2. Original Documents for receiving.

2. PROCESS MATRIX SERVICE: REPAIR & MAINTENANCE REQUEST

	Client Step	Office / Person Responsible	Location of Office	Processing Time/ per single Transaction
1	Request for repair works	GSO-BGMD	G/F CITY HALL	5 minutes
2	Approval of Request	GSO-ADMIN	G/F CITY HALL	5 minutes
3	Scheduling of the repairs	GSO-BGMD	G/F CITY HALL	5 minutes

Requirements:

Duly accomplished and signed repair request.

3. PROCESS MATRIX SERVICE: WITHDRAWAL OF OFFICE SUPPLIES

	Client Step	Office / Person Responsible	Location of Office	Processing Time/ per single Transaction
1	Request for office supplies	GSO-Inventory Section	G/F CITY HALL	5 minutes
2	Release of office supplies per RIS	GSO-Inventory Section	G/F CITY HALL	5 minutes

Requirements:

RIS duly signed by the end user for office supplies.
Return of empty cartridges for withdrawal of ink.

4. PROCESS MATRIX SERVICE: ISSUANCE OF PROPERTY CLEARANCE

	Client Step	Office / Person Responsible	Location of Office	Processing Time/ per single Transaction
1	Request for property clearance	GSO-Inventory Section	G/F CITY HALL	5 minutes
2	Approval of Clearance	GSO-ADMIN	G/F CITY HALL	5 minutes
3	Release of duly signed clearance	GSO-Inventory Section	G/F CITY HALL	5 minutes

Requirements:

Copies of Department and Treasury Clearances.

5. PROCESSING MATRIX SERVICE: REQUEST FOR COASTERS / SOUND SYSTEM / CHAIRS / TENTS

	Client Step	Office / Person Responsible	Location of Office	Processing Time/ per single Transaction
1	Receiving of Requests at Windows 14-15.	GSO-Records Division	G/F CITY HALL	5 minutes
2	Transmittal of request to the management for approval	GSO-Records Division	G/F CITY HALL	Daily
3	Receiving of approved request and scheduling	GSO-Inventory Section	G/F CITY HALL	5 minutes
4	Action on the request	GSO-Admin	G/F CITY HALL	5 minutes

GENERAL SERVICES OFFICE

5	Transmittal of request to action team	GSO-Records Division	G/F CITY HALL	Daily
6	Delivery of the action team or Pick up of Tents/Chairs by end user	GSO-Warehouse	Agora Complex	One day ahead of schedule

Requirements:

Approved request from the management.

6. PROCESS MATRIX SERVICE: REQUEST FOR PROPERTY RETURN OF UNSERVICEABLE

	Client Step	Office / Person Responsible	Location of Office	Processing Time/ per single Transaction
1	Receiving of Requests at Windows 14-15.	GSO-Records Division	G/F CITY HALL	5 minutes
2	Transmittal of request to Inventory.	GSO-Records Division	G/F CITY HALL	5 minutes
3	Receiving of Return Slip and retrieval of unserviceable.	GSO-Inventory Section	G/F CITY HALL	As the need arises
4	Approval of Property Return Slip	GSO-Admin	G/F CITY HALL	5 minutes
5	Filing/Stocking of unserviceable at the warehouse	GSO-Inventory Section	G/F CITY HALL	As the need arises

Requirements:

Duly accomplished Property Return Slip and surrender of unserviceable to GSO.

7. PROCESS MATRIX SERVICE: REQUEST FOR MATERIALS AT THE WAREHOUSE

No.	Client Step	Office / Person Responsible	Location of Office	Processing Time/ per single Transaction
1	Submit accomplished RIS for withdrawal of materials at warehouse to Window 16.	GSO-Procurement	G/F CITY HALL	5 minutes
2	Numbering and encoding of RIS	GSO-Procurement	G/F CITY HALL	5 minutes
3	Approval of RIS	GSO-ADMIN	G/F CITY HALL	5 minutes
4	Release of signed RIS to end user	GSO-Procurement	G/F CITY HALL	5 minutes
5	Presentment of RIS to the Warehouse	GSO-SPMD	Agora Complex	5 minutes
6	Release of materials	GSO-SPMD	Agora Complex	5 minutes

Requirements:

8. PROCESS MATRIX SERVICE: REQUEST FOR GAS SLIP

	Client Step	Office / Person Responsible	Location of Office	Processing Time/ per single Transaction
1	Present GAS SLIP Request with Shell Fleet Card at Window 16	GSO-Procurement	G/F CITY HALL	5 minutes
2	Issuance of Gas Slip	GSO-Procurement	G/F CITY HALL	5 minutes

Requirements:
Gas Slip with Shell Fleet Card

BAC SECRETARIAT

G/F MARIKINA CITY HALL, Shoe Ave., Sta Elena , Marikina City
SECRETARIAT HEAD: AL. EMIL "VICE" CASAIS
TEL. NO. 646-16-26
FAX NO. 369-57-09



MAIN SUPPORT UNIT OF THE BIDS AND AWARDS COMMITTEE

1. PROCESS MATRIX SERVICE: ANNUAL PROCUREMENT PLAN (APP)

	Client Step	Office / Person Responsible	Location of Office	Processing Time
1	Receiving of PPMPs from end users	BAC Secretariat	G/F CITY HALL	annually
2	Consolidation of PPMPs to APP	BAC Secretariat	G/F CITY HALL	
3	Transmittal of APP for approval	BAC Secretariat	G/F CITY HALL	
4	Transmittal of Approved APP to COA	BAC Secretariat	G/F CITY HALL	

Requirements:

1. Approved PPMPs pursuant to approved annual budget

2. PROCESS MATRIX SERVICE: DETERMINATION OF THE MODE OF PROCUREMENT

	Client Step	Office / Person Responsible	Location of Office	Processing Time
1	Receiving of approved PR with ABC or APP as the case maybe at Window 15 bar coding.	GSO - Records Div.	G/F CITY HALL	5 Minutes
2	Transmittal of PR to BAC Sec.	BAC Secretariat	G/F CITY HALL	Daily
3	Holding of pre-procurement meeting	BAC/ BAC Secretariat.	G/F CITY HALL	as the need arises

Requirements:

1. Approved PR with relevant attachments (ABC and/or APP)
2. Budget (Blocking) Certification

3. PROCESS MATRIX SERVICE: PUBLIC BIDDING

	Client Step	Office / Person Responsible	Location of Office	Processing Time
1	Posting/Advertisement/Request for Expression of Interest	BAC Secretariat	G/F CITY HALL	As the need arises
2	Issuance of Bid Documents	BAC Secretariat	G/F CITY HALL	At least 10 days
3	Pre-Bid Conference	BAC/ BAC Secretariat	G/F CITY HALL	As the need arises
4	Public Bidding	BAC/ BAC Secretariat	G/F CITY HALL	Every Wednesday
5	Bid Evaluation and Post Qualification	BAC/ BAC Secretariat	G/F CITY HALL	Earliest possible time 28 days
6	Promulgation of the BAC Resolution	BAC Secretariat	G/F CITY HALL	
7	Approval of the BAC Resolution	BAC Secretariat	G/F CITY HALL	
8	Notice of Award	BAC Secretariat	G/F CITY HALL	
9	Contract Preparation	BAC Secretariat	G/F CITY HALL	
10	Contract Approval	BAC Secretariat	G/F CITY HALL	
11	Notice to Proceed	BAC Secretariat	G/F CITY HALL	

Requirements:

1. Bidding Documents and samples of the items/goods
2. Post qualification documents and other relevant requirements

4. PROCESS MATRIX SERVICE: ALTERNATIVE MODE OF PROCUREMENT

	Client Step	Office / Person Responsible	Location of Office	Processing Time
1	Receiving of approved PR with ABC or APP as the case maybe at Window 15 for bar coding.	GSO – Records Div.	G/F CITY HALL	5 Minutes
2	Transmittal of PR to BAC Sec.	BAC Secretariat	G/F CITY HALL	Daily
3	Request for quotations, exclusive distributorship, copyrights as the case maybe	BAC Secretariat	G/F CITY HALL	Daily

4	Promulgation of BAC Resolution	BAC Secretariat	G/F CITY HALL	12 days/ one transaction
5	Approval of the BAC Resolution	BAC Secretariat	G/F CITY HALL	
6	Notice of Award	BAC Secretariat	G/F CITY HALL	
7	Contract Preparation	BAC Secretariat	G/F CITY HALL	
8	Contract Approval	BAC Secretariat	G/F CITY HALL	

Requirements:

1. Approved PR with relevant attachments (ABC and/or APP)
2. Budget Blocking Certification.
3. Three quotations, exclusive distributorship or copyright as the case maybe and other relevant documents

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

MANAGEMENT INFORMATION SYSTEM AND CALL CENTER

2/F MARIKINA CITY HALL, Shoe Ave., Sta Elena , Marikina City
DEPARTMENT HEAD.OIC: Mr. Walfredo Lucas
Tel No.: 646-2731



In-house Computer Repair

	Client step	Office/Person Responsible	Location of Office	Processing Time
1	Secure Service Request Form	Receiving Staff Admin Asst.	2/F	2 mins
2	Submit fully filled up request form for evaluation, assessment and inspection	Admin Asst. Technical Supp. Staff	2/F	5 mins
3	Client will carry out the form for the signature of their department head or OIC	Admin Asst.		
4	Troubleshooting / repairing of unit	Technical Supp. Staff	2/F	1 day
5	Service personnel call the client for approved / disapproved request	Admin Asst.		2 mins
6	Releasing of the unit	Admin Asst. Technical Supp. Staff	2/F	2 mins

Web Development

No.	Client step	Office/Person Responsible	Location of Office	Processing Time
1	Website Posting/ Website Content Editing	Web Design Staff	2/F	a day
2	Graphic Layout/ Editing	Web Design Staff	2/F	a day
3	Web Development	Web Design Staff	2/F	2 – 3 months

Employees Attendance Logs

No.	Client step	Office/Person Responsible	Location of Office	Processing Time
1	Biometrics Attendance	Kiosk Admin.	2/F	2 mins

Network Modification

No.	Client step	Office/Person Responsible	Location of Office	Processing Time
1	Fill up Service Request Form/ or write a Letter of Request (signed by the requesting department head)	Network Support Staff	2/F	2 mins
2	Submit fully filled up request form for review, evaluation, assessment and inspection	Network Support Staff	2/F	5 mins
3	Client receives the recommendation	Network Support Staff	2/F	2 – 3 days
4	Client and MISCC agrees to set the date of implementation	Network Support Staff	2/F	1 day
5	Implementation of the Network modification	Network Support Staff	2/F	2-3 days

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

VOLUNTEER MANAGEMENT OFFICE

SOCIAL ACTION CENTER, MARIKINA CITY HALL, STA. ELENA, MARIKINA CITY HALL
VMO OIC - MARY TRICIA C. CRUZ
Tel. No.: 647-4421



SERVICE OFFERED :

The volunteer management Office conducts the orderliness and cleanliness in the city of Marikina also the deployment of manpower in different department and barangays.

APPLYING/RENEWAL/PAYROLL OF VOLUNTEERS

PROCEDURES/CLIENTS STEP	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	PROCESSING TIME
Applying for Volunteer			
1.New Applicant submit the required resume/ bio-data	Receiving clerk/ volunteer management office	Social Action Center	1 day
2.recording all documents on Master File	encoder	Social Action Center	5 minutes
3.Checking for qualified applicants	VMO Chief/ Admin Assistant	Social Action Center	5 minutes
4. Chosen applicant for background investigation	Area Monitoring supervisor	On field	1 day
5. Report for submission of requirements	Area Monitoring supervisor	Social Action Center	10 minutes
6.Interview and checking of requirements if already completed	Area Monitoring supervisor	Social Action Center	10 minutes
7. If qualified, contract signing and application form	Area supervisor	Social Action Center	10 minutes
8. Orientation (Rules and Regulation)	Area Supervisor	Social Action Center	30 minutes- 1 hour
9. Deployment for duty of hired applicant	Area Supervisor	Social Action Center	10 minutes
10. Encoding of qualified applicants for accreditation	Encoder	Social Action Center	5 minutes
11. Start of Duty	Area Supervisor	On any Government files/ Offices	
Renewal of Volunteer			
12. Submission of requirements	Area Monitoring Supervisor	Social Action Center	1 day
13 . Filled up Application form and signing contract	Volunteer	Social Action Center	30 mins
14. Orientation	Chief/ Admin Asst./ and Area Monitoring Supervisor	Social Action Center	2 hours
15. Encoding for Accreditation	Encoder	Social Action Center	1 week

16. Deployment	Area Monitoring Supervisor	Social Action Center	1 hour
17. Start of duty	Volunteer	Social Action Center	4 hours
Payroll of Volunteer 18. Submission of weekly DTR	Area supervisor	Social Action Center	Every Friday
19. Checking of DTR	Area supervisor	Social Action Center	1 hour
20. Arranged the DTR alphabetically	Timekeeper	Social Action Center	1 hour
21. Encoding of the Payroll sheet	Encoder	Social Action Center	6 hours
22. Checking the payroll sheet and amount	Timekeeper	Social Action Center	1 hour
23. Inspection and signature in the service	Head/VMO	Social Action Center	30 minutes
24. Barcode the pay roll sheet in the general service Office	GSO Office	Ground floor Marikina City Hall	2 minutes
25. For the Voucher Of payroll sheet	Treasury	Ground floor Marikina City Hall	10 minutes
26. For signature of payroll sheet	City Mayor/ City Administrator	2nd floor Marikina City Hall	1 to 2 days
27. For budgeting and checking the amount of payroll sheet	City Budget	2nd floor Marikina City Hall	1 to 2 hours
28. For checking the accreditation and payroll	Accounting Office	2nd floor Marikina City Hall	4 hours
29. Making a cheque in the amount of the payroll sheet	Treasury	Ground floor Marikina city hall	2 hours
30. Signature of cheque	Mayor's Office (City Mayor)	2nd floor Marikina City Hall	1 day
31. Advised the cheque	Accounting Office	2nd floor Marikina City Hall	15 minutes
32. Allowance of Volunteers	Treasury	Ground floor Marikina city hall	Every Monday, Thursday and Friday

Requirements :

1. Barangay Clearance
2. 2X2 (1pc.) picture
3. Proof Of billing
4. Xerox of Voter's ID
5. Medical (X-Ray)

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

MARIKINA CITY LIBRARY

V. Gomez St. cor. Shoe Ave., San Roque, Marikina City
Email : marikinacitylibrary@yahoo.com Tel. No.: 682-9574 Telefax : 369-6881
Mr. Vic Jayson C. Cruz RL, MLIS-City Librarian



VISION

We aspire to become premier Public Library imbued with sound values and a strong commitment to lifelong learning and information literacy.

MISSION

Continually develop, sustain, preserve, and make available accessible to the public the vast resources of the Marikina City Library

OBJECTIVES

- 1.To serve as a repository of information, knowledge, and library services in the community
- 2.To provide sufficient, substantial, and relevant information to the public as a way of supplementing their knowledge, literacy, and self-development
- 3.To meet the research and information needs of students, teacher, researchers, and the like
4. To offer outreach and literacy assistance to individuals and groups in need of services such as jobs and educational information and educational program.

HOW TO AVAIL FREE MARIKINA CITY LIBRARY (MCL) CARD

FOLLOW THESE STEPS	OFFICE/PERSON RESPONSIBLE	LOCATION/SECTION	PROCESSING TIME
1. Present 2pcs 1x1 ID Picture	Assigned Library Staff	1st floor Recreational Reading/Periodicals Section	30 seconds
2. Fill-out Application Form	Assigned Library Staff	1st floor Recreational Reading/Periodicals Section	2-3 minutes
3. Submit Application Form	Assigned Library Staff	1st floor Recreational Reading/Periodicals Section	30 seconds
4. Claim MCL Card	Assigned Library Staff	1st floor Recreational Reading/Periodicals Section	1-2 days

Requirements:

2pcs 1x1 ID picture

*Processing time will vary based on the number of clients availing the service.

HOW TO BORROW POCKETBOOKS FOR HOME USE (MARIKINA RESIDENTS ONLY)

FOLLOW THESE STEPS	OFFICE/PERSON RESPONSIBLE	LOCATION/SECTION	PROCESSING TIME
1. Go to the bookshelves & get the pocketbook/s you wish to borrow (maximum of five(5)titles)		1st floor Recreational Reading/Periodicals Section	Depends on the client

2. Proceed to the counter		1st floor Recreational Reading/Periodicals Section	30 seconds
3. Present your MCL card with the pocketbook/s you wish to borrow	Assigned Library Staff	1st floor Recreational Reading/Periodicals Section	30 seconds
4. Fill-out the book card located at the back of the pocketbook	Assigned Library Staff	1st floor Recreational Reading/Periodicals Section	1 minute
5. Receive your borrower's slip with the pocketbook		1st floor Recreational Reading/Periodicals Section	1 minute
6. Present your borrower's slip	Guard-on-duty	1st floor, Lobby Area	30 seconds

Requirements:

MCL Card

*Processing time will vary based on the number of clients availing the service.

HOW TO RETURN POCKETBOOKS FOR HOME USE (MARIKINA RESIDENTS ONLY)

FOLLOW THESE STEPS	OFFICE/PERSON RESPONSIBLE	LOCATION/SECTION	PROCESSING TIME
1. Present the Pocketbooks and the Borrower's Slip	Assigned Library Staff	1st floor Recreational/Periodicals Reading Section	30 seconds
2. Wait for the person-in-charge to update the Borrower's record	Assigned Library Staff	1st floor Recreational/Periodicals Reading Section	1 minute
3. Get your MCL card	Assigned Library Staff	1st floor Recreational/Periodicals Reading Section	30 seconds

Requirements:

Pocketbook/s

Borrower's Slip

*Processing time will vary based on the number of clients availing the service.

HOW TO AVAIL FREE 30-MINUTE USE OF COMPUTER

FOLLOW THESE STEPS	OFFICE/PERSON RESPONSIBLE	LOCATION/SECTION	PROCESSING TIME
1. Present your MCL card/Endorsement slip	Assigned Library Staff	2nd floor Computer Section	30 seconds
2. Register in the pre-enlistment form and wait your name to be called (if there's an available computer, skip this step)	Assigned Library Staff	2nd floor Computer Section	Depends on the number of client/s waiting
3. Fill-out the computer form legibly	Assigned Library Staff	2nd floor Computer Section	1 minute
4. Consume your free 30-minutes free use of computer	Assigned Library Staff	2nd floor Computer Section	30 minutes
5. Get your MCL card/Endorsement slip	Assigned Library Staff	2nd floor Computer Section	30 seconds

Requirements:

MCL Card/Endorsement slip

*Processing time will vary based on the number of clients availing the service.

BORROWING OF BOOKS FOR ROOM USE (3RD FLOOR)

FOLLOW THESE STEPS	OFFICE/PERSON RESPONSIBLE	LOCATION/SECTION	PROCESSING TIME
1. Search in OPAC (Online Public Access Catalog) or Card Catalog		3rd floor General Collection/Reference Section	Depends on the client/s searching the OPAC
2. Fill-out the Call slip		3rd floor General Collection/Reference Section	1 minute
3. Submit the ff. at the counter a) MCL card/ endorsement slip b) Call Slip	Assigned Library Staff	3rd floor General Collection/Reference Section	30 seconds
4. Get the book/s you need maximum of two (2) titles		3rd floor General Collection/Reference Section	5-10 minutes
5 Return at the counter and sign the book card	Assigned Library Staff	3rd floor General Collection/Reference Section	1 minute

Requirements:

MCL Card/Endorsement slip

Call slip

*Processing time will vary based on the number of clients availing the service.

RETURNING OF BOOKS FOR ROOM USE AFTER READING/ PHOTOCOPYING FOR ROOM USE (3RD FLOOR)

FOLLOW THESE STEPS	OFFICE/PERSON RESPONSIBLE	LOCATION/SECTION	PROCESSING TIME
1. Present book/s at the counter	Assigned Library Staff	3rd floor General Collection/Reference Section	30 seconds
2. Return the book card to its respective book pocket/s	Assigned Library Staff	3rd floor General Collection/Reference Section	1 minute
3. Leave the book/s at the counter for shelf-reading		3rd floor General Collection/Reference Section	30 seconds
4. Get your MCL card/ Endorsement slip	Assigned Library Staff	3rd floor General Collection/Reference Section	30 seconds

Requirements:

Book/s

*Processing time will vary based on the number of clients availing the service.

HOW TO AVAIL FREE USE OF WI-FI

FOLLOW THESE STEPS	OFFICE/PERSON RESPONSIBLE	LOCATION/SECTION	PROCESSING TIME
1. Present your MCL card/ endorsement slip	Assigned library Staff	2nd floor Computer Section	3 seconds
2. Ask for the pass-key/ Password	Assigned library Staff	2nd floor Computer Section	1 minute
3. Enjoy your free Wi-Fi		2nd floor Computer Section	Depends on client's usage

Requirements:

MCL Card/Endorsement slip

*Processing time will vary based on the number of clients availing the service.

PHOTOCOPYING OF BOOK/S

FOLLOW THESE STEPS	OFFICE/PERSON RESPONSIBLE	LOCATION/SECTION	PROCESSING TIME
1. Fill-out the photocopying slip		3rd floor General Collection/Reference Section	2-3 minutes
2. Submit the photocopying slip at the counter	Assigned Library Staff	3rd floor General Collection/Reference Section	30 seconds
3. Photocopy the book	Assigned Library Staff	3rd floor General Collection/Reference Section	Depends on the number of page/s to be photocopied

Requirements:

Book/s

*Processing time will vary based on the number of clients availing the service.

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

PUBLIC ORDER AND SAFETY



MARIKINA REHABILITATION CENTER- OFFICE OF THE CITY VICE MAYOR

East Drive St. cor. Champagnat St., Marikina Heights , Marikina City
Department Head/OIC: ALFREDO P. CASTRO JR.
Tel Nos. 475-4269



TREATMENT AND REHABILITATION OF VOLUNTARY SURRENDERED DRUGS DEPENDENTS

	CLIENT STEP	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	PROSSING TIME
1	Apply for voluntary confinement	DDB-legal division	NIA Rd. brgy Pinyahan, Diliman Q.C	1 Day
2	Secure Request for drug test	Office of the vice mayor	2nd floor, new justice Hall bldg , Sta Elena Marikina city	10 minutes
3	Bring the patient to Drug test laboratory to submit urine sample;	Drug Check Phil.	JP Rizal, Sto NIÑO Marikina City	30 minutes
4	Bring patient to Pasig Medical center for Drug Dependency examination (DDE)	Rizal Medical Center	Central Screening Processing Unit (CSPU) Pasig Medical Center Pasig City	15-20 minutes
5	Submit (1)copy of original DDE Certificate and police Clearance to secure temporary order of Confinement	DDB-legal Division	DDB-legal Division 3rd floor NIA Rd. brgy Pinyahan, Diliman Q.C	15 minutes
6	After Securing Court Order and Temporary Order of confinement, proceed to treatment & Rehabilitation Center indicated in the Drug Dependency Certificate submit 1 copy Original DDE Certificate for Admission Procedures	Marikina Reahbilitation Center Ms. Mildred Dela Paz	East Drive st., cor champagnat St. Marikina City	20 minutes

Requirements:

2 pcs. 2 x 2 picture of patient
Residence Certificate of Patient and Petitioner
Proof of Billing e.g Meralco, MWSS
Cedula of patient and petitioner is parent/relative
Fiscal, MTC, RTC clearance of patients

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

OPSS

Social Action Center, Marikina City Hall, Mc Donald Avenue, Sta. Elena, Marikina City
DEPARTMENT HEAD/OIC: PSSUPT ERNESTO I JOSEF, DSC (RET)
TEI# 682-9572/ 369-9228



Sample Process Matrix Service:

	Step	Office/Person Responsible	Location of Office	Processing time
1	Provide Security / Assistance Request Letter/Phone Call Assign Personnel Deploy Personnel	OPSS Chief, Asst. Chief, COTF Shift Supervisor	Social Action Center	5-10 minutes
2	Complaints Phone Call/Radio Call/ Complaint Letter/Walk-in Deploy Personnel Investigate Apprehend Issue OVR Payment or Community Service	OPSS Chief, Asst. Chief, OPSS- Inv. & Intel Unit COTF, Inv. & Intel Unit COTF, Inv. & Intel Unit Treasury Market Office CEMO	Social Action Center Marikina City Hall Marikina Public Market Agora Complex	2 minutes 5 minutes 1 minute 2 minutes 4-8 hours
3	Mobile Vending Violation Apprehend Issue OVR Payment or Community Service	OPSS-COTF OPSS-COTF Treasury Office Market Office	Social Action Center Satellite Office (MSP)/ Marikina City Hall Marikina Public Market	5 minutes 4-8 hours

4	<p>City Ordinance Violation -Jaywalking Apprehend Issue Order of Payment</p> <p>-Other City Ordinances Issue Order of Payment</p> <p>Payment or</p> <p>Community Service</p> <p>(Refusal to pay the Fine or render Alternative Penalty)</p> <p>File Appropriate Case</p>	<p>OPSS-Anti-Jaywalking Anti-Jaywalking Supervisor</p> <p>OPSS-COTF</p> <p>Treasury Office</p> <p>OPSS</p> <p>Market Office CEMO</p> <p>OPSS-Personnel Legal Office</p>	<p>Social Action Center</p> <p>Social Action Center</p> <p>Satellite Office (MSP)/ Marikina City Hall Social Action Center Marikina Public Market Agora Complex</p> <p>Action Center Marikina City Hall</p>	<p>3 minutes</p> <p>2 minutes</p> <p>3 to 16 hours</p> <p>within 60 days</p>
5	<p>Crime-Related Offense Apprehend Medico-Legal Turn-Over (Minor) (Adult) File Case</p>	<p>OPSS-COTF Medical Doctors</p> <p>CSWDO CID-PNP Marikina OPSS-COTF/PNP-Marikina</p>	<p>Social Action Center ARMMC</p> <p>Social Action Center PNP-Marikina PNP-Marikina Police Station</p>	<p>5-20 minutes 30 mins-1hour 1-2 hours</p>
6	<p>Conduct Orientations and Seminars Re: City Ordinance</p> <p>School Letter Request Approved by Division Superintendent/ School Principal</p> <p>Barangay Tanods Letter Request Approved by Barangay Captain/ Peace and Order Chairman/ Ex-Officer</p> <p>Non-Government Org. Letter Request</p>	<p>OPSS-PSCRU (Public Safety Community Relation Unit)</p>	<p>Action Social Center</p>	<p>5-10 minutes</p>

Requirements:

Provide/Request Security	City Ordinance Violation
<ol style="list-style-type: none"> Other City Government Office <ul style="list-style-type: none"> - Letter Request - Phone Call - Walk-in Non-Government Organization <ul style="list-style-type: none"> -Letter Request Individual <ul style="list-style-type: none"> -Letter Request Addressed to the City Mayor/ City Administrator 	<ol style="list-style-type: none"> Valid Identification Card
Complaints	Conduct Seminars/Orientation Re: City Ordinance
<ol style="list-style-type: none"> Other City Government Office <ul style="list-style-type: none"> -Complaint Letter -Phone Call -Walk-in Non-Government Organization <ul style="list-style-type: none"> -Complaint Letter Individual <ul style="list-style-type: none"> -Complaint Letter -Phone Call -Walk-in 	<ol style="list-style-type: none"> School <ul style="list-style-type: none"> -Letter Request Approved by District Superintendent/ -School Principal Barangay Tanods <ul style="list-style-type: none"> -Letter Request Approved by: Barangay Captain/ Peace and Order Chairman/ Executive Officer Non-Government Organization <ul style="list-style-type: none"> -Letter Request
Crime-Related Offense	Mobile Vending Violation
<ol style="list-style-type: none"> Minor <ul style="list-style-type: none"> -Parent or Guardian must bring the ff: <ul style="list-style-type: none"> - identification Card and/or - Certificate of Live Birth Adult <ul style="list-style-type: none"> - Valid Identification Card 	<ol style="list-style-type: none"> Vendor <ul style="list-style-type: none"> - Mobile Vending ID - Permit from BPLO

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

MARIKINA CITY POLICE STATION INVESTIGATION AND DETECTIVE MANAGEMENT SECTION

Address: Justice Hall Bldg. Sta Elena , Marikina City

Tel. No. 646-16-25

HEAD OF OFFICE : PSINSP EDUARDO S. CAYETANO

FLOW CHART IN FILING COMPLAINT

	CLIENT STEP	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	
1.	Complainant/victim will go to the IDMS/WCPD Desk Officer to lodge complaint. The Duty Desk officer will log the complaint in the Official Police Blotter	Duty Desk Officer of IDMS	Justice Hall Bldg. sta Elena , Marikina City	10-30 minutes
2.	The duty desk Officer of IDMS will accompany the complainant/victim and witnesses, if any going the Duty Investigator to get the sworn statement, if any relative to the case under investigation.	Duty Investigation	Marikina City Police Station, Justice Hall., Bldg, Sta Elena Marikina City	10-30 minutes
3.	The victim/complainant and witnesses (if any) will go to the Office of the City Prosecutor for filing of complaint affidavit who will be accompanied by the duty investigator (for regular filing and/or inquest proceeding)	Duty Clerk	Office of the City Prosecutor, 4th Floor Justice Hall Bldg, Marikina City	10-30 minutes

REQUIREMENTS:

1. The victim/reporter must go personally to the IDMS for filing of official complaint
2. The witnesses must go personally to the IDMS in order to support the complaint of the victim/reporter

(Both of which must have personal knowledge of the facts regarding the incident).

OFFICE : ANTI-CARNAPPING UNIT (PNP)

LOCATION : Social Action Center, Shoe Ave, Sta Elena Marikina City

DEPARTMENT HEAD/OIC : PCINSP RONALD G. GIRAO

Issuance Of Flash Alarm Report

	Client Step	Office/Person Responsible	Location of Office	Processing time
1.	Blotter/Investigation	Duty Investigation	Marikina City Police Station social Action center Bldg. Mc Donald Avenue., Sta Elena Marikina City	5 minutes
2.	Accomplish complaint sheet form	Officer-on-case	Marikina City Police Station social Action center Bldg. Mc Donald Avenue., Sta Elena Marikina City	5 minutes

MARIKINA CITY POLICE STATION

3.	Oath taking of accomplished complaint sheet	Chief, ANCAR	Marikina City Police Station social Action center Bldg. Mc Donald Avenue., Sta Elena Marikina City	2 minutes
4.	Encoding of alarm sheet	Officer-on-case	Marikina City Police Station social Action center Bldg. Mc Donald Avenue., Sta Elena Marikina City	5 minutes
5.	Approval/Signature	Chief, ANCAR	Marikina City Police Station social Action center Bldg. Mc Donald Avenue., Sta Elena Marikina City	1 minute
6.	Dissemination of alarm sheet	Officer-on-case/ TOC	Marikina City Police Station social Action center Bldg. Mc Donald Avenue., Sta Elena Marikina City	5 minutes
7.	Releasing of alarm report	Officer-on-case	Marikina City Police Station social Action center Bldg. Mc Donald Avenue., Sta Elena Marikina City	1 minute

Requirements:

Photocopy of OR/CR

Certificate of Encumbrance(if financing basis)

Insurance Policy

Photocopy of ID

Referral from PCP

Two (2) keys (for stolen while parked unattended)

OFFICE : Station Traffic Management Unit (PNP)

LOCATION : Social Action Center Bldg., McDonald Ave., Sta. Elena,

Marikina City

DEPARTMENT HEAD/OIC : PCINSP RONALD G. GIRAO

Traffic Accident Police Report

	Client Step	Office/Person Responsible	Location of Office	Processing time
1.	Blotter/Investigation	Duty Investigator	Marikina City Police station (PS1-EPD) Social Action Center Bldg. Mc Donald Ave., Sta. Elena, Marikina City	3 minutes
2.	Photocopy of the Requirements OR/CR Driver's License Insurance Policy Medico-legal	Officer-on-case	Marikina City Police station (PS1-EPD) Social Action Center Bldg. Mc Donald Ave., Sta. Elena, Marikina City	3 minutes
3.	Fill-up sworn statement form	Officer-on-case	Marikina City Police station (PS1-EPD) Social Action Center Bldg. Mc Donald Ave., Sta. Elena, Marikina City	3 minutes

4.	Oath taking of Statement Subscribed	Officer-on-case	Marikina City Police station (PS1-EPD) Social Action Center Bldg. Mc Donald Ave., Sta. Elena, Marikina City	2 minutes
5.	Encoding	NUP PNP	Marikina City Police station (PS1-EPD) Social Action Center Bldg. Mc Donald Ave., Sta. Elena, Marikina City	3 minutes
6.	Approval/Signature	Chief, traffic	Marikina City Police station (PS1-EPD) Social Action Center Bldg. Mc Donald Ave., Sta. Elena, Marikina City	2 minutes
7.	Releasing of Police Report	Duty Investigator	Marikina City Police station (PS1-EPD) Social Action Center Bldg. Mc Donald Ave., Sta. Elena, Marikina City	1 minute

Requirements:

As above procedure (STEP)

STEPS FOR POLICE CLEARANCE APPLICATION

	APPLICANT	REQUIREMENTS	SERVICE PROVIDER	FEES	PROCESSING TIME
1	Fill-Up PNP Clearance form	Residence Certificate and Barangay Clearance (Photocopy)	PNP FOR ASSISTANCE		
2	Fingerprints		Fingerprint Technician		3 mins
3	Payments at window 1 and window 2		PNP –NUP Cashier City Hall-Cash collector	Local-P 50 Travel Abroad-P140 Firearms-P240 Processing fee-P55 RENEWAL: Local-P25 Travel Abroad-P70 Firearms-P50	5 mins
4	PHOTOGRAPHING (Digital Photo)		PNP-NUP (Photo Section)		2 mins
5	Encoding/Record Check Printing		PNP-NUP Encoder		5 mins
6	For Signature		COP/DCOPA/DCOPO		2 mins
7	REALEASING		PNP-NUP		2 mins

MARIKINA CITY JAIL MALE DORMITORY HEALTH SERVICE UNIT

5/F Justice Hall Bldg., Sta. Elena, Marikina City
CITY JAIL WARDEN, J/CINSP GREGORIO C. ACACIO
Tel No. 646-6483



CONDUCT OF MEDICAL/DENTAL SERVICES SERVICES/MISSION

	Client Step	Office/ Person Responsible	Location of Office	Processing Time
1	Client can mail or hand carry his/her letter request to the Office of the City Jail Warden	Requesting party	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	3-5 minutes
2	Client now proceeds to the Health Service Unit and gives his or her letter request to the duty personnel or directly forwarded to the City Jail Warden.	Duty Nurse	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	10 minutes
3	After the said consultation, the Duty Nurse will review the documents and give proper medications as prescribed, or make endorsement for those who are for referral to other institution.	Duty Nurse	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	

Requirements:

Formal letter request addressed to the City Jail Warden which can be mailed or hand carried.

MARIKINA CITY JAIL MALE DORMITORY CUSTODIAL SERVICE UNIT

5/F Justice Hall Bldg., Sta. Elena, Marikina City
CITY JAIL WARDEN, J/CINSP GREGORIO C. ACACIO
Tel No. 646-6483

VISITATION SERVICES

	Client Step	Office/ Person Responsible	Location of Office	Processing Time
1	Visitor has to show his or her identification card in exchange of the Visitor's Tag and log in the visitors log book.	4th Floor Gater	4th Floor Justice Hall Bldg, Sta. Elena, Marikina City	2 minutes
2	Visitor now proceeds to the Search Area for frisking, search and other SOP's on jail visitation.	Male Searcher (For male visitor) Female Searcher (For female Visitor)	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	5-10 minutes
3	Proceed to the Visiting Area.	Duty Officer or Duty Personnel	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	Depends on the visitor/s
4	Upon termination of visiting time proceed to the 4th Floor Gater and surrender the Visitor's Tag	Gate Supervisor, 5th Floor Gater and 4th Floor Gater	2 minutes	

Requirements:

Valid identification card (ID) or Community Tax Certificate.

MARIKINA CITY JAIL MALE DORMITORY COMMUNITY RELATION SERVICE/ OPERATION DIVISION

5/F Justice Hall Bldg., Sta. Elena, Marikina City
CITY JAIL WARDEN, J/CINSP GREGORIO C. ACACIO
Tel No. 646-6483

CLEARANCE TO CONDUCT MEDIA COVERAGE IN JAIL

	Client Step	Office/ Person Responsible	Location of Office	Processing Time
1	Clients will send a letter request for media coverage to the Regional Director attention to CRS Division.	CRS NOR	5/F Seneca Plaza (E. Rodriguez Sr. Ave.), Quezon City, Philippines	15-30 minutes
2	The Chief CRS Division recommends to the Regional Director for the approval of the request.	Chief CRS Division	5/F Seneca Plaza (E. Rodriguez Sr. Ave.), Quezon City, Philippines	5-10 working days
3	Clients receive the letter of approval.	Duty Officer or Duty Personnel	5/F Seneca Plaza (E. Rodriguez Sr. Ave.), Quezon City, Philippines	5-10 minutes
4	Client proceeds to the jail to conduct the activity on the date and time approved subject to the conditions set therein.	CRS NOR	5th Floor Justice Hall Bldg. Sta. Elena, Marikina City	Depends on the activity or agreed time
5	The Officer of the Day receives the visitor/guest and assist them in their needs; The Duty personnel will ensure the safety of the visitor		5/F Seneca Plaza (E. Rodriguez Sr. Ave.), Quezon City, Philippines	

Requirements:

Formal letter request addressed to the Regional Director attention to CRS Division
- Letter request should be sent at least ten (10) days prior to the actual date to give ample time to our concerned personnel for the arrangement of schedule and preparation on the conduct of media coverage.

MARIKINA CITY JAIL MALE DORMITORY OPERATION DIVISION

5/F Justice Hall Bldg., Sta. Elena, Marikina City
CITY JAIL WARDEN, J/CINSP GREGORIO C. ACACIO
Tel No. 646-6483

CLEARANCE TO CONDUCT ACTIVITY IN JAIL

	Client Step	Office/ Person Responsible	Location of Office	Processing Time
1	Clients prepare the letter request signed by their Dean and noted by the school President. Hands carry the letter to the Regional Director attention to CRS Division or mail the same.	CRS NOR	5/F Seneca Plaza (E. Rodriguez Sr. Ave.), Quezon City, Philippines	5-10 days
2	Letter is received at the CRS Division of the Regional Office and advises the client to expect a reply within ten (10) days.	Chief, CRS Division	5/F Seneca Plaza (E. Rodriguez Sr. Ave.), Quezon City, Philippines	15-30 minutes
3	The Chief of CRS Division recommends to the Regional Director the approval of request.	CRS Division and Regional Director	5/F Seneca Plaza (E. Rodriguez Sr. Ave.), Quezon City, Philippines	5-10 minutes
4	Clients received the letter of approval	CRS NOR	10 minutes	Depends on the activity or agreed time
5	Client proceeds to the jail to conduct the activity on the date and time approved subject to the conditions set therein		5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	Depends on the activity or agreed time
6	The Officer of the Day received the visitor/guest and assist them in their needs;	Officer of the Day/CRS NOR and Duty Personnel	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	

Requirements:

1. Letter request from the Dean of the Department where the students are enrolled and countersigned by the school/University President.
2. Request should be formal, typewritten or computerized and addressed to the Regional Director attention to CRS Division.
3. Letter request should be sent to the Regional Office ten (10) days prior to the actual date of the activity to give ample time for the City Jail Warden to coordinate with the personnel or inmate concerned.

MARIKINA CITY JAIL MALE DORMITORY PARALEGAL SERVICES

5/F Justice Hall Bldg., Sta. Elena, Marikina City
CITY JAIL WARDEN, J/CINSP GREGORIO C. ACACIO
Tel No. 646-6483

CLEARANCE TO CONDUCT PARALEGAL ACTIVITIES IN JAIL

	Client Step	Office/ Person Responsible	Location of Office	Processing Time
1	Client submits formal request in writing addressed to the City Jail Warden. Client may hand carry or send letter by mail or fax.	Gate Supervisor	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	3 minutes
2	Hand carried request follow the usual procedure observed at the gate. Gate Supervisor or 4th Floor Gater will refer the client to the Chief, Paralegal Section or Paralegal Officer. For mailed or faxed letter request, once received it will be acted upon and response will be sent to the client.	Gate Supervisor Chief, Paralegal Section/ Paralegal Officer	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	3-5 days
3	Chief, Paralegal or the Paralegal Officer will assess the request that it is not in conflict with other groups and forward favorably the letter to the City Jail Warden	Chief, Paralegal Section/ Paralegal Officer	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	5 minutes
4	If the Warden approves, the Chief, Paralegal/Paralegal Officer and the client prepare the Memorandum of Agreement or Understanding	Chief, Paralegal Section/ Paralegal Officer and City Jail Warden	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	30 minutes
5	Client proceeds to the City Jail Warden's Office Client is oriented by the Chief, Paralegal Section or the Paralegal Officer on jail rules and regulations and assist the client and Warden in the signing of MOU or MOA	Warden/ Chief, Paralegal Section/ Paralegal Officer	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	1 hour
6	Chief, Paralegal Section or the Paralegal Officer will furnish the Officer of the Day and the Gate Officer for Client's schedule. Client can now conduct paralegal activities	Chief, Paralegal Section/ Paralegal Officer	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	Depends on the activity or agreed time

Requirements:

1. For Students: recommendation letter from the Dean of the school noted by the University President.
2. For individual or cause oriented groups: letter request, clearly stating their purpose and schedule.

MARIKINA CITY JAIL MALE DORMITORY INMATES WELFARE AND DEVELOPMENT SERVICE UNIT

5/F Justice Hall Bldg., Sta. Elena, Marikina City
CITY JAIL WARDEN, J/CINSP GREGORIO C. ACACIO
Tel No. 646-6483

ISSUANCE OF APPROVAL/CLEARANCE TO SERVICE PROVIDERS

	Client Step	Office/ Person Responsible	Location of Office	Processing Time
1	Present valid identification card (ID) at the 4th Floor Gate Officer and fill up entries of the log book and inform the Gate Supervisor of the purpose.	Gate Supervisor	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	3 minutes
2	Client submit letter request in writing addressed to the City Jail Warden thru Chief, IWD	Chief, IWD or IWD NOR	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	5 minutes
3	If the Client and the Chief IWD arrived with a final agreement, a Memorandum of Agreement/ Understanding is prepared.	Chief, IWD or IWD NOR	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	10 minutes
4	Client thru the recommendation of the Chief, IWD now proceed to the Warden's Office for the formal signing of the MOA or MOU.	City Jail Warden/ Chief, IWD	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	15 minutes
5	Client can now start with the request for jail ministry according to MOA/MOU. Chief, IWD issue identification cards to the client/s and brief client/s with the existing jail rules and regulations.	Chief, IWD	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	30 minutes

Requirements:

Request letter.

LIVELIHOOD SERVICES

	Client Step	Office/ Person Responsible	Location of Office	Processing Time
1	Present valid identification card (ID) at the 4th Floor Gate Officer and fill up entries of the log book and inform the Gate Supervisor of the purpose.	Gate Supervisor	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	3 minutes
2	Client submit letter request in writing addressed to the City Jail Warden thru Chief, IWD	City Jail Warden/ Chief, IWD or IWD NOR	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	5 minutes
3	The City Jail Warden coordinates with the Chief, IWD if the schedule is available and/or recommends modification on the request.	Chief, IWD or IWD NOR	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	10 minutes

MARIKINA CITY JAIL MALE DORMITORY

4	If the Client and the Chief IWD arrived with a final agreement, the schedule will be set		5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	5-10 minutes
5	Client agrees to the agreement and can now start with the request for jail ministry.	Chief, IWD or IWD NOR	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	30 minutes

Requirements:

Request letter.

MARIKINA CITY JAIL MALE DORMITORY RECORDS SERVICE UNIT

5/F Justice Hall Bldg., Sta. Elena, Marikina City
CITY JAIL WARDEN, J/CINSP GREGORIO C. ACACIO
Tel No. 646-6483

ISSUANCE OF CERTIFICATE OF DETENTION

	Client Step	Office/ Person Responsible	Location of Office	Processing Time
1	Log in or fill up the visitor's logbook at the gate floor and in the information desk or CRS.	4th Floor Gater	4th Floor Justice Hall Bldg, Sta. Elena, Marikina City	3 minutes
2	Proceed to the Records Section and secure payment slip	Records Officer	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	2 minutes
3	Proceed to the City Treasurer's Office and present the payment slip	Records Officer	Treasurer's Office	5 minutes
4	Pay the fee	City Hall personnel	Treasurer's Office cashier	5 minutes
5	Proceed to the jail's Records Section and present the OR	Records Officer	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	3 minutes
6	Receive the Certificate of Detention	Records Officer	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	2 minutes

Requirements:

Request letter.

COMMITMENT OF INMATE

	Client Step	Office/ Person Responsible	Location of Office	Processing Time
1	Committing Officer will present valid ID at the Gate Officer and fill up entries of the logbook located at the information desk. Leave firearm if any, with the Gate Supervisor.	4th Floor Gater/ Gate Supervisor/ CRS	4th Floor Justice Hall Bldg, Sta. Elena, Marikina City	3 minutes
2	Committing Officer proceeds to the Desk Officer on duty and present the documents together with the inmate/s in tow usually in handcuff and to the Health Service Unit and Records Service Unit.	Desk Officer/ Duty Nurse/ Records Officer	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	5-10 minutes

MARIKINA CITY JAIL MALE DORMITORY

3	Desk Officer Examines the documents presented, if in order, DO accompanies the Committing Officer to the Health Service Unit for physical examination and evaluation conducted by the Duty Nurse and to the Records Service Unit to hand in the documents and the corresponding inmate for commitment.	Desk Officer, Duty Nurse, Records Personnel	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	5-10 minutes
4	Records Officer receives the documents presented and assigns the inmate to a cell, conduct searching procedures on inmate's personal belonging/s and turn over to the Custodial Service	Records Officer	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	5 minutes
5	Paralegal Officer conduct briefing on jail rules and regulations to the new inmate/s.	Paralegal Officer	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	20-30 minutes

Requirements:

Mandatory:

1. Commitment Order duly issued by the court.

Necessary:

1. Medical Certificate
2. Turn-over Form
3. Information (with complete name including the middle name)
4. Certificate of Detention
5. Certification of pending warrant (cases of inmate) if possible

NOTE: NO FEE, CHARGE OR PAYMENT FOR THE SERVICE/S

RELEASE OF AN INMATE

	Client Step	Office/ Person Responsible	Location of Office	Processing Time
1	Court Officer presents valid ID at the gate and fills up in the logbook at the information desk.	Gate Supervisor	4th Floor Justice Hall Bldg, Sta. Elena, Marikina City	3 minutes
2	Court Officer proceeds to the Records Office and hand in the release order issued by the Presiding Judge. Records Officer examines the documents as to authenticity, examines and review the inmate's record on file for any pending case.	Records Officer	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	2 minutes
3	Record Officer conduct verification/ clearance to the OCC-RTC and OCC MeTC and Warrant Section	Records Officer	DOJ Offices	35 minutes
4	If an inmate has no other pending case/s based on file, a certificate of discharge is issued and signed by the Records Officer and the Warden before he will be blotted by the Desk Officer.	Records Officer/ Warden	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	30 minutes

5	Duty Nurse will examine the released inmate for TB Screening	Duty Nurse	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	5 minutes
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Requirements:

1. Release Order with the Criminal Case Number appearing in the records file of subject inmate.
2. Corresponding Information Sheet for comparison.
3. Receipt issued by Treasury Office for the Certificate of Discharge

ESCORTING OF INMATES

	Client Step	Office/ Person Responsible	Location of Office	Processing Time
1	Escort inmates to and from the court hearing with proper handcuff. Desk Officer will ask the inmate of his full name for verification. Escort personnel will sign in the logbook before and after proceeding to the court.	Escort Officer and Desk Officer	5th Floor Justice Hall Bldg, Sta. Elena, Marikina City	5-10 days
2	After court hearing, Desk Officer will ask each inmate if their hearing were postponed (indicate the reason- no judge, no fiscal, no PAO, no witness(es) or pushed through and when is the scheduled next hearing.	Desk Officer	3rd floor/ 4th floor of the same bldg.	2-3 hours
3	Inmates to be brought to other institution (hospital, mental) with court order. Sign in the Logbook before and after escorting inmates.	Escort Personnel and Duty Nurse	National Center for Mental Health & nearest government hospital	3-4 hours
4	Inmates to be brought in an emergency case. Sign in the Desk Officer Logbook before and after escorting.	Escort Personnel and Duty Nurse	nearest government hospital	Depends on the progress of inmate or physicians advice

Requirements:

Court Order issued by their respective branch of court law.

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

MARIKINA CITY JAIL FEMALE DORMITORY

6/F Justice Hall Bldg., Sta. Elena, Marikina City
DEPARTMENT HEAD/OIC: SINSP MILCAH T. ENCARNACION, DMD, RN
Tel. No.: 646-6483



SERVICES OFFERED:

Commitment of Inmate (No fees to be collected)

	Client Step	Office/Person Responsible	Location of Office	Processing Time
1.	Committing Officer submits Commitment Order, updated Medical Certificate and the inmate to be committed to verify the documents.	Records Officer	6th floor. Justice Hall Bldg, Sta. Elena Marikina City	10 minutes
2.	Physical examination and health evaluation of the inmate to be committed.	Nurse	6th floor. Justice Hall Bldg , Sta. Elena Marikina City	10 minutes
3.	Receives the inmate for commitment and records in the logbook.	Desk Officer	6th floor, Justice Hall Bldg, sta. Elena Marikina City	5 minutes
4.	Searching of inmate/s body and personal belongings and assignment of bunks.	Custodial Officers	6th floor, Justice Hall Bldg, sta. Elena Marikina City	5 minutes
5.	Briefing of rules and regulations of the jail to the newly committed inmate/s.	Paralegal Office	6th floor, Justice Hall Bldg, sta. Elena Marikina City	20-30 minutes

Requirements:

Commitment Order issued by the court
Medical Certificate
Turned-form
Information
Certificate of Detention

Release of inmate

	Client Step	Office /Person Responsible	Location of office	Processing time
1	Submission of Release Order by the Court Officer.	Records Officer	6th floor. Justice Hall Bldg , Sta. Elena Marikina City	2 minutes
2	Verification of inmate's records from RTC, MTC, PNP Warrant Section and Jail's Records for any pending case/s.	Records Office	6th floor. Justice Hall Bldg , Sta. Elena Marikina City	30 mins

MARIKINA CITY JAIL FEMALE DORMITORY

3	Issuance of Certificate of Discharge if cleared from any pending case/s.	Warden, Officer of the Day	6th floor. Justice Hall Bldg , Sta. Elena Marikina City	15 mins
4	Recording at the Logbook of released inmate.	Desk Officer	6th Flr. Justice Hall Bdg, Sta Elena, Mkn City	5 mins

Requirements:

Release Order with the Criminal Case number appearing in the records file of subject inmate
Corresponding information sheet for comparison receipt issued by Treasury for the Office for the Certificate of Discharge

Visitation Privilege (No fees to be collected)

(Tuesday-Friday = 1 pm to 5 pm)(Sat & Sun = 8 am, 12nn; 1pm-5pm)

	Client Step	Office/Person Responsible	Location of Office	Processing Time
1	Pesentation of valid ID, secure Visitor's Tag and sign in at the Visitor's Logbook.	Gater	6th floor. Justice Hall Bldg , Sta. Elena Marikina City	2 minutes
2	Searching of body and personal belongings	Searcher	6th floor. Justice Hall Bldg , Sta. Elena Marikina City	5-10 minutes
3	Visitation of inmate	Custodial Officer	6th floor. Justice Hall Bldg , Sta. Elena Marikina City	Maximum of 4 hours per day
4	Surrender visitor's tag upon exit	Gater	6th floor. Justice Hall Bldg , Sta. Elena Marikina City	2 minutes

Requirements:

Valid ID or community tax certificate

Escort Duty (no fees to be collected)

	Client Step	Office/Person Responsible	Location of Office	Processing Time
1	Checks the Court Order and schedule of hearing or check up at the hospital.	Chief Escort	6th floor. Justice Hall Bldg , Sta. Elena Marikina City	2 minutes
2	Bring inmate to Court for hearing .	Escort Personnel	Depends on the designated Court for hearing.	Depends on the length of hearing
3	Bring inmate to other institution (hospital, Mental, etc).	Escort Personnel	Depends on the institution for check up.	Depends on the distance & duration of check up.

4	Return to Jail after hearing or check up	Escort Personnel	6th Flr. Justice Hall Bdg, Sta Elena, Mkina City	Depends on the length of hearing or check up
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Requirements:

Court Order
Office Order
Letter Order
Duty Detail

Issuance of Certificate of Detention

	Client Step	Office/Person Responsible	Location of Office	Processing Time
1	Log in or fill up the visitor's logbook at the gate floor and in the information desk.	Gate	6th floor. Justice Hall Bldg , Sta. Elena Marikina City	2 mins
2	Proceed to the Records Section and secure payment slip.	Records Officer	6th Flr. Justice Hall Bdg, Sta Elena, Mkina City	2 mins
3	Proceed to the Marikina City Treasurer's Office and present the payment slip and pay the fee	City Treasurer's Office	Marikina City Hall Mkina City	5 mins
4	Proceed to the jail's Records Section and present the OR and receive the Certificate of Detention	Records JNCO	6th Flr. Justice Hall Bdg, Sta Elena, Mkina City	3 mins

Requirements:

Inmates of this Jail
Lawful Order

Accreditation of jail ministry (No fees to be collected)

	Client Step	Office/Person Responsible	Location of Office	Processing Time
1	Present valid ID, sign in at the visitors logbook and secure visitor's tag.	Gate	6th floor. Justice Hall Bldg , Sta. Elena Marikina City	2 minutes
2	Submit letter request addressed to the Warden thru the C.IWD.	C , IWDO	6th floor. Justice Hall Bldg , Sta. Elena Marikina City	5 minutes
3	The letter will be read for approval or disapproval depending on the availability of schedule and purpose of the jail ministry.	Warden C, IWDO	6th floor. Justice Hall Bldg , Sta. Elena Marikina City	10 minutes
4	Signing of Memorandum of Agreement.	Warden C , IWDO	6th floor. Justice Hall Bldg , Sta. Elena Marikina City	1 hour

MARIKINA CITY JAIL FEMALE DORMITORY

5	Client can now start with the requested jail ministry in accordance with the agreed schedule.	C , IWDO	6th floor. Justice Hall Bldg , Sta. Elena Marikina City	Maximum of 1 hour per schedule
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Requirements:

Letter Request/letter or Intent

Livelihood Training (no fees to be collected)

	Client Step	Office/Person Responsible	Location of Office	Processing Time
1	Present valid ID, sign in at the Visitors Logbook and secure Visitor's tag.	Gater	6th floor. Justice Hall Bldg , Sta. Elena Marikina City	5 days
2	Submit letter request addressed to the Warden thru the C.IWD.	C, IWDO	6th floor. Justice Hall Bldg , Sta. Elena Marikina City	5 days
3	The letter will be read for approval or disapproval.	Warden C, IWDO		
4	If the request is approved a signing of Memorandum of Agreement is scheduled.	Warden C, IWDO		
5	Client can now start with the requested livelihood and skills training.	C, IWDO		

Requirements:

Letter Request/Letter of Intent

Medical Consultation (no fees to be collected)

	Client Step	Office/Person Responsible	Location of Office	Processing Time
1	Inform the Nurse on Duty, then refer to the Jail Doctor for schedule	Nurse	6th floor. Justice Hall Bldg , Sta. Elena Marikina City	3 minutes
2	Proceed to the clinic as scheduled by the jail doctor	Medical Officer Nurse	Marikina City Hall Marikina City	Depends on the procedure to be performed
3	Review the documents and give proper medications as prescribed, or make endorsement of those inmates who needs referral to other institution.	Nurse	6th floor. Justice Hall Bldg , Sta. Elena Marikina City	5 minutes

Requirements:

Inmates of this jail

Dental Consultation (no fees to be collected)

	Client Step	Office/Person Responsible	Location of Office	Processing Time
1	Inform the nurse on duty , the refer to the jail dentist for schedule	Nurse	6th floor. Justice Hall Bldg , Sta. Elena Marikina City	3 minutes
2	Proceed to the clinic as schedule by the jail dentist	Dentist	Marikina City Hall Marikina City	Depends on the procedure to be performed
3	Review the documents and given proper medications as prescribed, or make endorsement of those inmates who needs referral to other institution.	Nurse	6th floor. Justice Hall Bldg , Sta. Elena Marikina City	5 minutes

Requirements:

Inmates of this jail

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

BANTAY BAYAN

Social Action Center, Jacamar St. Sta. Elena

DEPARTMENT HEAD/OIC: CAPT. RICARDO SL. DOMINGO (RET.) City Coordinator

Tel.No.: 491-5512

SERVICES OFFERED:

1.	Act as vehicle in promoting volunteerism in the community
2.	Promote civic consciousness among local residences
3.	Assist in the prevention of crime and preservation of public safety in the community
4.	Mobilization/Manpower in every events/activities
5.	Local Anti-Smoking Ordinances and its implementing Rules and Regulations are being implemented in the City.

NEW BUSINESS APPLICATION:

	Client Step	Office/Person Responsible	Location of Office	Processing Time
1	Request for office supplies	Ryan Salvador/ GSO Offices	B/Bayan Office	15 working days
2	Team Building Seminar-B/B	Hon. Mayor Del R. De Guzman	B/Bayan Office	15 working days
3	Death Benefit of B/B Volunteer	Ricardo Domingo City Coordinator	B/Bayan Office	15 working days
4	Request for B/B Uniform	Ricardo Domingo B/Bayan	B/Bayan Office	15 working days
5	Honorarium B/B Chairman	Hon. Mayor City Admin	B/Bayan Office	15 working days
6	Financial Assistance B/Bayan Chairman	Hon. Mayor City Admin	B/Bayan Office	15 working days

Requirements:

- 1 Approved Budget for the Contract
- 2 Obligation Request
- 3 Voucher
- 4 Request Letter
- 5 Project Proposal
- 6 Other important documents
- 7 Valid ID's

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

BUREAU OF FIRE PROTECTION

Marikina City Fire Station, Shoe Avenue, Sta.Elena Marikina City
Department Head/OIC : Supt Marcos Monday T Valen, BFP
Tel. No.: 681-0233



1. Fire Safety Inspection Certification (FSIC) for Business Permit

Procedure / Client Steps	Office / Person Responsible	Location of Office	Processing time
1.Applicant secure application form with the first req. from CRO	Customer Relation Officer	Marikina City Fire Stn.	5 minutes
2.Applicant submit duly accomplishments form with complete req. to CRO	Customer Relation Officer	Marikina City Fire Stn.	10 minutes
3.Issue order of payment for fire inspection fee	FCF Assessor	Marikina City Fire Stn.	10 minutes
4.Collect necessary fees and issue official receipt	Customer Relation Officer	Marikina City Fire Stn.	10 minutes
5.Record FSIC application, issue inspection order and indorse to C,FSEC	Customer Relation Officer	Marikina City Fire Stn.	10 minutes
6.Sign the inspection order and indorse to CFM	C,FSEM	Marikina City Fire Stn.	5 minutes
7.Approve/Sign inspection order	CFM	Marikina City Fire Stn.	5 minutes
8.Record and release after inspection report	Clerk	Marikina City Fire Stn.	10 minutes
9.Conduct fire safety inspection and prepare after inspection report	Fire safety inspector	Marikina City Fire Stn.	3 days
10.Receive and evaluate after inspection report and supporting documents; indicate recommendation / action in the after inspection report and sign	C,FSEM	Marikina City Fire Stn.	4 hours
11.Disposition on the final action in the inspection report	C,FSEM	Marikina City Fire Stn.	2 hours
12.Prepare fire safety inspection certificate (FSIC)/notice to comply (NTC) / notice to correct violation (NTCV)	Clerk	Marikina City Fire Stn.	1 hour
13.Sign FSIC/NTC/NTCV	C,FSEM and CFM	Marikina City Fire Stn.	1 hour
14.Received and records FSIC/NTC/NTCV and file the supporting documents	Clerk	Marikina City Fire Stn.	30 minutes
15.Release original copy of FSIC/NTC/NTCV to applicant	Customer Relation Officer	Marikina City Fire Stn.	30 minutes

REQUIREMENTS:

1. Endorsement from the business permit licensing office
2. Photocopy of occupancy permit (if new)
3. Assessment of business permit fee
4. Copy of fire insurance (if any)
5. Copy of real property tax billing

2. Fire Safety Inspection Certification for Occupancy Permit

Procedure / Client Steps	Office / Person Responsible	Location of Office	Processing time
1.Applicant secure application form with the first req. from CRO	Customer Relation Officer	Marikina City Fire Stn.	5 minutes
2.Applicant submit duly accomplishments form with complete req. to CRO	Customer Relation Officer	Marikina City Fire Stn.	10 minutes
3.Issue order of payment for fire inspection fee	FCF Assessor	Marikina City Fire Stn.	10 minutes
4.Collect necessary fees and issue official receipt	Collecting Agent	Marikina City Fire Stn.	10 minutes
5.Record FSIC application, issue inspection order and indorse to C.FSEC	Customer Relation Officer	Marikina City Fire Stn.	10 minutes
6.Sign the inspection order and indorse to CFM	C,FSEM	Marikina City Fire Stn.	5 minutes
7.Approve/Sign inspection order	CFM	Marikina City Fire Stn.	5 minutes
8.Record and release after inspection report	FSES, Clerk	Marikina City Fire Stn.	10 minutes
9.Conduct fire safety inspection and prepare after inspection report	Fire safety inspector	Marikina City Fire Stn.	3 days
10.Receive and evaluate after inspection report and supporting documents; indicate recommendation / action in the after inspection report and sign	C,FSEM	Marikina City Fire Stn.	4 hours
11.Disposition on the final action in the inspection report	C,FSEM	Marikina City Fire Stn.	2 hours
12.Prepare fire safety inspection certificate (FSIC)/notice to comply (NTC) / notice to correct violation (NTCV)	FSES, Clerk	Marikina City Fire Stn.	1 hour
13.Sign FSIC/NTC/NTCV	C,FSEM and CFM	Marikina City Fire Stn.	1 hour
14.Received and records FSIC/NTC/NTCV and file the supporting documents	Clerk	Marikina City Fire Stn.	30 minutes
15.Release original copy of FSIC/NTC/NTCV to applicant	Customer Relation Officer	Marikina City Fire Stn.	30 minutes

REQUIREMENTS:

1. Endorsement from Building Official
2. Assessment of Building Permit Fee
3. Photocopy of Fire Safety Evaluation Certificate

3. Fire Safety Evaluation Clearance (FSEC) for Building Permit

Procedure / Client Steps	Office / Person Responsible	Location of Office	Processing time
1. Applicant secure application form with the list of requirements, from CRO	Customer Relation Officer	Marikina City Fire Stn.	5 minutes
2. Applicant submit duly accomplishment form with complete requirement to CRO	Customer Relation Officer	Marikina City Fire Stn.	10 minutes
3. Issue Order Of Payment for Construction tax and other payments	Assessor	Marikina City Fire Stn.	15 minutes
4. Collect necessary fees and issue official receipt	Collecting Officer	Marikina City Fire Stn.	10 minutes
5. Record FSEC application, and indorse to C,FSES	Customer Relation Officer	Marikina City Fire Stn.	10 minutes
6. Received application and assign Building Plan Checker (BPE)	C,FSEM	Marikina City Fire Stn.	5 minutes
7. Evaluate Building Plans and accomplish fire safety checklist(FSC)	Building Plan Evaluator	Marikina City Fire Stn.	2 days
8. Review BPE findings and recommend issuance of FSEC	FSES, Clerk	Marikina City Fire Stn.	4 days
9. Disposition on the issuance of FSEC	CFM	Marikina City Fire Stn.	2 hours
10. Received and records Final action on FSEC / FSC and file the supporting documents	FSES Clerk	Marikina City Fire Stn.	30 minutes
11. Applicant Present Claim Stub to CRO	Customer Relation Officer	Marikina City Fire Stn.	30 minutes
12. Release original copy of FSEC and FSC to applicant	Customer Relation Officer	Marikina City Fire Stn.	30 minutes

REQUIREMENTS:

1. Endorsement from Building Official
2. Two (2) sets of Building Plans
3. Bill of materials
4. Project Technical Specifications

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

FINANCE MANAGEMENT AND PROJECT DEVELOPMENT



CITY ACCOUNTING OFFICE

2/F Marikina City Hall, Shoe Ave., Sta Elena, Marikina City
DEPARTMENT HEAD: Erlinda G. Gonzales - City Accountant
Tel. No.: 682-9282



SERVICE/S RENDERED:

Entrusted with the duty of ensuring correctness, reliability, completeness and timeliness in recording government financial transactions in compliance with applicable laws, accounting and auditing rules and regulations & international accounting standards and providing financial statements to the City Mayor and the Sanggunian concerned.

Secure Certificate of Income Tax Withheld (2306, 2307, & 2316)

	Prodedure/ Client step	Office/ Person Responsible	Location of Office	Processing Time
1	Go to the City Accounting Office	Accounting Officer April Lyn Mendoza/ Christopher Dotimas	2nd Floor Marikina City Hall	5 minutes

Secure Certificate of Monthly Contributions & Loan Repayments (GSIS, Pag-ibig, Philhealth)

	Prodedure/ Client step	Office/ Person Responsible	Location of Office	Processing Time
1	Go to the City Accounting Office	Accounting Officer Dick Demoral / Cheryl Sarah Rebanal	2nd Floor Marikina City Hall	10-15 minutes

Process Application for Pag-Ibig loans and PhilHealth Claim form 1

	Prodedure/ Client step	Office/ Person Responsible	Location of Office	Processing Time
1	Go to the City Accounting Office	Accounting Officer Dick Demoral / Cherryl Sarah Rebanal	2nd Floor Marikina City Hall	5 minutes

Approval of GSIS loans

	Prodedure/ Client step	Office/ Person Responsible	Location of Office	Processing Time
1	Go to the City Accounting Office	Accounting Officer Dick Demoral	2nd Floor Marikina City Hall	5 minutes

Follow-up/ Process claims & Disbursements Vouchers

	Prodedure/ Client step	Office/ Person Responsible	Location of Office	Processing Time
1	Go to the City Accounting Office	Accounting Officer Juvy Manalo	2nd Floor Marikina City Hall	10-15 minutes

Issue Accountant's Advice

	Prodedure/ Client step	Office/ Person Responsible	Location of Office	Processing Time
1	Go to the City Accounting Office	Accounting Officer Melanie Dela Paz	2nd Floor Marikina City Hall	5 minutes

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

CITY BUDGET OFFICE

2/F MARIKINA CITY HALL, Shoe Ave., Sta Elena , Marikina City
DEPARTMENT HEAD: ZENAIDA M. SANTOS - City Budget Officer
Tel. No.: 646-6450



SERVICE/S RENDERED:

Systematic encoding, recording, monitoring and processing of transactions involving the city's expenditures against the allocated resources.

	Client step	Office/ Person Responsible	Location of Office	Processing Time
1	Recording and monitoring of all requests for availability of appropriation including balances of allotment for each quarter.	City Budget Office Budget Officer IV (in charge of MOOE) Budget Officer IV (in charge of Capital Outlay and Infra Projects) Budget Officer II (in charge of Mandatory, MH and SEF) Budget Officer II (in charge of PLMar)	2nd Floor Marikina City Hall Bldg., Shoe Ave., Sta. Elena, Marikina City	Within a maximum of 2 days
2	Earmarking of appropriation for prioritized programs, projects and activities	City Budget Office Budget Officer IV (in charge of MOOE) Budget Officer IV (in charge of Capital Outlay and Infra Projects) Budget Officer III (in charge of Mandatory MH and SEF) Budget Officer II (in charge of PLMar)	2nd Floor Marikina City Hall Bldg., Shoe Ave., Sta. Elena, Marikina City	Within the day (First come, first served basis)
3	Encoding of transactions in the computer on real time basis as part of the implementation of the New Budget System introduced by COA	City Budget Office Budget Officer IV (in charge of MOOE) Budget Officer IV (in charge of Capital Outlay and Infra Projects) Budget Officer III (in charge of Mandatory MH and SEF) Budget Officer II (in charge of PLMar)	2nd Floor Marikina City Hall Bldg., Shoe Ave., Sta. Elena, Marikina City	Within a maximum of 2 days
4	Analyzing and reviewing of various transactions for approval	City Budget Office Budget Officer II and Budget Officer II	2nd Floor Marikina City Hall Bldg., Shoe Ave., Sta. Elena, Marikina City	Within a maximum of 2 days
5	Approval and posting of transactions on Budget System Books of Accounts	City Budget Office City Budget Officer	2nd Floor Marikina City Hall Bldg., Shoe Ave., Sta. Elena, Marikina City	Within a maximum of 2 days

Technical Review of Barangays Annual and Supplemental Budgets

	Activities	Office / Person Responsible	Location of Office	Processing Time
1	Conducts orientations, seminars and trainings to Barangay Officials	City Budget Office City Budget Officer and Asst. City Budget Officer (in charge of barangay budgets)	2nd Floor Marikina City Hall Bldg., Shoe Ave., Sta. Elena, Marikina City	1 day / barangay
2	Conducts technical review of both annual and supplemental budgets of the barangays of the city	City Budget Office City Budget Officer and Asst. City Budget Officer(in charge of barangay budgets)	2nd Floor Marikina City Hall Bldg., Shoe Ave., Sta. Elena, Marikina City	Maximum of 3 days
3	Provide assistance to the City Council in the review of barangay budgets	City Budget Office City Budget Officer	2nd Floor Marikina City Hall Bldg., Shoe Ave., Sta. Elena, Marikina City	1 day / review

Technical Assistance on Financial Management

	Activities	Office / Person Responsible	Location of Office	Processing Time
1	Meeting with the Finance Group and Income Generating Offices to determine probable and collectable income for the budget year.	City Budget Office City Budget Officer	2nd Floor Marikina City Hall Bldg., Shoe Ave., Sta. Elena, Marikina City	Maximum of 3 meetings
2	Assisting the mayor in the preparation of the Executive Budget for the budget year and submission to the City Council	City Budget Office City Budget Officer	2nd Floor Marikina City Hall Bldg., Shoe Ave., Sta. Elena, Marikina City	Within the prescribed period of 2-3 months

Preparation and Execution of Executive Budget

	Activities	Office / Person Responsible	Location of Office	Processing Time
1	Issuance of the budget call (by the Local Chief Executive)	Office of the City Mayor City Mayor City Budget Office City Budget Officer	2nd Floor Marikina City Hall Bldg., Shoe Ave., Sta. Elena, Marikina City	1 day
2	Submission of estimate of income (by the local finance committee)	City Budget Office City Budget Officer	2nd Floor Marikina City Hall Bldg., Shoe Ave., Sta. Elena, Marikina City	1 day

3	Preparation of notice to all department heads for submission of office budget proposals (appropriation language, approved AIP, APP and PPMP)	City Budget Office City Budget Officer	2nd Floor Marikina City Hall Bldg., Shoe Ave., Sta. Elena, Marikina City	1 day
4	Collation of all budget proposals	City Budget Office City Budget Officer and Staff	2nd Floor Marikina City Hall Bldg., Shoe Ave., Sta. Elena, Marikina City	1 ½ months
5	Budget Review and Budget Hearings	City Budget Office City Budget Officer and Department of Heads different offices	2nd Floor Marikina City Hall Bldg., Shoe Ave., Sta. Elena, Marikina City	1 week
6	Submission to the Sangguniang Panglungsod	City Budget Office City Budget Officer	2nd Floor Marikina City Hall Bldg., Shoe Ave., Sta. Elena, Marikina City	Within the prescribed period (not later than October 16 of the Fiscal Year)
7	Revisions, if any	City Budget Office City Budget Officer	2nd Floor Marikina City Hall Bldg., Shoe Ave., Sta. Elena, Marikina City	1 week
8	Finalization	City Budget Office City Budget Officer	2nd Floor Marikina City Hall Bldg., Shoe Ave., Sta. Elena, Marikina City	3 days
9	Authorization through an appropriation ordinance (by the Sangguniang Panglungsod)	City Council Office City Councilors	2nd Floor Justice Hall Bldg., Sta. Elena, Marikina City	2 sessions of the City Council
10	Submission to the Department of Budget and Management (DBM) NCR for technical review	City Budget Office City Budget Officer DBM NCR Regional Director	2nd Floor Marikina City Hall Bldg., Shoe Ave., Sta. Elena, Marikina City DBM NCR Office Manila	Maximum of 1 month

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

CITY TREASURER'S OFFICE

G/F Marikina City Hall, Shoe Ave. Sta. Elena, Marikina City

Tel. Nos.: 646-6454 & 407-2043

646-6453 - Cash Section 382-4183 - Land Tax Section

Tele Fax No.: 646-1623 - Business Tax Section

City Treasurer : RICARDO L. CASTRO Asst. City Treasurer : THELMA T. QUILINGKING



SERVICES OFFERED :

Collect all kinds of revenues (Taxes, Fees and Charges)

Pay Statutory and mandatory obligations of the city government.

PAYMENT OF REAL PROPERTY TAX

	Procedure / Client Steps	Office / Person Responsible	Location of Office	Processing Time
1	Secure Queuing Number from the Help Desk	Desk Officer Treasurer's Office	G/F Cityhall	30 seconds
2	Go to the Payment Window where the number is called	Revenue Collector Windows 1 to 5		5 minutes

Requirements : Statement of Account or Latest Official Receipt

- Amount of Tax: Basic Tax - 1.5% of assessed value

2.5% additional ad valorem Tax (Idle Land)

SEF Tax- 1% of assessed value

ISSUANCE OF REAL PROPERTY TAX CLEARANCE

	Procedure / Client Steps	Office / Person Responsible	Location of Office	Processing Time
1	Go to Window 5	Revenue Collector Window 5	G/F Cityhall	15 minutes

Requirements : -For Registered Owner

1. Photo Copy of Current O.R. / Photo Copy of CTC / ID

-For Representative / Buyer / Liaison

1. Photo Copy of Current O.R.

2. Authorization from the Owner

3. Photo Copy of Docs. Needed used in sales / Loans & etc.

Amount: Php 50.00

PAYMENT OF BUSINESS TAX

	Procedure / Client Steps	Office / Person Responsible	Location of Office	Processing Time
1	Secure Queuing Number from the Help Desk	Desk Officer Treasurer's Office	G/F Cityhall	1 minute
2	Go to the Payment Window where the number is called	Revenue Collector Windows 6 to 9		5 minutes

- Requirements :**
1. Order of Payment from BPLO
 2. Community Tax Certificate (CTC)
 3. Latest Official Receipt for (quarterly payment)

PAYMENT OF RENTALS/WEIGHT & MEASURES/ BMBE REGISTRATION/ TRANSFER TAX/ USE OF CITY HALL QUADRANGLE

	Procedure / Client Steps	Office / Person Responsible	Location of Office	Processing Time
1	Secure Queuing Number from the Help Desk	Desk Officer Treasurer's Office	G/F Cityhall	30 seconds
2	Go to the Payment Window where the number is called	Revenue Collector Windows 6 to 9		5 minutes

Requirements :

- Payment of Rentals

1. Latest Official Receipt
- Amount: Based on Contract

- Sealing of Weights

1. Business License
 2. Previous Official Receipt for renewal
- Amount: Php 200.00

- BMBE Registration

1. BMBE Application Form
 2. SEC Registration
 3. Mayor's Permit
 4. Affidavit of Assets
- Amount: Php 500.00

- Transfer Tax

1. Deed of transfer
 2. Tax Declaration
 3. Tax Clearance
- Amount: Based on Documents

- Use of the City Hall Quadrangle

1. Order Payment from G.S.O

PAYMENT OF SECRETARY'S FEES/PROFESSIONAL TAX/MAYOR'S PERMIT/FILM SHOOTING/USE OF TEATRO, SENTRONG PANGKULTURA/CIVIL REGISTRY FEES

	Procedure / Client Steps	Office / Person Responsible	Location of Office	Processing Time
1	Secure Queuing Number from the Help Desk	Desk Officer Treasurer's Office	G/F Cityhall	15 seconds
2	Go to the Payment Window where the number is called	Revenue Collector Windows 69 to 70		2 minutes

CITY TREASURER'S OFFICE

Requirements : Order of Payment of Concerned Office

Amount:	Secretary's Fees	Php 50.00 per copy
	Professional Tax	Php 300.00
	Mayor's permit	Php 98.00
	Film Shooting	Php 2,135.00 per location
	Use of Teatro	Based on Contract
	Sentrong Pangkultura	Based on Contract
	Civil Registry Fees	Based on order of Payment

PAYMENT OF COMMUNITY TAX CERTIFICATE

	Procedure / Client Steps	Office / Person Responsible	Location of Office	Processing Time
1	Secure Queuing Number from the Help Desk	Desk Officer Treasurer's Office	G/F Cityhall	30 seconds
2	Go to the Payment Window where the number is called	Revenue Collector Windows 68,69,76, & 79		5 minutes

Requirements : Cedula Form duly accomplished by the Taxpayer

Amount : Individual -Basic- P 5.00 plus P 1.00 for every P 1,000.00 gross income

Corporation-Basic- P 500.00 plus P 2.00 for every P 5,000.00 gross income

PAYMENT OF MEDICAL , DENTAL, LABORATORY, SANITARY PERMITS & BURIAL FEES

	Procedure / Client Steps	Office / Person Responsible	Location of Office	Processing Time
1	Go to City Health Office	Revenue Collectors	City Health Office	3 minutes

Requirements : Order of Payment from City Health Office

PAYMENT OF FEES: POLICE, FISCAL,COURT, & BJMP CLEARANCE

	Procedure / Client Steps	Office / Person Responsible	Location of Office	Processing Time
1	Go to Payment Window Justice Hall	Revenue Collectors	PNP Office	3 minutes

Requirements : Order of Payment from the Concerned Office

Amount: Police -	Local	- P 50.00
	Abroad	- P 140.00
Court/ Fiscal/ BJMP		- P 50.00

PAYMENT OF RENTAL OF MARIKINA HOTEL AND CONVENTION CENTER FACILITIES

	Procedure / Client Steps	Office / Person Responsible	Location of Office	Processing Time
1	Go to Marikina Hotel Office Cashier's Booth	Revenue Collectors	Marikina Hotel	3 minutes

Requirements : Order of Payment from the Marikina Hotel Office

PAYMENT OF ENGINEERING/CTMDO/CEMO/VETERINARY/FEES

	Procedure / Client Steps	Office / Person Responsible	Location of Office	Processing Time
1	Go to Engineering Office Cashier's Booth	Revenue Collectors	Engineering Office	2 minutes

Requirements : Order of Payment from Concerned Office

PAYMENT FOR THE USE OF MARIKINA SPORTS PARKS FACILITIES & STALL RENTALS

	Procedure / Client Steps	Office / Person Responsible	Location of Office	Processing Time
1	Go to MSP Cashier's Booth	Revenue Collectors	MSP Office	2 minutes

Requirements : Order of Payments from Concerned Office

PAYMENT OF ALLOWANCES, INCENTIVES AND HONORARIUMS/FINANCIAL ASSISTANCE/OBLIGATIONS TO SUPPLIES

	Procedure / Client Steps	Office / Person Responsible	Location of Office	Processing Time
1	Go to the Treasurer's Office Cashier's Booth	Cashier	G/F Cityhall	2 minutes

Requirements :

- For Allowance, Etc.

1. Document Tracking Reference No.
2. Present Valid I.D.

- For Obligations to Supplier

1. Authorization from Company
2. Official Receipt
3. Photocopy of Company I.D. of Collector

PROCEDURES IN FILING OF COMPLAINTS AGAINST ERRING REVENUE COLLECTORS/ STAFF

1. Address written complaint to the City Treasurer of Marikina City
2. File the complaints at the Treasury Help Desk or at the Administrative Section of the treasury and / or drop at the suggestion box located at the City Hall Quadrangle.

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

BUSINESS PERMIT AND LICENSING OFFICE

G/F Marikina City Hall Munding Ave. Sta. Elena, Marikina City

DEPARTMENT HEAD: ATTY. NANCY V. TEYLAN

Tel. No.: 646-2354



SERVICES OFFERED:

Issuance of New Business Permit

Renewal of Business Permit

Retirement of Business

Occupational Permit

	Client step	Office/Person Responsible	Location of Office	Processing Time
1	A. New Business Registration	Ms. Tessi Magsino/ Oscar Santos		
	Inquire/Secure application form & requirements	Window 43 & 45	BPLO	2 minutes
	File your business application & requirements	Window 43 & 45	BPLO	5 minutes
	Evaluation & Assessment	Assessment Section	BPLO	10 minutes
	Claim your Billing	Window 43 & 45	BPLO	2 minutes
	Pay your billing, after payment return to BPLO & wait while your Business Permit is being processed.	Window 6,7 & 8	Treasurer's Office	5 minutes
	Claim your Business Plate	Window 43 & 45	BPLO	10 minutes
	Business Permit	Window 43 & 45	BPLO	
2	B. Renewal of Business	Ms. Susan Ferrer		
	Inquire/Secure application form & requirements	Window 46	BPLO	
	File your renewal application & requirements	Window 46	BPLO	3 - 5 days (Jan. 1-20 Renewal Period)
	Evaluation & Assessment	Assessment Section	BPLO	1 Day (Regular Period)
	Claim your Billing	Window 46 & 48	BPLO	Upon Payment of Billing
	Pay your billing, after payment return to BPLO & wait while your Business Permit is being processed.	Window 6, 7, & 8	Treasurer's Office	
	Claim your Business Plate	Window 49	BPLO	
	Business Permit	Window 35	BPLO	

3	C. Retirement of Business Inquire/Secure retirement application form and requirements. File your retirement application & requirements Inspection of business will be conducted Evaluation & Assessment Claim your Billing Pay your billing, after payment return to BPLO & wait while your Approved Retirement is being processed Claim your approved business retirement	Ms. Dorie Turingan Window 48 Window 48 License Inspector Assessment Section Window 48 Window 6,7, & 8 Window 34	BPLO BPLO BPLO BPLO BPLO Treasurer's Office BPLO	1- 2 days
4	D. Occupational Permit Inquire/Secure application form & requirements File your application for occupational permit Claim your Billing Pay your billing, after payment return to BPLO & wait while your Occupational Permit is being processed Claim your permit	Ms. Ellen Obmerga Window 36 Window 36 Window 36 Window 6, 7 & 8 Window 36	BPLO BPLO Treasurer's Office BPLO	1 minute 2 minutes 2 minutes 5 minutes
5	E. Amendments in the Business Permit (change of business owner, address, capitalization, status etc.) Inquire/ Secure request form & requirements File your request form & requirements Claim your Billing Pay your billing, after payment return to BPLO & wait while your Permit is being processed Claim your Permit	Ms. Glenda Bondoc Window 34 Window 34 Window 34 Window 6,7 & 8 Window 34	BPLO BPLO BPLO Treasurer's Office BPLO	1 minute 2 minutes 1 minute 2 minutes 5 minutes
	Complaints & Suggestion, please see or write:	Atty. Nancy V. Teylan Ms Janet Obispo	BPLO Personnel Office	

Requirements:

New Registration:

1. Zoning Clearance
2. DTI / Sec Registration
3. Barangay Clearance
4. Community Tax Certificate
5. Photos of business establishment (3R showing the signboard & sidewalk)
6. Sanitary Permit (City Health Office)
7. Fire Inspection Certificate (Bureau of Fire Protection)
8. Occupancy Permit/Change of Use Certificate (City Engineering)
9. CEMO Certificate (City Environment & Management Office)
10. SSS Registration / BIR / Pag-Ibig Registration
11. Lessor's Business Permit & Contract of Lease (if renting)
12. Public Liability Insurance
13. Others (National Requirement)

Renewal:

- 1.Barangay Clearance
- 2.Previous Business Permit & Official Receipts
- 3.Financial Statement/Quarterly/Vat>Returns/ITR
- 4.Sanitary Permit
- 5.Annual Inspection Certificate
- 6.Fire Inspection Certificate
- 7.Contract of Lease (if renting)
- 8.CEMO Certificate
- 9.ICAM/MTCAM Cert. MVCCI Reg. BIR, Pag-ibig, SSS Clearance,other National Requirements

Retirement of Business:

1. Latest Business Permit & Official Receipts
2. Business Plate
3. Notarized application for Business Retirement
4. Secretary's Certificate
5. Latest quarterly Vat-returns or Monthly Percentage Tax

Occupational Permits:

- 1.Barangay Clearance
- 2.Police/NBI Clearance
- 3.Health Certificate

Amendment in Business Permit:

1. Request form
2. Affidavit
3. DTI or SEC
4. Barangay Clearance
5. Zoning

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

CITY ASSESSOR'S OFFICE

G/F Marikina City Hall, Shoe Ave. Sta.Elena, Marikina City

City Assessor: JOSE T. NUÑEZ

Asst. City Assessor: ROMEO A. CANLAS

Tel. Nos.: 646-0352, 646-2360 loc. 212



Services Offered:

The City Assessor's Office conducts field inspection to assess the value of real properties in Marikina City, it is also charged with the assessment and reassessment of new and renovated buildings and machineries for tax purposes.

Issuance of Tax Declaration for Undeclared Properties (Lots)

Client Steps	Office/Person Responsible	Location of Office	Processing Time
1. Submit the required documents.	Receiving clerk Assessor's office	G/F City hall	10 mins
2. Site Inspection	Assigned Appraiser Assessor's office	G/F City hall	3 to 5 days
3. Preparation of assessment and exacting the owners to pay ten years back taxes on the said lot	Assigned Appraiser Assessor's office	G/F City hall	
4. Review of assessment	Asst.City Assessor's office	G/F City hall	
5. Approval of assessment	City Assessor	G/F City hall	
6. Encoding of assessment	Encoder	G/F City hall	
7. Sign printed copy of the tax declaration	City Assessor	G/F City hall	
8. Release of tax Declaration	Releasing Clerk	G/F City hall	

Requirements:

1. Survey Plan
2. Certification from the Bureau of Land and the Department of Environment and Natural Resources, attesting that the land is alienable/disposable.
3. Notarized affidavit of ownership

Issuance of Tax Declaration for New and Renovated Buildings and Machinery

Client Steps	Office/Person Responsible	Location of Office	Processing Time
1. Submit the required documents.	Receiving clerk	G/F City hall	10 mins
2. Ocular inspection	Assigned Appraiser Assessor's Office	G/F City hall	3 to 5 days
3. Preparation of assessment	Assigned Appraiser	G/F City hall	
4. Review of assessment	Asst. City Assessor	G/F City hall	
5. Approval of assessment	City Assessor	G/F City hall	
6. Encoding of assessment	Encoder	G/F City hall	
7. Sign printed copy of the tax declaration	City Assessor	G/F City hall	
8. Release of tax Declaration	Releasing Clerk	G/F City hall	

Requirements:

1. building floor plans
2. building permits
3. certificate of occupancy
4. tax receipt of lot
5. picture of the building

For Machinery:

1. Itemized list of machineries indicating quantity, description, serial no. model, acquisition cost, year of operation duly certified by the owner or accountant.
2. Tax declaration of the building.

Transfer of Tax Declaration to the New Owner/ Segregation/Consolidation

Client Steps	Office/Person Responsible	Location of Office	Processing Time
1. Submit the required documents.	Receiving Clerk Assessor's office	G/F City hall	10 mins
2. Pay the processing fee of p50.00 per tax declaration	Treasury Office	G/F City hall	3 to 5 days
3. Preparation of Record of Assessment	Receiving Clerk Assessor's Office	G/F City hall	
4. Review of documents for the requested transaction	Asst. City Assessor	G/F City hall	
5. Approval of transaction	City Assessor	G/F City hall	
6. Encoding of assessment to the system	Encoder	G/F City hall	
7. Sign printed copy of the tax declaration	City Assessors	G/F City hall	
8. Release of tax declaration	Receiving Clerk	G/F City hall	

Requirements:

1. Certified true copy of TCT in the name of the new owner
2. Document used for transfer of ownership
 - 2.1 Deed of Absolute sale
 - 2.2 Deed of Donation
 - 2.3 Extra judicial Settlement of Estate
 - 2.4 Certificate of Sale and Affidavit of Consolidation
 - 2.5 Special power of attorney, if applicable
 - 2.6 Others
3. Certified true copy of Certificate Authorizing Registration(CAR)
4. Certified true copy of transfer tax receipt
5. Photocopy of updated real property tax receipt
6. Authorization letter (if representative) and photocopy of ID from the buyer or seller and representative
7. Approved plan for subd./ consolidation transaction

Issuance of Different Certifications and Certified True Copy of Tax Declaration

Client Steps	Office/Person Responsible	Location of Office	Processing Time
1. Client requests for documents needed: -property and non-property holdings -non-improvement -certified true copy TD -tax mapping verification	Front liner/ encoder Assessor's office	G/F City Hall	1 min
2. Pay the processing fee P50.00 per copy of requested documents.	Treasurer's office	City Treasurer's Office	
3. Submit the official receipt, then the encoder will process the request	Front liner/ encoder Assessor's office Tax mapping (assessor's office)	G/F City Hall	10 mins to 30 mins.

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

CITY PLANNING AND DEVELOPMENT OFFICE

2/F MARIKINA CITY HALL, Shoe Ave., Sta Elena , Marikina City
City Planning Officer : Tomas C. Aguilar, Jr.
Telefax.: 682-9571



SERVICES OFFERED :

For Business Permit

Procedure/Client Steps	Office/Person Responsible	Location of Office	Processing Time
1. File application/ Request for Zoning Certificate	CPDO Receiving Clerk Boy Abarientos	CPDO 2nd Floor, Marikina City Hall	2 minutes
2. Action on Request:	CPDO Zoning Officer Engr. Lisa Palomar	2nd Floor, Marikina City Hall	Maximum of 3 days (Upon receipt of Application)
-Verification of Application with Existing Zoning Ordinance	Engr. Calvin Carambas Elmer Madrid	2nd Floor, Marikina City Hall	5 minutes
-Ocular inspection of location Business	Engr. Calvin Carambas Elmer Madrid	2nd Floor, Marikina City Hall	Within 1 to 3 days (prior to the number of sites to be visited)
Issuance of Zoning Certification	Zoning Officer Engr. Liza Palomar	2nd Floor, Marikina City Hall	2 minutes
3. Payment of Zoning Fees	Treasury Cashier (Window 6-9 69,70)	Ground Floor, Marikina City Hall	3-5 minutes
4. Claim-Zoning Certificate	CPDO Clerk Bernardita De Guzman	2nd Floor, Marikina City Hall	2 minutes

For Building Permit

Procedure/Client Steps	Office/Person Responsible	Location of Office	Processing Time
1. File request for locational clearance with the following requirements: -Architectural plans (2 sets) -Lot plan (2 sets) -Certificate of title -Tax Declaration latest (provide absolute deed of sale/authorization letter if the Tax Declaration is not named to the applicant) -Latest Tax Receipt -Bill of materials -Any of the 3 clearances :Barangay Clearance Homeowner's Clearance CRO Clearance	CPDO Receiving Clerk Boy Abarientos	CPDO, 2nd Floor Marikina City Hall	5-10 minutes
2. Action on Request -Verification/ Inspection of the proposed construction site -Assesment/ computation of fees -Issuance of Locational Clearance	CPDO Zoning Officer Engr. Lisa Palomar Engr. Calvin Carambas Elmer Madrid Engr. Calvin Carambas Elmer Madrid Zoning Officer Engr. Lisa Palomar	CPDO, 2nd Floor Marikina City Hall 2nd Floor Marikina City Hall 2nd Floor Marikina City Hall 2nd Floor Marikina City Hall	Maximum of 5 days (upon receipt of application) Within 1-2 days (prior to the number of sites to be visited) Within 1-3 days (prior to the number of application to be computed) 2 minutes
3. Payment of Locational Clearance fees	Treasury cashier (Window 6-9, 69, 70)	Ground Floor Marikina City Hall	3-5 minutes
4. Claim-Locational Clearance	CPDO Staff Andrea De Guzman Flaviana Gregorio Marie Angeli Tan	2nd Floor Marikina City Hall	2 minutes

Assistance to the Researchers/Students

Procedure/Client Steps	Office/Person Responsible	Location of Office	Processing Time
1. Present Letter Request and Identification Card	CPDO Staff Andrea De Guzman Flaviana Gregorio Marie Angeli Tan	CPDO 2nd Floor Marikina City Hall	During Office Hours

Architectural Design Section

Procedure/Client Steps	Office/Person Responsible	Location of Office	Processing Time
1. Student Researches on: Existing city structures Proposed city projects	Arch. Josephine N. Alarcon & Architectural design staff	CPDO 2nd Floor Marikina City Hall	Request for blue print of plans (3 days)
2. Various city offices/ Barangay offices/ Congressman's offices request for detailed architectural plans & works program of proposed city projects	Arch. Josephine N. Alarcon & Architectural design staff	2nd Floor Marikina City Hall	Inspection of specific site and spatial analysis of proposed project (2 weeks)
3. Various city offices/ Barangay offices/ Congressman Offices request for detailed architectural plans & work program of proposed city projects	Arch. Josephine N. Alarcon & Architectural design staff	2nd Floor Marikina City Hall	Schematic plans & budgetary estimate as approved by the Mayor (4-8 weeks depending on project scale)
4. Project Supervision works for city projects with the Detailed Architectural drawings approved by the Mayor	Arch. Josephine N. Alarcon & Architectural design staff	2nd Floor Marikina City Hall	Depending on actual contractors contract

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

INFRASTRUCTURE DEVELOPMENT AND TRANSPORTATION



ENGINEERING DEPARTMENT/ OFFICE OF THE BUILDING OFFICIAL

Engineering Department, 2nd Floor, Public Service Center
Department Head/OIC: Engr. Kennedy Sueno
Tel. Nos.: 948-1201/ 02 , 948-1206

ISSUANCE OF BUILDING AND OTHER ANCILLARY PERMITS

No.	Client Step	Office/Person Responsible	Location of Office	Processing Time
1	Applicant/Representative files the accomplished application together with the complete requirements at the Receiving Section	City Engineer Building Official Office Receiving Clerk	2nd Floor Public Service Center Building 5th St., Cor., Aquilina Extn. Sto. Niño	15 minutes
2	Applicant receives the Order of Payment and pays the Filing Fee	Cashier Clerk	2nd Floor Public Service Center Building 5th St., Cor., Aquilina Extn. Sto. Niño	15 minutes
3	Applicant returns to the receiving section and present the Official Receipt and gets the Endorsement letter together with one (1) set of plans, bill of Materials and Specifications, Receiving Clerk gives notice to applicant when to follow up his/her application	Receiving Clerk	2nd Floor Public Service Center Building 5th St., Cor., Aquilina Extn. Sto. Niño	15 minutes
4	Applicant proceeds to the Fire Department and endorse the plan and document for their review & evaluation in accordance with the Fire Code of the Philippines (RA 9514)	Fire Department	W .Paz St., Cor., Shoe Avenue Sta. Elena Marikina City	3-5 days
5	Applicants secure the Fire Safety Checklist Requirement, and submit the same to the City Engineer & Building Official Office Releasing Section a) If the Building Permit application and other requirements are in order or complying with the provisions of the NBC, the applicant gets the Order of Payment b) if it does not comply with the provision of the Building Code (P.D. 1096), the applicant receives the letter of Denial stating thereto all the deficiencies.	Processing Clerk Releasing Clerk	2nd Floor Public Service Center Building 5th St., Cor., Aquilina Extn. Sto. Niño	15 minutes

6	Applicant pays the fees at the cashier	Cashier (City Treasurer's Satellite Office)	2nd Floor Public Service Center Building 5th St., Cor., Aquilina	1-3 minutes
7	Applicant returns to the releasing clerk and present the Official Receipt Releasing Clerk assigns the corresponding Permit Nos. All the applications/documents Are submitted to the Chief, Permits Division, for final review/evaluation/signature	Processing Clerk Chief, Permits Division	2nd Floor Public Service Center Building 5th St., Cor., Aquilina Extn. Sto. Niño	30 minutes
8	The Building and other Ancillary Permit are signed by the Building Official All Permits are issued to the applicant together with a copy of the Approval Plan, Specification and Bill of Materials	Releasing Clerk	2nd Floor Public Service Center Building 5th St., Cor., Aquilina Extn. Sto. Niño	15-30 minutes

Requirements:

1. Five (5) Sets of construction Plan prepared, signed and sealed
 - a. By a duly licensed architect or civil engineer, in case of architectural and structural plans;
 - b. By a duly licensed sanitary engineer or master plumber, in case of plumbing, sanitary installation plans;
 - c. By duly licensed professional electrical engineering, incase of electrical plans;
 - d. By a duly licensed professional mechanical engineer, in case of mechanical plans;
 - e. Duly accomplished Building permit application form signed and sealed by Architect/Civil engr. In case of full time inspector & supervisor of construction works (Box 2 & Box 5) & Box 3 applicant and or authorize representative
 - f. Duly accomplished Electrical permit application signed and sealed y Prof. Electrical Engineer n case of electrical permit
 - g. Duly accomplished permit application form signed and sealed by a sanitary Engr. or master plumber in case of sanitary permit
 - h. Duly accomplished Mechanical permit application form signed sealed by by a mechanical engineering in case of Mechanical Permit
 - i. Xerox copy of PTR/PRC ID of the Engrs./Architect who signed and sealed the plans.
2. Five sets of location Plans with vicinity Map (Signed & Sealed by a licensed Geodetic Engineer)
3. Five copies specification (signed and sealed by architect/civil engineer)
4. Five copies bill of materials (signed and sealed by architect/civil engineer)
5. Structural Computation (For Two (2) storey and above) with the signed and sealed of civil/ structural engineer
6. soil analysis (For three (3) storey and above) NSCP Volume 1 6th edition 2010

7. Certified true Xerox copy of transfer certificate of title (TCT) Registry of deeds
8. Xerox copy of tax declaration
9. Xerox copy of tax receipt for the current year
10. Barangay Clearance
11. Homeowners Presidents clearance/CRO Clearance in the absence of homeowners association/ city hall
12. Approved locational clearance/permit issued by planning office/2nd floor city hall
13. construction logbook
14. Mayor's permit of the contractor/ engr./architect in charge of the construction / license office window 35
15. Construction clearance from the developer (optional)
16. notarized contract of leased (if the property is not owned) or notarized written authorization letter from the lot owner/ to utilized construct within the property
17. Other clearances: (development permit coming from HLURB)
18. Construction safety and health program/DOLE Malate, Manila

Five Sets of Location Plan with vicinity Map (Signed & Sealed By a Licensed Geodetic Engineer)
Five Copies specification (Signed and Sealed by Architect/Civil Engineer)
Five Copies Bill of Materials (Signed and Sealed by Architect/Civil Engineer)
Structural Computation (For Two (2) Storey and above) with signed and Sealed of Civil/Structural Engineer
Soil Analysis (For three (3) storey and above)
Certified True Xerox Copy of Transfer Certificate of Title (TCT) issued by Registry of Deed
Xerox Copy of Tax Declaration Xerox Copy of Tax Receipt for the current year
Barangay Clearance
Homeowners Presidents Clearance/CRO Clearance, in the absence of legitimate Homeowners Association
Approved Locational Clearance Certificate issued by Planning Office
Construction Logbook
Mayor's Permit of the Contractor/Engr./Architect In-Charge of the Construction
Construction Clearance from the Developer (Optional)
Other National Government Clearances as required e.g Development Permit coming from HLURB Approved Construction Safety Health Program coming from DOLE Department of Health Clearance (DOH) Air Traffic Clearance (ATO) National Telecommunication Company Clearance (NTC)

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

CITY TRANSPORTATION & TRAFFIC MANAGEMENT & DEVELOPMENT OFFICE

Aquillina Street corner Gil Fernando Street Barangay Sto.Niño Marikina City
Department Head/OIC: Rommel C. Filipe
Tel. Nos.: 948-1208



Services Offered: Window 3 Transaction flow/Redemption of Licences & Impounded Vehicles

Procedure / Client Steps	Office / Person Responsible	Location of Office	Processing time
1.Pumila at ipakita ang orihinal na ticket sa window 3 (present original ticket to window 3)	Olga Veloso	Grd.floor engineering bldg. AGORA complex cor. G Fernando ave. sto.niño Marikina	1 minute
2.Maghintay sa ibibigay na order of payment (Wait for order of payment)	Olga Veloso	Grd.floor engineering bldg. AGORA complex cor. G Fernando ave. sto.niño Marikina	1 minute
3.Pagkakuha ng order of payment tumungo sa cashier sa 2nd floor upang magbayad.(Proceed to cashier @ 2nd floor for payment)	Cashier-in-charge	2nd .floor engineering bldg. AGORA complex cor. G Fernando ave. sto.niño Marikina	5 minutes
4.Bumalik sa pila sa window 2 at ipakita ang resibo para mairecord ang OR number(Proceed to window 2 and present receipt for recording of official receipt number)	Catherine Marcaida	Grd.floor engineering bldg. AGORA complex cor. G Fernando ave. sto.niño Marikina	1 minute
5.Pagbibigay at pagkuha ng lisensya (Release of kicense)	Catherine Marcaida	Grd.floor engineering bldg. AGORA complex cor. G Fernando ave. sto.niño Marikina	1 minute

REQUIREMENTS:

Para sa nakaimpound(window 3 requirement)

1.Ipakita ang OR/CR

2.ipakita ang valid ID ng rehistradong may ari ng sasakyan o ng taong nakapangalan sa ticket

Para sa pagkuha ng impounded vehicles (Impounding Guard)

Impounding area requirement after payment

1.Ibigay at ipakita ang release order sa impounding guard (present release order to impounding guard)

2.Paglabas ng unit (Release of unit)

Paunawa: Pumila ng maayos

Services Offered: Window 2 Transaction flow (renewal and application of CTMDO driver's ID)

Procedure / Client Steps	Office / Person Responsible	Location of Office	Processing time
1.Humingi ng application form sa window 2 (Get application form from window 2)	Catherine Marcaida	Grd.floor engineering bldg. AGORA complex cor. G Fernando ave. sto.niño Marikina	1 minute
2. Kumpletuhin ang mga req. (Complete the following req.)at ipasa sa application form kasama ang mga dokumentong nakasaad.(Submit application form with attached documents)	Applicant	Grd.floor engineering bldg. AGORA complex cor. G Fernando ave. sto.niño Marikina	2 minutes
3.Hintayin ang order of payment galling sa window 2 (wait for order for payment)	Catherine Marcaida	Grd.floor engineering bldg. AGORA complex cor. G Fernando ave. sto.niño Marikina	1 minute
4. Magbayad sa cashier sa 2nd floor (proceed to cashier @ 2nd floor for payment)	Cashier-in-charge	2nd .floor engineering bldg. AGORA complex cor. G Fernando ave. sto.niño Marikina	5 minutes
5.Pagkatapos magbayad bumalik sa window 2 Para mairecord ang OR number (after payment, proceed to window 2 and present receipt for recordingof official receipt number)	Catherine Marcaida	Grd.floor engineering bldg. AGORA complex cor. G Fernando ave. sto.niño Marikina	2 minutes
7.Pagbibigay ng ID (releasing of ID)	Catherine Marcaida	Grd.floor engineering bldg. AGORA complex cor. G Fernando ave. sto.niño Marikina	1 minute

REQUIREMENTS:

Renewal: (TODA)

- 1.Kopya ng lisensya
- 2.Kopya ng may bisang sedula (type b)
- 3.Lumang CTMDO ID
- 4.Orihinal na katibayan ng pagiging kasapi sa PUV association
- 5.Isang (1) pirasong 2x2 na larawan

Renewal: (PODA)

- 1.Medical certificate
- 2.Kopya ng may bisang cedula (type b)
- 3.Lumang CTMDO ID
- 4.Orihinal na katibayan ng pagiging kasapi gling sa PUV association
- 5.Isang (1) pirasong 2x2 na larawan

New Applicant: (TODA)

- 1.Kopya ng lisenya
- 2.Kopya ng may bisang cedula (type b)
- 3.Kopya ng resulta ng blood typing
- 4.Isang (1) pirasong 2x2 na larawan
- 5.Kopya ng katibayan ng pagseseminar

New Applicant: (PODA)

1. Medical certificate
- 2.Kopya ng may bisang cedula (type b)
3. Isang (1) pirasong 2x2 na larawan
4. Kopya ng resulta ng blood typing
5. Original na katibayan ng pagiging kasapi gling sa PUV association
- 6.Kopya ng katibayan na dumalo ng PUV drivers seminar

Paunawa: Para sa mga bagong aplikante ang release ng ID ay pagkatapos ng SEMINAR

Services Offered: Window 1 transaction flow (Renewal of franchise, change motor, change ownership, cancellation, change route, and renewal of sticker for private franchised)

Procedure / Client Steps	Office / Person Responsible	Location of Office	Processing time
1.Humingi ng application form sa window 1 (get application form from window 1)	Riza Pasingca	Grd.floor engineering bldg. AGORA compex cor. G Fernando ave. sto.niño Marikina	1 minute
2.Kumpletuhin ang mga detalyeng nakasaad sa application form (Fillout all the details in the application form at kumpletuhin ang mga dokumentong hinihingi (complete the documents required)	Applicant	Grd.floor engineering bldg. AGORA compex cor. G Fernando ave. sto.niño Marikina	5 minutes
3.Iproseso ang dokumento sa window 1(process document at window 1)	Riza Pasingca	Grd.floor engineering bldg. AGORA compex cor. G Fernando ave. sto.niño Marikina	3 minutes
4.Pagkatapos iproseso iinspeksyunin ang unit (inspection of unit)	Charly Palomer	Grd.floor engineering bldg. AGORA compex cor. G Fernando ave. sto.niño Marikina	3 minutes
5.Pagkatapos mainpeksyon ang unit bumalik sa window 1 upang mabigyan ng order of payment (After inspection, proceed to window 1 for order of payment)	Riza Pasingca	Grd.floor engineering bldg. AGORA compex cor. G Fernando ave. sto.niño Marikina	1 minute
6.Magbayad sa cashier sa 2nd floor (proceed to cashier @ 2nd floor for payment)	Cachier in charge	2nd .floor engineering bldg. AGORA compex cor. G Fernando ave. sto.niño Marikina	5 minutes
7.Pagkatapos magbayad bumalik sa pila sa window 2 at ipakita ang resibo upang mairecord (after payment, proceed to window 1 and present receipt for recording of official receipt number)	Riza Pasingca	Grd.floor engineering bldg. AGORA compex cor. G Fernando ave. sto.niño Marikina	1 minute
8.Pagbibigay at pagkuha ng sticker (Release of sticker)	Riza Pasingca	Grd.floor engineering bldg. AGORA compex cor. G Fernando ave. sto.niño Marikina	10 minutes

FEES:

Franchise Renewal	Php. 200	Motor Change	Php. 70
Change Ownership	Php. 70	Change Route	Php. 70
Cancellation	Php. 75	Stiker Renewal	Php. 70

REQUIREMENT:**Renewal ng Prangkisa**

- 1.Application form na nakanotaryo
- 2.Orihinal na prangkisa
- 3.Kopya ng OR/CR
- 4.Kopya ng 2 may bisang ID
- 5.Kopya ng cedula (type b)
- 6.Orihinal na katibayan ng pagiging kasapi na nanggaling sa asosasyon

Charge Ownership (Pagpapalipat ng pangalan)

1. Application form na nakanotaryo
- 2.Orihinal na prangkisa
- 3.Kopya ng OR/CR
4. Orihinal na katibayan ng pagiging kasapi na nanggaling sa asosasyon
5. Kopya ng 2 may bisang ID
6. Kopya ng cedula

Change Motor

1. Application form na nakanotaryo
- 2.Orihinal na prangkisa
- 3.Kopya ng OR/CR
4. Orihinal na katibayan ng pagiging kasapi na nanggaling sa asosasyon
5. Kopya ng 2 may bisang ID
6. Kopya ng cedula

STICKER RENEWAL

1. Two (2) valid IDs of operator
- 2.Clear photocopy of OR/CR
3. Cedula (type b) of operator
4. Original TODA certification
5. Original photocopy of ARTS
- 6.Accomplished application form

Private

- Delivery Type**
- 1.Accomplished application form
 - 2.Xerox OR/CR
 - 3.Business clearance
 - 4.Barangay clearance
 - 5.2 Valid ID
 - 6.Cedula (type b)

- Passenger Type**
- 1.Accomplished application form
 - 2.Photocopy OR/CR
 3. 2 Valid ID
 4. Cedula type

Paunawa: Ang proseso ng prangkisa ay humigit kumulang sa loob ng isang buwan.

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

MARIKINA BIKEWAYS OFFICE

G/F Marikina Sports Park (East Side) McDonald Avenue, Brgy.Sto. Niño, Marikina City
 Department Head/OIC: Gabriel L. Eusebio, ST.E, DPA
 Tel. No. 682-9575



Services Offered: Maintenance of the city City Bike Lanes & Bicycle Parking, Organizing and Coordinating City Bike Events in the City, Conducts Bike Clinic & Safety Education, Bike Patrol and continuous campaign for Marikina as the Bike Capital of the Philippines

Permit for Citywide Bicycle Race or Fun Ride

Procedure / Client Steps	Office / Person Responsible	Location of Office	Processing Time
1.Submit Letter of Intent including the proposed route, time & date and the expected number of participants (7 working days before the event	Marikina Bikeways Office	G/F Marikina Sports Park	
2.Ocular Inspection of proposed bike route	Marikina Bikeways Office/ City Transport Management & Development Office	G/F Marikina Sports Park	
3. Clearance from Mayor's Office thru the City Administrator	Office of City Administrator	2/F Marikina City Hall	
4. Releasing Permit	Marikina Bikeways Office	G/F Marikina Sports Park	7 working days

Bike Clinic (how to Register)

- Secure application form and waiver from Marikina Bikeways Office
- Submit accomplished form together with:
 - 2 pcs- 1x1 ID picture
 - Xerox of Birth Certificate of Participant (for minors)

Other Concerns regarding Bikeways
 (Please call Marikina Bikeways Office, Tel. Nos.: 682-9575

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

ARCHITECTURAL DESIGN SECTION

2/F MARIKINA CITY HALL, Shoe Ave., Sta Elena , Marikina City
DEPARTMENT HEAD/OIC : ARCH. JOSEPHINE N. ALARCON – HEAD , ARCH'L
Tel. No.: 682-9571



SERVICE OFFERED :

Design & Build Service

Design Conceptualization

	CLIENT STEP	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	PROCESSING TIME
1.	INQUIRING DESIGN CONCEPT FOR THE PROPOSED SITE	ARCH. JOSEPHINE N. ALARCON & STAFF	2ND FLOOR CITY HALL PLANNING OFFICE	5 DAYS

REQUIREMENTS :

Site Plan Or Site Layout, Detail On Space Criteria For The Proposed Project. Detail On Basic Budget Cost For The Project. Site Visits/Inspection.

Plans & Layout

	CLIENT STEP	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	PROCESSING TIME
1.	INQUIRING FOR PLANS BASED ON CONCEPTS SITE	ARCH. JOSEPHINE N. ALARCON & STAFF	2ND FLOOR CITY HALL PLANNING OFFICE	5 DAYS

REQUIREMENTS :

Site plan or site layout, detail on space criteria for the proposed project. Detail on basic budget cost for the project. Site visit/inspection. Conceptual drawings

Actual Technical Drawing For The Proposed Project

	CLIENT STEP	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	PROCESSING TIME
1.	INQUISITION OF WORKING DRAWING FOR THE PROPOSED SITE	STAFF(ASSIGNED TO INDIVIDUAL PERSON)	2ND FLOOR CITY HALL PLANNING OFFICE	2-3 WEEK

REQUIREMENTS :

Applying conceptual design on actual site. On- going revision on drawings based on actual inspections.

Budget Cost Estimation For The Proposed Project

	CLIENT STEP	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	PROCESSING TIME
1.	INQUIRING ESTIMATED CONSTRUCTION COST	GEOFFREY SAAVEDRA PRECILLA ABUEG (ASSIGNED TO INDIVIDUAL PERSON)	2ND FLOOR CITY HALL PLANNING OFFICE	3-5 DAYS (DEPENDS ON THE ACTUAL SCALE OF THE PROJECT)

REQUIREMENTS:

Technical & detailed drawings.

On-Site Visits, Supervision & Inspection

	CLIENT STEP	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	PROCESSING TIME
1.	INQUIRING FOR SITE SUPERVISION	STAFF & ARCH. JOSEPHINE ALARCON	2ND FLOOR CITY HALL PLANNING OFFICE	EVERYDAY UNTIL THE PROJECT IS FINISH

REQUIREMENTS:

SITE VISITS. TECHNICAL DRAWINGS

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

CITIZEN'S AFFAIRS



OFFICE OF THE CITY VICE MAYOR

2/F New Justice Hall Bldg., Sta. Elena, Marikina City
 City Vice Mayor Jose Fabian I. Cadiz, M.D
 Tel. No.: 645-6407 Fax No.: 647-3119



Service Offered:

Financial Assistance or Medical Assistance, Burial Assistance, Solicitation, Educational Assistance, Referral Letters/ Endorsement/ Recommendation.

	CLIENT STEP	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	PROCESSING TIME
1	Clients submits documents to front desk personnel for assessment and evaluation thereof;	Desk# 9 Ms. Rodina Cruz (OVM)	2F New Justice Hall Bldg., Sta. Elena, Marikina City	5 mins. (if documents are complete)
2	If the documents are complete and in order, they are referred to the Vice Mayor for persual and consideration;	Desk# 9 Ms. Rodina Cruz (OVM)	2F New Justice Hall Bldg., Sta. Elena, Marikina City	Immediately
3	Vice Mayor puts notation or instruction thereon;	Desk # 1 Ms. Gladys Reas (OVM)	2F New Justice Hall Bldg., Sta. Elena, Marikina City	1 day
4	If the request is finacial/ medical assistance or solicitation, vouchners thereof shall be prepared by the Receiving/Recording personnel	Desk# 9 Ms. Rodina Cruz (OVM)	2F New Justice Hall Bldg., Sta. Elena, Marikina City	5 mins.
5	There after, the same shall be submitted to GSO for bar code;	Liaison Officer: Ms. Josefine Lecciones, Ms. Mary Rose Dela Cruz (OVM)	General Service Office, Marikina City Hall	30 mins. to 1 hr.
6	Upon receipt there from, the documents shall be recorded by the Office Finance/Budget Officer;	Desk # 5 & 6 Mrs. Milagros Feliciano, Mr. Michael John Villaresto (OVM)	2F New Justice Hall Bldg., Sta. Elena, Marikina City	30 mins.
7	Finally, the documents shall be submitted to the City Budget Office	Ms.Zenaida Santos, City Budget Officer	City Budget Office, Marikina City Hall	For funding
8	Client may inquire the status of assistance to the Assistance Personnel (follow-up desk) Table # 8	Desk #8 Ms. Melissa Joy Dela Cruz (OVM)	2F New Justice Hall Bldg., Sta. Elena, Marikina City	10 mins.

Requirements:

Financial/Medical Assistance

- Letter Address to Hon. Vice Mayor Jose Fabian I. Cadiz, M.D
- Original Copy of Social Case Study Report from CSWD
- Original Barangay Certificate
- Xerox Copy of Medical Abstract or Doctor's Prescription
- Xerox Copy of Voter's ID (Incase there is no voter's ID, Client has to present Xerox copy of Verification Slip from Comelec plus one (1) valid I.D (SSS, Postal, Driver's License, PhilHealth)

Burial Assistance

- Letter Address to Hon. Vice Mayor Jose Fabian I. Cadiz, M.D
- Original Copy of Social Case Study Reports form CSWD
- Original Barangay Clearance
- Xerox copy of Death Certificate
- Xerox Copy of Funeral Contract
- Xerox Copy of Voter's ID (Incase there is no voter's ID, Client has to present Xerox copy of Verification Slip from Comelec plus one (1) valid I.D (SSS, Postal, Driver's License, PhilHealth)

Solicitation (Homeowners Association, Community Association, Non-Government Organizations, People's Organization, Cooperatives)

- Letter Address to Hon. Vice Mayor Jose Fabian I. Cadiz, M.D
- Original Barangay Certificate
- Xerox Copy of Certification from Community Relation Office
- Xerox copy of project Proposal (stating the goal or mission of the project)
- Xerox Copy of Voter's ID (Incase there is no voter's ID, Client has to present Xerox copy of Verification Slip from Comelec plus one (1) valid I.D (SSS, Postal, Driver's License, PhilHealth)

Educational Assistance

- Letter Addressed to Hon. Vice Mayor Jose Fabian I. Cadiz, M.D.
- Certificate of Registration/ Enrollment
- Original Barangay Clearance
- Xerox Copy of ID (Voter's ID/ School ID)

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

OFFICE OF THE CITY VICE MAYOR

2/F New Justice Hall Bldg., Sta. Elena, Marikina City
City Vice Mayor Jose Fabian I. Cadiz, M.D
Tel. No.: 645-6407 Fax No.: 647-3119



Service Offered:

Community Medical Mission, Wheelchair/Crutches/Walker/Canes Distribution, Free Cataract Screening and Surgery, Handog Ngiti - a Cleft Lip and Cleft Palate Operation (Smile Train Project), Dalaw kay Lolo, Lola at Batang K, Kalinga sa may Kapansanan (Prosthesis), Request for Ordinance/Resolutions, Drug Symposium Request, Request for Tents, Mascot Appearance (Anti-Drug Campaign), Request for Legal Consultation, Referrals and Recommendation and Clinic Referrals.

Services	CLIENT STEP	OFFICE/PERSON RESPONSIBLE	LOCATION OF OFFICE	PROCESSING TIME
Community Medical Mission	<ul style="list-style-type: none"> Request Letter address to Vice Mayor Jose Fabian I. Cadiz, MD (pls. indicate target location, time, beneficiary, et al.) 	DESK #11 Mrs. Mildred Dela Paz (OVM) Mrs. Lourdes Mobles (OVM) Mr. Billiardo Bautista (OVM)	2/F Justice Hall Building, Sta. Elena, Marikina City	As per approval
Wheelchair Crutches Walker Canes Distribution	<ul style="list-style-type: none"> Request Letter address to Vice Mayor Jose Fabian I. Cadiz, MD Pls. attached Picture of the Beneficiary (whole body picture) 	DESK #11 Mrs. Mildred DV. Dela Paz (OVM) Ms. Katherine Pajigal (OVM)	2/F Justice Hall Building, Sta. Elena, Marikina City	As per availability of the wheelchair and other walking aids.
Free Cataract Screening and Surgery	<ul style="list-style-type: none"> Request Letter address to Vice Mayor Jose Fabian I. Cadiz, MD Fill up Registration form. Open for Philhealth Card Holder Member and Non-Philhealth Patient. 	DESK #11 Mrs. Mildred DV. Dela Paz (OVM) Ms. Katherine Pajigal (OVM)	2/F Justice Hall Building, Sta. Elena, Marikina City	30 minutes to 1 hour
Handog Ngiti Cleft Lip and Cleft Palate Operation Smile Train Project	<ul style="list-style-type: none"> Fill up Registration Form. Wait for the Certificate issue by the Intake Officer. 	DESK #11 Mrs. Mildred DV. Dela Paz (OVM) Ms. Katherine Pajigal (OVM)	2/F Justice Hall Building, Sta. Elena, Marikina City	30 minutes to 1 hour

Dalaw kay Lolo, Lola at Batang K.	<ul style="list-style-type: none"> Request Letter address to Vice Mayor Jose Fabian I. Cadiz,MD The OVM-Medical Team will set a schedule for visitation. 	DESK #11 Mr. Billardo Bautista (OVM) Mrs. Lourdes Mobles (OVM)	2/F Justice Hall Building, Sta. Elena, Marikina City	1 day
Kalinga sa may Kapansanan (Prosthesis)	<ul style="list-style-type: none"> Request Letter address to Vice Mayor Jose Fabian I. Cadiz,MD Wait for the referral letter to be submitted to Philippine General Hospital (PGH) Orthopedic Department. 	DESK #11 Mrs. Mildred DV. Dela Paz (OVM) Ms. Katherine Pajigal (OVM)	2/F Justice Hall Building, Sta. Elena, Marikina City	15 minutes to 30 minutes
Request for Ordinance / Resolution	<ul style="list-style-type: none"> Request Letter address to Vice Mayor Jose Fabian I. Cadiz,MD 	DESK #15 Mr. John Paul A. Medina (MCCITC)	2/F Justice Hall Building, Sta. Elena, Marikina City	15 minutes to 30 minutes
Drug Symposium Request	<ul style="list-style-type: none"> Request Letter address to Vice Mayor Jose Fabian I. Cadiz,MD (pls. indicate the location and time) 	DESK #3 Mr. Ramil Villareal (OVM)	2/F Justice Hall Building, Sta. Elena, Marikina City	30 minutes
Mascot Appearance (Anti-Drug Campaign)	<ul style="list-style-type: none"> Request Letter address to Vice Mayor Jose Fabian I. Cadiz,MD (pls. indicate the location and time) 	DESK #3 Mr. Ramil Villareal (OVM)	2/F Justice Hall Building, Sta. Elena, Marikina City	10 minutes
Request for Tents	<ul style="list-style-type: none"> Request Letter address to Vice Mayor Jose Fabian I. Cadiz,MD (pls. indicates the location, time and occasion). 	DESK #13 Mr. Eduardo Abueg (OVM)	2/F Justice Hall Building, Sta. Elena, Marikina City	15 minutes
Request for Legal Consultation	<ul style="list-style-type: none"> Request Letter address to Vice Mayor Jose Fabian I. Cadiz,MD 	DESK #7 Mr. Sergio Alteza III (OVM)	2/F Justice Hall Building, Sta. Elena, Marikina City	1 hour
Referrals and Recommendation	<ul style="list-style-type: none"> Request Letter address to Vice Mayor Jose Fabian I. Cadiz,MD (pls. bring your latest resume) 	DESK #3 AND #7 Mr. Sergio Alteza III (OVM) Mr. Ramil Villareal (OVM)	2/F Justice Hall Building, Sta. Elena, Marikina City	10 minutes
Schedules / Appointments	<ul style="list-style-type: none"> Request Letter / Invitations address to Vice Mayor Jose Fabian I. Cadiz,MD 	DESK #10 Ms. Rachael Cruz	2/F Justice Hall Building, Sta. Elena, Marikina City	5 minutes

OFFICE OF THE CITY VICE MAYOR

Clinic Referrals and Concerns other than listed above	<ul style="list-style-type: none">• Request Letter address to Vice Mayor Jose Fabian I. Cadiz, MD• Wait for the referral letter to be submitted to the clinic.	DESK #2 Mr. Joey Ramos (OVM)	2/F Justice Hall Building, Sta. Elena, Marikina City	10 minutes
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For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE (CSWDO)

Officer-In-Charge/OIC Rodrigo M. Domingo
Telefax No.: 369-4132



SOCIAL SERVICE ASSISTANCE (Medical, Burial/Funeral, Balik Probinsya, Livelihood, Hospital, Food Subsidy, Social Case Study Report (SCSR), Case Summary Report (CSR), Counseling)

PROCESS FLOW

Steps / Procedure	Responsible Person	Location of Office
1. Submission of complete requirements	CSWDO Caseworkers	CSWDO, Social Action Center
2. Approach caseworkers for intake interview / assessment	-do-	-do-
3. After interview ask caseworker for the date & telephone no. for follow-up	-do-	-do-
4. Clients are subjected to home-visitation and validation	-do-	-do-
5. OIC-CSWDO approval	Mr. Rodrigo M. Domingo	-do-
6. Processing/Facilitation of Assistance	CSWDO Clerk	-do-
Note: Clients are subject for home-visitation/ validation/ Approval.		

Requirements:

Medical Assistance

- Medical Cert. / Abstract (2 copies)
- Brgy. Cert. of Indigency (2 copies)
- Voters ID/ Valid ID's
- Letter of Appeal

Certificate of Indigency

- Brgy. Cert. of Indigency
- Voters ID/ Valid ID's
- Letter of Appeal
- Referral/Endorsement Letter

Balik Probinsya

- Brgy. Cert. of Indigency (2 copies)
- Voters ID/ Valid ID's
- Letter of Appeal
- Referral/Endorsement Letter

Social Case Study Report

- Medical Cert. / Abstract (2 copies)
- Brgy. Cert. of Indigency (2 copies)
- Voters ID/ Valid ID's
- Referral/Endorsement Letter

Funeral/Burial Assistance

- Death Cert./ Funeral Contract
- Brgy. Cert. of Indigency (2 copies)
- Voters ID/ Valid ID's
- Letter of Appeal

PWD ID's and Booklet

- Medical Cert. / Abstract (2 copies)
- Brgy. Cert. of Indigency (2copies)
- Voters ID/ Valid ID's
- 2 pcs. 1x1 ID Picture

Solo Parent Certificate

- Birth Cert. of Minor Children
- Brgy. Cert. of Indigency (2 copies)
- Voters ID/ Valid ID's
- Latest Pay Slip

Case Summary Report

- Medical Cert. / Abstract (2 copies)
- Brgy. Cert. of Indigency (2 copies)
- Voters ID/ Valid ID's
- Referral/Endorsement Letter

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

Requirements:

Hospital Assistance

- Hospital Bill (2copies)
- Brgy. Cert. of Indigency (2 copies)
- Voters ID/ Valid ID's
- Letter of Appeal

Livelihood Assistance

- Brgy. Cert. of Indigency
- Voters ID/ Valid ID's
- Letter of Appeal

Food Subsidy

- Brgy. Cert. of Indigency (2 copies)
- 2 pcs 1x1 pic.

PAMANTASAN NG LUNGSOD NG MARIKINA

Brazil St., Greenheights Subd. Ph. I, Concepcion Uno Marikina City

Tel. Nos.: 369-7277 / 369-8650 / Telefax 369-4927

Department Head: Dr. Carmelita L. Palabay – OIC, President



SERVICES OFFERED:

Graduate School

Doctoral Programs

- PhD in Educational Leadership and Management
- PhD in Business Management
- PhD in Public Administration

Masteral Programs

- Master of Arts in Education (MAEd)
- Major: Educational Management
- Master in Business Administration (MBA)
- Master in Public Administration (MPA)

Degree Courses

- Bachelor of Science in Business Administration

Majors: Entrepreneurial Management
Financial Management
Human Resource Development Management
Marketing Management
Bachelor of Arts in Mass Communication

- Bachelor of Education

Majors: Mathematics
English
Filipino

- Bachelor in Early Childhood Education
- Bachelor in Special Education
- Bachelor of Science in Accountancy
- Bachelor of Science in Tourism Management
- Bachelor of Science in Information Technology
- Bachelor of Science in Nursing
- Bachelor of Science in Criminology
- Bachelor of Science in Hotel and Restaurant Management

Non-Degree Courses

- Certificate in Caregiving and Health Care Services
- Hotel and Restaurant Services

Application for Admission (For Freshmen)

Schedule of Availability of Service: M-F, 8:00am – 5:00pm

Who May Avail of the Service: HS graduate/PEPT/ALS Passer

	Client	Service Provider	Duration	Person In Change	Fees	Form
1	Fill out and submit the accomplished application form together with all the required documents	Receive and review accomplished form and documents	5 minutes	Admission Officer	None	Application for Admission Form
2	Pay the entrance examination fee to the Cashier	Issue official receipt	1 minute	Cashier	P 100	
3	Present the Application for Admission Form and Official Receipt to the assigned Admission Officer	Give the examination permit	1 minute	Admission Officer	None	Application for Admission Form and Official Receipt
4	*Take the College Admission Test	Provide an orientation and testing material	3 hours	Proctor	None	Test Permit
5	Wait for the result of the exam	Check and process entrance exam	1-2 months from the date of the exam	Admission Office	None	None
6	**Get the result of the exam and date of interview, if qualified	Post the result and schedule of interview on the bulletin board and PLMar website www.plmar.edu.ph	1 minute	Admission Office	None	None
7	Proceed to the Dean of College for interview	Conduct interview	5-10 minutes	Dean of College	None	None
8	Proceed to the registrar's office and submit the requirements for enrollment upon passing the interview	Receive, review and file documents and give enrolment schedule	2 minutes	Registrar's Office	None	None

*The schedule of the test is indicated on the test permit

**If qualified, proceed to the concerned College Dean for the scheduled interview

Requirement/s:

- Original Form 138 (Report Card)/NCAE/NSAT results
- Certificate of Good Moral Character
- Medical & Physical Examination Certificate from Marikina Health Office or from any Government Physician (Nursing Program only)

- Original and Photocopy of Birth Certificate, NSO verified
- Billing statements as proof of residence and/or photocopy of Voter's ID of student/Parent Guardian
- Two (2) pcs 2x2 colored ID picture.

Duration: 7 minutes for the application

3 hours for the actual test

1-2 months waiting period for the result

Application for Admission For Transfer and 2nd Degree Course Students

Schedule of Availability of Service: M-F, 8:00am – 5:00pm

Who May Avail of the Service: Transfer and Second degree Course Students

*The Applicant must satisfactorily complete the secondary course or its equivalent such as passing the Alternative Learning System (ALS) or special program on General Education Development.

*The Applicant must present the original and submit the photocopies of admission requirements to the Office of Admissions:

	Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Proceed to the Dean of College and ask for endorsement for admission	Screen applicant and issue endorsement letter	2 minutes	Dean/ Program Head	None	Endorsement letter
2	Fill out and submit the accomplished application form together with all the required documents	Receive and review accomplished form and documents	5 minutes	Admission Officer	None	Application for Admission Form
3	Pay the entrance examination fee to the Cashier	Issue official receipt	1 minute	Cashier	100	
4	Present the Application for Admission Form and Official Receipt to the assigned Admission Officer	Give the examination permit	1 minute	Admission Officer	None	Application for Admission Form and Official Receipt
5	*Take the College Admission Test	Provide an orientation and testing material	3 hours	Proctor	None	Test Permit

PAMANTASAN NG LUNGSOD NG MARIKINA

6	Wait for the result of the exam	Check and process entrance exam	1-2 months from the date of the exam	Admission Office	None	None
7	**Get the result of the exam and date of interview, if qualified	Post the result and schedule of interview on the bulletin board and PLMar website www.plmar.edu.ph	1 minute	Admission Office	None	None
8	Proceed to the Dean of College for interview	Conduct interview	5-10 minutes	Dean of College	None	None
9	Proceed to the registrar's office and submit the requirements for enrollment upon passing the interview	Receive, review and file documents and give enrolment schedule	2 minutes	Registrar's Office	None	None
END OF TRANSACTION						

*The schedule of test is indicated on the test permit

**If qualified, proceed to the concerned College Dean for the scheduled interview

Requirement/s:

- Transfer Credentials/Certificate of Eligibility to Transfer
- Complete True Copy of Grades from previous school/s
- Original and photocopy of birth certificate, NSO verified
- Billing statements as proof of residence and/or photocopy of Voter's ID of student/Parent/Guardian
- Two (2) pcs 2x2 colored ID picture
- Certificate of Good Moral Character issued by the school previously attended
- Endorsement Letter form the Dean of College/ programapplied for

Duration: 9 minutes for the application

3 hours for the actual test

1-2 months waiting period for the result

Enrollment for New Students

Schedule of Availability of Service: M-F, 8:00am – 5:00pm

Who May Avail of the Service: Incoming Freshmen

	Client	Service Provider	Duration	Person In Change	Fees	Form
1	Proceed to the registrar's office. Submit the required documents and fill-out the pre enrolment form	Receive the documents and review the accomplished form	2 minutes	Clerk	None	Pre-enrolment form
2	After being advised, fills out the Registration Form (Form 1)	Issues the Form 1 with the attached schedule of classes and signs the form for approval	2 minutes	Clerk	None	Form 1
3	Proceed to the assessment section for assessment of fees	Receive registration form and assess fees	2minutes	Budget and finance office/ Assessor	None	None
4	Proceed to the cashier for payment	Receive registration form and payment and issue official receipt	2 minutes	*see table below	*see table below	None
5	Submit the Form 1 with the official receipt to the assigned room for enlistment and recording	Receive and record documents	1 minute	Clerk	None	Form 1 and Official Receipt
6	Receive the Form 1 stamped "ENROLLED" and class cards	Stamp the Form 1 "ENROLLED." Return the Student's copy & Issue classcards and advise the enrollee about the ID & uniform	1 minute	Clerk	None	None
END OF TRANSACTION						

Requirement/s:

Accomplished Admission Form and all the necessary documents for enrollment after completing the Admission Procedure

Duration: 10 minutes

Enrollment for Old Students

Schedule of Availability of Service: M-F, 8:00am – 5:00pm

Who May Avail of the Service: Incoming Freshmen

	Client	Service Provider	Duration	Person In Charge	Fees	Form
1	Proceed to the advisement section. Submit the required documents and fill-out the pre enrolment form	Check clearance and classcards. Advise and sign pre enrolment form	2 minutes	Dean/ Enrolment adviser	None	Pre-enrolment form, clearance, classcards from the previous semester
2	After being advised, fills out the Registration Form (Form 1)	Issues the Form 1 with the attached schedule of classes and signs the form for approval	2 minutes	Dean/ Enrolment adviser	None	Form 1
3	Proceed to the assessment section for assessment of fees	Receive registration form and assess fees	2minutes	Budget and finance office/ Assessor	None	Form 1
4	Proceed to the cashier for payment	Receive registration form and payment and issue official receipt	2 minutes	Cashier	*see table below	Form 1
5	Submit the Form 1 with the official receipt to the assigned room for enlistment and recording	Receive registration form and payment and issue official receipt	1 minute	Clerk	None	Form 1 and Official Receipt
6	Receive the Form 1 stamped "ENROLLED" and class cards	Stamp the Form 1 "ENROLLED." Return the Student's copy & Issue classcards and advise the enrollee about the ID & uniform	1 minute	Clerk	None	None
END OF TRANSACTION						

Requirement/s:

Accomplished Student's Clearance, Curriculum, Latest Registration Form, Class Card

Duration: 10 minutes

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

PUBLIC INFORMATION OFFICE

2/F MARIKINA CITY HALL, Shoe Ave., Sta Elena , Marikina City

Tel. No.: 646-6451

PIO Chief: Paul Edward Sison



SERVICES OFFERED:

- Website updates (news info)
- News feed (social networking)
- Reply to inquiries, comments and complaints
- Photo/video documentation
- Production of public announcements and infomercials
- Production of video materials
- Training of volunteer broadcasters and on-the-job trainees
- Research assistance to students
- Media coverage
- Designs for advertising/promotional materials
- Production of official newsletter, newspaper, magazine and various city publications

Services	Client Step	Person Responsible	Location of Office	Processing Time
1. Production of Public announcements over DEL RADIO	Fax or send a letter of request/routing slip	Admin Section	2nd floor Marikina City Hall Building	5 mins
2. Photo/video coverage	Accomplish the request form	Admin Section	2nd floor Marikina City Hall Building	5 mins
3. Publication of articles from contributing writers	Fax, e-mail, or send articles; all contributions are subject to editorial discretion	PR Section	2nd floor Marikina City Hall Building	5 mins
4. Research assistance to students /	Fax, e-mail, or send letter of request signed by the class adviser	Admin Section	And floor Marikina City Hall Building	5 mins
5. Volunteer-broadcast and on-the-job training /	Fax or send biodata/ resume and letter of request	Radio Station	2nd floor Marikina City Hall Building	5 mins

Requirements:

Letter of request attached with pertinent documents

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

COMMUNITY RELATIONS OFFICE

G/F MARIKINA CITY HALL, Shoe Ave., Sta Elena , Marikina City

Tel. No.: 646-6516

Officer-In-Charge: Harvey A. Curry



SERVICE OFFICE: Issuance of CRO Clearance for application of Building Permit/Business Permit

BUILDING AND BUSINESS PERMIT

	Client Step/ Procedure	Office/person Responsible	Location of Office	Processing Time
1.	Accomplish Application Form	Community Relations Office/Information	G/F Marikina City Hall	1 to 2 days
2	Pay application fee	Treasury Office Window 7	G/F Marikina City Hall	
3	Ocular Inspection	CRO/ Organizer Assigned in particular Barangay	G/F Marikina City Hall	
4	Releasing of Clearance	Community Relations Office	G/F Marikina City Hall	

REQUIREMENTS:

- For Cell Site Application submit the ff.
Barangay Resolution
Neighborhood Consent

SOLEMNIZATION

	Client Step/ Procedure	Office/person Responsible	Location of Office	Processing Time
1.	Submit the requirements	Community Relations Office/ Information	G/F Marikina City Hall	1 to 2 days
2	Pay application fee	Treasury Office Window 7	G/F Marikina City Hall	
3	Ocular Inspection	CRO/ Organizer Assigned in particular Barangay	G/F Marikina City Hall	
4	Releasing of Clearance	Community Relations Office	G/F Marikina City Hall	

REQUIREMENTS:

Photocopy of SEC Registration
Photocopy of Barangay Clearance

SOLICITATION FOR ASSOCIATION/ORGANIZATION

	Client Step/ Procedure	Office/person Responsible	Location of Office	Processing Time
1	Submit the following requirements	Community Relations Office/Information	G/F Marikina City Hall	1 to 2 days
2	Ocular Inspection	Community Relations Office	G/F Marikina City Hall	
3	Releasing of Clearance	Community Relations Office	G/F Marikina City Hall	

REQUIREMENTS:

Photocopy of solicitation Letter
Photocopy of Barangay Clearance
List of Officer and Members
Photocopy of SEC Registration or Photocopy of HLURB Certificate of registration (if Applicable)
Accreditation of NGO's/ HOA's/ CA's/ PO's

BLOOD REQUEST

	Client Step/ Procedure	Office/person Responsible	Location of Office	Processing Time
1	Blood Request from the hospital	CRO/ Harvey Curry	G/F Marikina City Hall	1 to 2 days
2	Releasing of Referral	CRO/ Harvey Curry	G/F Marikina City Hall	
3	Submit referral endorsement to City Health Office	CHO Girlie	G/F Marikina City Hall	

REQUIREMENTS:

Blood Request Form from the Hospital
Voter's ID

ACCREDITATION OF HOAs/CAs/Pos/NGOs Based on Ordinance No. 14 series of 1997

	Client Step/ Procedure	Office/person Responsible	Location of Office	Processing Time
1	Submission of various Requirements	Community Relations Office/ Information	G/F Marikina City Hall	1 month Processing
2	Ocular Inspection	CRO/ Organizer assigned in particular barangay	G/F Marikina City Hall	
3	Endorsement to City Council	Office of the Vice Mayor (subject for 3 Regular Session of council)	2/F Justice Hall Building	
4	Releasing of Approved City Council Resolution	CRO		

REQUIREMENTS:

(must be duly received by HLURB/SEC)

- Photocopy of Certificate of Registration (HIGC/HGC/HLURB/SEC)
- Photocopy of By-laws
- Photocopy of Articles of Incorporation
- List of Officers (with complete Addresses, Contact Number)
- Photocopy of result of last election held
- Photocopy of updated list of members
- Photocopy of recent Board Resolution
- Annual Accomplishment Report
- Photocopy of Audited Financial Statement

REQUEST FOR GENERAL ASSEMBLY

	Client Step/ Procedure	Office/person Responsible	Location of Office	Processing Time
1	Submit Letter of request from the Association	Community Relations Office	G/F Marikina City Hall	

REQUIREMENTS:

Letter request from the Homeowners Association to CRO to facilitate the General Assembly

REQUEST FOR ELECTION

	Client Step/ Procedure	Office/person Responsible	Location of Office	Processing Time
1	Submit Letter of request from the Association	Community Relations Office	G/F Marikina City Hall	

REQUIREMENTS:

- Letter request from the Homeowners Association
- Board Resolution authorizing the Community Relations Office to facilitate the election.

REQUEST FOR OATH-TAKING

	Client Step/ Procedure	Office/person Responsible	Location of Office	Processing Time
1	Notify the Community Relations Office regarding the Oath-Taking	Community Relations Office	G/F Marikina City Hall	1 day
2	Scheduling of the Oath-Taking	Office of the Mayor	2nd Floor Marikina City Hall	

REQUIREMENTS:

- 1. List of Newly Elected Officers

MARIKINA SETTLEMENTS OFFICE

2/F MARIKINA CITY HALL, Shoe Ave., Sta Elena , Marikina City
DEPARTMENT HEAD/OIC: ARVIN R. SANTOS
Tel no.: 646-2317



ISSUANCE OF BUILDING/ELECTRICAL/WATER/BUSINESS CLEARANCES

	Client Step/ Procedure	Office/person Responsible	Location of Office	Processing Time
1.	The applicant shall submit the application with complete requirements @ the front desk.	<ul style="list-style-type: none"> MSO Processor assign in the front desk upon verification of the requirements shall issue acknowledgement receipt of application (ARA) Data encoding of the application Verification on the masterlist of records of the name of applicant Determining any delinquency of payment filed in the office records. 	Second floor City Hall Building.	1st day
2	Field Inspections (Community Inspector)	MSO inspectors conduct actual inspection to check the application is in accordance w/ the policies & ordinances of the City Govt.	Second floor City Hall Building	2nd & 3rd day
3	Checking & evaluation	Head of Office, Check & examine the clearance application if sufficient and of any necessary supplemental requirements (approval / Disapproved / Pending)	Second floor City Hall Building	4th day
4	Clearance Preparation	<ul style="list-style-type: none"> Clearance processor, facilitation of clearance applied & printing Clearance approval, (Head of office) Signature & approval of the applied clearances 	Second floor City Hall Building	
5	Releasing	MSO Processor assign in the front desk shall release the clearance to the applicant	Second floor City Hall Building	5th day

REQUIREMENTS FOR SECURING CLEARANCES

(Mga Kaukulang Papeles sa Pagkuha ng Lisensya)

BUILDING, ELECTRICAL, BUSINESS, WATER (Istruktura, Elektrikal, Negosyo, Patubig)

* Basic Documents Needed (Mga Pangunahing Dokumentong Kailangan)

CLEARANCE APPLICATION FORM

(Sipi ng Aplikasyon para sa Lisensiya)

COMMUNITY ASSOCIATION CLEARANCE

(Pahintulot ng Samahan sa hinihinging Serbisyo)

NOTARIZED AFFIDAVIT OF WAIVER (FOR NON TAKE-OUT ONLY)
(Notaryadong Kasunduan sa Pag-okupa ng Palupa)

PHOTOCOPY OF ANY VALID I.D. OF THE APPLICANT
(Duplika ng Karampatang Pagkakakilanlan ng Aplikante)

(CONSTRUCTION PLAN) FOR THE CONSTRUCTION OF TWO STOREY AND UP CONCRETE
STRUCTURE
(Plano ng ipagagawang istraktura kung magtatayo ng Dalawang palapag o higit pang
sementadong istraktura)

PHOTOCOPY OF OLD CLEARANCE
(Kopya ng lumang Pahintulot)

* Additional Requirement for the Applicant's Representative
(Karagdagang Papeles para sa Representante ng Aplikante)

AUTHORIZATION LETTER FROM THE APPLICANT
(Awtorisadong Kasulatan mula sa Aplikante)

PHOTOCOPY OF ANY VALID I.D. OF THE REPRESENTATIVE
(Duplika ng Karampatang Pagkakakilanlan ng Representante)

* Additional Requirement for the ERC Take-out Community
(Karagdagang Papeles para sa Taga-ERC Take-out na Komunidad)

LATEST RECEIPT OF PAYMENT IN MONTHLY AMORTIZATION
(Huling Resibo ng Kabayaran para sa Buwanang Amortisasyon)

* Additional Requirement for the Deceased Awardee
(Karagdagang Papeles para sa Pumanaw na Nagawaran ng Palupa)

DEATH CERTIFICATE OF THE DECEASED AWARDEE
(Sertipikasyon ng Pagpapatunay ng Pagkamatay ng Nagawaran ng Palupa)

EXTRA JUDICIAL SETTLEMENT OF FAMILY (ON WHOM TO WAIVE THE LOT AND STRUCTURE)
(Kasunduan ng Pamilya kung Kanino Ipapangalan and Lupa at Bahay)

* Additional Requirement for a Substitute housing Beneficiaries
(Karagdagang papeles para sa kwalepekadong myembro na ipapalit)

SOCIAL HOUSING FINANCE CORPORATION (SHFC) APPROVED AMENDED MASTERLIST OF
BENEFICIARIES
(SHFC) Inaprubahan at Inamyendahang talaan ng benepestaryo)

Household survey form (if not yet submitted)
(Aplikasyon para sa pampamilyang talaan kung hindi pa nakakapag- sumite sa MSO)

For recommendations, suggestions and complaints, contact the department head
concerned or the City Personnel Office.

CITY CIVIL REGISTRY OFFICE

G/F Marikina City Hall Munding Ave. Sta. Elena, Marikina City
DEPARTMENT HEAD/OIC: DORY DATOR CORONADO
Tel. No.: 646-0373



The City Civil Registry Office is the agency in charge of recording and safekeeping of vital events and other documents wherein acts, events, legal instruments and court decrees affecting the civil status of a person.

SERVICES OFFERED

1. Issuance of Certified Copy of Civil Registry Documents (Birth Cert. /Marriage Cert. /Death Cert. etc.)
2. On-time and Late Registration of Birth, Death and Marriage Certificate
3. Application and Issuance of Marriage License
4. Registration of Legal Instruments
 - Registration of RA9255 {AUSF} (Adoption, Annulment, etc.)
 - Filing and Processing of RA9048 (Correction of Clerical Error/Change of First Name)
 - RA9858 (LEGITIMATION OF CHILDREN BORN TO PARENTS BELOW MARRYING AGE (Legitimation, Acknowledgement/Admission of Paternity)
5. Registration of Court Decrees
6. Registration of Foundling
7. Endorsement of Documents to National Statistics Office

BIRTH

ABOUT THE SERVICE: The birth of the child, being a vital event, should be registered at the Office of the City Civil Registrar within a thirty (30) day reglamentary period from the time of birth. Other than serving identification purposes, a certificate of birth is also required by various agencies and instrumentalities in availing of their services.

CLIENT GROUPS: Parents / guardians / attendant at birth / hospital authorities and persons who have reached legal age but whose facts of births have not been reported at the Civil Registrar's Office.

A. REGULAR FILING OF BIRTH (On-time Registration)

REQUIREMENTS:

1. Properly accomplish Municipal Form 102 (Certificate of Live Birth form, typewritten, 1st page(green) original, rest carbon copy) Used only black ink
2. Attach the following:
 - a. If married attach Xerox copy of Marriage Contract
 - b. If not married attach the following:
 - i. Affidavit of paternity duly notarized by notary public.
 - ii. 3 copy's Affidavit to used the surname of the father (AUSF) duly notarized by notary

SERVICE SCHEDULES: Monday to Friday; 8:00 AM to 5:00 PM

Duration: 10 Minutes

Claim after: 5 working Days

	Applicant / Client	Service Provider	Person in Charge	Duration
1	Proceed to LCRO window 22, and submit the properly fill out Municipal Form 102 (COLB) (Certificate of Live Birth form) and its requirement	Receive the properly fill out form and requirements	Registration Officer 1 (RO1) Window 22 G/F City Hall	1 minute
2		Double Check MF 102 if the form is properly fill out	Registration Officer 1 (RO1) Window 22 G/F City Hall	5 minutes
		Check necessary attachment and requirement		
		Advise the client to pay to the Treasury office		
3	Pay to the Treasury office	Process payment and issue Official Receipt (OR)	Cashier	2 minutes
4	Submit the Official Receipt to the RO1 at LCRO window 22	Receive the OR from the client attach it to the MF102 and advise client to claim their copy of Birth Certificate after 5 working days	Registration Officer 1 (RO1) Window 22 G/F City Hall	2 minute
END OF TRANSACTION				

B. LATE REGISTRATION OF BIRTH (Delayed Registration of Birth)

REQUIREMENTS:

1. Properly accomplished Municipal Form 102 (Certificate of Live Birth form, typewritten, 1st page original, rest carbon copy) Used only black ink
2. Attach the following:
 - a. If married attach Xerox copy of Marriage Contract
 - b. If not married attach the following:
 - i. Affidavit of paternity duly notarized by notary public.
 - ii. 3 copy's Affidavit to used the surname of the father (AUSF) duly notarized by notary
 - c. Affidavit of two Disinterested Person
 - d. Negative Result from NSO
 - e. Affidavit for Late Registration (at the back of the Birth Certificate)
 - f. Attach any 2 of the following :
 - i. Baptismal
 - ii. Medical Record
 - iii. Voters Affidavit
 - iv. Form 137 or Transcript (school Record)
 - v. Dedication Certificate (other religious group)

SERVICE SCHEDULES: Monday to Friday; 8:00 AM to 5:00 PM

Duration: 10 Minutes

Claim after: 15 working Days

	Applicant / Client	Service Provider	Person in Charge	Duration
1	Proceed to LCRO window 22, and submit the properly fill out Municipal Form 102 (COLB) (Certificate of Live Birth form) and its requirement	Receive the properly fill out form and requirements	Registration Officer 1 (R01) Window 22 G/F City Hall	2 minute
2		Double Check MF 102 if the form is properly fill out	Registration Officer 1 (R01) Window 22 G/F City Hall	5 minutes
		Check necessary attachment and requirement		
		Advise the client to pay to the Treasury office		
3	Pay to the Treasury office	Process payment and issue Official Receipt (OR)	Cashier	2 minutes
		1 months - 1 year		
		2 years - 4 years		
		5years above		
4	Submit the Official Receipt to the R01 at LCRO window 22	Receive the OR from the client attach it to the MF102 and advise client to claim their copy of Birth Certificate after 15 working days	Registration Officer 1 (R01) Window 22 G/F City Hall	1 minute
END OF TRANSACTION				

C. OUT OF TOWN LATE REGISTRATION OF BIRTH (Out of town Delayed Registration of Birth)

REQUIREMENTS:

1. Affidavit of Out of Town Registration
2. Postal Money Order from the Marikina Post Office
3. Requirements as Late Registration of Birth

SERVICE SCHEDULES: Monday to Friday; 8:00 AM to 5:00 PM

Duration: 16 Minutes

	Applicant / Client	Service Provider	Person in Charge	Duration
1	Proceed to LCRO window 23, and submit the properly fill out Municipal Form 102 (COLB) (Certificate of Live Birth form) and its requirement	Receive the properly fill out form and requirements	LCR Clerk (window 23) G/F City Hall	1 minute

2		Double Check MF 102 if the form is properly fill out	LCR Clerk (window 23) G/F City Hall	2 minutes
		Check necessary attachment and requirement		
		Advise the client to go to Post office for postal money order		
3	Proceed to Marikina Post Office and pay for postal Money order	Process payment and issue Postal Money Order Check	Post Office Personnel	2 minutes
4	Submit the Postal Money Order to the LCR Clerk at window 26	Receive the Postal Money Order from the client attach it to the MF102 together with the requirements	LCR Clerk (window 23) G/F City Hall	5 minutes
		Advise the client to send the document thru LBC and submit the LBC Tracking Number for verification		
5	Proceed to LBC	Submit the document	LBC personnel	5 minutes
6	Proceed to LCR Office and submit the LBC tracking Number	Encode the tracking number, give the contact number and advice to follow up after 1 month	LCR Clerk (window 23) G/F City Hall	1 minute
END OF TRANSACTION				

MARRIAGE

A. ISSUANCE OF MARRIAGE LICENCE

ABOUT THE SERVICE: Where a marriage license is required, each of the contracting parties shall file separate sworn application for such license with the proper local civil registrar of the place where either or both of the contracting parties reside. The local civil registrar concerned enters all applications for marriage license filed in a registry book strictly in the order in which the same are received. When the license is issued, the same shall be valid in any part of the Philippines for a period of 120 days from the date of issuance, and shall be deemed automatically cancelled after the expiration date even if the contracting parties have not made use of it.

CLIENT GROUPS: Single Individuals / contracting parties whom wants to get married

REQUIREMENTS:

1. Personal appearance of applying parties

1. Both applicant must be of legal age (18 years old and/or above)

2. Either one of applicant must be a resident of Marikina City

3. If applicant is 18-24 years of age, parents of applicant should accompany applicant to sign Parental Consent/Advice

4. Applicants must bring the following:

a. Photocopy of recent year Community Tax Certificate

b. Photocopy of either Birth / Baptismal Certificate or Voters Affidavit

c. Identification Card (I.D.) with picture and signature. If no ID is available, bring (1) 2x2

CITY CIVIL REGISTRY OFFICE

colored picture of applicants

d. SECURE NSO COPY OF CERTIFICATE OF NO MARRIAGE RECORD (CENOMAR)

e. If one of the applying parties is a foreigner/alien:

i. Secure Legal Capacity to Marry (from their Embassy of Consular Office based in the Philippines)

ii. Xerox copy of Foreigner's Passport

iii. If Divorced/Annulled , bring Divorced Papers / Annulment Paper

5. All applying parties are required to attend Marriage Counseling and Family Planning Seminar at Marikina City Health Office

6. Marriage License will be released (11th day) based on the date indicated on the claim stub. Be sure to bring the claim stub and the Family Planning Certificate

SERVICE SCHEDULES: Monday to Friday; 8:00 AM to 5:00 PM

Duration: 6 Minutes

Claim after: 11 working Day

Fee's : Php. 150.00

ISSUANCE OF MARRIAGE LICENSE

	Applicant / Clients	Service Provider	Person in Charge	Duration
1	Proceed to window 19 to get (Application for Marriage License) Municipal form # 90 and present the requirements	Check the Requirements	Registration Officer III Window 19 G/F City Hall	1 minute
		If the requirements are complete give application		
2	Proceed to window 19 after completing all the requirements and properly filled-out application form	Check the requirement and attach requirements	Registration Officer III Window 19 G/F City Hall	1 minute
		advise the client to go to treasury office to pay Fee for Marriage License		
3	Proceed to treasury and payment for marriage license	Received the payment and give the official Receipt	Cashier	2 minutes
4	Submit the Official receipt, application form and requirement to LCR personnel	Received the document	Registration Officer III Window 19 G/F City Hall	2 minutes
		Check the requirements		
		advise to go to the city health office for the family planning seminar and claim the license on 11th working day		
	END OF TRANSACTION			

B. REGISTRATION OF CERTIFICATE OF MARRIAGE

ABOUT THE SERVICE: For marriage being solemnized in the Marikina City, the solemnizing officer, contracting parties, any person duly authorized by the solemnizing officer / contracting parties shall register the Certificate of Marriage in the Local Civil Registry Office of the Marikina City within 15 days after the wedding rites. For marriage of exceptional character, 30 days from the date of solemnization (Article 34).

CLIENT GROUPS:

1. Any Priest, rabbi, imam, or minister of any church or religious sect duly authorized by his church or religious sect, their representative and registered with the civil registrar general,
2. Any incumbent member of the judiciary within the court's jurisdiction
3. Local Chief Executive (Mayor)'s
4. Owners of the document

REQUIREMENTS : Duly accomplished form of Certificate of Marriage

SERVICE SCHEDULES: Monday to Friday – 8:00 AM to 5:00 PM

TOTAL PROCESSING TIME: 10 minutes

A. REGULAR FILING OF MARRIAGE CONTRACT (On-time Registration)

	Applicant / Client	Service Provider	Person in Charge	Duration
1	Proceed to LCRO window 22, and submit the properly fill out Municipal Form 97 (Certificate of Marriage form) and its requirement	Receive the properly fill out form and requirements	Registration Officer 1 (R01) G/F City Hall Window 22	2 minute
2		Double Check MF 97 if the form is properly fill out	Registration Officer 1 (R01) G/F City Hall Window 22	5 minutes
		Check necessary attachment and requirement		
		Advise the client to pay to the Treasury office		
3	Pay to the Treasury office	Process payment and issue Official Receipt (OR)	Cashier Treasurer's Office G/F City Hall	2 minutes

4	Submit the Official Receipt to the RO1 at LCRO window 22	Receive the OR from the client attach it to the MF 97 and advise client to claim their copy of Birth Certificate after 5 working days	Registration Officer 1 (RO1) G/F City Hall Window 22	1 minute
END OF TRANSACTION				

B. LATE REGISTRATION OF MARRIAGE CONTRACT

REQUIREMENTS :

1. Duly accomplished form of Certificate of Marriage
2. Affidavit of Late Registration
3. Certification of Solemnizing officer
4. Negative Result of NSO

Processing Time: 10 minutes

	Applicant / Client	Service Provider	Person in Charge	Duration
1	Proceed to LCRO window 22, and submit the properly fill out Municipal Form 97 (Certificate of Marriage form) and its requirement	Receive the properly fill out form and requirements	Registration Officer 1 (RO1) Window 22	2 minute
2		Double Check MF 97 if the form is properly fill out	Registration Officer 1 (RO1) Window 22	5 minutes
		Check necessary attachment and requirement		
		Advise the client to pay to the Treasury office		
3	Pay to the Treasury office	Process payment and issue Official Receipt (OR)	Cashier	2 minutes

4	Submit the Official Receipt to the RO1 at LCRO window 22	Receive the OR from the client attach it to the MF 97 and advise client to claim their copy of Birth Certificate after 15 working days	Registration Officer 1 (RO1) Window 22	1 minute
END OF TRANSACTION				

DEATH

REGISTRATION OF DEATH

ABOUT THE SERVICE: It shall be the responsibility of the spouse or any nearest relative who has knowledge of the death to report the same within forty-eight (48) hours if the deceased died without medical assistance. The Health Officer shall examine the deceased and shall certify as to the cause of death and direct the registration of the death to the officer of the Civil Registrar within the reglamentary period of thirty (30) days.

CLIENT GROUPS: General Public

REQUIREMENTS: Duly accomplished form of Certificate of Death

SERVICE SCHEDULES: Monday to Friday – 8:00 AM to 5:00 PM

TOTAL PROCESSING TIME: 15 minutes

A. REGULAR FILING OF DEATH CERTIFICATE (On-time Registration)

	Applicant / Client	Service Provider	Person in Charge	Duration
1	Proceed to LCRO window 29, and submit the properly fill out (Certificate of Death form) and its requirement	Receive the properly fill out form and requirements	Registration Officers Window 22	1 minute

2		Double Check MF 103 if the form is properly fill out Check necessary attachment, like burial permit from the city Heath Office. Put Registry Number on the Certificate of Death and ask for the client if he/she want to have a copy of death certificate If yes ask to go to Treasury office for the certified copy of the document	Window 24 Realising Clerk	5 minutes
END OF TRANSACTION				

B. LATE REGISTRATION OF DEATH (Delayed Registration of Birth)

REQUIREMENTS:

1. Properly accomplished Municipal Form 103 (Certificate of Death form) (typewritten) (1st page(green) original, rest carbon copy) Used only black ink
- a. Negative Result from NSO
- b. Affidavit for Late Registration of Death Certificate
- c. Attach the following :
 - (i) Certification from cemetery or crematorium

SERVICE SCHEDULES: Monday to Friday; 8:00 AM to 5:00 PM

Duration: 6 Minutes

Claim after: 15 working Days

How to avail the services

LATE REGISTRATION OF DEATH CERTIFICATE (On-time Registration)

	Applicant / Client	Service Provider	Person in Charge	Duration
1	Proceed to LCRO window 29, and submit the properly fill out (Certificate of Death form) and its requirement	Receive the properly fill out form and requirements	LCR Clerk Window 26 G/F City Hall	1 minute
2		Double Check MF 103 if the form is properly fill out Check necessary attachment, like burial permit from the city Heath Office. Give Claim Stab and advise to claim Death Certificate after 15 working days	LCR Clerk Window 26 G/F City Hall	5 minutes
END OF TRANSACTION				

ISSUANCE OF CERTIFIED TRUE TRANSCRIPTION COPIES OF BIRTH, DEATH AND MARRIAGE

ABOUT THE SERVICE: Any interested individuals may secure from the City Civil Registrar's Office certified true transcription copies of birth, marriage and death certificates for any legal purposes.

CLIENT GROUPS: General Public

REQUIREMENTS: Authorization letter from the owner if the client is not the owner of the documents

SERVICE SCHEDULES: Monday to Friday – 8:00 AM to 5:00 PM

TOTAL PROCESSING TIME: 15 minutes

ISSUANCE OF CERTIFIED COPY OF BIRTH, DEATH AND MARRIAGES

	Applicant / Clients	Service Provider	Person in Charge	Duration
1	Proceed to Window 24 or 25 to fill out request form and submit the same to the Receiving Clerk / Verifier	<input type="checkbox"/> Checks the request as to correctness and completeness of details. <input type="checkbox"/> Locates documents from file save in computer / archives <input type="checkbox"/> If the document / file is found <input type="checkbox"/> Issues order of payment to the applicant and advise to pay to the treasurer's office.	LCR Clerk (Window 23 to 25) G/F City Hall	5 minute
2	Proceed to treasury and present the order of payment And pay the amount indicated in the order of payment	Received the order of payment and the payment indicated in it and issue official Receipt	Cashier Treasurer's Office G/F City Hall	5 minute
4	Return to LCR Office and present the Official Receipt to LCR personnel at window 23 to 25	Check the Official Receipt Give the Certified Copy to the applicant/client	LCR Clerk (Window 23 to 25) G/F City Hall	5 minutes
END OF TRANSACTION				

R.A. 9048

PROCESSING OF PETITIONS UNDER R.A. 9048 FOR CORRECTION OF CLERICAL ERROR OR CHANGE OF NAME OR NICKNAME

ABOUT THE SERVICE: Republic Act No. 9048 authorizes the city or municipal civil registrar or the consul general to correct a clerical or typographical error in an entry and/or change of first name or nickname in the civil register without need of a judicial order. An administrative remedy in nature, it is a departure from the usual judicial process in correcting clerical errors of changing an entry in civil registry documents. It is aimed at according petitioners an expeditious and cheaper way of correcting errors found in her/ his record.

CLIENT GROUPS: Any persons of legal age who have direct and personal interest in the petition for correction of clerical error or change of first name (the owner of the document, or his/her spouse, children, parents, siblings and grandparents, guardian or any other person duly authorized by law or by the owner of the document).

REQUIREMENTS: (For correction of clerical error)

- a) NSO Copy of Birth, Marriage, Death Certificate to be corrected
- b) Baptismal Certificate (Child/Father/Mother/Husband/Wife)
- c) Birth Certificate (Father/Mother/Husband/Wife)
- d) Death Certificate (Father/Mother/Husband/Wife)
- e) Birth Certificate of two Brother or Sister showing correct entry
- f) Birth Certificate of Two Son/Daughter showing correct entry
- g) Voter's Affidavit (Applicant/Father/Mother/Husband/Wife)
- h) Passport (Applicant/Father/Mother/Husband/Wife)
- i) InsuranceLand Title
- k) Postal I.D. /Driver's License
- l) SSS Form E-1/I.D. of GSIS Form No.307-14 of (Applicant/Father/Mother/Husband/wife)
- m) School Record (Transcript/Diploma/Form 137)
- n) NBI and Police Clearance
- o) Employment Clearance Affidavit of Non-employment
- p) Medical Records showing entry to be corrected

SERVICE SCHEDULES: Monday to Friday – 8:00 AM to 5:00 PM

FEES / CHARGES: Correction Of Clerical Error – P1,000.00
Change of First Name – P3,000.00

Correction of Clerical Error (RA9048)

	Applicant / Clients	Service Provider	Person in Charge	Duration
1	Proceed to Local Civil Registry office and present the Birth Marriage or Death certificate to be corrected	<input type="checkbox"/> Briefs the client about the service. <input type="checkbox"/> Determines if the petition is within the jurisdiction: the birth/ marriage/death is registered in the city. <input type="checkbox"/> Give Requirement and Application <input type="checkbox"/> Advise the client to Notarized the back page of the form	Registration Officer II Window 29 G/F City Hall	10 minute
2	Return to LCR and submit the requirement and properly filled out application form	<input type="checkbox"/> Validates the requirements. <input type="checkbox"/> If application form and requirement are complete <input type="checkbox"/> Give Order of payment and proceed advice to proceed to treasury office for payment	Registration Officer II Window 29 G/F City Hall	1 minute
3	Proceed to treasury and present the order of payment And pay the amount indicated in the order of payment	Received the order of payment and the payment indicated in it and issue official Receipt	Cashier Treasurer's Office G/F City Hall	2 minutes
4	Proceed to the LCR and submit the application form and the official receipt.	Received the OR and application form, do documentation and certification. Advise the client to follow up or call 646-03-73 if the finality result of the application was approved by the NSO.	Registration Officer II Window 29 G/F City Hall	2 minutes
END OF TRANSACTION				

Change of First Name (RA9048)

	Applicant / Clients	Service Provider	Person in Charge	Duration
1	Proceed to Local Civil Registry office and present the Birth Certificate and the name to be change	<input type="checkbox"/> Briefs the client about the service. <input type="checkbox"/> Determines if the petition is within the jurisdiction: the birth is registered in the city. <input type="checkbox"/> Give Requirement and Application <input type="checkbox"/> Advice the client to Notarized the back page of the form	Registration Officer II Window 29 G/F City Hall	10 minute
2	Return to LCR and submit the requirement and properly filled out application form	<input type="checkbox"/> Validates the requirements. <input type="checkbox"/> If application form and requirement are complete <input type="checkbox"/> Give Order of payment and proceed advice to proceed to treasury office for payment	Registration Officer II Window 29 G/F City Hall	1 minute
3	Proceed to treasury and present the order of payment And pay the amount indicated in the order of payment	Received the order of payment and the payment indicated in it and issue official Receipt	Cashier	2 minutes
4	Proceed to the LCR and submit the application form and the official receipt.	Received the OR and application form, do documentation and certification. Advise the client to follow up or call 646-03-73 if the finality result of the application was approved by the NSO.	Registration Officer II Window 29 G/F City Hall	2 minutes
END OF TRANSACTION				

LEGITIMATION BY SUBSEQUENT MARRIAGE

ABOUT THE SERVICE:

Who are illegitimate children?

Children conceived and born out of a valid marriage are illegitimate, unless otherwise provided in the Family Code (Art. 165, F. C.)

Who are considered illegitimate children?

The following are illegitimate children:

1. Children born to couples who are not legally married or of common-law marriages;
2. Children born of incestuous marriages;
3. Children born bigamous marriages;
4. Children born of adulterous relations between parents;
5. Children born of marriages void for reason of public policy under Art 38 of the Family Code;
6. Children born of couples below 18, whether there are married (which married is void) or not; and
7. Children born of other void marriages under Art. 15 unless otherwise provided. (OCRG Cir. No. 89-13 dated July 17, 1989)

What is the legitimation and who can be legitimated?

- a) Legitimation is a remedy by means of which those who in fact were not born in wedlock and should therefore, be considered illegitimate, are, by fiction, considered legitimate, it being supposed that they were born when their parents were already validly married. (1 Manresa 550, as cited on p. 251, Handbook on Family Code of the Philippines, Alicia V. Sempio-Diy)
- b) Only children conceived and born outside of wedlock of parents who, at the time of the conception of the former, were not disqualified by any impediments to marry each other, may be legitimated. (Art. 177, Family Code)
- c) Legitimation of children by subsequent marriage of parents shall be recorded in the civil registry office of the place where the birth was recorded. The requirements for registration of legitimation of illegitimate children are:
 - i) Certificate of Marriage;
 - ii) Certificate of Live Birth of the child;
 - iii) Acknowledgement (not required for illegitimate children born on or after August 3, 1988);
- d) Affidavit of legitimation executed by both parents shall contain the following facts:
 - i) The name of the parents;
 - ii) That at the time when child was conceived, the aforesaid parents could have contracted marriage, and that they subsequently contracted marriage;
 - iii) The date and place when such marriage was solemnized;
 - iv) The name of the officer who officiated the marriage;
 - v) The city or municipality where such marriage was recorded;
 - vi) The name of the child to be legitimated, and the other facts of birth;
 - vii) The date and place where the birth of the child was registered; and
 - viii) The manner by which the child was acknowledged by the parents which may be in the child's record of birth, in a will, a statement before a court of record, or any authentic writing. (not required for illegitimate children born on or after August 3, 1998)

1) For a child to be considered legitimated by subsequent marriage, it is necessary that:

- a. The parents could have legally contracted marriage at the time the child was conceived;

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- b) The child has been acknowledged by the parents before or after the celebration of their marriage; and
 c) The acknowledgement has been made with the consent of the child, if age or with the approval of court, is a minor, unless it has been made in the certificate before the court of record, or in any authentic writing.

Requirements:

- a) Deed of Legitimation (Notarized) – 3 Copies
 b) Birth Certificate of Child – NSO Copy
 c) Marriage Certificate of Parents – NSO Copy
 d) Affidavit of Acknowledgement of Paternity (3 copies)
 e) CENOMAR (Certificate of No Marriage Record) of both parents – NSO copy
 IF Father is UNKNOWN in birth certificate of child:
 a) 2 sets of Municipal Form 102 (1 Set Signed by the Father)
 b) Affidavit of Paternity (Notarized) – 3 copies

SERVICE SCHEDULES: Monday to Friday; 8:00 AM to 5:00 PM

Duration: 8 Minutes

Processing period : one (1) month

Claim after: 30 working Day

LEGITIMATION TO SUBSEQUENTLY MARRIAGE

	Applicant / Clients	Service Provider	Person in Charge	Duration
1	Proceed To LCR Office and submit all the requirements needed for legitimation	<input type="checkbox"/> Check all the requirements and forms submitted by applicant <input type="checkbox"/> If the requirements and forms are complete advise applicant to go to the treasurer's office for payment	Clerk / Verifier	5 minute
2	Proceed to treasury and present the order of payment And pay the amount indicated in the order of payment	Received the order of payment and the payment indicated in it and issue official Receipt	Cashier	1 minute
4	Submit the Official receipt, application form and requirement to LCR personnel	Received the document Check the requirements advise to go to the city health office for the family planning seminar and claim the license on 30th working day	Assistant Registration Officer	2 minutes
END OF TRANSACTION				

R.A.9858 LEGITIMATION OF CHILDREN BORN TO PARENTS BELOW MARRYING AGE

ABOUT THE SERVICE: These rules shall apply to all children conceived and born outside of marriage of parents who, at the time of conception of the child, were not disqualified by any impediment to marry each other, or were so disqualified only because either or both of them were below eighteen (18) years of age

CLIENT GROUPS: Mother / Father is BELOW 18 at the time of conception of the child

Requirements:

- a) Joint Supplemental Affidavit of Legitimation with a statement that at the time when the child was conceived the aforesaid parents were not disqualified by any impediment to marry each other except age, and that they subsequently entered into a valid marriage; and a statement that by virtue of the subsequent marriage, the said child is now legitimate (Notarized) – 3 Copies Notarized
- b) Birth Certificate of Child – NSO Copy
- c) Marriage Certificate of Parents – NSO Copy
- d) CENOMAR (Certificate of No Marriage Record) of both parents – NSO copy

SERVICE SCHEDULES: Monday to Friday; 8:00 AM to 5:00 PM

Duration: 8 Minutes

Claim after: 30 working Day

R.A. 9858 PROCEDURE

	Applicant / Clients	Service Provider	Person in Charge	Duration
1	Proceed To LCR Office and submit all the requirements needed for legitimation	<input type="checkbox"/> Check all the requirements and forms submitted by applicant <input type="checkbox"/> If the requirements and forms are complete advise applicant to go to the treasurer's office for payment	Clerk / Verifier	5 minute
2	Proceed to treasury and present the order of payment And pay the amount indicated in the order of payment	Received the order of payment and the payment indicated in it and issue official Receipt	Cashier	1 minute
4	Submit the Official receipt, application form and requirement to LCR personnel	Received the document Check the requirements advise to go to the city health office for the family planning seminar and claim the license on 30th working day	Assistant Registration Officer	2 minutes
END OF TRANSACTION				

R.A.9255 AN ACT ALLOWING ILLEGITIMATE CHILDREN TO USE THE SURNAME OF THEIR FATHER

Requirements:

- a) Photocopy of child's birth certificate
- b) Duly accomplished affidavit to use the father's surname (3 copies)
- c) Affidavit of Acknowledgement of Paternity (3 copies)
(For birth certificate wherein the father's name was not indicated at the time of registration.)
- d) Three (3) sets blank birth certificate forms (Municipal Form No. 102)
(For birth certificate wherein the father's name was not indicated at the time of registration.)

SERVICE SCHEDULES: Monday to Friday; 8:00 AM to 5:00 PM

Duration: 8 Minutes

Claim after: 15 working Day

R.A. 9255 PROCEDURE

	Applicant / Clients	Service Provider	Person in Charge	Duration
1	Proceed To LCR Office and submit all the requirements needed for legitimation	<input type="checkbox"/> Check all the requirements and forms submitted by applicant <input type="checkbox"/> If the requirements and forms are complete advise applicant to go to the treasurer's office for payment	Clerk / Verifier	5 minute
2	Proceed to treasury and present the order of payment And pay the amount indicated in the order of payment	Received the order of payment and the payment indicated in it and issue official Receipt	Cashier	1 minute
4	Submit the Official receipt, application form and requirement to LCR personnel	Received the document Check the requirements advise to go to the city health office for the family planning seminar and claim the license on 30th working day	Assistant Registration Officer	2 minutes
END OF TRANSACTION				

PROCESSING OF PETITIONS UNDER R.A. 10172 CORRECTION OF DATE AND MONTH OF BIRTH AND CHANGE OF GENDER OF A PERSON

ABOUT THE SERVICE: Republic Act (RA) 10172 entitled "An Act Further Authorizing the City or Municipal Civil Registrar or the Consul General to Correct Clerical or Typographical Errors in the Day and Month in the Date of Birth or Sex of a Person Appearing in the Civil Register Without Need of a Judicial Order Amending for this Purpose Republic Act Numbered Ninety Forty Eight."

CLIENT GROUPS: Any persons of legal age who direct and personal interest in the petition for correction of date and birth and gender. (The owner of the document, or his/her spouse, children, parents, siblings and grandparents, guardians or any other person duly authorized by law or by the owner of the document).

REQUIREMENTS: (For correction of Date/Month and Gender)

- a. NSO Copy of Birth, Marriage, Death Certificate to be corrected
- b. Baptismal Certificate
- c. Birth Certificate
- e. Birth Certificate of Two Brother or Sister showing correct entry
- f. Birth Certificate of Two Son/Daughter showing correct entry
- g. Voter's Affidavit (Applicant/Father/Mother/Husband/Wife)
- h. Passport (Applicant/Father/Mother/Husband/Wife)
- i. Insurance
- j. Land title
- k. Postal I.D. /Driver's License
- l. SSS Form E-1/I.D. of GSIS Form No.307-14 (Applicant/Father/Mother/Husband/Wife)
- m. School Record (Transcript/Diploma/Form 137)
- n. NBI And Police Clearance
- o. Employment Clearance Affidavit of Non-employment
- p. Medical Records showing entry to be corrected
- q. Medical Certificate Sigh by Any Government Hospital/Health Institution Or Public Health Office (petitioner should not undergone SEX CHANGE or TRANSPLANT)

OFFICE FOR SENIOR CITIZENS AFFAIRS

G/F Marikina City Hall, Shoe Ave. Sta. Elena, Marikina City
DEPARTMENT HEAD/OIC : RODOLFO J. DE GUZMA
Tel. No.: 646-23-67



SERVICES OFFERED : Issuance of Senior Citizens I.D. and Purchase Booklet, Complaints and Grievances

	Client Step	Office/Person Responsible	Location of Office	Processing Time
1	Presentation of Requirements / Documents	Clerk / Records & Statistic	G/F City Hall	2-3 mins
2	Processing of I.D. and Booklet	Clerk / Records & Statistic	G/F City Hall	5-10 mins.
3	Lamination of I.D.	Messenger	G/F City Hall	2 mins.
4	Complaints / Grievances	Clerk / Records & Statistic	G/F City Hall	10-15 mins.

Requirements:

For Application/Booklet (New Applicants)

- 3 pcs. Latest 1x1 Pictures
- Barangay Clearance o Proof of Billing na naka-pangalan sa aplikante.

(Photocopy of)

- Kahit isa (1) sa mga sumusunod na dokumento na may petsa ng kapanganakan.
halimbawa nito ay ang mga sumusunod

Birth Certificate, Marriage Contract, Baptismal Certificate, SSS I.D., Postal I.D. Driver's License, Voter's I.D., Passport, GSIS I.D., (maliban sa cedula)

Sa Pagkuha ng Purchase Booklet:

- Dalhin lamang ang OSCA I.D

Para sa mga nakawala ng OSCA I.D

- 3 pirasong 1x1 na sukat ng litrato
- Isang Xerox copy ng pahina ng Purchase Booklet na may impormasyon ng Aplikante

Note: Kung nawala rin ang Booklet, maaari lamang na mag-pasa ng panibagong mga dokumentong kinakailangan.

Para sa mga nanggaling ng ibang lugar, sa lob ng Metro Manila

- Kopya ng pagka-walang bisa ng rehistro o Cancellation Letter galing sa opisina ng OSCA sa lugar na inyong pinanggalingan
- Pagsurrender ng lumang OSCA I.D na naka address sa lugar na pinanggalingan

Paraan ng paghingi ng libreng gamot

1. Magpa-konsulta at magpa-reseta sa Doktor sa City Health Office
- 2 . Dalhin at ipakita ang reseta at Senior Identification Card sa OSCA
upang makakuha ng gamot na mayroon ang aming tanggapan na nasa reseta

Para sa kaaalaman ng lahat ng Senior Citizen:

- Lahat po ng programa o aktibidad ng aming tanggapan ay ipinagbibigay alam namin sa mga chairman ng barangay OSCA, kaya't ugaliin po na makipag-ugnayan sa kanila.

ECONOMIC DEVELOPMENT



MARIKINA CULTURAL TOURISM TRADE AND INVESTMENT PROMOTIONS OFFICE (MCTTIPO)

G/F Marikina City Hall, Shoe Ave. Sta. Elena, Marikina City
MS. MA. THERESA A. CURRY
Tel Fax: 646-2369 Tel. Nos. 646-2368



Bookings of Kapitan Moy (Bulwagang Bayani), and Teatro Marikina Booking and coordination of Lakbay Aral Tour Packages.

	Client Step	Office/Person Responsible	Location of Office	Processing Time
1	Proceed at MCTTIPO to fill up the Certificate of Agreement and secure Order of Payment	MCTTIPO/ Booking Officer	G/F City Hall	15-20 minutes
2	Proceed to the City Treasurer's Office to pay for the rental fee and security deposit (SD)	Treasury / Cashier	G/F City Hall	15-20 minutes
3	Back to MCTTIPO to present Original Receipt (OR)	MCTTIPO/ Booking Officer	G/F City Hall	5-10 minutes
4	After the event, surrender the original copy of the OR for processing of SD refund (if applicable)	MCTTIPO/ Booking Officer	G/F City Hall	35 working days

Booking and coordination of Lakbay Aral Tour Packages

	Client Step	Office/Person Responsible	Location of Office	Processing Time
1	Send a letter of intent/request, which may also be emailed or faxed, regarding the purpose and suggested itinerary of the tour	Mayor's Office/ Mayor's Action Officer	2nd/F City Hall	1-2 days
2	Wait for Confirmation Letter/Call from the MCTTIPO	MCTTIPO/ Booking Officer	G/F City Hall	15-20 minutes upon receipt of letter
3	Upon arrival, secure an Order of Payment from the Booking Officer	MCTTIPO/ Booking Officer	G/F City Hall	5-10 minutes
4	Proceed to the City Treasurer's Office to pay for Lakbay Aral Fee	Treasury Cashier	G/F City Hall	15-20 minutes
5	Back to MCTTIPO to present Original Receipt (OR) and receive the final itinerary of the trip to be given by the assigned Tour Guide	MCTTIPO/ Booking Officer & Tour Guide	G/F city Hall	2-5 minutes

Requirements:

1. Completely filled up Certificate of Agreement and Booking Confirmation Form
2. Payment for the fees or venue rental charges
3. For Senior Citizens, to present Senior Citizen ID or Birth Certificate

RENTAL FEES AND OTHER CHARGES

Teatro Marikina

Matinee Show	Monday to Thursday	Php 15,000 (3hrs)	Php 3,000 /hr in excess of 3 hrs.
8:00 am to 5:00pm	Friday to Sunday	Php20, 000 (3 hrs)	
Gala Show	Monday-Thursday	Php20, 000 (3 hrs)	Php5, 000/hr (in excess of 3 hrs)
5:00pm onwards	Friday-Sunday	Php25, 000 (3 hrs)	

Non revenue generating events	Php15, 000 (3 hrs)	Php3, 000/hr (in excess of 3 hrs)
Security Deposit	Php2, 000	
Electricity	Php500/equipment	
Early Set-up	Php100/hr	

Kapitan Moy

Bulwagang Bayani	Php15, 000 (4 hrs)
	Php1, 000/hr (in excess of 4 hrs)
	Php2, 000/hr (security deposit)
Patio	Php3, 500 (4 hrs)
	Php500/hr (in excess of 4 hrs)
Electricity	Php500/equipment
Early Set-up	Php100/hr

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

LABOR RELATION AND PUBLIC EMPLOYMENT SERVICE OFFICE (LRPESO)

Social Action Center, Marikina City Hall, Sta. Elena, Marikina City

HEAD: Gildegardo R. Munar

Tel. Nos. 681-9277 / 494-5933

Email: peso_marikina@yahoo.com



SERVICES OFFERED:

1. Monitors compliance with Tripartite Memorandum of Agreement (Tripartite Secretariat);
2. Facilitates and promotes social dialogues, skills enhancement, comprehensiveness, quality and productivity towards industrial peace, including but not limited to informal sector, displaced workers, underemployed and distress business;
3. Provides necessary support and mechanism that will create a sound and sustainable economic policies and programs;
4. Monitors the general labor situation in the city and submits regular reports to the City Mayor and to the Sangguniang Panglungsod for appropriate actions;
5. Coordinates with the Department of Labor and Employment and the National Labor Relations Commission (NLRC) including endorsement of grievances and unsettled disputes for proper forum and resolution;
6. Support campaign against illegal recruitment, human trafficking and child labor.
7. Conciliates or mediates labor-management disputes as well as preparation and declaration of amicable settlement of the contending and party/ies;
8. Organizes labor-management councils for commercial and industrial establishments;
9. Serves as referral and information center for the various services and programs of the DOLE and other government agencies;
10. Provides clients with information for the various service and programs of the DOLE and other government agencies;
11. Provides access to labor market information for applicants and employer;
12. Networks with other public employment service office (PESO) within the region for job exchange purposes;
13. Undertakes employability enhancement training / seminar, employment or occupational counseling, career guidance, mass motivation and values development activities.
14. Conducts pre-employment or occupational counseling and orientation to local and overseas workers;

EMPLOYMENT FACILITATION SECTION (REFERRAL LETTER)

No.	Client Step	Office/Person Responsible	Location of Office	Processing Time	Requirements
1.	Applicant must choose the company and the position he/she wishes to apply for in the job vacancies posted in the bulletin board		Social Action Center		
2.	After choosing the position and the company, applicant must submit himself/herself for initial interview and assessment	Mylene Juanillo Office Clerk	Social Action Center	5-10 minutes	Bio-Data / Resume

3.	After the initial interview the applicant will be asked to fill-out Skills Registry System Form of Department of Labor and Employment	Mylene Juanillo Office Clerk	Social Action Center	10-15 minutes	SRS Form
4.	LRPESO staff match the qualifications of applicants for employment and/or self employment	Mylene Juanillo Office Clerk	Social Action Center	5 minutes	Bio-Data / Resume
5.	Encoding and printing of referral letter	Mylene Juanillo Office Clerk	Social Action Center	5-10 minutes	Database Encoding

ACCREDITATION OF COMPANIES:

	Client Step	Office/Person Responsible	Location of Office	Processing Time	Requirements
1.	Submission of requirements for company accreditation	Cecilia C. Pascua Data Encoder	Social Action Center	1 minute	<p>For Direct Hire Companies:</p> <ul style="list-style-type: none"> -letter of intent -Business Permit -DTI/SEC Registration -Company Profile -Philjob-Net Registration -Job Vacancy with qualification <p>For Local Recruitment Agency:</p> <ul style="list-style-type: none"> -letter of intent -Business Permit -DOLE PRPA -DTI/SEC registration -Philjob-Net Registration -Job Vacancy with qualification <p>For Overseas Recruitment Agency:</p> <ul style="list-style-type: none"> -letter of intent -POEA Accreditation -Approved Job Order -Business Permit -SEC Registration
2.	Checking of requirements	Cecilia C. Pascua Data Encoder	Social Action Center	15-20 minutes	-do-

3.	Encoding of Job Vacancies to the Database and posting of same to the bulletin board	Carmencita Mendoza Office Clerk	Social Action Center	15-20 minutes	Job Vacancy/ies
4.	Encoding of company's/ employer's information to the database	Cecilia C. Pascua Office Clerk	Social Action Center	2-5 minutes	Letter of intent/ Company Profile

TRIPARTITE INDUSTRIAL RELATION:

	Client Step	Office/Person Responsible	Loaction of Office	Processing Time	
1.	File complaint form duly signed by the aggrieved individuals or group	Santiago J. Panaligan	Social Action Center	1-1 ½ hr.	Complaint/ Request Form
2.	LRPESO shall validate, investigate the veracity of the complaint filed at plant level and issue summons/notice of hearing	Santiago J. Panaligan	Social Action Center	1-1 ½ hr.	Position paper(s) to be submitted during hearing
3.	Schedule of hearing both complainant and respondents for mediation	Santiago J. Panaligan	Social Action Center	1-1 ½ hr.	Conciliation mediation proceedings
4.	LRPESO shall conduct the first, second and/ or third hearing until the parties reach an agreement/ resolve their dispute	Santiago J. Panaligan	Social Action Center		
5.	LRPESO shall prepare declaration of amicable settlement of the contending party/ies	Santiago J. Panaligan	Social Action Center	25-30 mins.	Quit Claim & Release Agreement
6.	Endorse all unsettled cases to DOLE-NLRC/ DOLE-NCMB for proper forum	Santiago J. Panaligan	Social Action Center	10-15 mins.	Endorsement

MARIKINA SPORTS CENTER

Department Head: Angelito A. Llabres.MD

Contact numbers : Admin: 646-1635

Booking: 682-9573

Web: www.marikina.gov.ph

Marikina Sport Center



Sports Facilities

Procedure / Client Steps	Office / Person Responsible	Location of Office	Processing time
1.Proceed to booking office to check availability of the venue	Booking officer	Window 1 Ground floor sports bldg.	15-30 sec.
2.Order of payment will be issued to the client	Booking officer	Window 1 Ground floor sports bldg.	15-30 sec.
3.Proceed to MSP cashier to pay entrance fee ticket and rental of venue	MSP cashier	Window 2 Ground floor sports bldg.	15-30 sec.
4.Present the official receipt to the booking officer	Booking officer	Window 1 Ground floor sports bldg.	15-30 sec.
5.Present the entrance ticket to the guard	MSP guard on duty	MSP entrance gate	15 sec.
6.Proceed to the play venue	Regulation Officer		
End of transaction			2-5 mins

Entrance fee/Swimming fee/locker

Procedure / Client Steps	Office / Person Responsible	Location of Office	Processing time
1.Proceed to MSP cashier to pay swimming fee/ entrance fee/ locker	MSP cashier	Window 2 Ground floor sports bldg.	15-30 sec.
2.Present proof of payment to the booking officer	Booking Officer/ Guard on Duty	Window 1 Ground floor sports bldg.	15-30 sec.
End of transaction			1 min.

Reservation for Exclusive Use

Procedure / Client Steps	Office / Person Responsible	Location of Office	Processing time
1.Check first the availability of the venue	Booking officer	Window 1 Ground floor sports bldg.	1-2 mins.
2. Discussion of details/ Requirements of Booking/ Total Rental Fee/ Assessment will be computed	Booking officer	Window 1 Ground floor sports bldg.	3-5 mins.

3. Booking officer will prepare the contract of lease to be signed by the client and will be forwarded to the administrator's office. Payment options: a. Full payment b. 20% down payment	Booking officer	Window 1 Ground floor sports bldg.	3-5 mins.
4. Final approved and signing of contract of lease	Administrator	Admin office	1-2 mins.
5. order of payment will be issued to the client	Booking Officer	Window 2 Ground floor sports bldg.	1-2 mins.
6. Proceed to MSP cashier to pay contracted amount	MSP officer	Window 1 Ground floor sports bldg.	1-2 mins.
7. Proceed to Booking to present proof of payment to be recorded by Booking Officer	Booking Officer	Window 2 G/F Sports Bldg.	1-2 mins.
End of transaction			15-20 mins.

Note: Full payment should be made at least 3 days before the actual event date

Stall rentals / commercial stalls / Advertising and promo materials

1. Letter of intent to be done by client addressed to the Hon. Mayor and through the office of the MSC Administrator.
2. Upon approval of the letter, client checks with MSP Booking officer in charge of availability of spaces.
3. Discuss lease contract details and preparation of 5-year-lease contract (for commercial rentals/ stalls).
4. Upon signature of both clients and MSC, client pays Goodwill Money of Php. 100,000 for the West Grandstand Commercial Spaces at West Grandstand and Php. 1,000/sq. meter at East Grandstand.
5. Rights to commercial stall will be awarded the client, and after 30 days after onstruction, monthly billing will start. First payment will include 1 month advance and 2 months initial deposit.
6. Payment of lease will be transacted at MSP Cashier at Ground Floor, Sports Building and Monthly billing statement will be sent to client by MSP.

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

CITY MARKET OFFICE

3rd Floor Drygoods Building of Marikina Public Market, Sta. Elena, Marikina City
DEPARTMENT HEAD: RAMONITO D. VILIRAN MD., MPH, Market Administrator
Tel. No.: 646-1996



SERVICES OFFERED:

Market ID, Mobile Vendor Registration, Market Clearance /Certification, Vacant Stall Application Transfer of Rights, Application for stall repair / renovation permit and Consumer Complaints Assistance

MARKET ID

CLIENT STEP	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	PROCESSING TIME
Fill out application form for Market ID	Market Vendor and Helper	Market office	3 minutes
Submission of requirements	Market Office Staff	Market office	2 minutes
Verify Office Records	Market Office Staff	Market office	5 minutes
Release of Market ID	Market Office Staff	Market office	5 minutes

REQUIREMENTS:

- Filled out application form
- Up to date Cedula,
- O.R. payment of Market ID from Treasury Office
- O.R. payment of latest Bus. License Permit

MARKET CLEARANCE / CERTIFICATION

CLIENT STEP	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	
Fill out Request Form	Market Vendor/ Stallholder	Market Office	3 minutes
Present O.R. payment from City Treasury Office for Market Clearance/ Certification	Market Office Staff	Market Office	2 minutes
Verify Office records	Market Office Staff	Market Office	5 minutes
Release of market clearance/ certification	Market Office Staff	Market Office	5 minutes

REQUIREMENTS:

- Filled out request form
- O.R. payment of Market Clearance/ Certification from Treasury Office

MOBILE VENDOR REGISTRATION

CLIENT STEP	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	PROCESSING TIME
Fill out application form for Mobile vendor registration	Mobile Vendor applicant	Market Office	5 minutes
Submission of requirements	Market Office Staff	Market Office	5 minutes
Verify office records	Market Office Staff	Market Office	5 minutes
Release of mobile vendor ID and registration permit	Market Office Staff	Market Office	5 minutes

REQUIREMENTS:

- Filled out application form
- Up to date Cedula
- O.R. payment of Mobile Registration and ID from Treasury Office
- Barangay Clearance
- Police Clearance
- Xerox copy of voter's ID of affidavit

MARKET VACANT STALL APPLICATION

CLIENT STEP	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	PROCESSING TIME
Fill out application form for Vacant Stall Application	Stall Applicant	Market Office	5 minutes
Submission of requirements	Market Staff-Mary Grace Caguinquin	Market Office	5 minutes
Verify Office records and application process thru Stall Award Committee Members	Market Staff- Mary Grace Caguinquin thru Dr. Ramonito D. Viliran Market Administrator and Signatory of Stall Award Committee Members	Market Office Mayor's Office Vice Mayor's Office Council, Legal Treasury Office	1-2 days upon approval of Stall Award Committee Members
Inform and issue order of payment of goodwill money to newly awarded applicant to be paid at City Treasurers Office	Market Staff – Mary Grace Caguinquin Treasury Office Teller	Market Office Treasury Office	10 minutes
Sign contract of lease upon payment of goodwill money	Market Office Staff Mayor's Office	Market Office Mayor's Office	10 minutes

REQUIREMENTS:

- Filled out application form
- 1 pc. 2x2 pictures
- Up to date Cedula
- Barangay Clearance
- Police Clearance
- Xerox copy of voter's ID of affidavit

MARKET STALL TRANSFER OF RIGHTS

CLIENT STEP	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	PROCESSING TIME
Fill out application form for Transfer of rights	Current stallholder and new owner	Market Office	5 minutes
Submission of requirements	Market Office Staff - Mary Grace Caguinguin	Market Office	5 minutes
Verify Office records and application process thru Market Administrator for approval	Market Staff- Mary Grace Caguinguin and thru Dr. Ramonito D. Viliran Market Administrator	Market Office	20 minutes
For third party transfer of rights: issue order of payment of goodwill money to newly transfer stallholder to be paid at City Treasurer's Office	Market Office Staff Treasury Office Teller	Market Office Treasury Office	5 minutes
Sign contract of lease upon payment of goodwill money	Market Office Staff Mayor's Office	Market Office Mayor's Office	10 minutes

REQUIREMENTS:

For immediate family

- Filled out Stallholders data
- 1 pc. 2x2 pictures
- Up to date Cedula
- Copy of Deed of assignment
- Birth Cert / Marriage Contact

For third party transfer of rights

- Filled out Stallholders data
- 1 pc. 2x2 pictures
- Up to date Cedula
- Copy of Deed of assignment

CONSUMER COMPLAINT ASSISTANCE

CLIENT STEP	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	PROCESSING TIME
Fill out complaint form	Consumer and Market goers	Market Office	2 minutes
Call attention of consumer Welfare Desk Officer for assistance	Market Office Staff	Market Office	3 minutes
Investigate and analyzing the complaint process	Market Enforcer	Market Office	20 minutes
Filing and recording of action taken for case settlement and / or agreement	Market Enforcer	Market Office	5 minutes

APPLICATION FOR STALL RENOVATION / REPAIR PERMIT & OVERTIME

PERMIT

CLIENT STEP	OFFICE / PERSON RESPONSIBLE	LOCATION OF OFFICE	
Fill out request permit form	Market vendors / stallholder	Market Office	2 minutes
Submit request permit for approval	Market Office Staff	Market Office	3 minutes
Filing and recording of approved permit	Market Office Staff	Market Office	2 minutes

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

HEALTH AND ENVIRONMENTAL MANAGEMENT



MARIKINA CITY HEALTH OFFICE MEDICAL CLINIC

G/F City Health Office, Marikina Healthy City Center, Shoe Ave. Sto Niño, Marikina City

Department Head: Dr. ALBERTO P. HERRERA

Officer-In-Charge: DR. EVELYN CRISOSTOMO

Tel. Nos.: 997-6547 / 942-2497



SERVICES OFFERED:

A. Releasing of Health Certificate

	Procedures/ Client Steps	Office/Person Responsible	Location of Office	
1	Present the Return Slip/Releasing Slip from Clinical Laboratory to the Midwife/Nurse-on-duty	Midwife/Nurse	Medical Clinic Ground floor	30 sec.
2	Wait for your name to be called for the release of the health certificate	Midwife/Nurse	Medical Clinic Ground floor	1-2 mins.

Requirements:

1. Return Slip/Releasing Slip.
2. Authorization letter if the health certificate will be picked-up by a representative other than the one who applied for the health certificate.

B. Prescription of maintenance drugs of Senior Citizen/Regulated Drugs

	Procedures/ Client Steps	Office/Person Responsible	Location of Office	Processing Time
1	Present prescription to the Midwife/Nurse-on-duty	Midwife/Nurse	Medical Clinic Ground floor	30 sec.
2	Wait for your name to be called for the release of the new prescription.	Midwife/ Nurse	Medical Clinic Ground floor	1-3 mins.

Requirements:

Senior Citizen's I.D./Booklet

Previous prescription of maintenance drug /regulated drug

C. Medical Consultation: Employees

	Procedures/ Client Steps	Office/Person Responsible	Location of Office	
1	Present City Government Employee's I.D. for retrieval of record for returning patient. For new patient, present I.D. and fill out information form. Wait for your name to be called	Midwife/Nurse	Medical Clinic Ground floor	2-3 mins.
2	When called, go to the doctor's room for consultation/ check-up	Doctor on duty	Medical Clinic Ground floor	5-10 mins.
3	After consultation, go to midwife/nurse-on-duty for the medicine/ prescription/further instructions	Midwife/Nurse	Medical Clinic Ground floor	1-2 mins.

Requirements:

Marikina City Government Employees' I.D.

D. Medical Consultation: Community

	Procedures/ Client Steps	Office/Person Responsible	Location of Office	Processing Time
1	Present Referral Form from health center	Midwife/ Nurse	Medical Clinic Ground floor	1 min.
2	Vital signs taken by Midwife/Nurse-on-duty. Wait for your name to be called for consultation.	Midwife/ Nurse	Medical Clinic Ground floor	2-5 mins.
3	Consultation with doctor on duty	Doctor	Medical Clinic Ground floor	5-10 mins.
4	After consultation, go to midwife/nurse-on-duty for medicine/prescription/further instructions	Midwife/ Nurse	Medical Clinic Ground floor	1-2 mins.

Requirements:

Referral Form from health center

If no referral form, any valid I.D. indicating address/residence

E. Signing of Death Certificate

	Procedures/ Client Steps	Office/Person Responsible	Location of Office	Processing Time
1	Present Barangay Certification that the deceased died at home along with medical record of the deceased	Midwife/ Nurse	Medical Clinic Ground floor	1 min.
2	Doctor signs death certificate	Doctor-on-duty	Medical Clinic Ground floor	1 min.

Requirements:

Barangay Certification the deceased died at home

Medical Record of the deceased

F. Review of Death Certificate issuance of Burial/Transfer Request

	Procedures/ Client Steps	Office/Person Responsible	Location of Office	Processing Time
1	Present death certificate for review and doctor's signature	Midwife/ Nurse	Medical Clinic Ground floor	1 min.

Requirements:

Death certificate

G. Medical Certificate

	Procedures/ Client Steps	Office/Person Responsible	Location of Office	Processing Time
1	Present requirements to the midwife / nurse on duty	Midwife/ Nurse	Medical Clinic Ground floor	1 min.
2	Vital signs taken by midwife / nurse on-duty. Wait for name to be called for consultation.	Midwife / Nurse	Medical Clinic Ground floor	2-3 mins.
3	When called, go to the doctor's room for check-up	Doctor-on-duty	Medical Clinic Ground floor	3-5 mins.
4	After consultation, go to midwife / nurse on-duty for further instructions	Midwife / Nurse	Medical Clinic Ground floor	2-3 mins.

Requirements:

1. Chest X-Ray
2. Urinalysis (within 7 days)
3. Drug test
4. CBC
5. Neuro-psychological test

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

MARIKINA CITY HEALTH OFFICE SOCIAL HYGIENE CLINIC

G/F City Health Office, Marikina Healthy City Center, Shoe Ave. Sto Niño, Marikina City

Department Head: Dr. ALBERTO P. HERRERA

Officer-In-Charge: DR. HONNIELYN C. FERNANDO

Tel. Nos.: 997-6547 / 942-2497

SERVICES OFFERED:

A. Releasing of Health Certificate

	Procedures/ Client Steps	Office/Person Responsible	Location of Office	
1	Registration of clients	Social Hygiene Staff	Ground floor	1 min.
2	Pre-counseling	Social Hygiene Staff	Ground floor	30 mins.
3	Pay at Window No. 9 for any procedure that will be provided	Social Hygiene Staff	Ground floor	1 min. / client
4	Procedure requested (Smear, RPR, HBsAG, HIV)	Social Hygiene Staff	Ground floor	
5	Results will be released the following day	Social Hygiene Staff	Ground floor	30 mins.
6	Post-counseling / Management	Social Hygiene Staff	Ground floor	30 mins.

Requirements: As requested

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

MARIKINA CITY HEALTH OFFICE LABORATORY

G/F City Health Office, Marikina Healthy City Center, Shoe Ave. Sto Niño, Marikina City
 Department Head: Dr. ALBERTO P. HERRERA
 Coordinator/Section Head: FE OLAYVAR, RMT
 Tel. Nos.: 942-0831

SERVICES OFFERED:

ISSUANCE OF HEALTH CERTIFICATE

	Procedures / Client Steps	Office/Person Responsible	Location of Office	Processing Time
1	Approach the Security Guard-on-Duty for instructions.	Security Guard-on-duty	Ground floor	1 min.
2	Write your full name on the piece of paper that the guard will give you. Present this paper with your specimen at the Laboratory.	Laboratory Aide	Window 6 Ground floor	1-2 mins.
3	Go to Window 9 for payment of Health Certificate Fee	Cashier	Window 9	1 min.
4	Present Official Receipt and other requirements at Window 8 to get Health Card.	Sanitation Officer-on-duty	Window 8	1 min.
5	Submit filled-up Health Card and other requirements to Window 4.	Laboratory Aide	Window 4	30 sec.
6	Health Card for an Applicant of a Non-Food Establishment will be released the following day starting 2 pm at the Medical Clinic after submission of requirements. If submitted on a Friday, release of Health Card will be on a Monday.	Nurse/Midwife on duty	Medical Clinic	15 mins.
7	An applicant of a Food Establishment must attend a Food Handlers' Seminar the next day after submission of requirements at exactly 1:00pm-3:00pm.	Sanitation Officer-on-duty	Training Room 1, 5th floor	2 hrs.
8	Health Card for an applicant of a Food Establishment will be released after undergoing a Food Handler's Seminar during the same day at the Medical Clinic	Nurse/Midwife on duty	Medical Clinic	15 mins.

Requirements:

1. Urine and stool specimen.
2. 1 x 1 colored photo, 1 piece
3. Health Certificate Fee: Php150.00
4. X-ray result taken not more than 6 six months ago or X-ray fee: Php150.00
5. Food Handlers' Certificate for applicant of a Food Establishment (Renewal after 3 years of validity)

B. DRUG TEST

	Procedures / Client Steps	Office/Person Responsible	Location of Office	Processing Time
1	Get Order of Payment for Drug Testing fee from Laboratory Staff.	Laboratory Staff	Window 5	1 min.
2	Present Order of Payment to Cashier and pay Php200.00	Cashier	Window 9	3 mins.
3	Present Official Receipt (O.R.) and valid I.D. to Medical Technologist.	Medical Technologist	Window 5	1 min.
4	Fill-up forms and labels for the specimen bottle	Laboratory Specimen Collector	Drug testing Room	2-5 mins.
5	Collection of urine specimen	Laboratory Specimen Collector	Drug testing Room	2-5 mins.
6	Have his biometrics taken by Medical Technologist	Medical Technologist	Drug testing Room	5-10 mins.
7	Return the following to get Drug Test Result	Laboratory Clerk	Window 4	3-5 mins.

Requirements:

1. Valid I.D. with photo.
2. Drug test fee: Php200.00.

C. BLOOD CHEMISTRY AND OTHER BLOOD TEST

	Procedures / Client Steps	Office/Person Responsible	Location of Office	Processing Time
1	Present doctor's request for issuance of order of payment	Laboratory staff	Window 4	2 mins.
2	Present Order of Payment to Cashier and pay required amount	Cashier	Window 9	1 min.
3	Present Official Receipt at Window 4 for blood extraction	Medical Technologist	Window 4	30 sec.
4	Undergo blood extraction.	Medical Technologist	Laboratory Extraction Room	2-5 mins.
5	Get blood examination result at 4:00 p.m. of the same day	Laboratory staff	Window 4	30 sec.

Requirements:

1. Doctor's request.
2. Fee: as per procedure
3. Senior Citizen's I. D. for discount.

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

DENTAL CLINIC

G/F City Health Office, Marikina Healthy City Center, Shoe Ave. Sto Niño, Marikina City

Department Head: Dr. ALBERTO P. HERRERA

Coordinator/Section Head: Dr. ESPERANZA G. BELTRAN – Dentist IV

Tel. No.: 997-6547

SERVICES OFFERED:

DENTAL PROCEDURES:

1. Tooth extraction
2. Tooth Filling
3. Oral Prophylaxis/Scaling
4. Dental X-ray
5. Flouride Application
6. Sealant
7. Dentures (for Senior Citizens Only)

	Procedures / Client Steps	Office/Person Responsible	Location of Office	Processing Time
1	Get number from Security Guard stationed at the ground floor entrance of Marikina City Health Office.	Security Guard on duty	Entrance, Ground floor	1 min.
2	Register and fill-up Patient Information Form.	Dental Aide	Dental Clinic, Ground floor	3-5 mins
3	Clinic Dentist examines/evaluates client for dental treatment. Then order of payment given to client for payment at Cashier.	Dentist	Dental Clinic, Ground floor	10 min.
4	Clients present order of payment to Cashier who in turns issue Official Receipt (O.R.) for dental treatment.	Cashier	Window 9, Ground floor	2 mins.
5	Client presents O.R. to the Dental Clinic for the procedure to be done. Patient is given instruction on oral care after the procedure.	Dentist	Dental Clinic, Ground floor	10-15 mins

Requirements:

1. Senior Citizen's I.D.
 - for FREE Dental Services on Wednesdays (8am-5pm)
 - for dentures at Php 500.00 only
2. THQ Referral for Adolescent Clients: Tuesdays (8am-5pm) - FREE
3. Employee's I.D. to avail 20% discount on all dental treatments Every Monday (1-5pm) and Friday (1-5pm)
4. Community Clients: every Thursdays (8am-5pm) & Fridays (8am-12nn)

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

MARIKINA CITY HEALTH OFFICE RADIOLOGY SECTION

G/F City Health Office, Marikina Healthy City Center, Shoe Ave. Sto Niño, Marikina City

Department Head: Dr. ALBERTO P. HERRERA

Officer-In-Charge: Dr. DANNY CRUZ / ARIEL ALMEDA, R.R.T.

Tel Nos.: 997-6547

SERVICES OFFERED:

Radiologic Procedures/X-Ray:

- | | |
|----------|---------------------------------------|
| a. Head | d. Abdomen |
| b. Neck | e. Spine |
| c. Chest | f. Other parts of the Skeletal System |

	Procedures/ Client Steps	Office/Person Responsible	Location of Office	
1	Present x-ray request for evaluation and payment order	Information Clerk	X-ray room Ground floor	2 mins.
2	Pay the required amount	Cashier	Window 9 Ground floor	1 min.
3	Present Official Receipt together with any I.D. for recording	Information Clerk	X-ray room Ground floor	2 mins.
4	X-ray procedure is done. Patient is asked to wait while x-ray Technologist checks if X-ray is okay	X-ray Technician	X-ray room Ground floor	2-5 mins.
5	X-ray result is released the next day	Information Clerk	X-ray room Ground floor	1 min.

Requirements:

Doctor's request.

Any official identification card.

Senior Citizen's Card for discount

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

MARIKINA CITY HEALTH OFFICE SMOKING CESSATION CLINIC

3/F City Health Office, Marikina Healthy City Center, Shoe Ave. Sto Niño, Marikina City

Department Head: Dr. ALBERTO P. HERRERA

Officer-In-Charge: Dr. JOSELITO P. MARIANO / Ms. ROCHEL VENZON / Ms. DIANNE GONZALES

Tel. Nos.: 948-0979 / 942-2359

	Procedures/ Client Steps	Office/Person Responsible	Location of Office	
1	Registration of client	Smoking Cessation Staff	3rd floor	1 min.
2	Counseling	Smoking Cessation Staff	3rd floor	30 mins.
3	Schedule of Follow-ups	Smoking Cessation Staff	3rd floor	1 min. / client

Schedule of Clinic:

Every Thursday

1:00 – 5:00 PM

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

MARIKINA HEALTHY CITY CENTER BOTIKA NG BARANGAY

3/F City Health Office, Marikina Healthy City Center, Shoe Ave. Sto Niño, Marikina City

Department Head: Dr. ALBERTO P. HERRERA

Coordinator: Dr. MANUEL LOVERIA M.D.

BnB Staff HILDA R. RICAFRANCA - Pharmacist

Tel. No.: 997-6547

SERVICES OFFERED:

Retailer of Essential Drugs (Prescription Drugs / Over-the-Counter Drugs)

	Procedures / Client Steps	Office/Person Responsible	Location of Office	
1	For patient with doctor's prescription: Present prescription at the Botika ng Barangay (BnB) window to be served.	Staff- on- duty	Botika ng Barangay, Ground floor	1-2mins.
2	For Over-the-Counter patient: Go to BnB window to be served.	Staff- on- duty	Botika ng Barangay, Ground floor	1-2 mins.
3	For Senior Citizens: Present Senior Citizen's I.D. at the BnB window along with Doctor's prescription	Staff- on- duty	Botika ng Barangay, Ground floor	3-5 mins.

Requirements:

Doctor's prescription.

Senior Citizen's I.D.

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

MARIKINA HEALTHY CITY CENTER ELECTROCARDIOGRAM (ECG)

3/F City Health Office, Marikina Healthy City Center, Shoe Ave. Sto Niño, Marikina City
Department Head: Dr. ALBERTO P. HERRERA
Officer-In-Charge: MARIA MELINA I. BERNARDO, RN.

SERVICES OFFERED:

	Procedures / Client Steps	Office/Person Responsible	Location of Office	Processing Time
1	Present doctor's request for evaluation, schedule, and payment order. Procedure is explained to the patient and is given instruction on how to prepare / get the result. * Senior Citizen / City Government Employees is given 20% discount.	ECG Personnel	3rd floor	10 mins
2	ECG can be done on Monday to Friday by appointment so as not to contradict on ultrasound schedule.	ECG Personnel	3rd floor	1-2 mins.
3	On the scheduled time/date, patient registers before paying and given pre-procedural instructions.	ECG Personnel	3rd floor	1 min.
4	After registration, patient proceed to cashier for payment.	ECG Personnel	3rd floor	5 mins
5	Patient brings official receipt to ECG Room for procedure	ECG Personnel	3rd floor	5 mins
6	ECG preparation / examination.	ECG Personnel	3rd floor	5 mins
7	Releasing of ECG result	ECG Personnel	3rd floor	Result is released the following day, except Saturdays / Sundays and Holidays

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

MARIKINA CITY HEALTH OFFICE ANIMAL BITE TREATMENT (ABTC)

3/F City Health Office, Marikina Healthy City Center, Shoe Ave. Sto Niño, Marikina City

Department Head: Dr. ALBERTO P. HERRERA

Coordinator: Dr. HONNIELYN C. FERNANDO

Clinic Staff: DOLORES DEL VALLE, RM

Tel. No.: 948-0979

SERVICES OFFERED: Anti-Rabies Injection

	Procedures / Client Steps	Office/Person Responsible	Location of Office	Processing Time
1	Get number from clinic staff and wait for your call.	ABTC Staff	3rd floor, ABTC	30 sec.
2	Present referral/endorsement for evaluation of treatment. Payment order slip to be done by the clinic staff.	ABTC Staff	3rd floor, ABTC	1-2 mins.
3	Pay as per payment order to the Cashier.	Cashier	Window 9 Ground Floor	1-2 mins.
4	Present the official receipt (O.R.) to ABTC Clinic Staff for treatment/injection and other instructions.	ABTC Staff	3rd floor, ABTC	1-2 mins.

Requirements:

Referral from health center

Endorsement for treatment

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

MARIKINA CITY HEALTH OFFICE SENIOR CITIZEN'S CLINIC & WELLNESS CENTER

3/F City Health Office, Marikina Healthy City Center, Shoe Ave. Sto Niño, Marikina City

Department Head: Dr. ALBERTO P. HERRERA

Officer-In-Charge: TERESITA LAUREL

Tel. No.: 646-2367

SERVICES OFFERED:

A. Medical consultation for Senior Citizens

	Procedures/ Client Steps	Office/Person Responsible	Location of Office	Processing Time
1	For regular patients, request for record. For new clients, register and fill-out form.	Senior Citizen Clinic Staff	3rd floor Wellness Center	1-2 mins.
2	Bring record to midwife on duty to have vital signs taken	Senior Citizen Clinic Staff	3rd floor SCC	1-2 mins.
3	After vital signs are taken, proceed to Doctor for consultation	Doctor-on- duty	3rd floor SCC	5-10 mins.
4	After consultation, go back to midwife on duty for medication/further instructions/referrals if needed	Senior Citizen Clinic Staff	3rd floor SCC	1-2 mins.

Requirements:

Senior Citizen's I.D.

Referral, if any.

B. Free use of Biorex Thermal Therapy Bed

	Procedures/ Client Steps	Office/Person Responsible	Location of Office	Processing Time
1	Request and register for use of Biorex Thermal Therapy Bed.	Senior Citizen Clinic Staff	3rd floor Wellness Center	1 min.
2	Preparation of bed and instruction on how to use.	Senior Citizen Clinic Staff	3rd floor Wellness Center	2-3 mins.
3	Actual Therapy session	Senior Citizen Clinic Staff	3rd floor Wellness Center	30-45 mins.

Requirements:

Senior Citizen's I.D.

Bring bed sheets for own use.

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

MARIKINA CITY HEALTH OFFICE ULTRASOUND SECTION

3/F City Health Office, Marikina Healthy City Center, Shoe Ave. Sto Niño, Marikina City

Department Head: Dr. ALBERTO P. HERRERA

Officer-In-Charge: Maria Melina I. Bernardo

Tel. No.: 997-1021

SERVICES OFFERED:

ULTRASOUND PROCEDURE

	Procedures/ Client Steps	Office/Person Responsible	Location of Office	Processing Time
1	Present Doctor's request for evaluation, schedule and payment order. Procedure is explained to the patient and is given instruction on how to prepare for the requested procedure. Price varies according to procedure. Senior Citizen is given 20% discount.	Ultrasound Personnel	Ultrasound room 3rd floor	2-5 mins
2	On the scheduled date, patient registers before paying and given pre-procedural instructions.	Ultrasound Personnel	Ultrasound room 3rd floor	5 mins
3	After registration, patient proceeds to Cashier for payment.	Cashier	Ground floor	1 min.
4	Patient brings Official Receipt to Ultrasound room for procedure. <i>Note: Same Procedure for ECG</i>	Ultrasound Personnel	Ultrasound room 3rd floor	20-25 mins depending on what procedure is being done
5	Ultrasound result is released 5-10 minutes after the procedure.	Ultrasound Personnel	Ultrasound room 3rd floor	5-10 mins.

Requirements:

Doctor's request.

Senior Citizen's I.D. for discount/ City Government I.D for discount

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

MARIKINA CITY HEALTH OFFICE BREAST HEALTH CARE CLINIC

3/F City Health Office, Marikina Healthy City Center, Shoe Ave. Sto Niño, Marikina City

Department Head: Dr. ALBERTO P. HERRERA

Officer-In-Charge: Dr. MANUEL T. LOVERIA

SERVICES OFFERED:

Dental Services (every Tuesday, 8:00-12:00 a.m., 1:00-4:00 p.m.)

	Procedures/ Client Steps	Office/Person Responsible	Location of Office	Processing Time
1	Present yourself to the breast health care clinic	Staff	3rd floor	2-3 mins
2	Secure and fill-up personal information sheet (Form 1)	Staff	3rd floor	5 mins
3	Submit yourself to the breast health doctor / staff for consultation / breast examination	Staff	3d floor	5 mins.
4	Wait for result and further instructions / consultation	Staff	3rd floor	5 mins.

Requirements:

1. Request / referral filled-up form

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

MARIKINA CITY HEALTH OFFICE TEENS HEALTHQUARTERS

3/F City Health Office, Marikina Healthy City Center, Shoe Ave. Sto Niño, Marikina City

Department Head: Dr. ALBERTO P. HERRERA

Officer-In-Charge: DR. ENRIQUE LUIS MA. ALBERTO

Tel. No.: 948-8925

SERVICES OFFERED:

Dental Services (every Tuesday, 8:00-12:00 a.m., 1:00-4:00 p.m.)

	Procedures/ Client Steps	Office/Person Responsible	Location of Office	Processing Time
1	Request for schedule of needed dental service.	Dental Staff	Dental Clinic Ground floor	2-3 mins
2	Go to THQ to register and fill-out medical form.	THQ staff	3rd floor	5 mins
3	Submit filled-out form and get number.	THQ staff	3d floor	5 mins.
4	Go back to Dental clinic for dental procedure.	Dental staff	Dental Clinic Ground floor	5 mins.
5	After the procedure, go back to THQ for instructions. Bring card number	THQ staff	3d floor	5 mins.

Requirements:

Identification Card (School I.D.)

Only 13-24 years old are given free services.

Youth under 17 years old needs guardian's consent for tooth extraction.

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

MARIKINA CITY HEALTH OFFICE CENTER FOR SPECIAL CHILDREN

3/F City Health Office, Marikina Healthy City Center, Shoe Ave. Sto Niño, Marikina City

Department Head: Dr. ALBERTO P. HERRERA

Officer-In-Charge: Dr. MANUEL LOVERIA M.D.

Tel. No.: 948-8925

SERVICES OFFERED:

Retailer of Essential Drugs (Prescription Drugs / Over-The-Counter Drugs)

	Procedures/ Client Steps	Office/Person Responsible	Location of Office	Processing Time
1	Present voter's ID (exclusive for Marikina residents only) and the Physical Therapy Program prescribed by the rehabilitation medicine doctor / physiatrist to any of the physical therapy staff.	Staff of Center for Special Children	3rd floor, Center for Special Children	1-2 mins.
2	Once approved, a schedule of treatment will be provided. Adult patients: 8:00 am – 12:00 nn Pediatric patients: 1:00 pm – 5:00 pm	Staff of Center for Special Children	3rd floor, Center for Special Children	1-2 mins.
3	Physical therapy session	Staff of Center for Special Children	3rd floor, Center for Special Children	Per treatment

Requirements:

1. Rehabilitation Medicine / Physiatrist's Prescribed Modalities
2. Voter's I.D.

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

MARIKINA CITY HEALTH OFFICE NUTRITION SECTION

5/F City Health Office, Marikina Healthy City Center, Shoe Ave. Sto Niño, Marikina City

Department Head: Dr. ALBERTO P. HERRERA

Officer-In-Charge: MA. CECILIA L. MANGA

Tel. No.: 997-4130

SERVICES OFFERED:

A. Conduct of Cooking Demonstration at Community Nutrition Center

	Procedures/ Client Steps	Office/Person Responsible	Location of Office	Processing Time
1	Letter of Request from the organizations/ institutions for approval of the City Health Officer	City Health Officer	6th Floor	1 day
2	The approved letter of request forwarded to Nutrition Section for review/ coordination	Admin Office/ Nutrition Section	6th Floor/ 5th Floor	10-15 mins.
3	Conduct of cooking demo	Community Nutrition Center	5th Floor	1-2 hours (or as per recipe)

Requirements:

1. Approved letter of request
2. List of items needed
3. List of proposed participants

B. Diet Counseling

	Procedures/ Client Steps	Office/Person Responsible	Location of Office	Processing Time
1	Consultation at the Medical Clinic/ Senior Citizen's Clinic/ Specialty Clinics of Marikina City Health Office	Medical Clinic Senior Citizen's Clinic Specialty Clinic	Ground floor 3rd floor 3rd floor	5-10 mins.
2	Present Referral Slip for Diet Counseling	Nutritionist-on-duty	Nutrition Section 5th floor	5-10 mins.
3	Conduct Diet Counseling	Nutritionist	5th floor	20-30 mins.

Requirements:

1. Referral form from the physician
2. Treatment record indicating the Vital Signs of the patient
3. Laboratory results (optional)

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

MARIKINA POPULATION PROGRAM MANAGEMENT OFFICE

5/F City Health Office, Marikina Healthy City Center, Shoe Ave. Sto Niño, Marikina City
 Department Head: Dr. ALBERTO P. HERRERA
 Officer-In-Charge: Ms. NENITA E. DOLES, RM
 Tel. No.: 995-6547

SERVICES OFFERED:

A. Issuance of Pre-Marriage Counseling Certificate as a Pre-requisite for securing Marriage License as provided for by Article 16 of the Family Code

	Procedures/ Client Steps	Office/Person Responsible	Location of Office	Processing Time
1	Couple Applicant should pay Php 150.00 for the seminar fee	Cashier	Ground floor	1 min.
2	Present the payment receipt to the staff and fill-out the Inventory form. The schedule date of the seminar will be given	POPCOM staff/ Volunteers	5th floor	10-20 mins.
3	Attend the scheduled seminar. (Note: Schedule is on Monday or Tuesday, 8:00 a.m. to 5:00 p.m.)	POPCOM staff/ Volunteers	5th floor	8:00 AM- 5:00 PM (8 hrs.)
4	Pre-Marriage Counseling Certificate is handed-out right after the seminar.	POPCOM Staff/ volunteers	5th floor	After Seminar

Requirements:

1. Endorsement from Local Civil Registry (LCR)
2. Official Receipt of seminar fee

B. Provision of Natural Family Planning and Contraceptive Supplies

Description: **Provision of Natural Family Planning (STM, SDM or Cycle Beads, BBT, CMM) and Contraceptive Supplies (Pills, Condom, Injectable, IUD).**

	Procedures/ Client Steps	Office/Person Responsible	Location of Office	Processing Time
1	Client visit the POPCOM office during office hours for registration and pre-qualifying interview	POPCOM staff/ Volunteers	5th floor	5-7 mins.
2	Qualified client is given basic medical examination with base line vital signs	POPCOM staff/ Volunteers	5th floor	2 mins.
3	Qualified client then fill-out and sign the Family Planning Form 1 Service Record and Dispensed to User Record	POPCOM staff/ Volunteers	5th floor	5-7 mins.
4	Administration of the chosen family planning method and given instructions for follow-up or check-up	POPCOM staff	5th floor	2 mins.

Requirements:

1. For DMPA Method: New Acceptors must be on their monthly period at the time of consultation. For continuing DMPA patients, they must bring their return card
2. Note: Injectibles are not given to patients with empty stomach

C. IUD Insertion

Description: IUD insertion

	Procedures/ Client Steps	Office/Person Responsible	Location of Office	Processing Time
1	Client should go to the POPCOM office during office hours for registration and pre-qualifying interview	POPCOM staff/ Volunteers	5th floor	5-7 mins.
2	Qualified client is given basic medical examination with base line vital signs	POPCOM staff/ Volunteers	5th floor	2 mins.
3	Qualified client then fill-out and sign the Family Planning Form 1 Service Record and Dispensed to User Record	POPCOM staff/ Volunteers	5th floor	5-7 mins.
4	IUD is inserted. Instruction is given on when to come back for follow-up or check-up	POPCOM staff	5th floor	5-7 mins.

Requirements:

1. Woman should consult the POPCOM office within 5 days of their menstruation
2. 1 month to 1 ½ month after giving birth or within 45 days
3. Should have had a light meal or snack

D. Provision of Pap Smear

Description: Provision of Pap Smear

	Procedures/ Client Steps	Office/Person Responsible	Location of Office	Processing Time
1	Client should go to the POPCOM office during office hours for registration and pre-qualifying interview	POPCOM staff/ Volunteers	5th floor	5-7 mins.
2	Payment of Php 175.00 fee	POPCOM staff/ Volunteers	5th floor	2 mins.
3	Pap Smear procedure is done	POPCOM staff (Midwife)	5th floor	5-7 mins.
4	Schedule for release of result is given to the client	POPCOM staff/ Volunteers	5th floor	2 mins.

Requirements:

Pap Smear procedure should be done on the 14th day of menstruation.
No sexual contact two days before the procedure.

E. Provision of Cervical Cancer Screening

Description: Provision of Cervical Cancer Screening thru Acetic Acid Wash Test

	Procedures/ Client Steps	Office/Person Responsible	Location of Office	Processing Time
1	Client should go to the POPCOM office during office hours for registration and pre-qualifying interview.	POPCOM staff/ Volunteers	5th floor	5-7 mins.
2	Payment of Php 50.00 fee.	Cashier	Ground floor	5 mins.
3	Acetic Acid Wash procedure is done.	POPCOM staff (Midwife)	5th floor	5-7 mins.
4	Schedule for release of result is given to the client.	POPCOM staff (Midwife)	5th floor	2 mins.

Requirements:

1. Payment receipt.
2. No spotting or menstruation during the actual screening.
3. No sexual contact 2 days before the procedure.

F. Pregnancy Test

Description: Pregnancy Test

	Procedures/ Client Steps	Office/Person Responsible	Location of Office	Processing Time
1	Client should go to the POPCOM office during office hours for registration	POPCOM staff/ Volunteers	5th floor	3 mins.
2	Payment of Php 100.00 fee.	Cashier	Ground floor	3 mins.
3	Pregnancy Test is done. Result is usually known within 5-8 mins.	POPCOM staff/ Volunteers	5th floor	5-8 mins.

Requirements:

1. Receipt of payment
2. No menstruation

G. Provision of Permanent Family Planning Methods

Description: Provision of Permanent Family Planning Methods through surgery (Bilateral Tubal Ligation & Non-Scalpel Vasectomy). Permanent Family Planning Method is done to clients who already have the desired number of children.

	Procedures/ Client Steps	Office/Person Responsible	Location of Office	Processing Time
1	Client should go to the POPCOM office during office hours for registration and pre-qualifying interview.	NGO Staff	5th floor	5-8 mins.

2	Qualified client is given basic medical examination with base line vital signs	NGO Staff	5th floor	2 mins.
3	Qualified Client fill-out Family Planning Form 1 and Service Record and waiver forms	NGO Staff	5th floor	5-8 mins.
4	BTL operation is done	OB-GYN o doctor	5th floor	20-30 mins.
5	Patient rests	POPCOM & NGO Staff	5th floor	2-3 hrs.
6	Patient is given instruction on how to care for the wound and given medication good for one week	POPCOM & NGO Staff	5th floor	4 mins.
7	Patient is given schedule for follow-up/check-up	POPCOM & NGO Staff	5th floor	2 mins.

Requirements:

For BTL clients:

Postpartum clients (within 5 days of delivery) or those who have their monthly period.

Proper orientation and feedbacks is discussed with the client.

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

MARIKINA CITY HEALTH OFFICE ENVIRONMENTAL HEALTH & SANITATION SECTION

6/F City Health Office, Marikina Healthy City Center, Shoe Ave. Sto Niño, Marikina City

Department Head: Dr. ALBERTO P. HERRERA

Officer-In-Charge: Mr. RONALD DALUSONG

Tel. No.: 942-2359

SERVICES OFFERED:

A. Issuance of Sanitary Permit

	Procedures/ Client Steps	Office/Person Responsible	Location of Office	Processing Time
1	Payment of Php300.00 Sanitary Permit fee	Cashier	Ground floor	1 min.
2	Present the receipt and application for Business License to the Sanitation Office for processing of application and inspection schedule. Inspection is usually done two days after filing.	Sanitation Office	6th floor	3 mins.
3	Sanitary Permit is released when all requirements are met.	Sanitation Office	6th floor	2 mins.

Requirements:

1. Application Form from BPLO
2. Official Receipt of Sanitary Permit payment.
3. Health certificate for owner and employees.
4. Pest control program.
5. Sanitary Order.
6. Other requirements specific to the kind of business.

B. Issuance of Burial, Cremation, Transfer Permit/Exhumation Permit

	Procedures/ Client Steps	Office/Person Responsible	Location of Office	Processing Time
1	Present Death Certificate for review	Sanitary Inspector/CHO Physician	Window 7, GF	3 mins.
2	Pay required fees	Cashier	Window 9, GF	1 min.
3	Present Official Receipt of payment for the release of needed permit.	Sanitary Inspector	Window 7, GF	2 mins.

Requirements:

Death Certificate

If "Cause of Death" is needed in the Death Certificate, "Medical Abstract" and other medical documents concerning the deceased should be presented.

Fees:	PUBLIC	PRIVATE
Burial	Php 400.00	Php 500.00
Cremation	-	Php 500.00
Exhumation	Php 300.00	Php 500.00
w/ special permit	Php 300.00	
Reburial	Php 300.00	Php 300.00

Transfer: Marikina to Local: Php 300.00

Marikina to Abroad : Php 700.00

C. Issuance of Health Certificate

	Procedures/ Client Steps	Office/Person Responsible	Location of Office	
1	Approach the Security Guard-On-Duty / Public Assistance Officer for instructions.	Security Guard-on-duty / Public Assistance Officer	Ground floor	1 min.
2	Write your full name on the piece of paper the guard / Public Assistance Officer will give you. Present this paper with your specimen (urine and stool) at Windows 6 of the Laboratory.	Laboratory Aide	Window 6 Ground floor	1-2 mins.
3	Go to Window 9 (Cashier) for payment of Health Certificate fee (Php150.00)	Cashier	Window 9	1 min.
4	Present Official Receipt and other requirements at Window 8 to get the Health Card.	Sanitation Officer-on-duty	Window 8	1 min.
5	Submit fully filled-up Health Card and other requirements at Window 4.	Laboratory Aide	Window 4	30 sec.
6	An applicant for Health Card for Non-Food Establishment will be released the following day at 2pm at the Medical Clinic after submission. If submitted on a Friday, release of Health Card will be on a Monday.	Nurse/Midwife on duty	Medical Clinic	1 min.
7	An applicant for Health Card for Food Establishment must attend Food Handler's Seminar the next day after submission of the requirements at exactly 1:00 pm – 3:00 pm.	Sanitation Officer-on-duty	Training Room 1, 5th Floor	2 hours
8	Health Card for Food Establishment will be released the same day at the Medical Clinic after attending the Food Handler's Seminar	Nurse / Midwife	Medical Clinic	15 mins.

Requirements:

1. Urine and stool specimen.
2. 1 x 1 colored photo, 1 piece
3. Health Certificate Fee: Php150.00
4. X-ray result taken not more than 6 six months ago or X-ray fee: Php150.00
5. Food Handlers' Certificate for applicant of a Food Establishment
(Renewal after 3 years of validity)

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

MARIKINA BLOOD STATION

3/F City Health Office, Marikina Healthy City Center, Shoe Ave. Sto Niño, Marikina City
Department Head: Dr. ALBERTO P. HERRERA
Coordinator/Section Head: GIRLIE DE GUZMAN, RMT
Tel. No.: 948-1031

SERVICES OFFERED: Issuance of Blood

	Procedures / Client Steps	Office/Person Responsible	Location of Office	
1	Present Blood Request from the hospital and Blood Donor's Card to get Claim Slip.	Staff of Blood Bank	6th floor, Marikina Blood Bank	3-5 mins.
2	Present the Claim Slip to Among Rodriguez Memorial Medical Center for release of requested blood.	ARMMC Blood Bank Staff	ARMMC Blood Bank	5 mins.

Requirements:

Donor's Card (2 Donor's Card for every one bag of blood)
Blood Request Form signed by the attending Physician
Container for the requested blood (styropor with ice)

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

MARIKINA CLEAN FOOD & WATER LABORATORY

Location of Office: Ground Floor, Marikina Public Market, Sta. Elena, Marikina City

Section Head/OIC: RONALD DALUSONG

Officer-in-Charge: ANALIZA A. CLARIN – Food Technologist

Tel. No.: 369-7248

SERVICES OFFERED:

A. MONTHLY MICROBIOLOGICAL ANALYSIS OF WATER REFILLING STATIONS & WATER HAULERS

	Procedure / Client Steps	Office / Person Responsible	Location of Office	Processing time
1	Laboratory Analyst/Staff visits water refilling stations & water haulers for water sample collection.	Laboratory Analyst/ Staff	Site of Store	2 min.
2	After water sample collection, an Acknowledgement Receipt for payment of water analysis fee is given to client.	Laboratory Analyst/ Staff.	Site of Store	1 min.
3	Present Acknowledgement Receipt for payment of Water Analysis fee at Cashier.	Cashier	Window 9 Marikina City Health Office or at the Treasury Office, Marikina City Hall	1 min.
4	Releasing of result starts on Wednesday (onwards) one week after water sample collection.	Laboratory Analyst/ Staff	Clean Food & Water Laboratory Office	8-10 days after submission of water sample

Requirement:

1. Official Receipt for Payment of Water Analysis Fee
2. Water Analysis Fee: Refilling stations-Php500.00

B. WATER MICROBIOLOGICAL ANALYSIS OF WALK-IN CLIENTS (RESIDENTIAL AND PRIVATE ESTABLISHMENTS)

	Procedure / Client Steps	Office / Person Responsible	Location of Office	Processing time
1	1.Request for water sample bottles and forms to be filled-up by client from Laboratory Staff. Then Acknowledgement Receipt will be issued to paying clients for payment of water analysis	Laboratory Analyst/ Staff	Clean Food & Water Laboratory Office	2 mins.

2	2. Present Acknowledgement Receipt for payment of Water Analysis fee at Cashier.	Cashier	Window 9 Marikina City Health Office or at the Treasury Office, Marikina City Hall	1 min.
3	Submit filled-up forms, water sample & Official Receipt (for paying clients only) to Laboratory Staff. Schedule of submission of water samples will be from Monday to Wednesday, 8:00 am-3:00 pm.	Laboratory Analyst/ Staff	Clean Food & Water Laboratory Office	1 min.
4	Releasing of result starts on Wednesday (onwards) one week after water sample collection.	Laboratory Analyst/ Staff	Clean Food & Water Laboratory Office	8-10 days after submission of water sample

Requirement:

1. Official Receipt for Payment of Water Analysis Fee
2. Water Analysis Fee: Private Establishments – Php 300.00
Marikina Residents – FREE

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

MARIKINA CITY RESCUE 161

G/F Justice Hall Bldg., Jacamar St., Sta. Elena, Marikina City

Tel. Nos.: 646-0429/646-0427, 646-2436-38

KRISTIN M. ROXAS/ OIC-MCDRRMO

RONALD C. MEJIA - Section Chief

SERVICES OFFERED :

The Marikina City RESCUE 161 is a line unit of “Oplan ligtas-bayan” under the umbrella of the Marikina City Disaster Risk Reduction and Management Office (MCDRRMO). Although designed to respond to disaster situation as per Ordinance No. 264 series of 1998 and No. 228 series of 1999, it shall also be more active and responsive on day situations where it will maintain a Central Communication and Command Center (4C’s) and respond to medical emergencies/search and rescue.

Procedure/Client Step	Office/Person responsible	Location of the Office	Processing time
1.Dial on your landline the three (3) digit no. 1-6-1 a. For PLDT users dial 1-6-1 or 646-2436 to 38 b. For Non-PLDT users dial 646-2436 to 38 c. For mobile users dial (02)646-2436 to 38	Team Leader Radio Operator	Justice Hall Bldg.	5 minute Quick Response Time
2. Give the details: a. Nature of call b. Location (complete address & nearest landmark) c. Tel. No. d. Name of Caller			

Requirements :

Callers must be a Marikina Resident

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

MARIKINA CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICE

2/F Marikina City Health Office, Marikina Healthy City Center,
Shoe Ave. Sto. Niño, Marikina City
KRISTIN M. ROXAS - Officer-In-Charge, MCDRRMO

SERVICES OFFERED :

The Marikina City Disaster Risk Reduction and Management Office is the agency that design, formulate and program disaster risk reduction and management plan for the City of Marikina. It shall also conduct trainings on Disaster Management, Basic Life Support and First Aid as mandated in section 23 of ordinance no. 32 series of 2011.

Procedure/Client Step	Office/Person responsible	Location of the Office	Processing time
1. Submit request letter for Training	Reception Desk	MCDRRMO, 2nd Fl. Marikina City Health Office	2 mins.

Requirements :

Request letter for training addressed to Ms. Kristin Roxas

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

CITY ENVIRONMENT AND MANAGEMENT OFFICE

Gil Fernando Ave. corner Aquilina St., Sto.Niño, Marikina City
Tel. Nos.: 948-1204/ 05
Department Head : Gloria C. Buenaventura



SERVICES OFFERED :

Procedure/Client Step	Office/Person responsible	Location of the Office	Processing time
APPLICATION FOR HAKOT KUYAGOT a) Request thru phone @ 948-1204 to 05 b) Client description of garbage to be collected c) Inspection of CEMO enforcer if necessary d) Recording for schedule e) Collection on Sunday f) Remarks/Status of collection by dispatching section	Admin Staff Admin Staff Ricky De Guzman Loida De la Cruz Bayani Cruz/ Danilo De Leon Loida De la Cruz	Gil Fernando Avenue, Agora Complex, Sto. Niño Marikina City	Request receive
APPLICATION FOR SPECIAL TRIPS a) Personal request at CEMO b) Inspection of CEMO enforcer c) Order of payment upon approval d) Payment at City Treasurer's Office Eng'g. or MSP e) Photocopy of order of payment & receipt for CEMO file f) Schedule of collection by the dispatching section g) Collection within a week h) Remarks/ Status of collection by the dispatching section	Socorro Josef/ Loda De la Cruz Ricky De Guzman Socorro Josef/ Loida De la Cruz Minerva Marcelo/ Admin Staff Admin Staff Bayani Cruz/ Danilo De Leon Socorro Josef	CEMO	1-2 days

<p>CONDUCT OF ENVIROMENTAL MANAGEMENT SEMINAR</p> <p>a) Applicant with application form go to CEMO for the schedule of seminar</p> <p>b) Assign personnel sign the application indication the date of seminar</p> <p>c) Seminar is from 9:00 am to 12:00 nn weekdays</p> <p>d) Issuance of certificate of attendance after seminar</p>	<p>Aries Dueñas/ Godofredo Josef/ Melinda Mamaril Renan Mateo/ Carlos Pangilinan</p> <p>Department Head</p>	CEMO	Nearest available schedule date
<p>APPLICATION OF DUMPING PERMIT FOR BUSINESS ESTABLISHMENT</p> <p>a) Client requirements (business permit with latest official receipt, photocopy of driver's license and registration of vehicle to be used)</p> <p>b) Application for dumping permit to be filled up by the client available @ dispatching section</p> <p>c) Issuance of dumping permit</p>	<p>Bayani Cruz/ Danilo De Leon</p> <p>Department Head</p>	CEMO	1-2 days
<p>BUY BACK CENTER</p> <p>a) Bring your recyclables at buy back center from Monday to Friday at CEMO compound</p> <p>b) Sorting and weigh-in of recyclables</p> <p>c) Payment on the amount of recyclables at cemo admin</p>	<p>Minerva Marcelo Socorro Josef</p>	CEMO	On the spot payment on worth of recyclables
<p>USE OF TRANSFER STATION</p> <p>a. Present dumping permit</p> <p>b. Inspection of waste by dispatcher as to proper segregation</p> <p>c. Acceptance to waste for dumping</p>	<p>Bayani Cruz/ Danilo De Leon Rex Reyes/ Paulo Serioso</p>	CEMO	Upon Approval
<p>REQUEST FOR COMPOST FERTILIZER</p> <p>a. Request thru phone or by formal request letter for schools and Barangay</p> <p>b. For private individuals 15,000 pesos per kilo as per city Ordinance (pick -up)</p>			1 day

Lakbay Aral/ Research a. Request letter thru personal submission, thru fax at 948-1205 or thru email at marikinacemo@yahoo.com b. Approval of request c. Confirmation of request by phone or by email d. Lakbay Aral, Orientation and on site visit by CEMO personnel	Department head Loida Dela Cruz Renan Mateo/ Carlos Pangilinan		1 to 2 days
Request for resource speaker a. Formal letter of request address to the Department Head stating the purpose, date, venue and target audience b. Approval/ Confirmation of Request	Department Head		1 to 2 days

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

PARKS DEVELOPMENT OFFICE

2/F Engineering Building Gil Fernando Ave. corner Aquilina St., Sto.Niño,Marikina City

Tel. No.: 475-4720

Department Head/OIC : Engr. Ma. Salome D. Aquino



Services Offered:

Tree Trimming, Balling, Pruning, and Cutting Operation

Procedure / Client Steps	Office / Person Responsible	Location of Office	Processing time
1.Request letter	DENR/Neria A. Andin CESO III (Regional Executive Director)	DENR- National Capital Region North Avenue, Quezon City	8:00 am to 5:00 pm (Monday- Friday)
2.Follow up	PDO/ For. Dennis M. Hilot PDO/ Ricky Baguipo	2ND Floor, Engineering Bldg.	8:00 am to 5:00 pm (Monday- Friday)

GENERAL REQUIREMENTS:

I. For cutting and Balling of Tree/s

- request letter address to DENR - RED
- clearance from the Barangay and HOA - allowing to cut/no objection on cutting and balling
- picture/s of affected Trees
- xerox copy of Transfer of Certificate Title (TCT)
- development plan/floor plan
- contact number/person - to be included on letter request

II. For Trimming and Pruning of Tree/s

- request letter address to PDO - Chief
- contact number/person - to be included on letter request

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

RIVER PARKS DEVELOPMENT OFFICE

Ming Ramos Lane, Marikina River Park, Sto.Niño Marikina City
Department Head/OIC: Engr.Felix Romeo Q. Maderal
Tel. No.: 681-2130



Clearance to operate business within Marikina City

Procedure / Client Steps	Office / Person Responsible	Location of Office	Processing time
1.Submit request letter	River parks dev't. office	River parks	
2.Inspection of business area	River parks dev't. office	River parks	½ day
3.Correction of violations/ discrepancies	Client		
4.Issuance of clearance	River parks dev't. office	River parks	1 day

Requirements:

- 1.Brgy.clearance
- 2.Filled-up Business Permits and License Form

TREE PLANTING ACTIVITY

Procedure / Client Steps	Office / Person Responsible	Location of Office	Processing time
1.Submit letter request	Client		
2.Locate site/Area for tree planting	River parks dev't. office	River parks	1-2 days
3.Set requirement: Species & height	River parks dev't. office	River parks	1-2 days
4. Digging of hole/Preparation of area	River parks dev't. office/ Client	River parks	1-2 days
5.Tree planting activity			

REQUIREMENTS:

Time is dependent on the number of trees to be planted

CLEARANCE TO SHOOT MOVIE/FILM/OTHER PRIVATE ACTIVITIES

Procedure / Client Steps	Office / Person Responsible	Location of Office	Processing time
1.Submit clearance from admin office	Client		
2.Identify location and set forth conditions	River parks dev't. office	River parks	1 day
3.Issue clearance	River parks dev't. office	River parks	½ day

REQUIREMENTS:

- 1.Clearance from administrator's office
- 2.Official Receipt

CITY VETERINARY OFFICE

2/F Engineering Building Gil Fernando Ave. corner Aquilina St., Sto.Niño, Marikina City
 Department Head: Dr. Manuel C. Carlos
 Tel. No.: 475-4719



Services Offered: Dog & Cat Registration & Anti Rabies Vaccination

No.	Client Step	Office / Person Responsible	Location of Office	Processing Time
1	Secure application form at City Veterinary Office	Sol Eugenio/ Angelito Punzalan	2nd Floor Eng'g Building Agora Complex, Paliparan Sto. Nino	10-15 minutes
2	Fill – out all details in the application form			
3	Complete the documents required			
4.	Submit all the documents and filled – out application form and ask for an Order of payment at the City Veterinary Office			
5.	Pay at the Cashier and return the receipt at the City Veterinary Office			
6.	Get the copy of registration together with the Official receipt and dog tag			
7	For Anti-rabies vaccination, bring your pet dog & cat at dog pound after registration For Vaccinated already, submit a photo copy of certificate of vaccination at the city veterinary office			
END OF TRANSACTION				

Services Offered: Meat Registration

	Client Step	Office / Person Responsible	Location of Office	Processing Time
1	Present BPLO Form in securing meat registration	Sol Eugenio	2nd Floor Eng'g Building Agora Complex, Paliparan Sto. Nino	10-15 minutes
2	Ask for an Order of payment at city veterinary Office			
3	Pay at the Cashier and return the Official Receipt at City Veterinary Office			
4.	Get the copy of certificate of registration and official Receipt at City Veterinary Office			

Services Offered: Meat Handler's ID

	Client Step	Office / Person Responsible	Location of Office	Processing Time
1	Secure Application form at city veterinary office	Sol Eugenio	2nd Floor Eng'g Building Agora Complex, Paliparan Sto. Nino	10-15 minutes
2	Fill – out all the details in the application form			
3	Complete the documents required			
4.	Submit all the document and fill – out application form and ask for order of payment at the city veterinary office			
5.	Pay at the cashier and return the receipt at city veterinary office			
6	Get the copy of Handlers I.D. application form together with official receipt			
END OF TRANSACTION				

REQUIREMENTS :**DOG & CAT REGISTRATION AND ANTI – RABIES VACCINATION**

1. Secure and Fill – up application form at City Veterinary Office
2. Certificate of residency issued by barangay or any valid I.D.
3. Two pieces of 2x2 photo of pet owner
4. Photo of the dog 3R size (side view, whole body)
5. Certification / proof of anti – rabies vaccination
(In the absence of rabies vaccination, physical presence of the dog is required)
6. Registration Fee: php 75.00

REQUIREMENTS:**Meat Registration**

1. Application form from Business Permits & Licensing Office
2. Picture of Meat Establishment (for New Business)
3. An amount of Php100.00

REQUIREMENTS :**Meat Handler's ID**

1. Secure an application form at the CVO office
2. Residence Certificate (Cedula)
3. 2 pcs of 1x1 picture
4. an amount of php 100.00

For recommendations, suggestions and complaints, contact the department head concerned or the City Personnel Office.

