## THE VALENZUELA CITY CITIZEN'S CHARTER 2012









## Valenzuela City Citizen's Charter





Republic of the Philippines CITY OF VALENZUELA OFFICE OF THE CITY MAYOR 3rd Floor, Executive Building McArthur Highway, Karuhatan, Valenzuela City www.valenzuela.gov.ph; mayorwin@valenzuela.gov.ph

# Message

The City Government of Valenzuela is proud to take an active part in the nationwide effort to curb red tape, graft and corruption through the publication of its Citizen's Charter: the step-by-step systematic roadmap to its frontline and key services.

The Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, calls for the establishment of a Citizen's Charter to enhance and improve service delivery and response to the needs of the constituents. It provides, in detail, the responsible office for the transaction, the personnel to assist the citizens, the step-by-step procedures to undergo, the documentary requirements to be presented, the maximum time to conclude transactions, and amount of fees, if any.

The Charter will serve as a guidebook to the transparent, accountable and good governance that we offer the constituency, and all other individuals and agencies that transact with us – the very reason why Valenzuela City gained the Number One spot as the Department of Interior and Local Government's (DILG) Best Governed Highly-Urbanized City in the country.

The City Government assures that our efficient workforce adheres to the standards set forth through the 3S dictum: SIMPLIFIED Approaches, SPEEDY Delivery and SERVICE Excellence.

As such, we aim to remain as one of the most business-friendly cities in the country through the Biz-Bills Program which guarantees quick and easy steps in doing business in Valenzuela City.

With the Citizen's Charter, we open our doors to empower all Valenzuelanos to value their voice in governance and to acknowledge their significant role in the sustained development of our city.

Mabuhay ang Lungsod ng Valenzuela!

Sherwin T. Gatchalian City Mayor



Republic of the Philippines DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT Francisco Gold Condominium II EDSA corner Mapagmahal St., Diliman Quezon City

Message

It is encouraging to know that the people of Valenzuela City, led by its energetic and youthful Mayor Sherwin Gatchalian, has taken the bold initiative to update its Citizens' Charter for the year 2013 as part of the city government's efforts to provide its constituents and stakeholders the necessary information for more efficient service delivery.

A functional and easy to understand Citizens' Charter is one of the most potent tools to fight red tape and corruption by arming the people with the knowledge of what to do and what to expect when transacting with civil servants. It serves as a beacon to light up the dark corners of the bureaucracy where the unscrupulous have been hiding from the glare of truth and honesty for too long.

More than providing the citizenry a roadmap for faster and more efficient transactions with the LGU, the Valenzuela Citizens' Charter should likewise be able to give businessmen and investors a clear policy direction that would hopefully encourage more investments and, consequently, generate more job and economic opportunities.

It is my fervent hope that the Valenzuela City Citizens' Charter 2013 becomes an enabling and empowering example iin the Filipino people's quest for an enlightened government along the path of the "Daang Matuwid".

Mabuhay ang Valenzuela City!

Secretary





Republic of the Philippines DEPARTMENT OF THE INTERIOR AND LOCAL GOVERNMENT Francisco Gold Condominium II EDSA corner Mapagmahal St., Diliman

Quezon City

Message

I would like to extend my congratulations to the local officials of the City Government of Valenzuela led by Mayor Sherwin T. Gatchalian for the publication of their 2012 Citizen's Charter.

We at the Department recognize the significance of information dissemination in increasing the level of awareness of our people on the various programs and projects the government is doing for them and how they can become civic-minded citizens.

This Citizen's Charter will serve as Valenzuela City's giant step in its serious compliance with the provisions of Republic Act 9485, otherwise known as the Anti-Red Tape Act, which aims to further improve the delivery of basic public goods and services to the people through the elimination of bureaucratic red-tape and graft and corrupt practices at the local government level.

It also shows your determination to ensure the success of your campaign against red tape in all local government transactions and make a diference in the lives of your constituents. As public servants, it is our duty to serve our people well.

Moreover, let us continue working together as we pass through the "daang matuwid" to attain our vision of building a progressive and highly developed country.

Mabuhay ang Valenzuela City!

Secretarv



## Message

On behalf of the Civil Service Commission (CSC), I would like to congratulate the City Government of Valenzuela for the publication of your updated Citizen's Charter – a 'transaction roadmap' that validates the city government's commitment in winning its fight against red tape and graft and corruption.

Since service quality is tested, determined and evaluated to a large measure at the frontline desk, Republic Act 9485 or the Anti-Red Tape Act (ARTA) of 2007 has set up a provision that requires all government offices to draw up a Citizen's Charter which, in a nutshell, facilitates frontline service transactions from identifying the services being offered, the step-by-step procedures, the employee responsible for each step, the duration of the transaction, amount of fees to be paid, the documents to be presented, forms to be filled-out, and the procedure for filing complaints.

For government and private institutions alike, perceptions are built at the frontlines where applications and/or requests for any privilege, right, permit, reward, license, concession, or for any modification, renewal or extension are handled. It is for this reason that the CSC has long placed premium in urging all government offices their respective frontline service delivery by initiating courtesy campaigns, conducting client satisfaction training programs, among other initiatives. As aptly said by the nationalist and former President Jose P. Laurel, "At dusk, when the day's work becomes a prelude to another, smile with pride and contentment for we have unselfishly contributed to the just cause of public service."

The CSC is fortunate to have found an ally in the City Government of Valenzuela in underscoring the importance of effective and efficient frontline services. Indeed, such initiatives are corollary to the CSC's goal of establishing a responsive, accessible, courteous, and effective system of service delivery to the Filipino people.

Significant strides have been made in addressing the problem of red tape, in initiating definitive measures towards frontline efficiency, and introducing innovations to service delivery. Let us, therefore, continue to give our best in working together towards making the Philippine civil service into one that is truly para sa tao at para sa bayan-para sa taumbayan.

Mabuhay ang Lungsod ng Valenzuela!

FRANCISCO T. DUQUE III, MD, MSc Chairman Civil Service Commission



My warmest greetings and best wishes to the City Government of Valenzuela on the publication of your Citizen's Charter.

I commend the publication of this updated charter as a comprehensive undertaking for the advancement of your collective welfare, particularly that of the residents, who embody the palpable sense of community in Valenzuela, and of the industries that have become a distinct feature in the life of your city. I wish the city government continuing success in your commitment to streamline the administration of your city and in your vigilance against red tape and graft and corruption. Your thrust complements our efforts in government to restore transparency, fairness and integrity in our institutions. May you remain guided by the interests of your constituency, whose empowerment is essential to our goal of national renewal.

This is also an occasion to uphold your pride in this city so named after your distinguished native son, the physician and Katipunero Pio Valenzuela. The progress that we in government have achieved in pursuit of true sovereignty, can be said of Valenzuela City's fascinating, continuing story: its formal incorporation beginning in the postwar era, its growth as an industrial hub, and its identity, as also complemented by the vitality of your neighboring localities. I wish the people of Valenzuela continued dynamism as you thrive individuality in your pursuits and collectively as one city.

Benigno S. Aquino III

## PLEDGE

We, the officials and employees of the City Government of Valenzuela, commit ourselves to be providers of genuine public service – imbued with positive values – and the vision to become a leader in local governance.

We shall take all necessary means to ensure that the highest standards in attending to the needs of our constituency are met, to put their interests above anything else, and to promote the highest standards of efficiency and transparency in all transactions.

### FOREWORD

The Valenzuela Citizen's Charter is a covenant to maintain a standard of excellence in public service that the city is committed to provide.

The dawn of the information age has signalled the rapid development of new systems in governance that needs to address people's concerns at the soonest time possible without sacrificing the quality of service and courtesy required of government employees.

With this Charter, the public is introduced to a guide on the standard of service that will afford them with the necessary information on how to proceed with any type of transaction with the City Government.

This will serve as the "Code" for the City Government employees in providing excellent service. It reminds them of the nature of their assigned tasks and the level of performance expected of them to accomplish. It is a mirror of a transparent and accountable government.

This also serves as a mechanism to promote people's participation in governance by letting their voices heard. As such, also contained therein are the communication channels where the public can provide comments and suggestions on the service they have been provided with. And, if it so warranted, we also encourage through the proper procedures and mediums, filing of complaints in relation to requests and applications which were unsatisfactorily served. The support and vigilance of the public are necessary to strengthen the entire system, and to improve on aspects and procedures which could have been overlooked.

Through the Valenzuela City Citizen's Charter we welcome everyone to transact with the City Government.

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# ENTREPRENEURSHIP

#### **Business Permit and Licensing Office**

Securing a New Business Permit Renewal of Business Permit Certified True Copy of Business Permit Certification of "No Business Record" Retiring a Business Operation Occupational Permit

### **Cooperative Development Office**

Certificate of Attendance On Pre-Membership Education Seminar (PMES) for Cooperators Registration and Organizational Support and Assistance

### Office of the City Mayor - Market Regulatory Unit

Market Franchise Certification as a Legitimate Stall Holder Consumer's / Vendor's Assistance Lease of Vacant Stalls Record of Payments

### Office of the City Mayor –

### City External Services Office - Valenzuela City Transportation Office

Release of Impounded Pedicabs New Application or Renewal of Pedicab Permit New Application or Renewal of Motorized Tricycle Operator's Permit (MTOP) Certificate of Franchise Dropping of Franchise Private Tricycle Registration Permit Redemption of Confiscated Driver's License and Impounded Vehicles or Towed Vehicles

### **ENTREPRENEURSHIP**

# BUSINESS PERMIT AND LICENSING OFFICE

The **Business Permit and Licensing Office (BPLO)** issues permits and licenses before establishments can lawfully conduct business in Valenzuela City.

The issuance of permits and licenses is necessary to ensure that all business activities and transactions are legitimate in order to provide the registered establishments the recognition, regulation and support from the city.

## Services:

- 1. Securing a New Business Permit
- 2. Renewal of Business Permit
- 3. Certified True Copy of Business Permit
- 4. Certification of "No Business Permit Record"
- 5. Retiring a Business Operation
- 6. Securing an Occupational Permit

# SECURING A EMMBUSINESS PERMIT **BUSINESS PERMIT**



- All enterprises are required to secure a Mayor's Permit before the gfg dart of business operations.
- All other requirements required by law, ordinance and rules are subject to "post-audit" process.



**Post-Audit Process:** After client has secured the Mayor's Permit and Business License, the business establishment is subject for inspection by the relevant offices of the city.

### Note:

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Business tax fee is made quarterly except for residential, commercial apartments, lessor or sub-lessor and private warehouse.



The City Hall, 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1928

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Rosendo Chico, Jr. Jocelyn Pasco

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Juanita Cabildo



Emmanuel Aquino

Eduardo Yco Carreon



Atty. Renchi May Padayao

**4** VALENZUELA CITY CITIZEN'S CHARTER



Enterprises / Business owners in Valenzuela City

- Accomplished application form
- Community Tax Certificate (Cedula)
- Barangay Clearance
- Location Map (Sketch)

Other Requirements (Post-Audit Process): Please refer to the respective Citizen's Charter of the following offices for the issuance of clearance, permit and certificate:

- Department of Trade and Industry Registration (For Single Proprietorship)
- Securities and Exchange Commission Registration (For Corporation)
- Locational Clearance (City Zoning Office)
- Sanitary Permit (City Health Office)
- Building Permit (City Engineer's Office)
- Electrical Permit (City Engineer's Office)
- Mechanical Permit (City Engineer's Office)
- Fire Safety Certificate (Bureau of Fire Protection)
- Anti-Fencing Certificate for Junkshops (Issued by the Police Department)



Monday to Friday

8:00 am to 5:00 pm

Business Tax Calendar:

- 1st quarter on or before January 20
- 2nd quarter on or before April 20
- 3rd quarter on or before July 20
- 4th quarter on or before October 20



New business is computed based on the line of business, area and number of employees



Mayor's / Business Permit: Post-Audit Process: 19-31 minutes 1-2 weeks

## HOW TO AVAIL OF THE SERVICE (SECURING A NEW BUSINESS PERMIT)

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Fill up and submit the accomplished application form along with other requirements	<ul> <li>Provide application form</li> <li>Check completeness of form and requirements</li> <li>Conduct</li> </ul>	Frontline Personnel	Business Permit and Licensing Office (BPLO) 3rd Flr.,	2 - 3 minutes 6 - 10
	<ul> <li>assessment and verification</li> <li>Prepare order of payment</li> <li>Forward order of payment for signature</li> <li>Sign order of payment</li> </ul>	BPLO Officer-in- Charge	Bulwagang Geronimo Angeles, New City Government Complex	minutes
2. Receive the signed order of payment and copy of application form	<ul> <li>Issue signed order of payment and application form</li> <li>Inform client to proceed to the Cashier</li> </ul>	Frontline Personnel		1 - 2 minutes
3. Pay the required business tax fees	<ul> <li>Accept payment of fees</li> <li>Issue an official receipt</li> </ul>	Cashier		3 - 5 minutes

4. Submit official receipt to the receiving section	<ul> <li>Accept official receipt</li> <li>Prepare Mayor's/ Business Permit and Plate</li> <li>Sign/approve application</li> <li>Forward to the releasing section</li> </ul>	Frontline Personnel BPLO Officer-in- Charge		5 - 7 minutes
5. Affix signature on the logbook	<ul> <li>Record transaction in the logbook</li> </ul>	Frontline Personnel		1 - 2 minutes
6. Claim Business Permit and Plate	• Release Business Permit and Plate			1 - 2 minutes
7. Subject for Post-Audit Process	<ul> <li>Conduct post- audit process by the following offices: <ul> <li>Engineering</li> <li>Zoning</li> <li>Health</li> <li>Bureau of Fire Protection</li> <li>Police Department</li> </ul> </li> </ul>	Respective office inspector	Respective Offices	1 - 2 weeks

# RENEWAL OF BUSINESS PERMIT



- All enterprises / business owners are required to renew their Mayor's / Business License annually.
- The Business Permit must be renewed annually, between January 1 and 20. Penalties are imposed after this period.
- Business taxes are computed based on percentage of gross receipts / sales.
- Payments may be made annually, semi-annually or quarterly.
- Renewal of licenses may take one (1) day depending on the results of verification made by the evaluation section or whether an applicant still has to secure clearances from various offices.



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Frontline Supervisor

Emmanuel Aquino

Edwardo Yco Carreon



Atty. Renchi May M. Padayao



Enterprises / Business owners in Valenzuela City

- Accomplished application form
- Community Tax Certificate (Cedula)
- Barangay Clearance
- Previous Business License and application form
- Tax Exemption Certificate (for the following businesses: Hospitals, Schools, Gasoline Stations, Non-Profit Organization, Cooperatives, Dental Clinics)
- Previous official receipt (for quarterly renewal)



Monday to Friday

8:00 am to 5:00 pm

Business Tax Calendar

- 1st quarter on or before January 20
- 2nd quarter on or before April 20
- 3rd quarter on or before July 20
- 4th quarter on or before October 20



Depending on gross receipts / sales declared by the tax payers



19 - 31 minutes

## HOW TO AVAIL OF THE SERVICE

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Fill up and submit accomplished application form along with other</li> </ol>	<ul> <li>Provide application form</li> <li>Check completeness of form and requirements</li> </ul>	Frontline Personnel	Business Permit and Licensing Office (BPLO)	2 - 3 minutes
requirements	<ul> <li>Conduct assessment</li> <li>Prepare order of payment</li> <li>Forward order of payment for signature</li> <li>Sign order of payment</li> </ul>	BPLO Officer-in- Charge	3rd Floor, Bulwagang Geronimo Angeles, New City Government Complex	6 - 10 minutes
2. Receive signed order of payment and copy of application form	<ul> <li>Issue signed order of payment and copy of application form</li> <li>Inform client to proceed to the cashier</li> </ul>	Frontline Personnel		1 - 2 minutes
3. Pay the required business tax fees	<ul> <li>Accept payment of fees</li> <li>Issue an official receipt</li> </ul>	Cashier		3 - 5 minutes

4. Submit official receipt to the Receiving Section	<ul> <li>Accept official receipt</li> <li>Prepare Mayor's / Business Permit and Plate</li> </ul>	Frontline Personnel	5 - 7 minutes
	<ul> <li>Sign / Approve application</li> <li>Forward to releasing</li> </ul>	BPLO Officer-in- Charge	1 - 2 minutes
5. Affix signature on the logbook	<ul> <li>Record transaction in the logbook</li> </ul>	Frontline Personnel	1 – 2 minutes
6. Claim Mayor's / Business Permit and Plate	• Release Mayor's / Business Permit and Plate		

# CERTIFIED TRUE COPY OF BUSINESS PERMIT



The Business Permit and Licensing Office (BPLO) provides a certified true copy of the Business Permit requested by the business owners in Valenzuela City



The City Hall, 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



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Frontline Personnel

Joel Abamo

Maria Carmina Pael



Emmanuel Aquino Edwardo Yco Carreon



Atty. Renchi May M. Padayao



Enterprises / Business owners in Valenzuela City

- Letter of Request
  - Original Business Permit
  - Photocopy of Business Permit



Monday to Friday 8:00 am to 5:00 am



## **PROCEDURES IN AVAILING THE SERVICE**

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit the letter of request along with other requirements	<ul> <li>Check and receive request letter, original business permit and photocopy of business permit</li> </ul>	Administrative Aide	Business Permit and Licensing Office (BPLO) 3rd Flr.,	2 – 3 minutes
2. Receive order of payment	<ul> <li>Issue order of payment</li> <li>Inform client to proceed to Cashier</li> </ul>		Bulwagang Geronimo Angeles, New City Government	
3. Pay the required fees	<ul> <li>Accept payment of fees</li> <li>Issue an official receipt</li> </ul>	Cashier	Complex	1 - 2 minutes

4. Present official	<ul> <li>Receive official receipt</li> </ul>	Administrative Aide	2 - 3 minutes	
receipt	Prepare Certified			
and claim Certified	True Copy of Business Permit			
True Copy	<ul> <li>Sign / approve</li> </ul>	BPLO - Head	2 - 3	
of Business	Certified		minutes	
Permit	True Copy of			
	Business Permit			
	Release Certified	Administrative	1 - 2	
	True Copy of	Aide	minutes	
	Business Permit			

## **GERUFFING NOW OU**SINESS PERMIT NO BUSINESS RECORD



fgdgd The Business Permit and Licensing Office (BPLO) provides a certification that there is no record of a particular business entity.



The City Hall, 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



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Emmanuel Aquino Edwardo Yco Carreon

Atty. Renchi May M. Padayao



Residents of Valenzuela City with "No Business Record"

Letter of Request

Monday to Friday 8:00 am to 5:00 pm



P 10.00 / copy



8 - 13 minutes

VALENZUELA CITY CITIZEN'S CHARTER 15

## **PROCEDURES IN AVAILING THE SERVICE**

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit letter of request	<ul> <li>Receive letter of request</li> <li>Issue order of payment</li> <li>Inform the client to proceed to Cashier</li> </ul>	Administrative Aide	Business Permit and Licensing Office (BPLO) 3rd Flr., Bulwagang Geronimo Angeles, New City Government Complex	2 - 3 minutes
2. Pay the required fees	<ul> <li>Receive payment</li> <li>Issue an official receipt</li> </ul>	Cashier		1 - 2 minutes
3. Present official receipt	<ul> <li>Receive official receipt</li> <li>Prepare certification of No Business Record</li> <li>Sign / Approve</li> </ul>	Administrative Aide BPLO - Head		2 - 3 minutes 2 - 3
4. Claim Copy of Certification of No Business Record	Certification • Release the request Certification of the client	Administrative Aide		minutes 1 - 2 minutes

## RECURENTGANHIMS IN ESISMO SE REPLACIN



Enterprises that have closed or ceased to exist, or whose ownership has changed, must file an Application for Retirement of Business. This should be done to update the City Government's records and avoid accumulation of tax payments and penalties.



The City Hall, 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1928



rmpadayao@valenzuela.gov.ph



Etherdo Yco Carreon

Angelina Reyes

Edwin Caco

Emmanuel Aquino

Eduardo Yco Carreon

Atty. Renchi May M. Padayao



Enterprises/ Business owners in Valenzuela City

- Accomplished application form for retirement of business
- Sworn statement of gross receipts, indicate the reason and date of retirement
- VAT or Percentage Tax Payments
- Original Mayor's Permit and official receipts issued by the Treasury Department
- Sales Book

**Business Permit and Licensing Office** 

- Map of Business Location (Sketch)
- Board Resolution regarding closure for corporation



Monday to Friday 8:00 am to 5:00 pm



Depending on amount of business taxes / fees due, if any



9 - 15 minutes

### HOW TO AVAIL OF THE SERVICE

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Fill up and submit accomplished application form along with other requirements	<ul> <li>Provide certification form</li> <li>Check completeness of form and requirements</li> <li>Conduct assessment of taxes and fees due, if any</li> <li>Prepare order of payment</li> <li>Forward order of payment for signature</li> </ul>	Frontline Personnel	Business Permit and Licensing Office (BPLO) 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	1 - 2 minutes
	Sign the order of payment	BPLO Officer-in- Charge		3 <sup>–</sup> 5 minutes

ord pay	e signed ler of yment and plication	<ul> <li>Issue signed order of payment and application form</li> <li>Inform client to proceed to the Cashier</li> </ul>	Frontline Personnel	Business Permit and Licensing Office (BPLO) 3rd Floor,	1 - 2 minutes
	y the quired taxes d fees due	<ul> <li>Accept payment of fees</li> <li>Issue an official receipt</li> <li>Inform client to proceed to the City Treasurer's Office – License Division</li> </ul>	Cashier	Bulwagang Geronimo S. Angeles Building (Finance Center)	2 - 3 minutes
offi to t Tre Off Lic Div to d	esent the icial receipt the City easurer's fice – rense vision claim rtification	<ul> <li>Check official receipt</li> <li>Release Certification of Retirement of Business</li> </ul>	City Treasurer's Office – License Division	City Treasurer's Office Ground Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	3 - 5 minutes

### **SECURING AN OCCUPATIONAL PERMIT**



The Business Permit and Licensing Office (BPLO) provides Occupational Permit to employees, as required by some business employers.



The City Hall, 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1928



rmpadayao@valenzuela.gov.ph





Emmanuel Aquino

Edwardo Yco Carreon



Atty. Renchi May M. Padayao



Employees or Job Applicants (restaurants, fast food chains, food manufacturers, supermarkets)



NBI or Police Clearance

- Health Certificate
  - Valid ID



Monday to Friday 8:00 am to 5:00 pm



P 50.00

8 to 14 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Submit the necessary requirements</li> </ol>	<ul> <li>Check completeness of requirements</li> <li>Encode client details</li> <li>Inform client to</li> </ul>	Frontline Personnel	Business Permit and Licensing Office (BPLO)	3 - 5 minutes 2 -3
	<ul> <li>proceed to the Cashier</li> <li>Print the permit</li> <li>Forward Occupational Permit for signature</li> </ul>		3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	minutes
	<ul> <li>Sign the Occupational Permit</li> </ul>	BPLO - Head		1 - 2 minutes
	<ul> <li>Forward to the Administrative Office for approval</li> </ul>	Frontline Personnel		2 - 3 minutes
2. Pay the required fees	<ul> <li>Accept payment of fees</li> <li>Issue an official receipt</li> </ul>	Cashier		2 - 3 minutes

3. Proceed to the Records Administraive Office and claim the Occupational	<ul> <li>Receive and sign the Occupational Permit</li> </ul>	Records and Administrative Office Officer-in- Charge	Records and Administrative Office 3rd Floor, Executive	1 - 2 minutes
Permit	<ul> <li>Release Occupational Permit (Client's Copy)</li> </ul>	Frontline Personnel	Building	1 - 2 minutes

## COOPERATIVE DEVELOPMENT OFFICE

The **Cooperative Development Office (CDO)** regulates and renders assistance to cooperatives operating in Valenzuela City. The CDO, likewise, formulates and implements programs and services to help ensure steady growth and development of the cooperative sector in the city.

#### Services:

- 1. Certificate of Attendance on Pre-membership Education Seminar (PMES) for Cooperators
- 2. Registration and Organizational Support and Assistance

### CERTIFICATE OF ATTENDANCE ON PRE-MEMBERSHIP EDUCATION SEMINAR(PMES) FOR COOPERATORS



Organizational support and assistance for cooperatives during registration to the Cooperative Development Authority



The City Hall, Ground Floor, Executive Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1806 Telefax: 291-1879



vpchongco@valenzuela.gov.ph

Frontline Personnel Roshel Debulos

Rene Mendoza



Ma. Veronica Chongco



New cooperators and groups establishing a cooperative



None



Monday to Friday 8:00 am to 5:00 pm



None



4 to 5 hours

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Fill up and submit Assistance Request Form (ARF)	Check completeness of form Conduct preliminary interview Refer client to the CDO Head	Frontline Personnel	Cooperative Development Office (CDO) Ground Floor, Executive Building	1 - 2 minutes 5 - 10 minutes
2. Proceed to the CDO Head for final interview	for final interview Conduct final interview with client Determine and set schedule for	CDO Head		5 - 10 minutes
3. Attend the PMES on the agreed schedule	PPMES with client Conduct PMES with new cooperators Conduct PMES in their community	CDO Head / Supervisor	Community Area	4 hours
4. Secure the Certificate of Attendance of PMES	Issue Certificate of Attendance of PMES	Frontline Personnel		1 - 2 minutes

### REGISTRATION AND ORGANIZATIONAL SUPPORT AND ASSISTANCE



Assistance to cooperatives to avail the tax exemption and other privileges in securing business permit



The City Hall, Ground Floor, Executive Building McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1806 Telefax: 291-1879



vpchongco@valenzuela.gov.ph



Roshel Debulos

Rene Mendoza



Ma. Veronica Chongco



New and Operating Cooperatives



None



Monday to Friday 8:00 am to 5:00 pm



None



16 to 32 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Fill up and submit Business Permit and Licensing Office (BPLO) registration form along with other requirements</li> </ol>	Check completeness of form and requirements Provide client an application form for Tax Exemption	City Legal Office	City Legal Office 3rd Floor, Executive Building	5 - 10 minutes
2. Accomplish and submit	Certify application form			5 - 10 minutes
application form for Tax Exemption	Endorse client to Cooperative Development Office			1 - 2 minutes
3. Proceed to the Cooperative Development Office	Check compliance of client to BPLO and City Legal Office requirements	Frontline Personnel	Cooperative Development Office (CDO)	5 - 10 minutes
	Issue application for endorsement for issuance of Business Permit	CDO Supervisor / Head	Ground Floor, Executive Building	
	Endorse client to the Assessment Window to determine payments to BPLO			

# OFFICE OF THE CITY MAYOR MARKET REGULATORY UNIT

The **Market Regulatory Unit (MRU)** is specifically created to manage and oversee the operations of public markets and to regulate the operations of all private markets in the city as provided by the 2006 Market Code of Valenzuela City.

### Services:

- 1. Market Franchise
- 2. Certification as a Legitimate Stall Holder
- 3. Lease of Vacant Stalls
- 4. Record of Payments

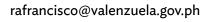
### **MARKET FRANCHISE**

- Administer and regulate the operation of privately owned and/or operated public markets.
  - Chapter 1 Section 4, Page 3, No. 2 Ordinance No. 044 Series of 2006 of the Valenzuela City Market Code states that privately owned and / or operated public markets refer to those established out of private funds or capital from private person, natural or juridical, and to be operated by said private person himself / herself or his/her duly authorized agent, under government franchise and permit. This includes satellite and flea markets.

The City Hall, Ground Floor, Executive Building McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1137





Roselyn Sarmiento

Teresita Perez



Gelacio De Gula



Rebecca Francisco

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Stall Holders

- Accomplished application form
- Letter of Intent
- Land Title
- Tax Declaration or Current Tax Receipt

- Complete set of plans in conformance with the National Building Code, Market Code and Sanitation Code
- Barangay Clearance
- Lease Contract (in case of land lease)
- DTI or SEC Registration



Monday to Friday 8:00 am to 5:00 pm



None



Sixty (60) days

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Submit Letter of Intent, fill up and submit accomplished application</li> </ol>	Receive the Letter of Intent, application form, and other requirements	Frontline Personnel	Market Regulatory Unit (MRU)	20 minutes
form along with other requirements	Check completeness of form and requirements		Ground Floor, Executive Building	
	Endorse the Letter of Intent to the City Zoning Office for approval on conformity with the Locational Zoning Clearance			

2. Wait for the approval of Locational Zoning Clearance	For approval on conformity with the Locational Zoning Clearance	Zoning	City Zoning Office 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	15 minutes
2a. If conforming to the land use, proceed to the City Engineer's Office – Building Permit Division for technical evaluation based on the National Building Code and Market Code	Conduct technical evaluation based on the National Building Code and Market Code	City Building Official	City Engineer's Office 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	3 days
2b. If not conforming to land use, apply for an appeal to the Local Zoning Board of Adjustment & Appeal.	The City Engineer's Office will return the application to the Market Regulatory Unit	City Building Official		

2c. If granted, proceed to the City Engineer's Office – Building Permit Division for technical evaluation	The Market Regulatory Unit will endorse the application to the City Market Committee for approval		Market Regulatory Unit (MRU) Ground Floor, Executive Building	
3. Submit the application to the City Council for approval and creation of an ordinance	Pass the ordinance for franchise	City Council Frontline Personnel	The City Council Office 2nd Floor, Legislative Building	3 weeks to 1 month Note: Until approved and passed into an ordinance, the City Mayor will
4. Wait for official notice of approval	Inform client to wait for the notice of approval			grant a special permit or franchise to operate
5. Apply for Building Permit	Please refer to the service charter of the respective		City Engineer's Office	
6. Apply for Occupancy Permit	offices			
7. Apply for Business Permit			Business Permit and Licensing Office (BPLO)	

### CERTIFICATION AS A LEGITIMATE STALL HOLDER



Providing stall holders the needed Certificate of Legitimacy as a requirement in securing a Business Permit.



The City Hall, Ground Floor, Executive Building McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1137



rafrancisco@valenzuela.gov.ph



Roselyn Sarmiento

Teresita Perez



Gelacio De Gula



Rebecca Francisco



Stall Holders



Valid ID



Monday to Friday 8:00 am to 5:00 pm



None



15 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Fill up and submit request form	Provide request form	MRU Supervisor	Designated Market	15 minutes
	Verify the stall holder's record of payment			
	lssue client the requested certification, if found in order			
2. Claim the requested certificate	Release Certification as Legitimate Stall Holder			

### **LEASE OF VACANT STALLS**

- Lease-out of available market stalls to interested clients
- Chapter VI, Section 35 page 18 of the Ordinance No. 044 Series of 2006 of the Valenzuela City Market Code<sup>1</sup>



The City Hall, Ground Floor, Executive Building McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1137



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Roselyn Sarmiento Teresita Perez



Gelacio De Gula



Rebecca Francisco



Valenzuela City Residents of Legal Age

<sup>&</sup>lt;sup>1</sup> Awarding of Vacant Stalls — Vacant and newly constructed stalls or booths shall be adjudicated in the following manner: 35.1 Notice of vacancy shall be placed or hang above the vacant or newly constructed stalls or booths so as to advise the public of the fact that such stalls or booths are available for lease. This notice shall specify the number of the stall or booth, the section where located and the last day of filing an application for occupancy thereof. The notice of vacancy shall be printed on stiff cardboard or other hard materials.

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- Accomplished application form
- Four (4) copies of most recent 2x2 photos
- Barangay Clearance
- Community Tax Certificate (Cedula)
- Valid ID
- Certificate from Market Regulatory Unit (MRU) Supervisor certifying the following:
  - Compliance to documentary requirements
  - Not related up to 2nd degree of consanguinity and/or affinity of ejected stall holders due to non-payment of location fees or rentals
  - With no pending case in violation of the provisions of the Market Code
- Payment of Cash Bond



Monday to Friday 8:00 am to 5:00 pm



Cash bond<sup>2</sup> for applicant: P 2,000.00



10 to 15 days

<sup>&</sup>lt;sup>2</sup> Chapter XIV (p. 35) of the Ordinance No. 44 series of 2006 of the Valenzuela City Market Code: Section 80. Cash Bond, Stallholder - Each and every stallholder shall deposit a cash bond in the amount of two thousand (P2,000.00) pesos with the City Treasurer as guaranty that he will strictly and faithfully comply with this ordinance and observe all market regulations and requirements, before he may actually make possession of the stall awarded to him.

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
	Post announcement, in conspicuous places, about the available market stalls for leasing, indicating the number of stalls in specific sections and the deadline for submission of application	MRU Personnel	Specific Valenzuela City Public Market; Barangay Halls; City Hall Bulletin Boards	10 days
1. Inquire availability of market stalls either in Wet and Dry Section	Provide information on available stalls and the list of requirements Assist applicant	MRU Supervisor	Specific Valenzuela City Public Market	10 - 15 minutes
	for an ocular inspection of the stall			
2. Submit all requirements	lssue clearance for non-violation of Market Code			5 - 10 minutes

3. Submit accomplished application form indicating the details of applied stall, clearance and necessary requirements	Inform applicant to proceed to the City Treasurer's Office for the cash bond payment	Frontline Personnel	Market Regulatory Unit Ground Floor, Executive Building	2 - 3 minutes
<ul> <li>4. Pay the cash bond</li> <li>Note:</li> <li>Payment is refundable in case the applicant did not win in the</li> </ul>	Accept payment of fees	Cashier	City Treasurer's Office Ground Floor, Bulwagang	15 - 20 minutes
raffle.	lssue an official receipt		Geronimo S. Angeles Building (Finance Center)	

5. Present the issued official receipt to MRU Personnel	Log name of the prospective applicant in the official list of market stall lease applicant. Indicate date and time of payment made.	Frontline Personnel	Market Regulatory Unit (MRU) Ground Floor, Executive Building	5 minutes
6. Wait for notice of market stall draw schedule	Send notification to applicant for the market stall draw schedule	MRU Head		10 - 15 days from posting of list of vacant market stalls
7. Attend the scheduled market stall draw	Conduct orientation on market regulations governing lease and operations			10 - 20 minutes
	Conduct draw lot for the awarding and assignment of stalls with Market Committee, MRU and the City Legal Office	Market Committee MRU Head		5 - 10 minutes
	Issue a Certificate of Award and/or Occupancy to the awardees	MRU Head		15 - 20 minutes

<ul> <li>8. For Non- Winning Applicant:</li> <li>Note: Apply for refund of cash bond.</li> <li>Provide the issued official receipt</li> </ul>	Process the refund application	City Treasurer's Office or Accounting Office Personnel	City Treasurer's Office Ground Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	3 days
9. For the Winning Applicant: Note: Pay the goodwill money	Provide the winning applicant the Contract of Lease for signing	MRU Head	Market Regulatory Unit Ground Floor, Executive Building	3 days
10. Apply for Business Permit before occupying the stall	Provide business permit application for specific business and the list of requirements	BPLO Frontline Personnel	Business Permit and Licensing Office 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	1 hour

### **RECORD OF PAYMENTS**



Provide updated record of payments to stallholders



The City Hall, Ground Floor, Executive Building McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1137



afrancisco@valenzuela.gov.ph



Roselyn Sarmiento

Teresita Perez



Gelacio De Gula



Rebecca Francisco



Stallholders



• Latest official receipt, if available



Monday to Friday 8:00 am to 5:00 pm



CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Present the latest issued official receipt	Retrieve the Records of Payment of requesting party	MRU Market Collector	Designated Market	15 minutes
2. Claim the Record of Payments	Release the Record of Payments to client	-		

## OFFICE OF THE CITY MAYOR CITY EXTERNAL SERVICES OFFICE (CESO)

The **Valenzuela City Transportation Office (VCTO)** oversees the standards of safety and good operating condition of public utility tricycles and pedicabs operating within the territorial jurisdiction of the City of Valenzuela.

### Services:

- 1. Release of Impounded Pedicabs
- 2. New Application or Renewal of Pedicab Permit
- 3. New Application or Renewal of Motorized Tricycle Operator's Permit
- 4. Certificate of Franchise
- 5. Dropping of Franchise
- 6. Private Tricycle Registration Permit
- 7. Redemption of Confiscated Driver's License and Impounded or Towed Vehicles

### RELEASE OF IMPOUNDED PEDICABS



Procedure on how to settle fines and redeem impounded pedicabs



City External Services Office (Action Center) Dalandanan, (Beside Pure Gold Supermarket) Valenzuela City, Philippines 1440



352-2000 local 2107 Telefax: 292-1405



rbdarilag@valenzuela.gov.ph



Roxas Banico



Jose Valenzuela,, Jr.



**Roberto Darilag** 



Pedicab Owners of impounded pedicabs

- e Naad:
  - Barangay Clearance
  - Certificate of Ownership



Monday to Friday 8:00 am to 5:00 pm



Minimum of P200.00 (it depends on the violation)



10 to 15 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Proceed to Pedicab Regulatory Unit and	Assess the validity of registration	Supervisor / Traffic Aide III	Pedicab Regulatory Unit	2 - 3 minutes
submit the necessary requirements	lssue order of payment form			
2. Proceed to Window 2 for payment	Accept payment and issue official receipt	Cashier from the City Treasurer's Office	Window 2	3 - 5 minutes

3. Proceed to Pedicab Regulatory Unit	Check if all requirements have been duly accomplished	Supervisor	Pedicab Regulatory Unit	2 - 3 minutes
	Check the official receipt			
	Provide gate pass			
	Refer claimant to the Action Center Watchman			
4. Proceed to	Check gate pass	Action	Action	3-4
Action Center Watchman to get impounded pedicab	Directs claimant to the location of the vehicle	Center Watchman	Center Watchman Area (front gate)	minutes

### **NEW APPLICATION** OR RENEWAL OF PEDICAB PERMIT



Procedure on how to apply or renew permit for pedicabs



City External Services Office (Action Center) Dalandanan, (Beside Pure Gold Supermarket) Valenzuela City, Philippines 1440



352-2000 local 2229 Telefax: 292-1405



rbdarilag@valenzuela.gov.ph



**Roxas Banico** 



Jose Valenzuela, Jr.



Roberto Darilag



Pedicab Owners

- Roadworthiness inspection

For Private Pedicabs:

- **Barangay** Clearance
- Two (2) copies of most recent 2x2 photos ٠
- Certificate of ownership •

For Public Utility:

- Certificate from the Pedicab Operators and Drivers Association
   (PODA)
- Barangay Clearance
- Two (2) copies of most recent 2x2 photos
- Certificate of Ownership



Monday to Friday 8:00 am to 5:00 pm



Public / Private	P200.00 / 150.00
Control Plate	Р50.00
Pedicab Driver's Permit	P75.00



15 to 20 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Proceed to Pedicab Regulatory Unit and	Assess all requirements and conduct road worthiness test	Supervisor / Traffic Aide III	Pedicab Regulatory Unit	4 - 5 minutes
submit necessary requirements	Provides application form to client			
2. Fill up and submit accomplished	Receive and review the application form			2 - 3 minutes
application form	Verify and identify client from the master list			
3. Proceed to Window 1	Process an order of payment		Window 1	3 - 4 minutes
4. Proceed to Window 2	Accept order of payment and cash	Cashier from the City	Window 2	4 <sup>–</sup> 5 minutes
and pay the required fees	lssue an official receipt	Treasurer's Office		
5. Proceed to Pedicab Regulatory Unit	Check if all requirements have been duly accomplished	Supervisor / Traffic Aide III	Pedicab Regulatory Unit	2 - 3 minutes
	Release registration sticker and control plates			

### NEW APPLICATION OR RENEWAL OF MOTORIZED TRICYCLE OPERATOR'S PERMIT (MTOP)



Procedure on how to apply or renew Motorized Tricycle Operator's Permit.



City External Services Office (Action Center) Dalandanan, (Beside Pure Gold Supermarket) Valenzuela City, Philippines 1440



352-2000 local 2229 Telefax: 292-1405



rbdarilag@valenzuela.gov.ph



Zenaida Dimas Ma. Arneth Lim Alejandro Bernardo



Jose Valenzuela, Jr.



Roberto Darilag



Tricycle Operator / Franchisee

- We Need: T
- Roadworthiness Inspection
- Land Transportation Office official receipt / Certificate of Registration (original and photocopy)
- Barangay Clearance for Renewal of Tricycle Franchise Certification from Tricycle Operators and Drivers Association (TODA)
- Original MTOP and Franchise with official receipt



#### Monday to Friday 8:00 am to 5:00 pm

<b>.</b>	MTOP per year	P150.00
	MTOP penalty for late renewal	P100.00



### 13 to 18 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Proceed to the Valenzuela City Transportation	Assess all requirements and conduct Road Worthiness Test	Frontline Personnel	Valenzuela City Transportation Office	4 - 5 minutes
Office (VCTO) and submit the requirements	Provide application form to client			
2. Fill up and submit accomplished	Receive and review the application form			2 - 3 minutes
application form	Verify and identify client from the master list			
3. Proceed to Window 1	Process MTOP in computer and provide an order of payment		Window 1	3 - 4 minutes

4. Proceed to Window 2 and pay the required fees	Accept order of payment and cash Issue an official receipt	Cashier from Treasurer's Office	Window 2	2 -3 minutes
5. Proceed to Tricycle Franchising Unit	Check if all requirements have been duly accomplished Release registration sticker	Frontline Personnel	Valenzuela City Transportation Office	2 - 3 minutes

### CERTIFICATE OF FRANCHISE



Procedure on how to obtain a certificate of franchise



City External Services Office (Action Center) Dalandanan, (Beside Pure Gold Supermarket) Valenzuela City, Philippines 1440



352-2000 local 2229 Telefax: 292-1405



rbdarilag@valenzuela.gov.ph



Zenaida Dimas Alejandro Bernardo



Jose Valenzuela, Jr.



**Roberto Darilag** 



Tricycle operators

- Roadworthiness Inspection
- Land Transportation Office official receipt / Certificate of Registration (original and photocopy)
- Barangay Clearance of Tricycle Franchise Certification from Tricycle Operators and Drivers Association (TODA)
- Original Motorized Tricycle Operator's Permit (MTOP) and Franchise with official receipt



Monday to Friday 8:00 am to 5:00 pm



Certificate of Franchise	Рзоо.оо
MTOP (per year)	P100.00

#### Additional fees for late renewal:

Franchise Penalty	P75.00
MTOP Penalty	P50.00



15 to 21 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Proceed to the Valenzuela City Transportation Office (VCTO) and submit the necessary requirements	Assess all requirements and conduct road worthiness test	Frontline Personnel	Valenzuela City Transportation Office	4 <sup>–</sup> 5 minutes
	Provide application form to the client			
2. Fill up and submit accomplished application form	Receive and review the application form	Frontline Personnel	Valenzuela City Transportation Office	2 - 3 minutes
	Verify and identify the client from the master list			

3. Proceed to Window 1	Process MTOP / Certificate of Franchise in the computer and provide an order of payment	Frontline Personnel	Window 1	3 - 4 minutes
4. Proceed to Window 2 and pay the required fees	Accept order of payment and cash Issue an official receipt	Cashier from the Treasurer's Office	Window 2	2 - 3 minutes
5. Proceed to VCTO	Photocopy receipt / order of payment and acquire stamp for surrendered franchise	Frontline Personnel	Valenzuela City Transportation Office	2 - 3 minutes
	Instruct franchisee to come back and follow up retrieval of "approved" renewed Certificate of Franchise / MTOP			
Once LTO Registrati	on has been attained			
6. Proceed to VCTO to claim new sticker and control plate	Check if all requirements have been duly accomplished Release new sticker and control plate	Frontline Personnel	Valenzuela City Transportation Office	2 - 3 minutes

### **DROPPING OF FRANCHISE**



A franchise is dropped or being cancelled if and when:

- Transfer of ownership is being applied and processed. 1.
- 2. Change/replacement of motorcycle units in line with one motorcycle one franchise policy.
- 3. It is a pre-requisite in the registration with the Land Transportation Office.



City External Services Office (Action Center) Dalandanan, (Beside Pure Gold Supermarket) Valenzuela City, Philippines 1440



352-2000 local 2229 Telefax: 292-1405



rbdarilag@valenzuela.gov.ph





Jose Valenzuela, Jr.



**Robert Darilag** 



**Tricycle operators** 



- Original official receipt / Certificate of Registration Land **Transportation Office**
- Valid Identification Card
- Original Notarized Affidavit of Dropping
- Original Motorized Tricycle Operator's Permit (MTOP) and franchise with official receipt

Monday to Friday 8:00 am to 5:00 pm



P100.00 – Dropping Fee P200.00 – Penalty fee per year for non-renewal of MTOP



16 to 21 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Proceed to the Valenzuela City Transportation Office (VCTO) and submit the necessary requirements</li> </ol>	Assess all requirements	Frontline Personnel	Valenzuela City Transportation Office	4 - 5 minutes
2. Surrender control plate and Certificate of Franchise and MTOP	Accept control plate C.F. and MTOP			2 - 3 minutes
3. Proceed to Window 1	Input on computer system and provide an order of payment		Window 1	3 - 4 minutes
4. Proceed to Window 2 and pay the	Accept order of payment and cash Issue an official	Cashier from Treasurer's Office	Window 2	2- 3 minutes
required fees	receipt			

5. Proceed to VCTO and claim Certificate of Dropping	Check if all requirements have been duly accomplished	Frontline Personnel	Valenzuela City Transportation Office	5 - 6 minutes
Dropping	Issue Certificate of Dropping			

### PRIVATE TRICYCLE REGISTRATION PERMIT



Procedure on how to obtain a Private Tricycle Registration Permit



City External Services Office (Action Center) Dalandanan, (Beside Pure Gold Supermarket) Valenzuela City, Philippines 1440



352-2000 local 2229 Telefax: 292-1405



rbdarilag@valenzuela.gov.ph



Zenaida Dimas



Jose Valenzuela, Jr.



**Roberto Darilag** 



Private tricycle owner

- Roadworthiness Inspection
- Land Transportation Office official receipt / Certificate of Registration (original copy)
- Barangay Clearance for Private Tricycle Registration
- Voter's ID or any government issued ID
- One (1) copy of resent 2x2 photo
- Business permit (if intended for business purpose)

Note: Color of sidecar must be gray, galvanized or stainless color for personal use and business purpose, for student service the whole sidecar must be painted yellow with black stripe in front and rear together with the print marking "SCHOOL SERVICE" that should be three (3) inches in height.



Monday to Friday 8:00 am to 5:00 pm



Registration fee	P100.00
Registration sticker	P100.00

5 to 20 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Proceed to the Valenzuela City Transportation Office (VCTO) and submit the necessary requirements</li> </ol>	Assess all requirements and conduct Road Worthiness Test Provide application form to the client	Frontline Personnel	Valenzuela City Transportation Office	4 - 5 minutes

#### ENTREPRENEURSHIP

2. Fill up and submit accomplished application form	Receive and review the application form	Frontline Personnel	Valenzuela City Transportation Office	2 - 3 minutes
3. Proceed to Window 1	Issue an order of payment		Window 1	3 -4 minutes
4. Proceed to Window 2	Accept order of payment and cash	Cashier from Treasurer's Office	Window 2	4 - 5 minutes
and pay the required fees	Issue an official receipt			
5. Proceed to VCTO and claim registration	Check if all requirements have been duly accomplished	Frontline Personnel	Valenzuela City Transportation Office	2 - 3 minutes
sticker and control plate	Release registration sticker and control plate			

### REDEMPTION OF CONFISCATED DRIVER'S LICENSE AND IMPOUNDED VEHICLES OR TOWED VEHICLES



Procedure on how to settle fines and redeem confiscated Driver's License and impounded or towed vehicles



City External Services Office (Action Center) Dalandanan, (Beside Pure Gold Supermarket) Valenzuela City, Philippines 1440



352-2000 local 2229 Telefax: 292-1405



rbdarilag@valenzuela.gov.ph



Vivian Mangabang

Vergilio Villano



Artemio Delina



Roberto Darilag



Traffic violators



Ordinance Violation Receipt (original and photocopy) Note: In case the original was lost, a notarized Affidavit of Loss should be presented



Monday to Friday 8:00 am to 5:00 pm



Violation Of Public Utility Vehicle	Fees (P)
Colorum Operation	1,000.00
Cutting Trip	2,500.00
Disobedience to Traffic Sign / Officer	500.00
Display of Unauthorized ID	1,000.00
Driving Under the Influence of Liquor	2,500.00
Driving with Delinquent License	500.00
Driving without License	1,000.00
Excess Passenger / Passenger on Top	150.00
Failure to Show Driver's License	1,000.00
Franchise not Carried	500.00
Illegal Parking Untowed	500.00
Illegal Terminal	1,000.00
Illegal U-Turn	150.00
Improper Display of Plate	150.00
Improper Uniform-Including Wearing Slippers and Sandos	300.00
Loading / Unloading in Prohibited Zone	500.00
No Fare Matrix	500.00
No Official Receipt / Certificate of Registration Carried	150.00
Non-Use of Seatbelt	250.00
Not Wearing Helmet	350.00
Obstruction to Flow of Traffic	500.00

Out of Route / Line / Trip	2,500.00
Overcharging of Fares	1,000.00
Reckless Driving	500.00
Refusal to Convey Passenger	1,000.00
Stalled Vehicle Untowed	500.00

Towed Vehicle	
Illegal Parking – Towed	1,500.00
Stalled Vehicle – Towed	1,500.00

Tricycle Ordinance No. 41 - Section 132		
Driving without MTOP or Franchise	2,000.00	
Out of Service Area	500.00	
Expired Franchise	500.00	
Expired MTOP	200.00	
Driving without License	1,000.00	
Driving with Delinquent License	500.00	
Tricycle Ban	500.00	
Overloading	200.00	
Minor Passenger on Backseat	200.00	
Body Color / Number Scheme	500.00	
Refusal to Convey Passenger	100.00	
Minor Driver	2,000.00	
Failure to Install Silencer	200.00	
Use of Unauthorized Stickers	200.00	
No Accessories Headlight / Taillight	200.00	
Overcharging of Fares	200.00	
No Fare Sticker Matrix	100.00	
Failure to Register ID	100.00	

No Driver's ID	200.00
Improper Uniform	200.00
Expired or No Supervision Permit	2,000.00
TODA Allowing Tricycles Without Franchise	1,000.00
Illegal Terminal	1,000.00
Failure to Register with the Land Transportation Office (LTO)	2,000.00
Franchise / MTOP Not Carried	500.00
No Official Receipt / Certificate of Registration Carried	200.00

Tricycle Ordinance No. 41 - Section 133	
Failure to Register Private Tricycle	500.00
Uniform Color Scheme Provision	500.00
No Regulation Sticker	200.00
No "Not for Hire Sticker"	200.00
Riding Private Sticker with "Not For Hire Sticker"	100.00
Tampering of Body Number and Official Receipt / Certificate of Registration	500.00
Expired Private Tricycle Registration	500.00
Expired / No Driver's ID	200.00



11 to 16 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Proceed to Window 1 and submit the necessary requirements</li> </ol>	Check requirements and provide an order of payment Form	Redemption Officer	Window 1	1 -2 minutes
2. Proceed to Window 2 and pay the required fees	Accept payment and issue an official receipt	Cashier	Window 2	5 - 6 minutes
3. Proceed to Window 1 for the release of the driver's license (for confiscated	Check if all requirements have been duly accomplished Release driver's license	Redemption Officer	Window 1	1 - 2 minutes
driver's license) 4. Proceed to Window 1 to get a gate pass (for impounded or towed vehicles)	Check if all requirements have been duly accomplished Provide gate pass and refer to the	Redemption Officer	Window 1	2 - 3 minutes
5. Proceed to Action Center Watchman	Action Center Watchman Check gate pass and direct claimant to the	Action Center Watchman	Action Center Watchman	2-3 minutes
	location of the vehicle		Area (Front Gate)	



# INFRASTRUCTURE

#### **City Engineer's Office**

Securing a Mechanical Permit Securing a Certificate of Final Electrical Inspection Securing a Occupancy Permit Securing a Building Permit Securing a Sanitary/ Plumbing Permit Securing a Excavation Permit Securing a Demolition Permit Securing a Electrical Permit Securing a Fencing Permit Securing a Billboard/ Signboard Permit Securing a Certificate of Operation (Machinery) NBC From no. M-08

#### **Zoning Division**

Securing a Locational Clearance for Building Permit Securing a Locational Clearance for Business License Securing a Locational Clearance for Subdivision Development Securing a Zoning Certification / Classification

#### INFRASTRUCTURE

# CITY ENGINEER'S OFFICE

The **City Engineer's Office (CEO)** is the executive body tasked to issue permits to public or private entities. Under the Office of the City Mayor, the CEO handles the implementation of all City Government-funded infrastructure projects and issue permits to public and private construction works. The CEO evaluates all applications for engineering or construction-related permits in accordance with existing Building and Zoning regulations. As stated in the Local Government Code of 1991, the City Engineer is tasked to "administer, coordinate, supervise, and control the construction, maintenance, improvement, and repair of roads, bridges, and other engineering and public work projects of the local government unit concerned."

### Services:

- 1. Securing a Mechanical Permit
- 2. Securing a Certificate of Final Electrical Inspection
- 3. Securing an Occupancy Permit
- 4. Securing a Building Permit
- 5. Securing a Sanitary/ Plumbing Permit
- 6. Securing an Excavation Permit
- 7. Securing a Demolition Permit
- 8. Securing an Electrical Permit
- 9. Securing a Fencing Permit
- 10. Securing a Billboard/ Signboard Permit
- 11. Securing a Certificate of Operation (Machinery) NBC From no. M-08

# **SECURING A MECHANICAL PERMIT**



**INFRASTRUCTURE** 

Obtaining a permit from the City Government of Valenzuela is necessary before the installation, removal or alteration of machinery having at least twenty (20) horsepower. A separate permit to operate (Certificate to Operate) is necessary after installation and inspection of the machinery



The City Hall, 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1950 Fax number: 292-9170



psnelson@valenzuela.gov.ph

Engr. Domingo Dionido

Engr. RomeoTalag,, Jr.



Engr. Cesar Manalaysay



Ma. Praceli Nelson



Property owners requiring Mechanical Permit/ Representative



- Accomplished application form
- General Layout Plan for each floor drawn, indicate the equipment and locations drawn to scale of not less than 1:100 meters and total floor area is less than 500 square meters.

- If more than 500 square meters, the plan shall include the following:
  - a. Location / Vicinity Map, Site Development Plan, Building Key Plan.
  - b. Schedule of Equipment (list of machinery) with corresponding brake horsepower or kilowatt capacities.
  - c. Longitudinal and traverse sections of building and equipment based on the section lines drawn to scale of at least 1:100 meters showing inter-floor relations and defining the manner of support of machines / equipment. Sections shall run longitudinally and detailed section for each machinery/ equipment (fired and unfired pressure vessel, elevator, escalator, dumbwaiter, etc.) Signed and sealed by a professional Mechanical Engineer.
- Occupational Safety and Health Program pursuant to Section 104 of the National Building Code (NBC) or Presidential Decree 1096.
- Accomplished application form



Monday to Friday 8:00 am to 5:00 pm



Machinery - P60.00/kilowatt (other rates shown in National Building Code schedule of fees)



52 minutes to 1 hour

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Fill up and submit accomplished application form along with other requirements</li> </ol>	Receive and check application form and check completeness of requirements.	Engineer in- charge	Permits Division 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	30 - 32 minutes
	lssue order of payment.			2 - 3 minutes
2. Pay required fees	Collect payment and issue official receipt	Cashier, CEO Payment Window		5 - 6 minutes
3. Present official receipt to CEO Mechanical Engineering Section Staff for recording	Process and sign the permit	Inspector/ Section Head/ Building Official		10 - 13 minutes
4. Claim Mechanical Permit and sign logbook for acknowledgement	Issue Mechanical Permit	CEO Staff		5 - 6 minutes

## SECURING A CERTIFICATE OF FINAL ELECTRICAL INSPECTION



Permit is necessary when installing electric power in a construction project.



The City Hall, 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1950 / 2139 / 2136 / 2100 / 1300 Fax number: 292-9170 Direct line: 277-6706



psnelson@valenzuela.gov.ph



Engr. Lamberto Delas Alas Engr. Ed Pascual Engr. Leo De Guzman Virgilio Lorenzo



Engr. Julito Clariño



Ma. Praceli Nelson



Applicants requesting for Electrical Permit

- Accomplished application form
- Electrical Permit Issued
- Electrical Plan / Layout
- Occupancy Permit

Monday to Friday 8:00 am to 5:00 pm

City Engineer's Office



1 to 2 days

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Fill up and submit accomplished application form, electrical plan, Certificate of Occupancy and	Evaluate and process the application	City Engineering Staff	City Engineer's Office	5 - 10 minutes
	Conduct on-site inspection to verify correct wiring installation		3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	1 day
permit issued by the City Engineer's Office	Prepare inspection report and Certificate of Final Electrical Inspection			
2. Affix signature on the logbook	Record transaction in the logbook			1 - 2 minutes
3. Claim Certificate of Final Electrical Inspection	Issue Certificate of Final Electrical Inspection			1 - 2 minutes
4. Proceed to MERALCO for electric connection				

## **SECURING AN OCCUPANCY PERMIT**



A permit is issued to ascertain that a newly constructed edifice or structure complies with stringent safety and sanitary requirements for occupancy



The City Hall, 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 2139 / 2136 / 2100 / 1950 Fax number: 292-9170 Direct line: 277-6706



psnelson@valenzuela.gov.ph



Rizalina Ombria Sherwin Dionisio



Engr. Cesar Manalaysay



Ma. Praceli Nelson



Applicants requesting for Occupancy Permit

- Accomplished application form
  - Signed by the owner/ applicant
  - Signed and sealed by the Architect/ Engineer- in-charge
  - Approved Building Permit
  - Photos of the building

City Engineer's Office



**INFRASTRUCTURE** 

Monday to Friday 8:00 am to 5:00 pm

- ₽
- a. Division A-1 and A-2 Buildings (Residential):
  - i. Costing up to P150,000...... 100.00
  - ii. Costing more than P150,000 up to P400,000......200.00
  - iii. Costing more than P400,000 up to P850,000 ...... 400.00
  - iv. Costing more than P850,000 up to P1,200,000......800.00
  - v. Every million or portion thereof in excess of P1,200,00......800.00
- b. Divisions B-1/E-1,2,3/F-1/G-1,2,3,4,5/H-1,2,3,4/and I-1 Buildings (Commercial):
  - i. Costing up to P150,000......200.00
  - ii. Costing more than P150,000 up to P400,000...... 400.00
  - iii. Costing more than P400,000 up to P850,000 ......800.00
  - iv. Costing more than P850,000 up to P1,200,000.....1,000.00
  - v. Every million or portion thereof in excess of P1,200,00....1,000.00
- c. Divisions C-1,2/D-1,2,3 Buildings (Inst'l):
  - i. Costing up to P150,000.....150.00
  - ii. Costing more than P150,000 up to P400,000......250.00
  - iii. Costing more than P400,000 up to P850,000 ...... 600.00

  - v. Every million or portion thereof in excess of P1,200,00...... 900.00



3 - 5 days

#### INFRASTRUCTURE

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Submit accomplished application form, together with other requirements</li> </ol>	Check if all items have been duly accomplished	Frontline City Service Engineer's Personnel Office 3rd Floor, Bulwagang Geronimo S. Angeles Building	Engineer's Office 3rd Floor,	1 - 2 minutes
<ol> <li>Confirm schedule of site inspection / Get the</li> </ol>	Schedule site inspection and evaluation		S. Angeles Building	1 - 2 minutes
application slip (date of release indicated)	Provide application slip (indicate date of release)		(Finance Center)	1 - 2 minutes
3. Accompany inspector during the site inspection	r during inspection and	Inspector in charge	On-site	1 day
	Prepare inspection and evaluation report			
	Forward to City Engineer's Office Assessment Unit			
	Prepare assessment of permit fees	Assessment Personnel		
4. Claim the signed order of payment	Issue signed order of payment	Releasing frontline service personnel		1 - 2 minutes

INFRASTRUCTURE

5. Pay required fees and submit order of payment	Accept payment Issue official receipt Record official receipt	Cashier	City Engineer's Office	2 - 3 minutes 3 - 5 minutes
6. Proceed to Fire Department and get Safety Inspection Certificate	Prepare endorsement for Fire Department	Frontline Service Personnel	Service	3 - 5 days
7. Present Fire Inspection Certificate	Prepare the Occupancy Permit			20 - 30 minutes
	Endorse signed / approved Building Permit, inspection report, and other required documents to the Chief of Office for final approval			
	Sign and issue the Occupancy Permit	Chief of Office		
	Endorse to the releasing officer			
8. Claim Occupancy Permit and sign logbook for acknowledgement	Issue the Occupancy Permit and record transaction in the logbook	Releasing Frontline Service Personnel		1 - 2 minutes

### **SECURING A BUILDING PERMIT**



A permit is required before construction work can commence setting the acceptable levels of safety for construction in compliance with the National Building Code of the Philippines



The City Hall, 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 2139 / 2136 / 2100 / 1300 / 1950 Fax number: 292-9170 Direct line: 277-6706



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Rizalina Ombria Sherwin Dionisio



Engr. Cesar Manalaysay



Ma. Praceli Nelson



Applicants requesting for Building Permit

- Accomplished application form
  - Signed by the owner/ applicant
  - Signed and sealed by the Architect/ Engineer in-charge of the construction

- Six (6) sets of the following:
  - Building plans signed and sealed by the Architect/ Engineer
  - Bill of Materials
  - Specifications
  - Structural Computations (2-storey and above)
  - Soil Boring Test (3-storey and above)
- Lot Plan
- Transfer Certificate of Title (T.C.T.) or Deed of Absolute Sale (Certified Copy from Registry of Deeds)
- Barangay Clearance
- Locational Clearance from the City Zoning Office
- Sanitary Permit
- Homeowner's Association Clearance (if applicable)
- Fire Safety Clearance issued by the Fire Department
- Occupational Safety and Health Clearance
- National Building Code Memorandum Circular No 02 Series 2011

Photocopy of the following documents:

- Tax Declaration
- Current Tax Receipt
- Contract of Lease, if the property is not owned



Monday to Friday 8:00 am to 5:00 pm

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Residential	P8.40 per square meter
Commercial	P 23.00 per square meter



3 days

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY	
<ol> <li>Fill up and submit accomplished application form together with other requirements</li> </ol>	Check if application form has been duly accomplished and if requirements are complete	Frontline Service Personnel	City Engineer's Office 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	5 - 10 minutes	
	Conduct site inspection and check status of construction (whether proposed or existing) and submit inspection and evaluation report	Inspector-in- charge		Geronimo S. Angeles Building (Finance	1 day
	Check structural, plumbing, sanitary architectural design in conformity with implementing rules and regulations of the National Building Code	Enforcement Division Personnel			
	Assess amount of fees to be paid	Assessment Personnel		1 day	1 day
	Sign order of payment	Chief of Office			

### INFRASTRUCTURE

2. Pay required fees	Accept payment Issue official receipt	Cashier	City Engineer's Office	2 - 3 minutes
3. Present official receipt	Record official receipt. Endorse signed Building Permit, inspection report and other required documents to the Chief of Office for final approval	Frontline Service Personnel	3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	3 - 5 minutes
	Sign and issue the Building Permit	Chief of Office		1 - 2 minutes
	Endorse to the releasing officer			
<ol> <li>Claim Building Permit and sign logbook for acknowledgement</li> </ol>	Issue Building Permit	Releasing Frontline Service Personnel		2 - 3 minutes
	Release Building Permit			

## SECURING A SANITARY / PLUMBING PERMIT



Sanitary / Plumbing permit is issued to properties certifying that they have complied with the City's stringent standards for safety and sanitation as a pre-requisite for continued operation



The City Hall, 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 2139 / 2136 / 2100 / 1300 / 1950 Fax number: 292-9170 Direct line: 277-6706



psnelson@valenzuela.gov.ph



Rizalina Ombria Sherwin Dionisio



Engr. Cesar Manalaysay



Ma. Praceli Nelson



Applicants requesting for Sanitary / Plumbing Permit

- We Need: ਜ ਤ\_\_\_\_\_
- Accomplished application form
- Five (5) sets of plan, signed and sealed by sanitary engineer including cost estimate and design analysis
- Building and Occupancy Permit
- Barangay Clearance



Monday to Friday 8:00 am to 5:00 pm



Tank (up to 10 cubic meters)	P480.00
In excess of 10 cubic meters	P48.00/ cubic meter
Motor (water pump)	minimum of P200.00



1 day

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY	
<ol> <li>Secure date for site inspection</li> </ol>	Schedule site inspection	Receiving Officer	City Engineer's Office 3rd Floor,	,	3 <sup>–</sup> 5 minutes
2. Accompany inspector during the site inspection	Conduct site inspection and verification	City Engineer's Office Staff		Half day	
3. Submit accomplished application form together with other requirements	Receive accomplished application form and other requirements Evaluate and process the application and required fees	-	Bulwagang Geronimo S. Angeles Building (Finance Center)	2 - 3 minutes	

City Engineer's Office

4. Pay Sanitary Plumbing Permit fee	Receive payment and issue official receipt	CEO Payment window Cashier	City Engineer's Office	3 - 5 minutes
5. Claim Sanitary / Plumbing Permit and sign logbook for acknowledgement	Issue Sanitary Plumbing Permit	City Engineer's Office Staff	3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	15 - 20 minutes

### **SECURING AN EXCAVATION PERMIT**



A permit is secured prior to the actual ground preparation and excavation after the building line is established.



The City Hall, 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 2139/ 2136/ 2100/ 1300/ 1950 Fax number: 292-9170 Direct line: 277-6706



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Rizalina Ombria

Sherwin Dionisio



Engr. Anselmo Benitez

Victorino Esteban



Ma. Praceli Nelson



Applicants requesting for Excavation Permit

- Accomplished application form
  - Barangay Clearance
  - Copy of the Transfer Certificate of Title (T.C.T.) with Tax Declaration and Current Tax Receipt
  - Request for Excavation issued by MWSI with approval by the Traffic Management Office



#### Monday to Friday 8:00 am to 5:00 pm



Restoration Fee	P1, 100.00 per square meter
Maintenance Deposit	Р500.00
Processing Fee	P150.00
Excavation Fee	P200.00



20 to 35 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Submit accomplished application form with other requirements</li> </ol>	Evaluate and process application Assess required fees	City Engineer's Office Staff	City Engineer's Office 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	10 - 15 minutes
2. Pay required fees	Accept payment and issue official receipt	Cashier		5 - 10 minutes
3. Claim Excavation Permit and sign logbook for acknowledgement	Issue Excavation Permit	Releasing Officer		5 - 10 minutes

### **SECURING A DEMOLITION PERMIT**



A permit is required before a property owner can legally demolish a structure and is secured from the City Engineer's Office which has authority over any construction work within its jurisdiction.



The City Hall, 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 2139 / 2136 / 2100 / 1300 / 1950 Fax number: 292-9170 Direct line: 277-6706



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Rizalina Ombria Sherwin Dionisio



Engr. Cesar Manalaysay



Ma. Praceli Nelson



Applicants intending to demolish a structure



- Accomplished application form
  - Signed by the owner/ applicant
  - Signed and sealed by the Architect/ Engineer in-charge of demolition
  - Notarized

- Transfer Certificate of Title (T.C.T.) / Deed of Absolute Sale (Certified copy from Registry of Deeds)
- Lot Plan with Vicinity Map
- Barangay Clearance
- Photo of Structure to be Demolished

Photocopy of the following documents:

- Tax Declaration
- Current Tax Receipt



Monday to Friday 8:00 am to 5:00 pm



ŀ	Residential	P5.00 per square meter
	Commercial	P5.00 per square meter



2 days

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit accomplished application	Check if all items have been duly accomplished	Frontline Service Personnel	City Engineer's Office 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	3 - 5 minutes
form together with other requirements	Schedule site inspection	Inspector-in -Charge		
2. Claim the return slip (date	Provide return slip (indicate date of return)	Frontline Service Personnel	On-site	2 - 3 minutes
of return indicated)	Conduct site inspection and evaluation	Inspector-in -Charge / Assessment Personnel	City Engineer's Office	1 day
	Prepare inspection and evaluation report and forward to CEO Assessment Unit Prepare assessment of permit fees		3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	
3. Claim the signed order of payment	Issue signed order of payment	Releasing Frontline Service Personnel		1 - 2 minutes

### City Engineer's Office

4. Pay the required fees	Accept payment Issue official receipt	Cashier	City Engineer's Office	2 - 3 minutes
5. Present official receipt	Record official receipt number	Frontline Service	3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	2 - 3 minutes
	Endorse signed Demolition Permit, Inspection Report, and other required documents to the Chief of Office for final approval	Personnel		
	Sign and issue the Demolition Permit	Chief of Office		
	Endorse to the Releasing Officer			2 - 3 minutes
6. Claim Demolition Permit	Issue Demolition Permit	Frontline Service Personnel		1 - 2 minutes

### **SECURING AN ELECTRICAL PERMIT**



A permit is necessary when installing electric power in a construction project



The City Hall, 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 2139 / 2136 / 2100 / 1300 / 1950 Fax number: 292-9170 Direct line: 277-6706



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Engr. Leo De Guzman Nazario Gonzales

Lorben Dela Vega



Engr. Julito Clariño



Ma. Praceli Nelson



Applicants intending to install electrical power in a construction project

- Accomplished application form
- We Need: ਜ ਤ\_\_\_\_\_
- Three (3) sets of plans with vicinity map signed by a licensed professional electric engineer (PEE)
- Barangay Clearance

- Building Permit
- Proof of Ownership
- Urban Poor Certificate from Housing and Resettlement Office (HRO) (For Informal Settlers)



Monday to Friday 8:00 am to 5:00 pm



Minimum for residential depending on the loadP253.00Minimum for commercial depending on the loadP325.60



2 days

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit accomplished application form together with other requirements	Check if application form has been duly accomplished and if requirements are complete Evaluate plans and process the application	City Engineering Staff	City Engineer's Office 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	20 - 30 minutes 1 day

INFRASTRUCTURE

	Endorse inspection report and other required documents to the Chief of Office for final approval Assess amount of		City Engineer's Office 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	3 - 5 minutes 5 - 10
2. Claim the signed order	fees to be paid Issue signed order of payment			minutes 1 - 2 minutes
of payment	Sign and issue Electrical Permit			1 – 2 minutes
	Endorse to the Releasing Officer	Chief of Office		2 -3 minutes
3. Pay required Electrical Permit Fee	Receive payment and issue official receipt	Cashier		1 - 2 minutes
4. Present official receipt to the City Engineer's Office to claim Electrical Permit	Issue Electrical Permit	City Engineering Staff		2 - 3 minutes

••••

### **SECURING A FENCING PERMIT**



A permit is required from property owners before the installation of a fence in a construction area within Valenzuela City



The City Hall, 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 2139 / 2136 / 2100 / 1300 / 1950 Fax number: 292-9170 Direct line: 277-6706



psnelson@valenzuela.gov.ph



Rizalina Ombria

Sherwin Dionisio



Engr. Cesar Manalaysay



Ma. Praceli Nelson



Applicants intending to install a fence in a construction area

- **We Need:** ਜ ਡ\_\_\_\_\_
- Accomplished application form
  - Signed by the owner/ applicant
  - Signed and sealed by the architect/ engineer in-charge of the construction

City Engineer's Office

- Three (3) sets of plans of fence signed and sealed by the architect / engineer
- Lot Plan with Vicinity Map
- Transfer Certificate Title (T.C.T.), Deed of Sale (Certified copy from the Registry of Deeds)
- Current Tax Receipt
- Contract of Lease in case the applicant is not the registered owner
- Locational Clearance from the City Zoning Office
- Barangay Clearance



Monday to Friday 8:00 am to 5:00 pm



P3.00 per linear meter

2 days

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit accomplished application form together with other requirements	Check if application form if has been duly accomplished and if requirements are complete Schedule site inspection	Frontline Service Personnel Inspector-in- Charge	City Engineer's Office 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	2 - 3 minutes 1 - 2 minutes

City Engineer's Office

2. Claim the Return Slip Form (date of return indicated)	Provide Return Slip (indicate date of return)	Frontline Service Personnel	City Engineer's Office	1 minute
	Conduct site inspection and evaluation	Geronimo S. Angeles Building	Bulwagang	1 day
	Prepare inspection and evaluation report		S. Angeles	
	Forward to City Engineer's Office Assessment Unit	Assessment Personnel	Center)	
	Prepare assessment of permit fees			
3. Claim the signed order of payment	lssue signed order of payment	Releasing frontline service personnel		1 - 2 minutes
<ol> <li>Pay the required fees</li> </ol>	Accept payment Issue official receipt	Cashier		2 - 3 minutes
5. Present official receipt	Record official receipt	Frontline Service		3 - 5 minutes
	Endorse signed Fencing Permit, inspection report, and other required documents to the Chief of Office for final approval	Personnel		5 minutes

	Sign and issued the Fencing Permit	Chief of Office	City Engineer's Office	2 - 3 minutes
	Endorse to the Releasing Officer		3rd Floor,	1 - 2 minutes
6. Claim Fencing Permit and sign logbook for acknowledgement	Issue the Fencing Permit and record transaction in the logbook	Releasing frontline service personnel	Bulwagang Geronimo S. Angeles Building (Finance Center)	1 - 2 minutes

### SECURING A SIGNBOARD / BILLBOARD PERMIT



A permit required to legally construct a signboard / billboard containing details of its dimension, the documents ascertaining ownership or lease of the property and location of lot or building where the signboard / billboard will be placed



The City Hall, 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352.1000 locals 2139 / 2136 / 2100 / 1300 / 1950 Telefax: 292.9170 Direct line: 277.6706



psnelson@valenzuela.gov.ph



Edwin Talavera



Engr. Cesar Manalaysay



Ma. Praceli Nelson



Applicants requesting for Signboard / Billboard Permit

#### City Engineer's Office



We Need: ਜ ਤ	٠	Accomplished application form
s		- Signed by the owner/ applica

- Signed by the owner/ applicant
- Signed and sealed by the Architect/ Engineer-in-charge of the construction
- Clearance from the Department of Public Works and Highways • (DPWH) / Metro Manila Development Authority (MMDA)
- Five (5) sets of plans of signboard / billboard details signed and • sealed by the architect / engineer
- Lot Plan with Vicinity Map
- Transfer of Certificate Title (T.C.T.) / Deed of Sale (Certified copy • from Registry of Deeds)
- Contract of Lease in case the applicant is not the registered owner •
- **Barangay** Clearance
- Local Clearance Issued by the City Zoning Office
- Fire Safety Evaluation Certificate issued by the Fire Department •
- Occupational Safety and Health Clearance (National Building Code • Memorandum Circular No 02, Series 2011)

#### Photocopy of the following documents:

- **Tax Declaration**
- **Current Tax Receipt**



Monday to Friday

8:00 am to 5:00 pm



Signboard Permit Fee (minimum) P36.00 / square meter Billboard Permit Fee (minimum) P36.00 / square meter



2 days

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit accomplished application form and other requirements	Check if application form has been duly accomplished and if requirements are complete	Frontline Service Personnel	City Engineer's Office 3rd Floor, Bulwagang	1 - 2 minutes
	Conduct preliminary interview		Geronimo S. Angeles Building	5 – 10 minutes
2. Confirm schedule of site inspection and evaluation	Schedule site inspection and evaluation		(Finance Center)	1 - 2 minutes
3. Get the return slip	Provide return slip			1 - 2 minutes
4. Accompany inspector during site inspection	Conduct site inspection and evaluation	Inspector-in- Charge	On-site	1 day
	Prepare inspection and evaluation report		City Engineer's Office	30 minutes – 1 hour
	Forward to the City Engineer's Office Assessment Unit	nit Geronimo S. Angeles Building	Bulwagang Geronimo	
	Prepare assessment of permit fees		Building (Finance	

### INFRASTRUCTURE

5. Claim signed order of payment	Issue signed order of payment	Releasing Frontline Service Personnel	City Engineer's Office	1 - 2 minutes
6. Pay the required fees	Accept payment Issue official receipt	CEO Payment Window Cashier	3rd Floor, Bulwagang Geronimo S. Angeles	2 - 3 minutes
7. Present official receipt	Record official receipts	Frontline Service	Building (Finance Center)	3 - 5 minutes
	Prepare the Signboard / Billboard Permit	Personnel		30 minutes
	Endorse signed Signboard / Billboard Permit, inspection report, and other required documents to the Chief of Office for final approval			1 - 2 minutes
	Sign and issue the Signboard/ Billboard Permit	Chief of Office		1 - 2 minutes
	Endorse to the releasing Officer			
8. Claim Signboard / Billboard Permit and sign logbook for	Issue the Signboard/ Billboard Permit	Releasing Frontline Service Personnel		1 - 2 minutes
acknowledgement	Record the transaction in the logbook and have the client sign the logbook			1 - 2 minutes

### SECURING A CERTIFICATE OF OPERATION (MACHINERY) / NBC FORM NO. M-08



Permit necessary after the installation, removal or alteration of machinery having at least twenty (20) horsepower or kW



The City Hall, 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352.1000 locals 2139 / 2136 / 2100 / 1300 / 1950 Telefax: 292.9170 Direct line: 277.6706



psnelson@valenzuela.gov.ph



Engr. Domingo Dionido

Engr. Romeo Talag, Jr.



Engr. Cesar Manalaysay



Ma. Praceli Nelson



Property owners requiring Mechanical Permit / Representative

City Engineer's Office



INFRASTRUCTURE

- Mechanical Permit
- As-Built Mechanical Plan(s)
  - Certificate of Completion and Safety signed and sealed by professional mechanical engineer who supervised the installation.



Monday to Friday 8:00 am to 5:00 pm



Machinery - P60.00/ kilowatt (other rates shown in the National Building Code Schedule of Fees)

3 to 4 hours

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit all requirements	Confirm schedule of site inspection	Frontline Service Personnel	City Engineer's Office 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	3 - 5 minutes

City Engineer's Office

2. Schedule inspection	Installed machinery will be inspected as scheduled. Once inspection is done, inspector advises client to pay and claim the Certificate of Operation the next business day.	Inspector	Location of machinery	3 - 4 hours
3. Claim order of payment after inspection	Issue order of payment	Frontline Service Personnel	City Engineer's Office 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	2- 3 minutes
4. Pay the required fee(s)	Collect payment and issue official receipt	Cashier	Cashier Window	3 - 5 minutes
5. Present official receipt	Receive and record official receipt and instruct Clerk to prepare the Certificate of Operation	Frontline Service Personnel	City Engineer's Office 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	2 - 3 minutes

6.Claim Certificate of Operation and sign logbook for acknowledgement	Sign the Certificate of Operation Endorse signed Certificate of Operation to Releasing Personnel	Mechanical Inspector Chief, Mechanical Section Chief, Processing and Evaluation Division Building Official	Cashier Window City Engineer's Office 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	3 - 5 minutes
	Issue Certificate of Operation and record transaction in the logbook	Frontline Service Personnel		1 - 2 minutes

#### INFRASTRUCTURE

# OFFICE OF THE CITY MAYOR ZONING DIVISION

The **Zoning Division** regulates the issuance of locational clearance for Building Permit, Business License and other developments within the city in conformity to its Land Use Plan.

### Services:

- 1. Locational Clearance for Building Permit
- 2. Locational Clearance for Business License
- 3. Locational Clearance for Subdivision Development
- 4. Zoning Certification / Classification

### LOCATIONAL CLEARANCE FOR BUILDING PERMIT



Clearance from the City Zoning Division determines whether the proposed building construction conforms to the existing Land Use Plan of the City based on Ordinance No. 80 Series of 2010 known as the "Valenzuela City Zoning Ordinance"



The City Hall, 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 1812



acrobles@valenzuela.gov.ph



Engr. Margie Valerio



Engr. Anita Robles



Property Owner's securing Building Permit



- Seven (7) sets of complete architectural plans, duly signed and sealed by a licensed architect or engineer
- Contract of Lease or consent from the owner in case the applicant is not the registered owner

- Transfer Certificate Title (T.C.T.) / Deed of Absolute Sale
- Certified copy from Registry of Deeds
- Tax Declaration (photocopy)
- Current Tax Receipt (photocopy)
- Homeowners Association Clearance, if necessary
- Certificate of no objection from immediate neighbor with abutment (Firewall)
- Clearance from the Department of Environment and Natural Resources, Air Transportation Office, and National Water Resource Board (for special project)



Monday to Friday 8:00 am to 5:00 pm

2 <b>2</b>	
100	

Filing Fee P50.00

#### **Processing fee for Conforming Use**

	(P) per square meter
Residential	1.00
Commercial	2.00
Industrial	2.50
Institutional	1.00
Memorial Park	1.00
Agro-Industrial Manufacturing	1.00
Non- Manufacturing	1.50
Telecommunications Tower	1.50
Billboard	1.00
Yard Utilized for Industrial purposes	1.00
Yard Utilized for Commercial purposes	1.00
All Types of Renovation	50% of prescribed rate.

### **Processing fee for Non-Conforming Use:**

	(P) per square meter
Residential	2.00
Subdivision	1.00
Commercial	4.00
Industrial	5.00
Institutional	2.00
Memorial Parks / Cemeteries	1.00
Agro-industrial Manufacturing	5.00
Non-manufacturing	2.00
Telecommunication Towers	5.00
Billboards	5.00
Yard Utilized for Industrial Purposes	4.00
Yard Utilized for Commercial Purposes	4.00
All types of renovations	75% of prescribed rates



8 to 14 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Fill up and submit the application form together with other requirements</li> </ol>	Accept and process application form and other requirements Prepare order of payment of fees	Frontline Personnel	City Zoning Office 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	2 - 3 minutes

2. Claim signed order of payment	lssue signed order of payment	Frontline Personnel	City Zoning Office	1 - 2 minutes
3. Pay applicable fees	Receive payment	Cashier, Payment	3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	1 - 2 minutes
4. Claim official receipt	lssue official receipt	Window, CEO-Permit Division		1 - 2 minutes
5. Present and claim Zoning decision	Prepare and release Zoning decision	Frontline Personnel		2 - 3 minutes
6. Sign logbook for acknowledgment	Record transaction in the logbook			1 - 2 minutes

Note:

If the decision of the Zoning Administrator on the application is **DENIED**, the applicant has the option to submit an appeal for consideration to the LOCAL <u>ZONING BOARD OF ADJUSTMENT AND APPEAL</u> as per Zoning Ordinance and its Implementing Guidelines.

### LOCATIONAL CLEARANCE FOR BUSINESS LICENSE



Clearance from the City Zoning Division will determine whether a proposed business conforms with the existing Land Use Plan of the City based on Ordinance No. 80 series of 2010 known as the Valenzuela City Zoning Ordinance



The City Hall, 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 1812



acrobles@valenzuela.gov.ph



Engr. Margie Valerio



**Engr. Anita Robles** 



Property Owner's securing business permit

- We Need: च र्ग
- Copy of Business License Application or Permit
  - Proof of ownership or lease contract



Monday to Friday 8:00 am to 5:00 pm



Filing Fee

P50.00

#### **Processing fee for Conforming Use:**

	(P per square meter)
Commercial	2.00
Industrial	2.50
Institutional	1.00
Memorial park	1.00
Agro-Industrial Manufacturing	1.00
Non- Manufacturing	1.50
<b>Telecommunications Tower</b>	2.00
Billboard	1.00
Yard utilized for Industrial purposes	1.00
Yard utilized for Commerial purposes	1.00

### **Processing fee for Existing Non-Conforming Use:**

Commercial	4.00
Industrial	5.00
Institutional	2.00
Memorial Parks	1.00
Agro-Industrial Manufacturing	5.00
Non-manufacturing	2.00
Telecommunication towers	5.00
Billboards	5.00
Yard Utilized for Industrial Purposes	4.00
Yard Utilized Commercial Purposes	4.00



2 to 3 days

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Fill up and submit the application form along with all requirements</li> </ol>	Accept and process application form and other requirements	Frontline Personnel	City Zoning Office 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	2 - 3 minutes
	Schedule site inspection for verification			
	Conduct on-site Inspection	Inspector		Half day
	Prepare order of payment fees	Frontline Personnel		1 - 2 minutes
2. Claim order of payment	Issue signed order of payment			1 - 2 minutes
3. Pay the required fees	Receive payment	Cashier, Payment		1 - 2 minutes
4. Claim official receipt	lssue official receipt	Window, CEO		1 - 2 minutes
5. Present and claim Zoning decision	Prepare and issue zoning decision	Frontline Personnel		2 - 3 minutes

6. Sign logbook for acknowledgment	Record transaction in the logbook	Frontline Personnel	City Zoning Office	1 - 2 minutes
			3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	

Note:

If the decision of the Zoning Administrator on the application is **DENIED**, the applicant has the option to submit an appeal for consideration to the **LOCAL ZONING BOARD OF ADJUSTMENT AND APPEAL** as per Zoning Ordinance and its Implementing Guidelines.

### LOCATIONAL CLEARANCE FOR SUBDIVISION DEVELOPMENT



Clearance from the City Zoning Division that will determine whether the proposed business conforms to the existing Land Use Plan of the City based on Ordinance No. 80 Series of 2010 known as the "Valenzuela City Zoning Ordinance"



The City Hall, 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1812



acrobles@valenzuela.gov.ph



Engr. Margie Valerio



Engr. Anita Robles



Property Owner's Securing Subdivision Development



- Duly accomplished application form
- Five (5) complete sets of subdivision plan as per BP 220 / PD 957 duly signed and sealed by an Architect or Engineer
- Deed of Restriction

- Certified True Copy of Title and Tax Declaration
- Current Tax Receipt
- Drainage Impact Assessment for flood prone area
- Traffic Impact Assessment for traffic generating development
- Environmental Compliance Certificate from the Department of Environment and Natural Resources
- National Water Resource Board Permit for construction of deep well



Monday to Friday 8:00 am to 5:00 pm



Filing fee	Р50.00
Processing fee	P1.00 per square meter



2 to 3 days

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Fill up and submit the application form along with all requirements</li> </ol>	Accept and process application form and other requirements Schedule site inspection for verification	Frontline Personnel	City Zoning Office 3rd Floor, Bulwagang Geronimo S. Angeles Building	2 - 3 minutes
	Conduct inspection	Frontline Supervisor	(Finance Center)	Half day
	Prepare order of payment of fees	Frontline Personnel		1 - 2 minutes

2. Claim order of payment	lssue signed order of payment	Frontline Personnel	City Zoning Office	1 - 2 minutes
3. Pay the required fees	Receive payment	Cashier, Payment 3rd Floor,	3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	1 - 2 minutes
4. Claim official receipt	lssue official receipt	Window, CEO		1 - 3 minutes
5. Present and claim zoning decision	Prepare and release zoning decision	Frontline Personnel		2 - 3 minutes
6. Sign logbook for acknowledgment	Record transaction in the logbook logbook			1 - 2 minutes

Note:

If the decision of the Zoning Administrator on the application is **DENIED**, the applicant has the option to submit an appeal for consideration to the LOCAL **ZONING BOARD OF ADJUSTMENT AND APPEAL** as per Zoning Ordinance and its Implementing Guidelines.

# ZONING CERTIFICATION / CLASSIFICATION



Certification from the City Zoning Division to determine Land Use of existing property / business



The City Hall, 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 1812



acrobles@valenzuela.gov.ph



Engr. Margie Valerio



Engr. Anita Robles



Property and Business Owners

- Certified True Copy of Title
- Vicinity Map or Lot Plan
- Business Permit



Monday to Friday 8:00 am to 5:00 pm



CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit all requirements	Receive and prepare order of payment of fees	Receiving officer	City Zoning Office 3rd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	2 - 3 minutes
2. Claim signed order of payment	lssue signed order of payment			1 - 2 minutes
3. Pay applicable fees	Receive payment	Cashier, payment window, CEO		1 - 2 minutes
4. Claim official receipt and zoning certification	lssue official receipt			1 - 2 minutes



### EDUCATION

#### Pamantasan ng Lungsod ng Valenzuela

- Pamantasan ng Lungsod ng Valenzuela College Admission Test (CAT)
- Dr. Pio Valenzuela Scholarship Program
- Pamantasan ng Lungsod ng Valenzuela Academic Records

#### Valenzuela City Polytechnic College

- Admission and Enrolling at Valenzuela City Polytechnic College
- School Credentials

#### EDUCATION

## PAMANTASAN NG LUNGSOD NG VALENZUELA

**Pamantasan ng Lungsod ng Valenzuela** (PLV) is a city-funded institution of higher learning which offers undergraduate and graduate degree programs to the less fortunate but deserving students of the city.

The Office of the Registrar, as an institutional student service unit of the University, is the sole depository of all student records from the time admission until graduation of every student. The office renders vital services and issuance of transfer credentials, scholastic records, transcript of records, diplomas and certificates of graduation.

### Services:

- 1. Pamantasan ng Lungsod ng Valenzuela College Admission Test (CAT)
- 2. Dr. Pio Valenzuela Scholarship Program
- 3. Pamantasan ng Lungsod ng Valenzuela Academic Records

### PAMANTASAN NG LUNGSOD NG VALENZUELA COLLEGE ADMISSION TEST (PLV-CAT)



This service is available to all high school graduates from any public or private schools in Valenzuela City and transferees who are bonafide residents of Valenzuela City as evidenced by their Certificate of Registration / Voters ID and other pertinent documents



Pamantasan ng Lungsod ng Valenzuela Poblacion II, Malinta, Valenzuela City, Philippines 1440



Direct lines: 277-6495 / 352-0067



nctorralba@valenzuela.gov.ph



Window 1: Rennie Lyn Pagulayan Window 1-A: Raymond Mariano Window 2: Victoria De Jesus



Mary Anne Trinidad



Dr. Nedeña Torralba



High school graduates and transferees who are bonafide residents of Valenzuela City

For First Time Applicants:

- Photocopy of Form 138-A (Report Card)
- Two (2) copies of 1x1 ID photo (taken within the last 6 months)
- Photocopy of Voters ID of Student / Parent

For transferees:

- Certification of Grades from last school attended/ Transcript of Records
- Two (2) copies of 1x1 ID photo (taken within the last 6 months)
- Photocopy of Voters ID of Student/ Parent

The application for PLV-CAT starts on the 3rd Monday of January and ends on the 3rd Friday of March.



Monday, Wednesday and Friday from 1:00pm to 4:00pm Tuesday and Thursday from 9:00 am to 12:00nn



P 200.00



29 to 44 minutes to complete the application for PLV-CAT Examination will take maximum of 3 hours

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit all requirements	Check completeness of requirements	Frontline Personnel	Registrar's Office Window 1 Ground Floor, PLV Main Building	3 - 5 minutes
	lssue an order of payment			
2. Present order of payment and pay examination fee	Accept payment	Cashier	Window 2 Ground Floor, PLV Main Building	2 - 3 minutes
	Encode applicant's data			
	lssue an official receipt			

and	ficial receipt od secure an oplication	Check the official receipt Give the application form	Frontline Personnel	Registrar's Office Window 1A Ground Floor, PLV Main Building	2 - 3 minutes
	ccomplish pplication rm				15 - 20 minutes
for sec	Ibmit oplication rm and cure terview Slip	Check application form and issue an interview slip			2 - 3 minutes
sch	eport on the heduled terview date	Interview the applicant Issue an Examination Permit	Guidance Officer	Guidance Office Ground Floor, PLV Main Building	5 - 10 minutes
exa	ke the camination scheduled te	Administer the examination Inform examinee that the examination results will be released and posted after a month		PLV Main and Annex Building (Venue is specified on the examination permit)	3 hours

## **DR. PIO VALENZUELA** SCHOLARSHIP PROGRAM



This is a scholarship program granted by the City Government of Valenzuela to deserving applicants of the Dr. Pio Valenzuela scholarship program



Pamantasan ng Lungsod ng Valenzuela Poblacion II, Malinta, Valenzuela City, Philippines 1440



Direct lines: 277-6495 / 352-0067



dr.piovalenzuelascholarship@yahoo.com



**Michelle Tongco** 



Mary Anne Trinidad



Dr. Nedeña Torralba



High school graduates from any public or private schools in Valenzuela City who belong at the top 10 percent (10%) of the graduating class, financially-challenged and bonafide residents of Valenzuela City

W	e Need:
2	
2	
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- Fully accomplished Dr. Pio Valenzuela Scholarship Program application form
- Certificate of Good Moral Character from the Guidance Counselor or Principal
- Certificate of Residency issued by the Barangay Chairman
- Income Tax Return (ITR) or Affidavit of Non-Filing •

- Certification of Non-Filing of Income Tax from the Bureau of Internal Revenue (BIR)
- Certification of Indigency issued by the City Social Welfare Development Office (CSWDO)
- Photocopy of Report Card (Certified True Copy)
- Health Certificate from any government physician
- Photocopy of National Statistics Office (NSO) Birth Certificate
- Photocopy of Community Tax Certificate (Cedula) of either parent/ guardian
- Photocopy of any valid ID and Voters ID of parent / guardian
- Two (2) copies of 1x1 photo taken within the month of application period. One to be attached to the application form and the other to the test permit
- Sketch of residence



Monday to Friday 8:00 am to 5:00 pm

## ₽

EDUCATION

None



9 to 12 minutes - complete the application for Dr. Pio Valenzuela Scholarship Program

4 hours - background investigation, panel interview

3 hours - examination will take a minimum of 7 hours

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Secure Dr. Pio Valenzuela application form	Provide application form to client		Window 5 Ground Floor PLV Main Building	1 - 2 minutes

Pamantasan ng Lungsod ng Valenzuela

## EDUCATION

1. Fill up and submit the application form along with other requirements	Assess the submitted application form Issue an examination permit	Frontline Personnel	Window 5, Ground Floor PLV Main Building	8 - 10 minutes
2. Take the Qualifying Examination	Administer the examination	Guidance Specialist	PLV Main and Annex Building (Venue is specified on the examination permit)	3 hours
3. Be present during background investigation	Verify authenticity of submitted documents through background investigation	CSWD Representative	Residence of qualified applicant	30 minutes
4. Report for panel interview	Interview the qualified applicants	Guidance Specialist	PLV Main Conference Room	30 minutes
(For those who passed the qualifying examination and the background investigation)	Inform the applicants that the final list of qualified scholars will be released after three (3) days	Scholarship Committee		

5.	Check the result of the examination and background investigation	Post the list of qualified Dr. Pio Valenzuela Scholars	Guidance Specialist	PLV Main Lobby	3 - 5 minutes
6.	Attend the signing of contract and orientation of scholars	Facilitate the signing of contract and orientation of scholars	Scholarship Committee	Valenzuela City Convention Center	3 hours

## PAMANTASAN NG LUNGSOD NG VALENZUELA ACADEMIC RECORDS



This service is available to all PLV graduates and students for various purposes (travel, employment, transfer, further studies, examinations, etc.) who want to secure the following documents: Transfer Credential, Diploma / Proficiency Certificate, Certificate of Graduation / Enrolment, Certificate of Grades, Certificate of Earned Units, and Transcript of Records (TOR).



Pamantasan ng Lungsod ng Valenzuela Poblacion II, Malinta, Valenzuela City, Philippines 1440



Direct lines: 277-6495 / 352-0067



registrarsoffice\_plv@yahoo.com

Window 1: Rennie Lyn Pagulayan Window 2: Victoria De Jesus



Mary Anne Trinidad



Dr. Nedeña Torralba



PLV Graduates and PLV Students

Í	We Need: ví	
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	<u>ه</u>	

For transcript and transfer credential request:

#### For initial request:

- Accomplished general clearance
- Student ID
- Authorization letter indicating permission to apply and claim requested document (in the absence of client)

#### For succeeding requests:

• Authorization Letter indicating permission to apply and claim requested document (in the absence of client)

#### For certification request:

Certificate of registration

## For Certification, Authentication and Verification (CAV) of Academic records request:

- Photocopies of Transcript of Records (TOR) and/or Diploma
- Blank CD



Monday to Friday 8:00 am to 5:00 pm



Transcript of Records (inclusive of photo)	P150.00 / page
Transfer Credential	Р50.00
Certificate of Grades / Earned Units / Enrolment / Graduation:	Р50.00
Diploma	P250.00

#### For CAV Request

CAV	P200.00
CHED Processing Fee	P40.00



- Transcript of Records and Diploma: One (1) week
- Transfer Credentials: One (1) day
- Certification of Earned Units, Enrolment and Graduation: One (1) hour
- Certification of Grades: One (1) week

#### For CAV Request:

Local :	Eleven (11) working days
	(One (1) day processing at PLV + Five (5) days processing at
	CHED + Five (5) days processing at DFA)
Abroad:	Twenty-one (21) working days
	(One (1) day processing at PLV + Five (5) days processing at
	CHED + Fifteen(15) days processing at DFA)

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
For Transcript and Transfer Credential Request 1. Fill up and submit the General Clearance Form	Check the accomplished General Clearance Form Issue an order of payment	Frontline Personnel, Registrar's Office	Window 1 Ground Floor PLV Main Building	30 minutes
For Certification Request 1. Present Certification of Registration	Issue an order of payment			2 minutes

For CAV Request 1. Submit two (2) sets of clear copy of diploma and transcript of records and one (1) blank CD	Check the submitted requirements Issue an order of payment	Frontline Personnel, Registrar's Office	Window 1 Ground Floor, PLV Main Building	5 minutes
2. Present order of payment and pay the required fees	Accept payment Encode applicant's data Issue an official receipt	Cashier	Window 2 Ground Floor, PLV Main Building	2 minutes
3. Present the official receipt	Check the official receipt Issue the schedule for release of document	Frontline Personnel, Registrar's Office	Window 1 Ground Floor, PLV Main Building	3 minutes
For Transcript and Transfer Credential request 4. Return on the scheduled date and bring two (2) pieces of documentary stamps	Paste the documentary stamps on the requested documents Affix the			5 minutes
	University Dry Seal Write in the record book the client's name and the documents requested			

For Certification Request 4. Claim the requested certification on the specified time	lssue the requested certification	Frontline Personnel, Registrar's Office	2 minutes
For CAV Request 4. Claim the authenticated documents personally at the Department of Foreign Affairs (inform client if the requested document is ready for release)			2 minutes
For Transcript and Transfer Credential Request 4. Affix the signature on the Record Book and claim the transcript and transfer credential	Release the requested document		2 minutes

# VALENZUELA CITY POLYTECHNIC COLLEGE

**Valenzuela City Polytechnic College** (ValPoly) is a local government college which provides technical education and training to high school graduates, out-ofschool youth and unemployed adult. The school started as Valenzuela Manpower Training Center in October 1982 offering short-term technical-vocational programs. By virtue of an Ordinance, the school is now called the Valenzuela City Polytechnic College which offers three-year technician programs in addition to its existing programs. Today, the school offers degree programs in technical teacher education to produce highly competent technical teachers.

## Services:

- 1. Admission and Enrolling at Valenzuela City Polytechnic College
- 2. School Credentials

## ADMISSION AND ENROLLING AT VALENZUELA CITY POLYTECHNIC COLLEGE



A key service provided by the Valenzuela Polytechnic College for those household graduates who wish to enroll in the Four-Year Ladderized Degree Program in Bachelor of Technical Teacher Education (BTTE) Program or rake the Short-term Technical Vocational Program primarily to develop their skills and competencies coupled with proper work attitudes needed for future development



Valenzuela City Polytechnic College, Kamagong Street, Fortune Village 6, Parada, Valenzuela City, Philippines 1442



Direct lines: 292-0480 / 293-0775



valpoly1996@yahoo.com



Guidance Coordinator Herbert Gragg Jennifer Jane Capili **College Nurse** Ma. Cecilia Romano **College Registrar** College Librarian Mary Jane Crame AlonaTorred Administrative Clerk Maricel Mauricio Scholarship Coordinator Marites Diokno **Collecting Officer** Michael Bola Office of the Student Affairs In-Charge



Ma. Cecilia Romano



Dr. Nellie Asuncion Dean

- Formal: (Any two- or four-year course)
- High school graduates
- Transferees
- Alternative Learning System (ALS) graduates

Non-Formal: (short term course with a maximum duration of four and a half months)

- Out-of-school youth
- Out-of-school adults
- Unemployed citizens

Formal:

- Form 138
- Transfer credentials
- Certificate of good moral character
- Barangay certificate
- Medical certificate (indicating that the client is physically fit)
- Chest X-ray
- 3 copies 2x2 photo

Non-Formal:

- Barangay Certificate
- Medical Certificate (Indicating that the Client is Physically Fit)
- Chest X-Ray Result
- 3 copies 2x2 photo



Monday to Friday 8:00 am to 5:00 pm



P 200.00



Admission:5 to days, 1 hour and 30 minutesInterview:34 minutes to 1 hourEnrollment:1 to 2 hours

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Inquire about courses offered by the College</li> </ol>	Discuss the courses offered by the College	Guidance Center Coordinator	The VCPC Guidance Center	3 - 5 minutes
2. Fill up and submit the application form	Check and verify the data and advise to secure order of payment		1st Floor Building A	3 - 5 minutes
3. Secure order of payment	Issue an order of payment	College Librarian	ValPoly Library 3rd Floor Building A	3 - 5 minutes
4. Pay entrance examination fee	Receive payment and issue official receipt	Collecting Officer	ValPoly Payment Window, Accounting Office Ground Floor, Building B	10 - 15 minutes
5. Present the official receipt to the guidance staff	Schedule date of the entrance examination	Guidance Coordinator	The VCPC Guidance Center	2 - 3 minutes
6. Take the entrance examination	Administer the examination		1st Floor Building A	As scheduled: 3 - 4 hours

7. Wait for the result of entrance examination	Release the result of the entrance examination after 5 days. The result will be posted at the entrance gate of the college	Guidance Coordinator/ Guidance Counselor	The VCPC Guidance Center 1st Floor, ValPoly Building	5 days
8. Check the result of entrance examination and entrance interview schedule	Provide pertinent information for those whose names did not appear on the list of passers		Bulletin board situated at strategic areas such as the campus entrance	2 minutes
INTERVIEW			·	
1. Look for the Guidance Office and see the Guidance Staff-In- Charge.	The Guidance Staff-In-charge will look for the name of the client and verify if he / she passed the examination.	Guidance Coordinator	The VCPC Guidance Center and Different Area Coordinators concerned	2 minutes
2. Attend interview	Conduct interview			30 minutes to 1 hour
3. Return for the result of the interview	Advise successful candidates to return on the date of enrollment.			2 minutes

ENROLLMENT					
1. Get Permit to Enroll	Issue Permit to Enroll	Guidance Coordinator	The VCPC Guidance Center 1st Floor ValPoly Building	3 - 5 minutes	
2. Present Permit to Enroll and	Receive the permit Evaluate	School Nurse College Clinic			2 - 3 minutes
submit	requirements		Building B		
medical requirements	lssue medical record form		School Clinic		
3. Fill up and submit medical record rorm	Receive accomplished medical record form			5 - 10 minutes	
	Interview enrollee				
4. Submit School requirements	Receive and check requirements	Registrar	Registrar's Office	3 - 5 minutes	
/ Transfer credential	Issue Registration form		1st Floor Building B		
5. Fill up registration form	Sign registration card Issue class schedule			10 - 15 minutes	
6. Proceed for assessment of fees	Assess fees	Librarian	College Library 3rd Floor	5 - 10 minutes	
<ol> <li>Claim order of payment</li> </ol>	Issue order of payment		Building A	2 - 3 minutes	

8. Order uniform and fill out uniform order slip	lssue order of payment for uniform (may be deferred)	Clerk	Administrative Office 1st Floor Building A	3 - 5 minutes
9. Present Registration form, fill up and submit	Check application form	Office of the Student Affairs In - Charge	Office of the Student Affairs 1st Floor Building A	5 - 10 minutes
ID application form (including photo and signature)	lssue student number			
10.Present order of payment,	Receive order of payment	Cashier	Accounting Office 1st Floor Building B	5 - 10 minutes
Registration Card and pay required fees	Issue official receipt of tuition, miscellaneous fees and uniform			
	Mark the Registration Card "PAID"			
11. Claim official receipt and	lssue official receipt			3 - 5 minutes
Registration Card	Detach accounting copy of Registration Card			

12. Present official receipt and Registration	Receive Registration Card and official receipt	College Registrar	Registrar's Office 1st Floor	3 - 5 minutes
Card	Mark the Registration Card "ENROLLED"		Building B	
13. Sign in the master list form	Provide master list form			
14. Get student copy of the Registration Card, Class	Give student copy of Registration Card	College Registrar		2 - 3 minutes
Cards, Class Schedule and Schedule of Orientation	Issue Class Cards, Class Schedule and Schedule of Orientation			

## SCHOOL CREDENTIALS



Basic service provided for the graduates or former students of the institution who are seeking school credentials such as Transcript of Record, Diploma, Certificate of Training, Honorable Dismissal or Certifications needed as employment requirements or in transferring to other schools



Valenzuela City Polytechnic College, Kamagong Street, Fortune Village 6, Parada, Valenzuela City, Philippines 1442



Direct lines: 292-0480 / 293-0775



valpoly1996@yahoo.com



Mary Jane Crame Co Marites Diokno Co

College Librarian Collecting Officer

Ma. Cecilia Romano



Dr. Nellie Asuncion

- Graduates
- Transferring Students
- Undergraduate Students
- Registration Card
  - School ID
  - Documentary Stamp



Monday to Friday 8:00 am to 5:00 pm



P 100 per page

5 to 6 days

## HOW TO AVAIL OF THE SERVICE

•

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Request for any school credential	Evaluate request Sign clearance Issue Clearance Form	Registrar	Registrar Office 1st Floor Building B	5 - 10 minutes
2. Have the clearance form signed by each of the following:	All signatories would sign clearance form		Valenzuela City Polytechnic College 1st Floor Building B	30 - 40 minutes
• Property Office		Property Officer	Property Office	
<ul> <li>Office of Student Affairs (OSA)</li> </ul>		OSA	OSA	
• Library		College Librarian	College Library	
<ul> <li>Accounting</li> </ul>		Accounting Officer	Accounting Office	
• Registrar		College Registrar	Registrar's Office	
• Dean		Dean	Admin. Office	

3. Submit signed clearance and fill up application	Validate Issue claim stub	Registrar	Registrar's Office 1st Floor	5 - 10 minutes
form			Building B	
4. Return on the date of release of credential	Prepare credential			5 days
5. Present claim stub	Prepare credential for release			1 - 2 minutes
6. Secure order of payment	Issue order of payment	Librarian	College Library 1st Floor Building B	3 - 5 minutes
7. Pay required fees	Receive the payment and issue an official receipt	Cashier	Accounting Office 1st Floor Building B	3 - 5 minutes
8. Present official receipt and documentary stamp	lssue the requested school credential	Librarian	Registrar's Office 1st Floor Building B	3 - 5 minutes



## EMPLOYMENT

#### **Public Employment Service Office**

Special program for employment of students and out-of-school youth (RA 9547) Facilitation of employment Anti-Illegal Recruitment Assistance (AIR Act)

#### Worker's Affairs Office

Legal Query and Counseling Assistance for Labor Issues and Concerns Labor and Management Education and Training Seminars Referral / Recommendation to the Public Employment Service Office (PESO) for Regular Job Employment Referral / Recommendation to PESO for Department of Labor and Employment - National Capital Region for Livelihood Projects

# EMPLOYMENT PUBLIC EMPLOYMENT SERVICE OFFICE

The **Public Employment Service Office (PESO)** is a non-fee charging multiemployment service facility or entity established pursuant to Republic Act No. 8759, otherwise known as the PESO Act of 1999.

### Services:

- 1. Special Program for Employment of Students and Out-of-School Youth (RA 9547)
- 2. Facilitation of Employment
- 3. Anti-Illegal Recruitment Act (AIR Act)

## SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES) AND OUT-OF-SCHOOL YOUTH (RA 9547)



This program is intended to help poor but deserving students and out-ofschool youth from ages 15-25 years old to pursue their education through employment during summer or Christmas vacations, while those enrolled in tertiary, vocational or technical education, maybe employed at anytime of the year.

The employment period shall be twenty (20) to fifty two (52) working days.



The City Hall, Ground Floor, Legislative Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 1710 / 1711 Telefax: 292-3787



lgmartin@valenzuela.gov.ph



Annaliza Vitug Annaliza Luna Juanito De Galicia



Luningning Martin



Students and out-of-school youth from ages 15 to 25 years old



- Endorsement Letter from the Principal or Guidance Counselor for High School Students
- Accomplished application form

#### EMPLOYMENT

- Birth Certificate
- Form 138 or Class Cards
- Income Tax Return (ITR) of both parents
- Affidavit of Non-Filing of Income Tax Return
- Bureau of Internal Revenue Certification
- Most recent 2x2 photo
- If necessary:
  - Affidavit of Support or Guardianship
  - Affidavit of Separation of Parents
  - Certification from previous employer for displaced worker (for parents of beneficiary)



Monday to Friday 8:00 am to 5:00 pm



None

Minimum of twenty (20) days and maximum of fifty-two (52) days, except for Christmas vacation which takes a maximum of fifteen (15) days

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit Endorsement Letter from school and proceed to PESO as per schedule	Register the SPES beneficiary and provide application form with checklist of requirements		Public Employment Service Office (PESO) Ground Floor, Legislative Building	5-10 minutes

2. Submit all requirements	Evaluate and authenticate the required documents submitted	PESO Head and Frontline Personnel	Venue assigned by the Administrator	5 - 10 minutes
3. Prepare for the interview	Interview applicant and assess qualifications and requirements mandated by RA 7323 (SPES Program) & RA 9547 (Expanded SPES)			5 - 10 minutes
4. Affix signature to the Employment Contract (SPES 02)	Administer the signing of the beneficiary to the employment contract (SPES 02), once qualified			1 - 2 minutes
5. Prepare for the scheduled orientation	Schedule and conduct orientation			1 day (every Saturday)
6. Secure work assignment and ID	Prepare work assignment for various SPES activities within the 33 barangays of the city and/or private establishments			

### EMPLOYMENT

7. Proceed to workplace and present the Endorsement Letter	Collect the duly received and signed endorsement letter of their workplace	PESO Frontline Personnel	33 Barangays of Valenzuela City and Private Companies	8:00 am to 5:00 pm (if necessary)
8. Report to designated workplace and abide by the rules and regulations of the company or LGU/ Barangay where assigned	Monitor activity and attendance of beneficiary		Public Employment Service Office (PESO) Ground Floor, Legislative Building	Minimum of 20 days – maximum of 52 days
9. Perform work assignment during the entire duration of the contract	Continue monitoring the activity of beneficiary			
10. Submit Daily Time Record (DTR)	Collect DTR for Payroll preparation Prepare Payroll Prepare clearances			1 - 5 days depending on the procedures of offices concerned or where the beneficiary is assigned

11. Wait for the release of the sixty percent (60%) total salary / wage (Per batch)	Coordinate with the Audit, Budget, Accounting Offices and Cashiers for the release of salary	PESO Frontline Personnel	Public Employment Service Office (PESO) Ground	1-3 days depending upon the release of the payroll
12. Proceed to PESO and secure clearance	lssue the necessary clearance for the release of salary		Floor, Legislative Building	
<ul> <li>13. Claim the remaining forty percent (40%) salary / wage from DOLE</li> <li><i>Requirements</i></li> <li>SPES form No. 10 (Certificate of Salary and Wages)</li> <li>Employment Contract (SPES Form No. 2)</li> <li>SPES Evaluation Sheet</li> <li>BIR Certification</li> <li>Affidavit of Non-Filing</li> </ul>		DOLE PESO Frontline Personnel	Department of Labor and Employment (DOLE) 5th Floor, Araneta Square Building, Monumento, Caloocan City	Depends on DOLE processing
<ul> <li>Birth Certificate</li> <li>Class Card / E-138</li> <li>Other affidavits and supporting documents</li> </ul>		DOLE PESO Frontline Personnel	Department of Labor and Employment (DOLE)	Depends on DOLE processing

14. Wait for the announcement of check release from DOLE	Prepare the documents and basis of computation of the 40% salary for submission to DOLE	PESO Head and Frontline Personnel	Public Employment Service Office (PESO) Ground	
15. Inquire from PESO on schedule of check release or get updates from the PESO bulletin board located at the Police Headquarters' Multi-purpose Hall	Post schedule of SPES and check release from DOLE at the assigned bulletin board Valenzuela City	PESO Frontline Personnel	Floor, Legislative Building	
16. Present school ID to DOLE and receipts of school tuition fee	Inform and advice the beneficiary that the check is ready for collection	DOLE Frontline Personnel	Department of Labor and Employment (DOLE)	Depends on DOLE processing
17. Present to PESO the check	Countersign check and issue signed check	PESO Frontline Personnel	Public Employment Service Office (PESO) Ground Floor, Legislative Building	10 - 20 minutes

## FACILITATION OF EMPLOYMENT



One of the core functions of the Public Employment Service Office (PESO) is to provide employment assistance to jobseekers through counseling and referral For Walk-in Applicants - Labor market information through solicitation of job



The City Hall, Ground Floor, Legislative Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



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Jeffrey Andres Juanito De Galicia Derrick Velarde



Luningning Martin



Job Seekers, Students, Out-of-School Youth (OSY), Persons with Disabilities (PWD), Non-Government Organizations, Displaced Workers and Returning Overseas Filipino Workers



For Job Seekers:

- Barangay Clearance
- Police Clearance

- NBI Clearance
- SSS Employment History
- Birth Certificate
- Diploma or Transcript of Record
- Certificate of Previous Employment
- PhilHealth Identification Card
- Medical Certificate
- One (1) copy of most recent 2x2 photo

For Job Providers (Employer)

- Company Profile
- Business Permit / License / Security and Exchange Commission
   (SEC) Registration
- Private Recruitment and Placement Agency License (PRPA) for Local Employment Agencies
- Special Recruitment Authority (SRA) for Overseas Recruitment Agencies
- List of Job Vacancies
- Nature of Job and Workplace or Work Assignment
- Other information necessary



Monday to Friday 8:00 am to 5:00 pm



None

22544

Job Seeker: 35 to 55 minutes Job Provider: 28 to 47 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY					
Jobs Seeker:									
1. Present Barangay Clearance for registration	Present checklist of requirements	Admission Clerk	Public Employment Service Office (PESO) Ground Floor, Legislative Building	5- 10 minutes					
2. Submit all requirements	Provide application form (SRS Form 1)			1 - 2 minutes					
3. Fill up and submit SRS Form 1	Evaluate the authenticity of requirements (Check the applicant's height, weight, tattoo, ear pierce, colored hair, etc. and other basic / standard qualification / requirements set-forth by the employer)			5 - 10 minutes					
4. Proceed to waiting lounge and prepare for an interview	Job matching and interview, if necessary			20 - 30 minutes					

5.	Claim the referral letter	Prepare the referral letter Issue the referral letter	Admission Clerk	Public Employment Service Office (PESO) Ground Floor, Legislative Building	2 - 3 minutes		
6.	Prepare for dispatch	Dispatch the client			2 - 3 minutes		
Jo	Job Provider (Employer):						
1.	Signify outsourcing of manpower supply through phone, e-mail, telefax and personal visit	Accommodate prospective employer by phone, fax, e-mail and personal visit	PESO Head and Staff	Public Employment Service Office (PESO) Ground Floor, Legislative Building	2 - 5 minutes		
2.	Submit all requirements	Authenticate the requirements			1 - 2 minutes		
3.	Schedule the dispatch of qualified applicants	Post manpower requirements and screen qualified applicants			20 - 30 minutes		
4.	Accommodate the dispatched or referred applicants	Dispatch the applicants	PESO Frontline Personnel		5 - 10 minutes		

## ANTI-ILLEGAL RECRUITMENT ASSISTANCE (AIR ACT)



Provide counseling and assistance in filing of complaints to proper agencies such as Philippine Overseas Employment Administration (POEA), Overseas Workers Welfare Assistance (OWWA), Department Of Labor and Employment (DOLE), National Labor Relations Commission (NLRC) for the victims of illegal recruiters and similar acts.



The City Hall, Ground Floor, Legislative Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 1710 / 1711 Telefax: 292-3787



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Jeffrey Andres Maureen Tolentino Derrick Velarde



Luningning Martin



Victims of Illegal Recruiters

- Passport
- Employment Contract
  - Valid ID



Monday to Friday 8:00 am to 5:00 pm



15 to 20 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Proceed to AIR Help Desk	Register the client	PESO Frontline Personnel	Frontline Employment	15 - 20 minutes
2. Submit all requirements	Validate the requirements		Office (PESO) Ground Floor, Legislative Building	
3. Fill up and submit the Complaints Form	Evaluate the complaint/s			
4. Undergo counseling	Counsel and / or mediate			
5. Follow- up status of complaint	File the complaint to proper agency (OWWA, DOLE, POEA, NLRC)			
6. Wait for the result of the lodged complaint	Follow-up the result and notify the client			

#### **EMPLOYMENT**

# WORKER'S AFFAIRS OFFICE

The **Worker's Affairs Office (WAO)** serves as the labor administration and relations department of the City Government of Valenzuela. It also serves as a facilitating body to settle labor-management disputes in the City. WAO serves as the Secretariat of the Valenzuela City Tripartite Industrial Peace Council (VCTIPC).

## Services:

- 1. Legal Query and Counseling Assistance for Labor Issues and Concerns
- 2. Labor and Management Education and Training Seminars
- 3. Referral / Recommendation to the PESO for Regular Job Employment
- Referral / Recommendation to the Department of Labor and Employment

   Caloocan / Malabon / Navotas / Valenzuela (DOLE CAMANAVA Field Office) for Livelihood Projects

# LEGAL QUERY AND COUNSELING ASSISTANCE FOR LABOR ISSUES AND CONCERNS



Provides legal counseling to the labor and management sectors on labor issues and concerns raised



The City Hall, Ground Floor, Executive Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1830 Telefax: 293-91-30



wao@valenzuela.gov.ph

Roque Tanalgo Ma. Jobelle Leoncio Gilbert Pelleja Emmanuel Villegas



Gilbert Palleja



Fernando Padrinao



Private employees working and private employers operating in Valenzuela City



**Requirements:** 

- Company or any government-issued ID
- Pay Slip
- Social Security System (SSS) Premium Contribution
- Employment Contract





Monday to Friday 8:00 am to 5:00 pm



CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Fill up and submit Complaint Form	Evaluate the complaint/s and provide advice or legal counseling Note: For Simple Complaint/s: Call the respondent for possible settlement	Frontline Personnel	Worker's Affairs Office (WAO) Ground Floor, Executive Building	5 minutes
	For complex complaints: Schedule for reconciliation- mediation assistance			25 minutes

# LABOR AND MANAGEMENT EDUCATION AND TRAINING SEMINARS



The Worker's Affairs Office (WAO) offers free education and training seminars on various topics that include labor standards, health, safety and welfare benefits, productivity, labor relations and other courses to both the labor and management sectors in Valenzuela City



The City Hall, Ground Floor, Executive Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1830 Telefax: 293-91-30



wao@valenzuela.gov.ph

Roque Tanalgo Ma. Jobelle Leoncio Gilbert Pelleja Emmanuel Villegas



Roque Tanalgo



Fernando Padrinao



Private employees and employers in Valenzuela City



Company ID or any valid identification card

Worker's Affairs Office



EMPLOYMENT

Monday to Friday 8:00 am to 5:00 pm



None

🔰 10 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Fill up and submit Enrolment Form	Evaluate the duly accomplished form and interview client	Frontline personnel	Worker's Affairs Office (WAO)	8 minutes
2. Get schedule of the seminar/s	Provide schedule of the seminar/s	Frontline personnel	Ground Floor, Executive Building	2 minutes

# REFERRAL / RECOMMENDATION TO PESO FOR REGULAR JOB EMPLOYMENT



Recommend applicants to the Public Employment Service Office (PESO) for employment



The City Hall, Ground Floor, Executive Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352 - 1000 local 1830 Telefax: 293-91-30



wao@valenzuela.gov.ph

Roque Tanalgo Emmanuel Villegas Ma. Jobelle Leoncio



Roque Tanalgo



Fernando Padrinao



Unemployed residents of Valenzuela City

- Barangay Clearance
- Police Clearance
- NBI Clearance
- Diploma (for High School Graduates)
- Transcript of Records (for College Level or Graduates)

Worker's Affairs Office

- Resume / Biodata
- One (1) copy of most recent 2x2 photo



EMPLOYMENT

Monday to Friday 8:00 am to 5:00 pm

None

20 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Request for referral / recommendation letter	Fill up referral / recommendation letter endorsing the client to PESO	Frontline Personnel	Worker's Affairs Office (WAO) Ground Floor, Executive Building	10 minutes
2. Proceed to PESO	Accompany the client to PESO		Public Employment Service Office (PESO) Ground Floor, Legislative Building	10 minutes

# **REFERRAL / RECOMMENDATION OF** LIVELIHOOD PROJECTS



Provide referral / recommendation of Livelihood Projects from the Barangays from workers in the formal and informal sectors for funding by the Deparment of Labor and Employment - National Capital Region (DOLE-NCR)



The City Hall, Ground Floor, Executive Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1830 Telefax: 293-91-30



wao@valenzuela.gov.ph

Emmanuel Villegas

**Roque Tanalgo** 



**Roque Tanalgo** 



Fernando Padrinao



Workers from both formal (factory or company based) and informal (community-based) sectors

- Project proposal
- Project Feasibility Study (forms are available at DOLE-National Capital Region)



Monday to Friday 8:00 am to 5:00 pm



None



CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
For livelihood projects of formal workers sector 1. Submit project proposal to WAO	Accept the document and endorse to DOLE- CAMANAVA for funding	Frontline Personnel		2 Days
For informal livelihood projects of informal workers sector 1. Submit the project proposal to	Accept and evaluate the project proposal and endorse to DOLE- CAMANAVA for funding			2 weeks
WAO	Consolidate similar projects to be validated by the beneficiaries concerned			
2. Wait for the approval / funding of the proposal	Endorse modified project proposal to DOLE- CAMANAVA for further evaluation and funding			



# HOUSING

#### Housing and Resettlement Office

Availing of Informal Settlers Loan Assistance Program (ISLAP) Issuance of Electical and Water Certification

#### HOUSING

# HOUSING AND RESETTLEMENT OFFICE

The **Housing and Resettlement Office (HRO)** is tasked to develop and maintain programs that facilitate the acquisition of housing lots and/or housing units by urban poor families. It shall provide resettlement and relocation sites for informal settlers permanently displaced from danger areas and land earmarked for government infrastructure and other projects.

# Services:

- 1. Informal Settlers Loan Assistance Program (ISLAP)
- 2. Issuance of Electrical and Water Certification

# AVAILING OF INFORMAL SETTLERS LOAN ASSISTANCE PROGRAM (ISLAP)



The Informal Settlers Loan Assistance Program (ISLAP) offers loan package/s exclusively for the use of members of the marginalized sector of Valenzuela City.

### **Different Loan Packages:**

- Land Acquisition Down Payment
- Equity Loan Assistance
- Earnest Money Loan Assistance
- Purchase of small parcels of land occupied by informal settlers offered for sale by property owners to be mortgaged to the Social Housing Finance Corporation (SHFC) through the Community Mortgaged Program (CMP) or other options
- Development Loan Assistance



The City Hall, Ground Floor, Executive Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 2143 / 2144



emreyes@valenzuela.gov.ph

Renato Crespo

Carmencita Dela Peña



**Elenita Reyes** 



Informal Settlers Association (ISA)



One (1) set of Original Copy and seven (7) sets of Photocopy of the following documents:

- Accomplished application form
- Informal Settlers Association Request Letter (copy furnish the Office of the Mayor)
- Project proposal
- Duly approved Board Resolution of the Association signifying its intent to apply for the ISLAP
- List of Officers and Board of Directors/Trustees
- List of Members
- List of Projects implemented by the Association
- Financial Statement of the Association duly certified by a Certified Public Accountant
- Proof of Outstanding Bank Account either with the Philippine National Bank or the Land Bank of the Philippines
- Duly approved Resolution of the Board authorizing its President to make, sign, seal, execute and deliver contracts, loan agreements and other documents, which may be necessary to finance the land acquisition
- Proposed Subdivision Plan (BP 220)
- Collection and Payment Scheme
- Certificate of Registration of the Association
- Certificate of Accreditation from the Presidential Commission for the Urban Poor (PCUP)



Monday to Friday 8:00 am to 5:00 pm



None



1 to 2 months

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Fill up and submit the	Provide application form	Receiving Clerk	Administrative Office	5 - 10 minutes
accomplished application form and other	Check if all items have been duly accomplished	HRO Frontline Service	Ground Floor, Executive Building	
requirements	Conduct preliminary interview	Personnel		
	Verify membership in the Master List			
2. Wait for the notice, if qualified to avail the loan	Forward to the ISLAP Board for validation and approval	HRO		5 - 10 minutes
	Conduct validation	ISLAP Board	Finance Building,	3 - 5 days
	Approval of request		Executive Building, and	1 day
	Forward approved request to HRO		Legislative Building	5 - 10 minutes
	Prepare Memorandum of Agreement (two 2 original copies)	City Legal Office	3rd Floor, Legislative Building	2 - 3 days
	Endorse to the City Council and request for Authority to Sign	HRO Frontline Service Personnel		1 day

Housing and Resettlement Office

HOUSING

Prepare Authority to SignCity Lega OfficeForward to SignOfficeForward to the City Council for sponsorshipForward to the Office of the Mayor copy of the City Council- approved Resolution	City Legal Office		1 day	
	City Council for			15 days
	Office of the Mayor copy of the City Council- approved			1 day
	Approve / signCity MayorOffice of theMemorandum ofCity MayorCity MayorAgreementCity MayorCity Mayor	1 day		
	Forward to HRO		3rd Floor, Executive Building	5 - 10 minutes
3. Sign the Memorandum of Agreement	Memorandum to sign the Frontline	1st Floor, Executive Building	1 day	
	Forward to the City Legal Office for notarization			5 - 10 minutes
	Notarize the Memorandum of Agreement	Legal Office	3rd Floor, Legislative Building	1 hour
	Forward to HRO			5 - 10 minutes

4. Prepare obligation request, disbursement voucher, submitted requirements of the ISA and the checklist signed by the Qualifications Board	Prepare the request and voucher	HRO Frontline Personnel	1st Floor, Executive Building	1 hour
	Forward to the Office of the City Mayor for signature			2 - 3 minutes
5. Wait for the approval of	Sign the request and voucher	Mayor	3rd Floor, Executive	1 hour
loan	Forward to the Budget Office for budgeting and approval		Building	2 - 3 minutes
	Budget approval	Budget Officer	2nd Floor,	2 - 3 days
	Forward to the Audit Office for auditing of papers		Legislative Building	2 - 3 minutes
	Audit documents	Accounting		2 - 3 days
	Forward to the Treasurer's Office for signing of vouchers	and Auditing Officer		2 - 3 minutes
	Sign vouchers	Treasurer	1st Floor,	2 - 3
-	Forward to the Office of the Mayor for signing of voucher		Finance Building	minutes

Housing and Resettlement Office

# HOUSING

-	Sign vouchers Forward to the Treasurer's Office for loan check preparation	Mayor	3rd Floor, Executive Building	1 day 2 - 3 minutes
	1st Floor, Finance	1 day		
	Forward to the Office of the Mayor for signature	Building	2-3 minutes	
	Sign loan check Forward to the Treasurer's Office	Mayor	3rd Floor, Executive Building	1 hour
6. Claim loan check and notarized Memorandum of Agreement	lssue loan check and notarized Memorandum of Agreement	Treasurer	3rd Floor, Executive Building	1 hour

# ISSUANCE OF ELECTRICAL AND WATER CERTIFICATION



HOUSING

The Housing and Resettlement Office (HRO) is responsible for the issuance of electrical and water certification to legitimate members of Informal Settlers Association (ISA) applying for electrical or water connection



The City Hall, Ground Floor, Executive Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 2143 / 2144



emreyes@valenzuela.gov.ph



Romelito Clemente

Aurea Ferrer



**Elenita Reyes** 



Members of Informal Settlers Association (ISA)

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- Membership certification from ISA signed by the Association President
- Barangay Clearance (for electrical or water connection request)
- Updated ISA members from Securities and Exchange Commission (SEC) or the Housing and Land Use Regulatory Board Registration (HLURB)

For SEC Registered:

- Updated SEC Registration
- History of the Association

- Updated list of officers and Minutes of Election
- List of members
- Financial report
- List of accomplished, on-going and proposed projects
- Sketch of location of the Association

### For HLURB Registered:

- Updated HLURB Registration
- History of the Association
- Updated list of officers and Minutes of Election
- List of members
- Financial report
- List of accomplished, on-going and proposed projects
- Memorandum of Agreement (MOA)
- Copy of Title
- Approved subdivision plan/ proposed subdivision plan
- Profile of mobilizer (originator)
- Sketch of the location of the Association



Monday to Friday 8:00 am to 5:00 pm



P20.00



20 to 30 minutes

HOUSING

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY	
1. Acquire queue card number and	Provide client with the queue ticket	Frontline Service Personnel	Service	Housing and Resettlement Office	1 - 2 minutes
wait to be called	Call the queue ticket number		Ground	2 - 3 minutes	
2. Submit all requirements	Conduct preliminary interview		Floor, Executive Building	1 - 2 minutes	
	Check name of client from the master list			2 - 3 minutes	
3. Claim signed order of payment	lssue order of payment			1 - 2 minutes	
4. Pay the	Accept payment	Cashier	Ground	3 - 5	
required fees	lssue official receipt		Floor, Bulwagang Geronimo Angeles Building (Finance Center)	minutes	

# HOUSING

5. Present official receipt	Record the details	Frontline Service	Housing and Resettlement	1 - 2 minutes
	Prepare the water or electrical certificationPersonnelOfficeGroundGroundFloor,	2 - 3 minutes		
	Forward to the office head for signature / approval		Floor, Executive Building	1 - 2 minutes
	Sign and approve the water or electrical certification	Office Head		2 - 3 minutes
	Endorse to the Releasing Officer			1 - 2 minutes
6. Receive the signed water or electrical certification	lssue the approved water or electrical certification	Frontline Service Personnel		1 - 2 minutes
7. Sign the logbook	Record and have the client sign in the logbook			1 – 2 minutes



# GOVERNANCE

#### Office Of The City Mayor

The Mayor WIN's Action Desk *"Email Mo Si Mayor"* The People's Day

#### Administrative And Records Division

Certification and/or Authentication Mayor's Clearance Letter of Referral Securing Marriage Contract Provision of Materials Receiving / Recording of Various Communications Permit on the Use of Facilities

#### **City Planning and Development Office**

Request for Planning Documents for Research Purposes

#### Human Resource and Management Office

Filling of Complaints on City Officials

#### Office of the City Civil Registry

Correction of Clerical or Typographical Error in the Civil Register Marriage License Late Registration of Marriage Registration of Birth Late Registration of Birth Registration of Death

### GOVERNANCE

# OFFICE OF THE CITY MAYOR

The **Office of the City Mayor** exercises general supervision, control and implements all programs, projects, approved policies, services and activities of the Government. It enforces all laws and ordinances relative to the governance of the City and in the exercise of appropriate corporate powers provided for by Section 22 of the Local Government Code. It also ensures the delivery of basic services and provision of adequate facilities.

# Services:

- 1. Mayor WIN's Action Desk
- 2. "Email mo si Mayor"
- 3. The People's Day

# THE MAYOR WIN'S ACTION DESK

Immediate support of individual/s who are financially in need:

- Transportation P300.00 (maximum)
- Food Assistance 2 kilograms of rice, assorted canned goods
- Medicine for fever, cough and colds, antibiotics, multivitamins and others
- Referral to other offices



The City Hall, 3rd Floor, Executive Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1144/1145



mayorwin@valenzuela.gov.ph



Lorna Delleopac



Flocerfida Villamar



Hon. Sherwin Gatchalian City Mayor



Indigent residents and non-residents



- Certificate of indigence issued by the Barangay
- Medical abstract (for confined patient)
- Medical certificate for out-patient
- Hospital bill (if requesting for financial assistance to partially cover medical bills)
- Doctor's prescription



GOVERNANCE

Monday to Friday 8:00 am to 5:00 pm

- Free medical test for indigent senior citizens and residents
- Fifty percent (50%) discount for non-residents



11 to 22 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Proceed to Mayor Win'sAsk what ty of request / assistance needed	assistance	Frontline Service Personnel	Office of the City Mayor 3rd Floor, Executive Building Office of the	5 – 10 minutes
	Check all requirements presented			3 – 5 minutes
	Provide requested assistance If needed, issue referral slip: For financial assistance - City Social Welfare and Development Office		City Mayor	1 – 3 minutes

Office of the City Mayor

## GOVERNANCE

	For medical endowment and burial assistance - Special Projects Office (SPO) For Medical Test (laboratory tests, x-ray, ECG, dog/ cat bites, dental) - City Health Department (CHO) Record transaction in the logbook	Frontline Service Personnel	Office of the City Mayor 3rd Floor, Executive Building Office of the City Mayor	1 - 2 minutes
2. Get the Referral Slip and proceed to the referred office	Provide direction/s to client in going to the referred office			1 - 2 minutes

# "EMAIL MO SI MAYOR"



An effective form of communication and interactive dialogue with the City Mayor for feedback, comments, suggestions, complaints and other concerns through internet-based application or medium



mayorwin@valenzuela.gov.ph



Hon. Sherwin T. Gatchalian City Mayor



Residents and non-residents



None



Anytime



None



Maximum of 7 days

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Send email message to the City Mayor at mayorwin@ valenzuela. gov.ph for complaints, assistance or requests</li> </ol>	Read and reply to the client's email message	City Mayor		Not more than 7 days
2. Wait for the feedback on comments, complaints, assistance or requests	Forward email message to the concerned office for immediate disposition and appropriate action			

# THE PEOPLE'S DAY



A venue where the City Mayor regularly meets his constituents to personally listen to their complaints, inquiries, suggestions, comments or requests for assistance.



The City Hall, 3rd Floor, Executive Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 1144 / 1145



mayorwin@valenzuela.gov.ph



Loriebelle Santos

Echel Fragata



Flocerfida Villamar



Hon. Sherwin T. Gatchalian City Mayor



Community organizations (neighborhood organizations, homeowners associations, non-government organizations, religious sectors)



Agenda and purpose of meeting the Mayor



Monday to Friday 8:00 am to 5:00 pm



None



Setting an Appointment: 8 to 15 minutes Meeting Proper: 20 to 40 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Contact Office of the City Mayor to set up an appointment in person or through telephone	Ask the name of the organization or group and the purpose of meeting	Executive Assistant	Office of the City Mayor 3rd Floor, Executive Building	5 - 10 minutes
2. Get appointment confirmation	Check availability of the City Mayor Record the schedule of meeting in the Mayor's appointment calendar			3 - 5 minutes
3. Proceed to the conference room or any available meeting room	Assist the group to the designated conference room	Guard-on- duty	Ground Floor, Executive Building	3-5 minutes
4. Discuss with the City Mayor	Meet the group to address concerns	City Mayor		20 – 40 minutes

### GOVERNANCE

# ADMINISTRATIVE AND RECORDS DIVISION

The **Administrative and Records Division** provides the necessary services relating to records, correspondences, supplies, property and equipment, security and general services, and the maintenance and utilization of facilities. It also provides services relating to manpower, career planning and development, personnel transactions and employees welfare.

# Services:

- 1. Certification and Authentication:
  - Indigency
  - Residency
  - Good Moral Character
  - Church for NSO Registration
- 2. Mayor's Clearance
- 3. Referral Letter
- 4. Marriage Contract
- 5. Provision of Materials
- 6. Receiving and recording of various communications / correspondences
- 7. Permit on the use of facilities

# **CERTIFICATION AND/OR AUTHENTICATION OF:**

- Indigency
- Residency
- Good Moral Character
- **Church for NSO Registration**



Issuance of certification and/or authentication of indigents, pastors, and residents of Valenzuela City



The City Hall, 2nd Floor, Executive Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 1216 / 1214 / 1330



rmaquino@valenzuela.gov.ph



Julie Ann Santos Lucila Rivera



Ma. Regina Aquino



Indigents, Pastors, and Residents of the City

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We	Need:
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Certification and/or authentication requirement/s needed Indigency Barangay Clearance for Indigency Residency Barangay Clearance for Residency Good moral character Barangay Clearance for Good Moral Character Church for NSO Certificate of Ordination Securities and Exchange Commissition Registration registration





Monday to Friday 8:00 am to 5:00 pm



Certification and/or authentication	Amount
Indigency	P 20.00
Residency	20.00
Good moral character	20.00
Church for NSO registration	50.00



15 to 26 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Present all required documents	Examine and validate the submitted documents	Frontline personnel	Administrative and Records Office	3 - 5 minutes
	lssue order of payment		2nd Floor, Executive Building	
2. Proceed to the City Treasurer's Office Cashier, pay the required fee/s and secure official receipt	Accept payment and issue official receipt	Cashier	Ground Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	10 - 15 minutes

	Prepare the certificate requested and forward to the Office of the mayor for signature	Frontline Personnel	Administrative and Records Office 2nd Floor, Executive Building	1-3 minutes
	Inquire and check the signed certificate from the Office of the Mayor If the certificate cannot be signed immediately, request the client to return after 5 days or call the Administrative and Records Division for claiming the certificate			
	Sign the Certificate	City Mayor or Executive Assistant IV	Office of the City Mayor 3rd Floor,	
	Return the signed certificate to the Administrative and Records Office	Executive Assistant	Executive Building	
3. Go back on the determined date of release to claim the certificate	Release the certification	Frontline Personnel	Administrative and Records Office 2nd Floor, Executive Building	1 - 3 minutes

# **MAYOR'S CLEARANCE**



Issuance of clearance for local employment, Philippine National Police / Armed Forces of the Philippines / Bureau of Jail Management and Penology enlistment, firearms requirement, travel abroad, business requirement, and marriage purposes



The City Hall, 2nd Floor, Executive Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 1216 / 1214 / 1330



rmaquino@valenzuela.gov.ph



Purisima Espejo



Ma. Regina Aquino



- Government Employees
- Teachers
- Philippine National Police (PNP)
- Armed Forces of the Philippines (AFP)
- Bureau of Jail Management and Penology (BJMP)
- Applicants for business / firearms or employment
- Police clearance
- Court clearance
- One (1) copy of most recent 2x2 photo



Monday to Friday 8:00 am to 5:00 pm

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For Philippine National Police (PNP) requirements	P10.00
For employment	P10.00
For business / firearms	P50.00



15 to 24 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Present the required documents</li> </ol>	Examine and validate the submitted documents	Frontline Personnel	Administrative and Records Office	3 - 5 minutes
	lssue order of payment		2nd Floor, Executive Building	
	Prepare Mayor's Clearance			
2. Pay the required fees	Accept payment and issue official receipt	Cashier	Ground Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	10 - 15 minutes
3. Present the official	Check official receipt		Administrative and Records	1 - 2 minutes
receipt to the Administrative and Records Division	Present the Mayor's Clearance to the applicant for signature and thumb mark		Office 2nd Floor, Executive Building	

4. Affix signature and thumb mark on the Mayor's Clearance	Sign the Mayor's Clearance	Head, Administrative and Records Division / Mayor's Executive Assistant	Administrative and Records Office 2nd Floor, Executive Building	
5. Claim Mayor's Clearance	lssue and file duplicate copy of Mayor's Clearance	Frontline Personnel		1 - 2 minutes

# LETTER OF REFERRAL



Issuance of referrals to schools, hospitals and companies



The City Hall, 2nd Floor, Executive Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 1216 / 1214 / 1330



rmaquino@valenzuela.gov.ph



Julie Ann Santos Lucila Rivera



Ma. Regina Aquino



Residents of Valenzuela City



For schools: Report cartd For hospitals: Medical abstract For companies: Biodata / resume



Monday to Friday 8:00 am to 5:00 pm



None



14 to 27 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Present the required documents	Examine and validate the submitted documents	Frontline Personnel	Administrative and Records Office	10 - 15 minutes
	Prepare the referral letter and forward to the Office of the Mayor for signature		2nd Floor, Executive Building	
	Check the signed letter from the Office of the Mayor If the letter cannot be signed immediately, request the applicant to return after 5 days or call the Administrative and Records Division before claiming the referral letter			1 - 3 minutes
	Sign the referral letter	City Mayor or Executive Assistant	Office of the City Mayor 3rd Floor, Executive Building	1 - 3 minutes

	Return the signed letter to the Administrative and Records Division	Executive Assistant	Administrative and Records Office 2nd Floor,	1 - 3 minutes
2. Inquire date of release to claim referral letter	Release the referral letter	Frontline Personnel	Executive Building	1 - 3 minutes

# SECURING A MARRIAGE CONTRACT



GOVERNANCE

Preparation, solemnization and releasing of Marriage Contract



The City Hall, 2nd Floor, Executive Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 1216 / 1214 / 1330



rmaquino@valenzuela.gov.ph



Purisima Espejo Lourdes Rances



Ma. Regina Aquino



Residents of Valenzuela City (at least one of the couple must be a resident of the city)

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- Marriage License
- Barangay Clearance
- List of names of witnesses / sponsors (Minimum of one (1) pair)



Monday to Friday 8:00 am to 5:00 pm



P100.00 - Solemnization Fee



5 days

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Present the required documents upon confirmation of the wedding schedule</li> </ol>	Validate all submitted documents	Frontline personnel	Administrative and Records Office 2nd Floor, Executive Building	2 - 3 minutes
2. Leave all documents/ requirements and proceed to the specified wedding venue on the day of	Inform client of the venue and date of the solemnization of marriage and family planning seminar			1 - 3 minutes
solemnization	Prepare Marriage Contract	Senior Labor and Employment Officer		3 - 5 minutes
3. Participate on the family planning seminar	Deliver the family planning lecture	City Population Officer	Specified venue	15 - 20 minutes
4. Exchange of marriage vows	Deliver the solemnization rites	City Mayor	Office of the City Mayor 3rd Floor, Executive Building	15 - 20 minutes

5. Sign the Marriage Contract (contracting parties and witnesses)	Sign the Marriage Contract	City Mayor	Office of the City Mayor 3rd Floor, Executive Building	1 - 2 days
with photo opportunity with the Mayor	Forward the Marriage Contract to the Local Civil Registry Office for NSO Registration Register Marriage Contract and return to Administrative and Records Division for releasing	Personnel - in - Charge	Local Civil Registry Office	2 days
6. Pay the solemnization fee before claiming the Marriage Contract	Accept payment and issue official receipt	Cashier	City Treasurer's Office Ground Floor, Finance Center	10 - 15 minutes
7. Present official receipt to claim the Marriage Contract	Release Marriage Contract	Frontline Personnel	Administrative and Records Office 2nd Floor, Executive Building	3 - 5 minutes

## **PROVISION OF MATERIALS**



Provision of materials such as platform, tent, parachute, mono block chairs and tables and other event requirements



The City Hall, 2nd Floor, Executive Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 1216 / 1214 / 1330

rmaquino@valenzuela.gov.ph



Belinda Candido





Ma. Regina Aquino



Residents of Valenzuela City



Letter of Request



Monday to Friday 8:00 am to 5:00 pm



None



20 to 33 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit letter of request to the receiving section of the Administrative and Records Division	Examine and validate submitted documents and stamp <i>received</i> Record the date and the person who received the document	Frontline Personnel	Administrative and Records Office 2nd Floor, Executive Building	3 - 5 minutes
2. Proceed to the Desk Officer	Check availability of the requested material/s	Desk Officer		3 - 5 minutes
	Approve / disapprove Letter of Request	Frontline Supervisor		1 - 3 minutes
3. Secure a copy of the approved letter	Ask the client to follow up the request a day prior to the event	Frontline Personnel		3 - 5 minutes
4. Follow up rhe request a day prior to the	Record the transaction in the logbook			10 - 15 minutes
event	Forward the approved letter to the Community Service Unit for installation / delivery	Personnel- in-Charge	Community Service Unit (CSU) Action Center, Dalandanan	

# RECEIVING / RECORDING OF VARIOUS COMMUNICATIONS



Communications from different offices, agencies and constituents addressed to the City Mayor are received and recorded with date and control number.



The City Hall, 2nd Floor, Executive Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 1216 / 1214 / 1330



rmaquino@valenzuela.gov.ph



Agnes Constantino



Ma. Regina Aquino



Citizens of Valenzuela City

- LGU Personnel
- Local and national agencies
- Non-government organizations
- Private sector



At least two (2) copies of communications / correspondences



Monday to Friday 8:00 am to 5:00 pm



None



3 to 5 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Present the communication to the Receiving Clerk	Receive and encode the communications presented with corresponding control number and date	Frontline Personnel	Receiving Section 2nd Floor, Executive Building	2 - 3 minutes
2. Leave one copy of the documents /	lssue follow-up slip to client with contact numbers			1 - 2 minutes
requirements and get a follow-up slip	Communications are forwarded to the Frontline Supervisor for review and immediate action			

# PERMIT ON THE USE OF FACILITIES



Issuance of permit on the use of sports complex, covered courts, function / conference halls, auditorium and convention center



The City Hall, 2nd Floor, Executive Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 1216 / 1214 / 1330



rmaquino@valenzuela.gov.ph



Lourdes Rances



Ma. Regina Aquino



- Constituents
- Non-Government Organizations
- Government Employees



Letter of request

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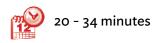
Monday to Friday 8:00 am to 5:00 pm

Facilities	Rate per hour (Day) 6:00 am - 6:00 pm)	Rate per hour (Night) 6:01 pm - 12:00 mn)
I. Covered Courts: a) Sports Activities (Basketball, Badminton, Volleyball, Table Tennis, Lawn Tennis, Other Special Occassions)	Р 95.00	P 225.00
b) Concert / Shows / Party	P 160.00	Р 335.00
<ul><li>II. Convention Center:</li><li>a) Lobby</li><li>b) Function Room</li></ul>	P 655.00 P 430.00	P 655.00 P 430.00
III. Astrodome: a) Sports Activities b) Concert / Shows / Party	P 200.00 P 760.00	P 430.00 P 760.00
IV. Valenzuela City Center for Performing Arts	P 2,850.00	Р 2,850.00
V. Booths for Special Occasion	P 31.76 per sq. m.	P 31.76 per sq. m.
VI. Valenzuela Youth Center: a) Training Hall b) Rooms	P 574.00 / day P 674.00 / day	P 574.00 P 674.00

Note: Additional of P31.62 / hour for the overtime pay of personnel in charge:

a) After 5:00 pm - Monday to Friday

- b) 8:00 am onwards Saturday, Sunday and Holidays
- Exemptions: 1) Officials and employees of the City Government
  - 2) Senior Citizens of Valenzuela City
  - 3) Philippine Veterans of Valenzuela City
  - 4) Government-organized activities



CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit the letter of request to the Receiving Section of the Administrative and Records Office	Examine and validate submitted document and stamp <i>received</i> Record the date and the person who received the document	Frontline Personnel	Administrative and Records Office 2nd Floor, Executive Building	3 - 5 minutes
2. Proceed to the Desk Officer	Check availability of the facility Approve / disapprove* Letter of Request (*if facility is not available) Issue order of payment Prepare the permit to use the facility on the indicated date	Desk Officer		3 - 5 minutes
3. Proceed to City Treasurer's Office Cashier, pay the required fee and secure official receipt	Receive payment and issue official receipt	Cashier	Ground Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	10-15 minutes

4. Proceed to the Administrative and Records Division and present the official receipt	Check the official receipt	Frontline Personnel	Administrative and Records Office 2nd Floor, Executive Building	2 - 3 minutes
	Forward the permit to the signatory			
	Sign the permit	Frontline Supervisor		1 - 3 minutes
	Release the permit	Frontline Personnel		1 - 3 minutes
	File the Letter of Request			

# CITY PLANNING AND DEVELOPMENT OFFICE

The **City Planning and Development Office (CPDO)** is tasked to formulate integrated economic, social, physical and other development plans and policies and to monitor and evaluate the implementation of different programs, projects and activities in the city in accordance with the approved development plan.

#### Services:

Request for planning documents for research purposes

## REQUEST FOR PLANNING DOCUMENTS FOR RESEARCH PURPOSES



The CPDO provides copies of documents to students, sales agents, GOs / NGOs, people organizations, private sectors and walk-in clients (i.e. socio-economic profile, listings of business establishments, maps, annual accomplishment reports, annual development plan, annual investment plan, income analysis)



The City Hall, 3rd Floor, Executive Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352.1000 local 1311 / 1130 Telefax: 293.4592



jdacurantes@valenzuela.gov.ph



Cecilia Simon Sunga



Josefina Acurantes



**Residents and Non-Residents** 

- Letter of intent or purpose of research
- USB or CD for saving needed documents



Monday to Friday 8:00 am to 5:00 pm



None



11 to 20 minutes



CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>State purpose of research or present Letter of Intent Personnel</li> </ol>	Endorse the client to the responsible person	Any City Planning and Development Office staff	City Planning and Development Office	3 - 5 minutes
2. Provide own data storage device such as CD or USB disk for saving requested documents	Provide the information/data needed	CPDO Staff	3rd Floor, Legislative Building	5 - 10 minutes
3. Log in the record book and leave valid ID if documents need to be taken out of the office (Valid ID can be redeemed upon return of borrowed document)	Lend the necessary document			Borrowed items / documents must be returned before 5 pm

4. Register in the visitor and registry logbook	Assist client in filling out information needed in the	CPDO Staff	City Planning and Development Office	3-5 minutes
	visitor and registry logbook		3rd Floor, Legislative Building	

# HUMAN RESOURCE AND MANAGEMENT OFFICE

The **Human Resource Management Office (HRMO)** deals with issues related to employees' compensation, hiring, performance management, development, safety, wellness, benefits, motivation, administration and trainings in accordance with the Civil Service Commission Rules and Laws.

#### Services:

Filing of complaints on city officials and employees

## FILING OF COMPLAINTS ON CITY OFFICIALS



This service is available to the general public who have issues and concerns with any city official or employee of the City Government of Valenzuela

#### Public Assistance and Citizen Complaint Desk

This service pertains to filing of complaint/s against city officials and / or employees to initiate needed investigation and undertake corrective measures.

The City Hall, Ground Floor, Legislative Building, Mac Arthur Highway, Karuhatan, Valenzuela City



352-1000 local 1121 / 1122 / 1124 / 1127 294-5686



pereyes@valenzuela.gov.ph



Ana Marie Zabat



**Purificacion Reyes** 



General public

- Valid ID
- Filled up complaint form



Monday to Friday 8:00 am to 5:00 pm



None

1 - 2 days,

except when complaint reached the stage of Ethics Committee

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit letter of complaint or filled-out complaint	Attend to the complainant's grievance or provide complaint form	Manage Office (HRMC Ground Legislat	Resource and Management	5 – 30 minutes
form	Record the complaint in the logbook			3 - 5 minutes
	Inform the client that HRMO will revert to the client within 1 day		Legislative Building	1 day
	Submit the complaint form to the Secretary of the HRMO Head Inform the personnel HRMO Head about the complaint against him/her HRMO	1 - 2 minutes		
		-	30 minutes to 1 hour	
	Schedule a meeting between the complainant and the concerned personnel			10 - 20 minutes

2. Decide whether to file a case or resolve the issue and move for amicable settlement				
3a. If the complaind	ant decides to file a case			
	Refer the case to the Ethics Committee for further review of the case	HRMO Head and Assistant HRMO	Human Resource and Management Office	30 minutes
	Ethics Committee works on due- process procedures	Ethics Committee	(HRMO) Ground Floor, Legislative Building	Depends on the Committee's action
	Decision of the Ethics Committee on the case,pending resolution.	Ethics Committee		Depends on the Committee's action
4b. If the complaind	ant decides on amicable se	ettlement		·
	Accomplish the Complaint Settlement Agreement document	HRMO Head and Assistant HRMO	Human Resource and Management Office (HRMO)	20 - 30 minutes
	Declare the case closed	HRMO Head and Ethics Committee	Ground Floor, Legislative Building	

# OFFICE OF THE LOCAL CIVIL REGISTRY

The **Office of the Local Civil Registry** is responsible for the civil registration program of the city pursuant to the Civil Registry Law and files, keeps and preserves the books required by law and issues certified transcripts or copies of the registered documents.

## Services:

- 1. Correction of clerical or typographical error in the Civil Register
- 2. Marriage License
- 3. Registration of Marriage
- 4. Late Registration of Marriage
- 5. Registration of Birth
- 6. Late Registration of Birth
- 7. Registration of Death

# CORRECTION OF CLERICAL **OR TYPOGRAPHICAL ERROR** IN THE CIVIL REGISTER



GOVERNANCE

In compliance with the Republic Act 9048, the Local Civil Registry of the City Government of Valenzuela is authorized to correct a clerical or typographical error in a civil registry entry and / or change of first name or nickname in the civil register without need of a judicial order.



The City Hall, 2nd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1400 277-3130



ayrosales@valenzuela.gov.ph



Ma. Dulce Martin



Arlene Rosales



Petitioner / Document owner

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#### For Correction of Birth, Marriage, or Death Certificate

(whichever is/are applicable):

- 1. Baptismal Certificate (original copy)
- 2. Marriage contract of document owner (if married) (certified true copy / NSO copy)
- 3. Marriage contract of parents (certified true copy / NSO copy)
- 4. Own birth certificate (certified true copy)

- 5. Birth certificate of brothers and sisters (certified true copy / NSO copy)
- 6. Birth certificate of father and mother (certified true copy / NSO copy)
- 7. Birth certificate of children (certified true copy / NSO copy)
- 8. Voter's Affidavit (certified true copy)
- 9. Employment Record Certificate of Employment (original copy)
- 10. GSIS Record Policy Contract (present original)
- 11. SSS Record Form E-1 or ID (present original)
- 12. Medical record
- 13. Business record
- 14. School record Form 137 / Transcript of Recors / Diploma (present original)
- 15. Certified copy of T.C.T. and tax declaration
- 16. Driver's license (present original)
- 17. PRC license ID (present original)
- 18. Other document the City Civil Registrar may require in addition to the listed above (for further verification)

#### For Change of Name in the Birth, Marriage, or Death Certificate

(whichever is/are applicable):

- 1. Baptismal Certificate (original copy)
- 2. Marriage Contract of document owner (if married) (certified true copy / NSO copy)
- 3. Marriage contract of parents (certified true copy / NSO copy)
- 4. Own birth certificate (certified true copy)
- 5. Birth certificate of brothers and sisters (certified true copy / NSO copy)
- 6. Birth certificate of father or mother (certified true copy / NSO copy)
- 7. Birth certificate of children (certified true copy / NSO copy)
- 8. Voter's Affidavit (certified true copy)
- 9. Employment Record Certificate of Employment (original copy)
- 10. GSIS Record Policy Contract (present original)
- 11. SSS Record Form E-1 or ID (present original)
- 12. Medical record
- 13. Business record

- 14. School record Form 137 / Transcript of Recors / Diploma (high school or college) (present original)
- 15. Certified copy of T.C.T. and tax declaration
- 16. Driver's license (present original)
- 17. PRC license ID (present original)
- Employer's Clearance Certificate of No Administrative Case (company)
- 19. NBI Clearance new (original copy)
- 20. Police Clearance new (original copy)
- 21. Fiscal Clearance original copy
- 22. RTC Clearance original copy
- 23. Affidavit of Non-employment (if not working)
- 24. Other document the City Civil Registrar may require in addition to the listed above (for further verification)

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Monday to Friday, 8:00 am to 5:00 pm



Correction fee	P 1,000.00
RA 9048 forms	Р 50.00
Courier forwarder to NSO (decision & finality)	P 200.00
Notary (optional)	P 200.00
Total	P 1,450.00
Migrant Petition (province only)	P 500.00 (service fee)
Courier fee	P 200.00 (for migrant petition only)
Change of name	Р 3,000.00
RA 9048 forms	Р 50.00
Notary	P 200.00
Courier forwarder to NSO (decision & finality)	P 200.00
Publication (Bagong Tiktik newspaper)	P 2,000.00
Total	P 5,450.00
Migrant Petition (province only)	P 1,000.00 (service fee)
Courier fee	P 200.00 (for migrant petition only)



Processing period: 3 to 4 months (2 weeks of publication), (1 issue per week), 10 days posting and 5 days decision by CCR then to be forwarded to NSO, legal services to Div. Sta. Mesa, Manila for affirmation by CRG, forwarded again to CCRO Valenzuela for the release of finality)

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Submit all necessary requirements</li> </ol>	Examine and validate submitted documents	Frontline Personnel	Local Civil Registry Office	2 – 3 minutes
	Conduct preliminary interview		2nd Floor	2 – 3 minutes
	Issue order of payment		Bulwagang Geronimo	2 -3 minutes
2. Pay the required fees and get official receipt	Issue official receipt	Cashier	S. Angeles Building	2 – 3 minutes
3. Proceed for the typing of Petition Form	Type Record Sheet, Notice and Certificate of Posting	Frontline Service Personnel	e	2 – 3 minutes
	Publication and Posting Period			10 days
	Decision Period	Head Local Civil Registry		5 days
	Transmit the Petition for affirmation of decision to NSO and CRG		Sta. Mesa, Manila	2 - 3 months
4. Receive finality	Issue of finality upon receipt of affirmation		Local Civil Registry Office	15 days

## **MARRIAGE LICENSE**



Mandated under the Family Code of the Philippines



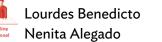
The City Hall, 2nd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1400 277-3130



ayrosales@valenzuela.gov.ph



Cresencia Macayaon Nympha Macalanda



Arlene Rosales



Those who plan to get married

- Accomplished application form
- Birth or Baptismal Certificate (NSO or local copy)
- Family Planning Certificate (Issued by the City Health Office)
- Marriage Counseling Certificate (Issued by the City Social Welfare and Development Office (CSWD), if applicant is below 25 years old)
- Parental Consent Signature of father or mother or guardian (for applicant above 18 years old but below 21 years old)
- Parental Advice Signature of father or mother or guardian (for applicant above 21 years old but below 25 years old)
- Certificate of Legal Capacity to Contract Marriage issued by their respective Diplomatic or Consular Officials (when either or both of the contracting parties are citizens of a foreign country)



Monday to Friday 8:00 am to 5:00 pm



Filing Fee	P40.00
Marriage License Certificate	P20.00
Registration fee for Certificate of Legal Capacity (not Filipino citizen)	P15.00

11 to 12 days (including the 10 days posting period)

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Fill up and submit the application form together with other requirements	Examine and validate submitted documents	Frontline Personnel	Local Civil Registry Office	2 - 3 minutes
	Conduct preliminary interview		2nd Floor Bulwagang Geronimo	2 – 3 minutes
2. Receive signed order	lssue signed order of payment		S. Angeles Building	1 - 2 minutes
of payment	Direct client to Cashier for payment			
3. Pay the required fees	Receive payment and issue official receipt	Cashier		3 <sup>–</sup> 5 minutes

4. Present	Record official	Frontline	Local Civil	3 - 5
official receipt	receipt	Personnel	Registry	minutes
5. Confirm schedule of release of Marriage License	Advise client that there will be posting period of 10 days including Saturdays, Sundays and holidays	Frontline Personnel	Office 2ndFloor Bulwagang Geronimo S. Angeles Building	1 - 2 minutes

## REGISTRATION OF MARRIAGE



In an ordinary marriage, the time for registration of the certificate of marriage is within fifteen (15) days following the solemnization of marriage while in the marriage exemption from the license requirement, the prescribed period is thirty (30) days at the place where the marriage was solemnized.



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ayrosales@valenzuela.gov.ph



Nenita E. Alegado



Arlene Y. Rosales



Solemnizing Officer

- Marriage Certificate
- Affidavit (if married outside the premises specified in the law)
- Affidavit of the solemnizing officer



Monday to Friday 8:00 am to 5:00 pm



CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit all requirements	Examine and validate submitted documents	Frontline Personnel	Local Civil Registry Office 2ndFloor Bulwagang Geronimo S. Angeles Building	2 - 3 minutes
	Conduct preliminary interview			2 - 3 minutes
	Assign registry number	Registration Officer		1 - 2 minutes
2. Get copy of Cerificate of Marriage with registry number	Issue Certificate of Marriage with registry number			

## LATE REGISTRATION OF MARRIAGE



When there is failure to register marriage within thirty (30) days after solemnization, the married couple shall apply for late registration of marriage.



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352-1000 local 1400 277-3130



ayrosales@valenzuela.gov.ph



Nenita Alegado



Arlene Rosales



Solemnizing Officer



 Marriage Certificate or certification issued by the church or solemnizing officer indicating date of marriage

- Affidavit of the contracting parties stating their name, date and place of marriage
- Affidavit of the solemnizing officer (stating exact place, date of marriage, facts and circumstances surrounding the marriage, and the reason or cause of the delay of registration)
- Affidavit of two (2) disinterested person (stating among other things the date and place of marriage, name of contracting parties and name of the solemnizing officer)

 Certificate of No Record of Marriage from the National Statistics Office (NSO)

**Note:** The City Civil Registrar may verify the authenticity of the marriage certification by checking from the church record / logbook and/or solemnizing officer and/or church official who issued the certification.



GOVERNANCE

Monday to Friday 8:00 am to 5:00 pm

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**12** 

11 to 12 days (including the 10 days posting period)

#### HOW TO AVAIL OF THE SERVICE

P20.00

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit all requirements	Examine and validate documents	Frontline Personnel	Local Civil Registry Office 2ndFloor Bulwagang Geronimo S. Angeles Building	2 – 3 minutes
	Conduct preliminary interview			2 – 3 minutes
	Assign registry number			1 - 2 minutes

2. Confirm schedule of the release of Marriage Certificate with registry number	Advise client that there will be a posting period of ten (10) days including Saturdays, Sundays and holidays to comply with legal requirements Inform client date of possible release of the Marriage Certificate with	Frontline Personnel	Local Civil Registry Office 2ndFloor Bulwagang Geronimo S. Angeles Building	10 days
3. Receive the signed order of payment	registry number Issue signed order of payment	Frontline Personnel		1 - 2 minutes
4. Pay the required fees	Accept payment and issue official receipt	Cashier	Ground Floor Bulwagang Geronimo S. Angeles Building	
5. Present official receipt	Record official receipt	Frontline Personnel	Local Civil Registry	3 - 5 minutes
	Prepare the Marriage Certificate registration		Office 2ndFloor Bulwagang	2 - 3 minutes
	Forward Marriage Certificate to the registration officer for signature		Geronimo S. Angeles Building	1 - 2 minutes

	Sign Marriage Certificate registration	Head, Local Civil Registry	Local Civil Registry Office	2 - 3 minutes
	Forward to the releasing personnel		2ndFloor Bulwagang	
6. Get copy of the Marriage Certificate registration	Issue Marriage Certificate registration	Releasing Frontline Personnel	Geronimo S. Angeles Building	1 - 2 minutes

## **REGISTRATION OF BIRTH**



The birth of a child shall be registered in the Office of the Local Civil Registry of the City of Valenzuela where the birth occurred within thirty (30) days from the time of birth.

- When the birth occurred in a hospital or a clinic or in a similar institution, the administrator thereof shall be responsible for the registration of birth. However, it shall be the attendant at birth who shall certify the facts of birth
- When the birth did not occur in a hospital, clinic or similar institution, the physician, nurse, midwife or "hilot" or anybody who attended the delivery shall register the birth



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352-1000 local 1400 277-3130



ayrosales@valenzuela.gov.ph



Estrelita Chungco Nonilon Sanchez Elsa Del Mundo Cresencia Macayaon Cornelia Alfonso



Arlene Rosales



- Hospital or clinic administrator
- Attendant at birth

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#### If the child is legitimate:

- Baptismal certificate
- Transcript of records (Form 137)
- Certified true copy of Marriage Contract of parents
- Joint affidavit of two (2) disinterested persons
- Affidavit for out-of-town registration, if the person was born within the province
- Certificate of No Record from National Archives (if the person to be registered was born 1944 and below)
- NSO negative result ( if the person was born 1945 onwards)

#### Photocopy of the following documents:

- Four (4) copies of the Certificate of Live Birth (Form 102) duly accomplished and signed by proper parties
- Medical certificate from the hospital, clinic or midwife; or Affidavit of traditional midwife or "hilot"

#### If the child is illegitimate:

- Affidavit for out-of-town registration, if the person was born within the province
- Certificate of No Record from National Archives (if the person to be registered was born 1944 and below)
- NSO Negative Result ( if the person was born 1945 onwards)

#### Photocopy of the following documents:

- Four (4) copies of the Certificate of Live Birth (Form 102) duly accomplished and signed by proper parties
- Medical certificate from the hospital, clinic or midwife; or Affidavit of traditional midwife or "hilot"



Monday to Friday 8:00 am to 5:00 pm

<b>.</b>	Free if the child is legitimate	
	Affidavit to use the surname of the father, if the	Р50.00
	child is illegitimate	
	Certified True Copy of the Birth Certificate	P25.00



- 6 to 9 minutes (Copy of the Certificate of Live Birth with registry number) 22 to 36 minutes
- 22 to 36 minutes (With Certified True Copy of the Birth Certificate)

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Fill up and submit the application form along with other requirements	Examine and validate submitted documents	Frontline Personnel	Local Civil Registry Office	2 – 3 minutes
	Conduct preliminary interview		2ndFloor Bulwagang Geronimo	
	Assign registry number	Registration Officer	S. Angeles Building	2 – 3 minutes
2. Claim the copy of the Certificate of Live Birth with registry number	Issue Certificate of Live Birth (Form 102) with registry number			2 – 3 minutes

3. Proceed to Records Section if the client will request for a Certified True Copy of the Birth Certificate	Facilitate request for a Certified True Copy of the Birth Certificate	Registration Officer	Local Civil Registry Office 2nd Floor Bulwagang Geronimo S. Angeles Building	2 - 3 minutes
4. Receive the signed order of payment	Issue signed order of payment	Frontline Personnel		1 – 2 minutes
5. Pay the required fees	Accept payment and issue official receipt	Cashier		3 - 5 minutes
6. Submit official	Record official receipt	Frontline Personnel		3 - 5 minutes
receipt to the receiving section	Prepare the Certified True Copy of the Birth Certificate			2 - 3 minutes
	Forward Certified True Copy of the Birth Certificate to the registration officer for signature			1 – 2 minutes
	Sign Certified True Copy of the Birth Certificate	Head, Local Civil Registry Office		2 - 3 minutes
	Forward to the Releasing Personnel			1 - 2 minutes

7. Claim Certified	lssue / release Certified True	Releasing personnel	Local Civil Registry	1 - 2 minutes
True Copy	Copy of the Birth	personner	Office	mates
of the Birth	Certificate			
Certificate			2nd Floor	
			Bulwagang	
			Geronimo	
			S. Angeles	
			Building	

# LATE REGISTRATION **OF BIRTH**

GOVERNANCE



The birth of a child NOT registered in the Office of the Civil Registrar of the City of Valenzuela within thirty (30) days from the time of birth.

- When the birth occurred in a hospital or a clinic or in a similar institution, the administrator thereof shall be responsible in causing the registration of such birth. However, it shall be the attendant at birth who shall certify the facts of birth
- When the birth did not occur in a hospital, clinic or similar institution, the physician, nurse, midwife or "hilot" or anybody who attended the delivery shall register the birth.



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352-1000 local 1400 277-3130



ayrosales@valenzuela.gov.ph



Ma. Dulce Martin



Arlene Rosales



- Hospital or clinic administrator
- Attendant at birth



#### If the child is legitimate:

- **Baptismal** Certificate
  - Transcript of Records (Form 137)

- Certified True Copy of Marriage Contract of parents
- Joint Affidavit of two (2) disinterested persons
- Affidavit for out-of-town registration, if the person was born within the province
- Certificate of No Record from the National Archives (If the person to be registered was born 1944 and below)
- NSO negative result (if the person was born 1945 onwards)

Photocopy of the following documents:

- Four (4) copies of the Certificate of Live Birth (Form 102) duly accomplished and signed by proper parties
- Medical certificate from the hospital, clinic or midwife; or Affidavit of traditional midwife or "hilot"

#### If the child is illegitimate:

- Both parents are required to appear personally before the Civil Registrar or the notary public for the acknowledgement
- Community Tax Certificate of the father
- Affidavit for out-of-town registration, if the person was born within the province
- Certificate of No Record the from National Archives (if the person to be registered was born 1944 and below)
- NSO negative result (if the person was born 1945 onwards)

Photocopy of the following documents:

- Four (4) copies of the Certificate of Live Birth (Form 102) duly accomplished and signed by proper parties
- Medical certificate from the hospital, clinic or midwife; or Affidavit of traditional midwife or "hilot"



Monday to Friday 8:00 am to 5:00 pm



If the child is legitimate	P20.00
Certificate of no record	P20.00
Affidavit to use the surname of the father	P50.00
Certified True Copy of the Birth Certificate	P25.00



11 to 12 days (including the 10 days posting period)

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit all requirements	Examine and validate submitted documents	Personnel Registry Office 2ndFloor Bulwagang Geronimo	• .	2 - 3 minutes
	Conduct preliminary interview		Bulwagang	2 – 3 minutes
	Assign registry number	Registration Officer		1 - 2 minutes
2. Confirm schedule of release of the copy of the Certificate of Live Birth with registry number	Advise client that there will be a posting period of ten (10) days including Saturdays, Sundays and holidays to comply with legal requirements			10 days

3. Request for a Certified True Copy of Birth, if needed	Inform client date of possible release of the Certificate of Live Birth with registry number	Registration Officer	Local Civil Registry Office 2ndFloor Bulwagang Geronimo S. Angeles Building	
<ol> <li>Receive signed order of payment</li> </ol>	lssue signed order of payment	Frontline Personnel		1 - 2 minutes
5. Pay the required fees	Accept payment and issue official receipt	Cashier		2 - 3 minutes
6. Present official receipt		Frontline Personnel		3 - 5 minutes
	Prepare the Certified True Copy of the Birth Certificate			2 - 3 minutes
	Forward Certified True Copy of the Birth Certificate to the Registration Officer for signature			1 - 2 minutes
	Sign Certified True Copy of the Birth Certificate	True Copy of the		2 - 3 minutes
	the Releasing			1 - 2 minutes

## GOVERNANCE

7. Claim	lssue / release	Releasing	Local Civil	1 - 2
Certificate	Certificate of Live	Personnel	Registry	minutes
of Live Birth	Birth with registry		Office	
with registry	number and			
number and	Certified True		2ndFloor	
Certified	Copy of the Birth		Bulwagang	
True Copy	Certificate		Geronimo	
of the Birth			S. Angeles	
Certificate			Building	

# REGISTRATION OF DEATH



Death registration should be undertaken within thirty (30) days from the time of death



The City Hall, 2nd Floor, Bulwagang Geronimo S. Angeles Building (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1400 277-3130



ayrosales@valenzuela.gov.ph



Cresencia Macayon

Ariel Alcoran



Arlene Rosales



The nearest relative or person who has knowledge of the death of a person



- Form 103
- Four (4) copies of the Death Certificate accomplished by the hospital or clinic administrator. In cases where death occurred at home, the doctors assigned at the health center or the City Health Office shall sign the Death Certificate



Monday to Friday 8:00 am to 5:00 pm



P25.00 - for the Certified True Copy of the Death Certificate



# 7 to 12 minutes (Certificate of Death with registry number)23 to 39 minutes with Certified True Copy of the Death Certificate

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Fill up and submit Form	Provide Form 103	Frontline Personnel	Local Civil Registry	1 - 2 minutes
103 along with all requirements	with all and validate requirements submitted documents Bulwagang	2 - 3 minutes		
	Conduct preliminary interview		Geronimo S. Angeles Building	2 – 3 minutes
	Assign registry number	Registration Officer		1 - 2 minutes
2. Acquire copy of the Death Certificate with registry number	Issue Death Certificate (Form 103) with registry number			1 - 2 minutes
3. Proceed to the Records Section if client will request for a Certified True Copy of the Death Certificate				2 – 3 minutes

## GOVERNANCE

4. Receive signed order of payment	lssue signed order of payment	Frontline Personnel	Local Civil Registry Office	1 - 2 minutes
5. Pay the required fees	Accept payment and issue official receipt	Cashier	2nd Floor Bulwagang	3 - 5 minutes
6. Present official receipt	Record official receipt	City Civil Registrar	Geronimo S. Angeles Building	3 - 5 minutes
	Prepare the Certified True Copy of the Death Certificate			2 - 3 minutes
	Forward Certified True Copy of the Death Certificate to the Registration Officer for signature			1 - 2 minutes
	Sign Certified True Copy of the Death Certificate			2 - 3 minutes
	Forward to the releasing personnel			1 - 2 minutes
7. Claim Certified True Copy of the Death Certificate	Issue and release Certified True Copy of the Death Certificate	Releasing Personnel		1 - 2 minutes



#### **City Health Office**

Maternal Care Services Medical Consultation Laboratory Services Post Partum Care **Reproductive Health Service** Medical Consultation for Employees Medical Certificate Review of Death Certificate Electrocardiogram Examination **Rabies Exposure Treatment** Issuance of Death Certificate Laboratory Service (Main Health Office) Laboratory Service (Out-Patient Department) Health Permit for Food and Non-Food Handlers Expanded Program on Immunization Services Availment of Pre-Natal Care Services Dental Services and Certificate Availment of Dental Service

#### **City Veterinary Office**

Adoption of Animals Mass Anti-Rabies Vaccination Animal Vaccination Butcher's Identification Card Stray Animal Collection Redemption of Impounded Animals

# CITY HEALTH OFFICE

The **City Health Office (CHO)** was created by virtue of Article 8 Title 5 Book 2 of the Local Government Code. Its mandate is to formulate and implement policies, plans, programs and projects to promote the health of the people in the city and to execute and enforce all laws, ordinances and regulations pertaining to public health.

## Services:

- 1. Maternal Care Services
- 2. Medical Consultation
- 3. Laboratory Services
- 4. Post Partum Care
- 5. Reproductive Health Service
- 6. Medical Consultation for Employees
- 7. Medical Certificate
- 8. Review of Death Certificate
- 9. Electrocardiogram Examination
- 10. Rabies Exposure Treatment
- 11. Issuance of Death Certificate
- 12. Laboratory Service (Main Health Office)
- 13. Laboratory Service (Out-Patient Department)

- 14. Health Permit for Food and Non-Food Handlers
- 15. Expanded Program on Immunization Services
- 16. Availment of Pre-natal Care Services
- 17. Dental Services and Certificate
- 18. Availment of Dental Services

# MATERNAL CARE SERVICES



Provide comprehensive maternal care program for pregnant and lactating women



All health facilities in Valenzuela



352-1000 local 1111



jmexcondejr@valenzuela.gov.ph



Midwife Public health midwife Health center physician Public health physician



Jaime Exconde, Jr., MD



Pregnant women and lactating women who are residents of Valenzuela



None



Monday to Friday 8:00 am to 5:00 pm



None



22 to 30 minutes

City Health Office

#### HEALTH

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Acquire queue card number and wait to be called	Attend to client and check vital signs, blood pressure and weight	Midwife	Designated Barangay Health Centers	3 - 5 minutes
	Record the age of gestation	ation omplish the ne-\Based ernity Record		
	Accomplish the Home-\Based Maternity Record card			2 - 3 minutes
	Prepare a referral slip for CBC & urinalysis for the first visit			
2. Undergo prenatal	Conduct pre- natal examination			10 - 15 minutes
examination and administration of tetanus toxoid immunization	Inform client about the findings			
	Administer tetanus toxoid immunization			

City Health Office

3. Undergo a brief health education	Inform client on the importance of proper nutrition and maternity care Advocate the importance of breast feeding, basic immunizations and complete tetanus toxoid immunization	B	Barangay r Health Centers	5 - 10 minutes
4. Claim free ferrous sulfate with folic acid and prescription	Provide free ferrous sulfate with folic acid to all pregnant clients			2 - 3 minutes
for other pre-natal multivitamins	for other Issue prescription pre-natal for prenatal			

# **MEDICAL CONSULTATION**



Diagnose, treat illness and give appropriate medical services



Designated Barangay Health Centers in Valenzuela City



352-1000 local 1111



jmexcondejr@valenzuela.gov.ph



Midwife / Nurse Public Health Midwife / Nurse Health Center Physician Rural Health Physician / Medical Officer



Jaime Exconde, Jr., MD



Any Valenzuela resident needing medical assistance



None



Monday to Friday 8:00 am to 5:00 pm



None



10 to 23 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY	
1. Acquire queue card number and wait to be called	Interview client and record patient's data on treatment record chart	Nurse / Midwife on duty	Different Barangay Health Centers	2-3 minutes	
	Record vital signs				
	Refer the patient to the physician on duty				
2. Proceed to the doctor's room	Take note of medical history, conduct physical examination, request diagnostic procedure if needed	Physician on duty		5 - 15 minutes	
	Prescribe appropriate medicine and give medical advice				
	Refer patient to assigned personnel for the issuance of free medicine (if available)				

City Health Office

3. If hospitalized, go to the hospital where he/ she is being referred	Refer patient to hospital of choice and fill up referral form if hospitalization is required	Physician on duty	Different Barangay Health Centers	
4. If hospitalized, provide accomplished Return Slip to Barangay Health Center filled up by attending physician of hospital where admitted	Record medical findings of attending physician where patient was admitted for cross referencing purposes	Nurse / Midwife on duty		3 - 5 minutes

# LABORATORY SERVICES



Provide appropriate laboratory services as requested (e.g. CBC, urinalysis, fecalysis)



Valenzuela Emergency Hospital Laboratory, G. Lazaro St., Dalandanan, Valenzuela City, Philippines 1444



294-5137 / 291-2422

jmexcondejr@valenzuela.gov.ph

Clerk or Medical Technologist



Dr. Amelia Fibra



Dr. Rolando Tecson



Residents and non-residents of Valenzuela, private clients or patients needing laboratory service



Filled-up Laboratory Request Form (paying patients) Clearance from Administrative Office (CV Care Card holders or SWA)



Urinalysis	Рзо.оо
Fecalysis	Рзо.оо
Health card	Р50.00
CBC	P60.00



Monday to Friday 8:00 am to 5:00 am



- 40 minutes to 1 hour hematology / microscopy (CBC, urinalysis, fecalysis)
- 1 day clinical microscopy
- Stat Request is released within 40 minutes to 1 hour (emergency / urgent)

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Acquire queue card number and wait to be called	Admit patient	Clerk or Medical Technologist	Valenzuela City Emergency Hospital	1 - 2 minutes
2. Pay required fees	Accept payment and issue official receipt			
3. Present, laboratory request and official receipt for paying patient or Clearance from Admin Office for VC Care Card holders or SWA for indigent patients at the Laboratory reception				2 -3 minutes

4. Undergo laboratory procedures	Prepare the patient for blood extraction and admission of specimens and other laboratory tests	Laboratory Technician and Medical Technologist	Valenzuela City Emergency Hospital	5 - 10 minutes
	<ul> <li>Inform patient about the duration of the lab test.</li> <li>Perform</li> <li>laboratory tests:</li> <li>Hematology takes 1 to hours (CBC count, urine, etc.)</li> <li>Clinical Chemistry takes one (1) day (triglyceride count, etc.)</li> </ul>			1 day
5. Claim result	Release results : • to patient – for Out-Patient Department • to emergency room or ward nurse – for in- house patient	Clerk / Laboratory Technician and Medical Technologist		2 - 3 minutes

## POST PARTUM CARE



Encompasses the management of the mother during the post partum period.



Health Centers



352-1000 local 1111



jmexcondejr@valenzuela.gov.ph



Health Center Midwife Public Health Midwife Health Center Physician



Rural Health Physician / Medical Officer V



Jaime Exconde, Jr., MD



Mothers after 24 hours of delivery



None



Monday to Friday 8:00 am to 5:00 pm



None



16 to 29 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Acquire queue card number and wait to be called	Attend to and register client	Midwife on duty	Health Centers	1 - 2 minutes
2. Undergo routine assessment for	Record the age of the patient and past medical history			2 - 3 minutes
postpartum women	Assess gravidity, date of delivery			
	Take vital signs, blood pressure, respiratory rate, pulse rate and weight			3 - 5 minutes
3. Undergo physical examination	Perform physical examination on the client and inform the client of findings			5 - 10 minutes
<ol> <li>Receive findings and instructions</li> </ol>	Inform the client of danger signs to watch out for			1 - 2 minutes
of physician	Provide mother health instruction on proper nutrition and post partum care; encourage to breastfeed			2 - 3 minutes

City Health Office

5. Provision of ferrous sulfate and Vitamin A	Give ferrous sulfate and Vitamin A	Midwife on duty	Health Centers	1 - 2 minutes
6. Pay attention to instructions	Inform the mother of the next consultation and date			1 - 2 minutes

# REPRODUCTIVE **HEALTH SERVICE**



An intensive health service that provides reproductive health examination for mothers of reproductive age with vaginal discharge, men having sex with men, men having sex with women, especially for workers of the entertainment industry as a requirement for the issuance of a work permit



Social Hygiene Clinic, Ground Floor, Valenzuela City Hall Annex Building, Cecilio Santos St., Malinta, Valenzuela City, Philippines 1440



352-1000 local 1111



jmexcondejr@valenzuela.gov.ph



Adelaida San Jose, RM



Dr. Josephine Diaz



Jaime Exconde, Jr., M.D.



Workers in night entertainment establishments



For first time clients:

- Health card application form
- Community Tax Certificate (Cedula)
- One (1) copy of most recent 1 x 1 photo
- Voter's ID
- NSO-certified birth certificate



Monday to Friday 1:00 pm to 5:00 pm *Schedule of Gonococcal Smear:* Monday, Wednesday and Thursday 1:00 pm



Initial Payment (registered female sex worker)	P110.00
Smear	P60.00
RPR	P60.00
Total	P230.00
Mother of reproductive age	No Fees



1 to 2 hours

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Fill up and submit Health Card and application form	Provide client with application form	Laboratory Clerk/ Medical Technologist	Social Hygiene Clinic Ground	2 - 3 minutes
2. Request for required service and present existing Health Card (for previous clients)	Interview on previous examination, register and issue order of payment	Laboratory Clerk/ Medical Technologist	Floor, Valenzuela City Hall, Annex Building	5 - 10 minutes

3. Proceed to payment window and pay the required fees	Receive payment and issue official receipt	Cashier	Payment Window, Main City Health Office	3 - 5 minutes
4. Present official receipt	Usher to Medical Treatment Room for instructions on examination procedures	Nurse / Midwife, Social Hygiene Clinic	Social Hygiene Clinic Ground Floor, Valenzuela City Hall, Annex Building	10 - 15 minutes
	Examine collected specimen	Medical Technologist		20 - 25 minutes
	Forward results to Sanitation Office for recording	Sanitation section personnel		2 - 3 minutes
	Evaluate laboratory results			
For clients yielding r	negative result for STD			
5. Claim Health Card	lssue results and Health Card signed by the City Health Officer	STD/HIV Coordinator		10 - 15 minutes
For clients yielding	positive result for STD <sub>/</sub>			
6. Claim free medicines, undergo counseling and follow through check-up after 1 week	Hold Health Card	Nurse / Midwife		10 - 15 minutes

## MEDICAL CONSULTATION FOR EMPLOYEES



City Health Office diagnose, cure and provide appropriate medical services for employees of the City Government of Valenzuela



City Employee's Clinic, Valenzuela City Hall Annex Building, Cecilio Santos St., Malinta, Valenzuela City, Philippines 1440



352-3000 local 277



jmexcondejr@valenzuela.gov.ph



Dr. Janet San Agustin



Dr. Edgardo Aruelo



Jaime Exconde, Jr., MD



Citizens of Valenzuela who are government employees



Employees of the City Government of Valenzuela and its partner national offices



Monday to Friday, 8:00 am to 5:00 pm



None



15 to 25 minutes

## HOW TO AVAIL OF THE SERVICE

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Proceed to the City Employee's Clinic	Nurse/ midwife shall ask the patient's reason for consultation	Nurse / Midwife City Employee's Clinic (City Health Medical Clinic)	City Employee's Clinic	5 - 10 minutes
	Nurse/ midwife shall obtain vital signs of the patient, record patient's data on treatment record chart to be turned over to the physician.		Valenzuela City Hall Annex Building	
2. Proceed to attending physician's room	Examine and inform the patient of the diagnosis. Issue laboratory requests and referrals if needed; or approproate prescription	Attending physician		10 - 15 minutes

### **MEDICAL CERTIFICATE**



Medical certificates are issued upon request of patients that are treated at the medical clinic



Valenzuela City Hall Annex Building, Cecilio Santos St., Malinta, Valenzuela City, Philippines 1440



352-3000 local 277



jmexcondejr@valenzuela.gov.ph



Dr. Janet San Agustin



Dr. Edgardo Aruelo



Jaime Exconde, Jr., MD



Citizens of Valenzuela who are employees of the government of Valenzuela City



For Teachers

- Complete Blood Count (CBC)
- Urinalysis
- Chest x-ray (CXR)
- **Drug Test**
- Neuropsychiatric test

#### For Applicants of Driver's license

• Drug test

HEALTH

• Visual acuity test

#### For medical certificate of students

• Chest x-ray (CXR)



Monday to Friday 8:00 am to 5:00 pm



Free (signing of Medical Certificate)



15 to 30n minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Proceed to the City Employee's</li> </ol>	Inquire about the patient's reason for consultation	Nurse / Midwife Employee's	City Employee's Clinic	5 - 10 minutes
Clinic	Obtain vital signs of the patient, record patient's data on treatment record chart	Clinic (City Health Medical Clinic)	Valenzuela City Hall Annex Building	

	Nurse / midwife shall accomplish certificate form and refer to the physician on duty	Nurse / Midwife Employee's Clinic (City Health Medical Clinic)	City Employee's Clinic Valenzuela City Hall Annex Building	5 - 10 minutes
2. Proceed to the attending physician's room	Review the results / diagnostic tests, assess and examine client before signing the Certificate Form	Physician		5 - 10 minutes
3. Claim Medical Certificate	Release the Medical Certificate			

# **REVIEW OF DEATH CERTIFICATE**



> Upon presentation of properly completed / filled up death certificates, the same is reviewed and certified as correct



The City Hall, Ground Floor, Legislative Building, Mac Arthur Highway, Karuhatan, Valenzuela City, Philippines 1440

Teddy Niar



352-1000 local 1107

Henry Los Bañez



jmexcondejr@valenzuela.gov.ph





Dr. Edgardo Aruelo



Jaime Exconde, Jr., MD



Citizens of Valenzuela City



Properly filled up Death Certificate initially certified by a physician



Monday to Friday 8:00 am - 5:00 pm



Free for indigents P50.00



12 to 20 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Proceed to the City Health Office	Check the initial certificate signed by a physician (e.g. Embalmer's Certification)	City Public Cemetery Management Unit	City Health Office Ground Floor,	2-3 minutes
2a. For indigents, proceed to Step 4a			Legislative Building	
2b. Receive the signed order of payment	lssue order of payment			
3. Pay the required fees	Process billing and payment	Cashier	Ground Floor Bulwagang Geronimo S. Angeles Building (Finance Building)	3 - 5 minutes
4a. For indigents, submit VCHP referral	Check Original Receipt / referral	City Public Cemetery Management	City Health Office	1 - 2 minutes
4b. Submit the official receipt to the clerk in the Sanitation Office		Unit (CPCMU)	Ground Floor, Legislative Building	
	Review and sign the documents, refer back to the Cemetery Unit	City Health Officer		1 - 2 minutes

	Refer available places for burial	City Public Cemetery Management Unit (CPCMU)	City Health Office Ground Floor, Legislative Building	2 - 3 minutes
2. Proceed to Local Civil Registry to file Death Certificate	File Death Certificate	Local Civil Registry	Local Civil Registry Office 2nd Floor Bulwagang Geronimo S. Angeles Building	3 - 5 minutes

### ELECTROCARDIOGRAM EXAMINATION



Upon presentation of the proper referral (Request Form), ECG is performed on the requesting patient.



Valenzuela City Hall Annex Building, Cecilio Santos St., Malinta, Valenzuela City, Philippines 1440



352-3000 local 277



jmexcondejr@valenzuela.gov.ph



Adelaida E. San Jose



Dr. Edgardo N. Aruelo



Jaime M. Exconde,, Jr., MD



Citizens of Valenzuela



Referral for ECG test



Tuesday and Friday 1:00 pm to 4:00 pm





Free for indigents



16 - 32 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Proceed to the Clinic	Check the referral from a physician to conduct an ECG test	Nurse / Midwife Employee's Clinic (City Health Medical Clinic)	City Employee's Clinic Valenzuela	5 - 10 minutes
2a. For indigents, proceed to Step 4a			City Hall Annex Building	
2b. Receive the signed order of payment	lssue order of payment			
3. Pay the required fees	Process billing and payment	Cashier	Ground Floor Bulwagang Geronimo S. Angeles Building (Finance Building)	5 - 10 minutes
submit VCHO receipt	Check original receipt / referral	I Nurse / Midwife Employee's Clinic (City Health Medical Clinic)	City Employee's Clinic Valenzuela	5 - 10 minutes
to the Nurse / Midwife of the Employee's Clinic	Conduct the ECG test		City Hall Annex Building	
5. Claim ECG result and present it to referring clinic	Release ECG result		Referring Clinic	1 – 2 minutes

### **RABIES EXPOSURE** TREATMENT



Administration of anti-rabies vaccine is done to patients who were properly evaluated by the rabies control program coordinator



Valenzuela City Hall Annex Building, Cecilio Santos St., Malinta, Valenzuela City, Philippines 1440



352-3000 local 277



jmexcondejr@valenzuela.gov.ph



Anita Bunag



Dr. Edgardo Aruelo



Jaime Exconde, Jr., MD



Citizens of Valenzuela



Referral for rabies shot



Monday to Friday 8:00 am to 5:00 pm



P 687.00 / shot for non-indigents Free for indigents



15 to 30 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Proceed to the Clinic</li> <li>2a. For indigents, proceed to Step 4a.</li> <li>2b. Receive the signed order</li> </ol>	Check the referral from a physician to administer rabies shot Issue order of payment	Nurse / Midwife Employee's Clinic (City Health Medical Clinic)	City Employee's Clinic Valenzuela City Hall Annex Building	5 - 10 minutes
of payment 3. Pay the required fees	Process billing and payment	Cashier	Ground Floor Bulwagang Geronimo S. Angeles Building (Finance Building)	5 - 10 minutes
4a. Submit VCHO referral 4a. Submit the official receipt	Check original receipt / referral	Nurse / Midwife Employee's Clinic (City Health	City Employee's Clinic Valenzuela	5 - 10 minutes
omclaritecelpt	Conduct the ECG test Schedule for the next rabies shot	Medical Clinic)	City Hall Annex Building	

# ISSUANCE **OF DEATH CERTIFICATE**



Upon proper interview of the informant, the death certificate (cause of death portion) is properly completed / filled up



Valenzuela City Hall Annex Building, Cecilio Santos St., Malinta, Valenzuela City, Philippines 1440



352-3000 local 277



jmexcondejr@valenzuela.gov.ph



Dr. Janet San Agustin (Tuesday and Thursday) Dr. Siegfried Natuno (Monday, Wednesday and Friday)



Dr. Edgardo Aruelo



Jaime Exconde, Jr., MD



Citizens of Valenzuela



- Barangay Certificate stating that the deceased is a resident of the barangay
- Properly filled up Death Certificate



Monday to Friday 8:00 am to 5:00 pm



P 50.00



4 - 20 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Proceed to the City Public Cemetery Management Unit (CPCMU) – City Health Office	If deceased died at home: a. Take down medical history of deceased as stated by the informant b. Review entries Note: If cause of death is medicolegal (i.e. stabbing, vehicular accident, etc.) additional requirement is needed such as: a. Police report b. Autopsy report c. Permit to Bury from the Prosecutor's Office	City Public Cemetery Management Unit (CPCMU)	City Health Office Ground Floor, Legislative Building	5 - 10 minutes
2. Pay the required fees	Process billing and payment and issue official receipt	Cashier	Ground Floor Bulwagang Geronimo S. Angeles Building (Finance Building)	3 - 5 minutes

3. Submit the official receipt to claim Death Certificate	Check official receipt Release Death Certificate	City Public Cemetery Management Unit (CPCMU)	City Health Office Ground Floor, Legislative Building	3 - 5 minutes
2. Proceed to Local Civil Registry for registration of Death Certificate	Register Death Certificate	Local Civil Registry	Local Civil Registry Office 2nd Floor Bulwagang Geronimo S. Angeles Building	3 - 5 minutes

# LABORATORY SERVICE (MAIN HEALTH OFFICE)



Provide Laboratory Services



Valenzuela City Hall Annex Building, Cecilio Santos St., Malinta, Valenzuela City, Philippines 1440



352-3000 loc 255



jmexcondejr@valenzuela.gov.ph



**Clerk or Medical Technologist** 



Dr. Amelia Fibra



Jaime Exconde, Jr., MD



Valenzuela residents



Completely filled up Laboratory Request Form from the **City Health Clinic** 



Monday to Friday 8:00 am to 5:00 pm



All laboratory requests from Health Centers is free



Depending on the laboratory request and the classification of the request. Stat Request is released within 2 to 3 hours

#### HEALTH

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Acquire queue card number and wait to be called	Admit patient by batch of 10	Medical Technologist	Valenzuela City Health Center Laboratory Convention Center	1 - 2 minutes
2. Pay the required fees Note: For clients not referred by health centers	Process billing and payment	Cashier	Ground Floor Bulwagang Geronimo S. Angeles Building (Finance Building)	5 minutes
3. Present Lab Request and official receipt	Prepare Patient for extraction and accept specimens Indicate in the claim stab the schedule of the release of results <b>For pre-</b> <b>employment &amp;</b> <b>annual check-up</b> : all results are forwarded to the sanitation office Process specimen	Medical Technologist	Valenzuela City Health Center Laboratory Convention Center	3 - 5 minutes 2 hours
4. Claim	Release			2 nours 1 - 2
laboratory results	laboratory results			minutes

### LABORATORY SERVICE (OUT-PATIENT DEPARTMENT)



Provide laboratory services



Valenzuela City Hall Annex Building, Cecilio Santos St., Malinta, Valenzuela City, Philippines 1440



352-3000 loc 255



jmexcondejr@valenzuela.gov.ph



Josie Legaspi



Dr. Amelia Fibra



Jaime Exconde, Jr., MD



Valenzuela residents within the designated catchment area



Completely filled up Laboratory Request Form from City Health Clinic



Monday to Friday 8:00 am to 5:00 pm



All laboratory requests in Health Center is free



Depending on the laboratory request and the classification of the request. Stat Request is released within 2 to 3 hours

#### HEALTH

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY	
1. Acquire queue card number and wait to be called	Admit patient by batch of 10	Medical Technologist	Valenzuela City Health Center Laboratory	1 - 2 minutes	
2. Present laboratory request	Prepare Patient for extraction and accept specimens	Medical Technologist / Laboratory		3 - 5 minutes	
	Advise the patient to come back after 2 hours for releasing of results	technician	technician		
	Process specimen			2 hours	
3. Claim laboratory results	Release laboratory results			1 - 2 minutes	



# HEALTH PERMIT FOR FOOD AND NON-FOOD HANDLERS



Health permits are issued to ascertain compliance with stringent sanitary requirements for food and non-food handlers as prescribed by the City Health Office.



The City Hall, Ground Floor Legislative Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 1110 / 1111 Direct line: 277-9620 / 445-2759



Dr. Joaquin A. Tamayo,, Jr.



Jaime M. Exconde,, Jr., MD



Citizens of Valenzuela

- We Need: ㅋ \_\_\_\_\_
- Accomplished Information Sheet
- One (1) copy of most recent 1 x 1 photo
- Community Tax Certificate (Cedula)
- Stool and Urine sample



Monday to Friday 8:00 am to 5:00 pm



Urinalysis	Р 30.00
Stool test	Р 30.00
Health Certificate	P 50.00
CBC (if required)	P 60.00



2 to 3 hours

- Health Certificate
- CBC

#### HEALTH

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY	
<ol> <li>Fill up and submit the Information Sheet along</li> </ol>	Check completeness of requirements. Review if the	Sanitation Section Personnel	Social Hygiene Clinic	5 - 10 minutes	
with all requirements	information sheet is correctly filled		Ground Floor,		
	Encode / type information into health card.			Valenzuela City Hall, Annex Building	
2. Receive the signed order of payment	lssue order of payment		Duilding		
3. Pay the required fees	Process billing and payment and issue official receipt	Cashier	Ground Floor Bulwagang Geronimo S. Angeles Building (Finance Building)	5 - 10 minutes	
4. Submit official receipt to the Receiving Section	Check original receipt for the processing of health permit	Sanitation Section Personnel	Social Hygiene Clinic Ground Floor, Valenzuela City Hall, Annex Building	2 - 3 minutes	



5. Submit urine and stool sample to the laboratory	Accept and process specimen	Medical Technologist	Valenzuela City Health Center Laboratory	40 minutes (20 mins per specimen)
6. Claim result	Record and release Laboratory Results			5 - 10 minutes
7. Attend Food Safety		Convention Center	60 to 90 minutes	
Seminar	Issue Certificate of Appearance to all attendees			
(If laboratory resu	lts are normal)			
	Endorse Certificate of Appearance for signature	Sanitation Officer	City Health Office Ground Floor, Legislative Building	5 - 10 minutes
	Sign Certificate of Appearance	Sanitation Officer and City Health Officer		10 - 15 minutes
8a. Claim health permit	Release permit	Sanitation Officer		2 -3 minutes
(If laboratory resu	lts are abnormal)			
8b. Avail Medical Consultation	Note: See separate requirements and process for Medical Consultation			

### EXPANDED PROGRAM ON IMMUNIZATION SERVICES



The City Health Office (CHO) provides child immunization against the seven (7) immunizable diseases and also immunizes pregnant mothers to prevent the occurrence of tetanus neonatorum in infant



All Health Centers (Valenzuela City)



352 - 1000 local 1111



jmexcondejr@valenzuela.gov.ph



Barangay Health Workers Nurse Midwife



Health Center Physician



Jaime Exconde, Jr., MD

- Any child from 0-11 months old residing in Valenzuela City
- Pregnant women who are residents of Valenzuela City



None



Monday to Friday 8:00 am to 5:00 pm



None



18 to 35 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Acquire queue card number and wait to be called	Attend to patient Take body temperature, weight and height of the child to be immunized	Barangay Health Workers	Various Barangay Health Centers in Valenzuela	5-10 minutes
2. Provide required data of child to be vaccinated	Record information of the child to be immunized Review record for past immunizations given	Nurse / Midwife		3 - 5 minutes
3. Receive scheduled vaccines	Administer the scheduled vaccines	-		5 - 10 minutes
4. Take note of the instructions given by the midwife	Inform parents/ guardian about: 1. the possible side effects of immunization 2. schedule of the next round of immunization; and 3. family planning supplies available at the Health Center			5 - 10 minutes

### AVAILMENT OF PRE-NATAL CARE SERVICES



Medical and nursing care are provided for women before and during pregnancy. The objective of the prenatal care is for the early detection of diseases which may complicate pregnancy, educate women on danger signs and symptoms of pregnancy and to prepare women for childbirth



Marulas Lying-in Clinic – Tamaraw Hills Paso de Blas Lying-in Clinic – Malinta Exit Mapulang Lupa Lying-in Clinic – Barangay Mapulang Lupa



Marulas Lying-in Clinic	292-7284
Paso de Blas Lying-in Clinic	292-6372
Mapulang Lupa Lying-in Clinic	984-3248



jmexcondejr@valenzuela.gov.ph



Marulas Lying-in ClinicLina Sarmiento, RMPaso de Blas Lying-in ClinicImelda DL. LotaMapulang Lupa Lying-in ClinicCelia F. Alonzo



Elizabeth Oliva, RM



Jaime M. Exconde,, Jr., MD



Seven months pregnant women until delivery



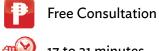
None





HEALTH

Monday to Sunday, 24 hours



17 to 31 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Acquire queue card number and wait to be called</li> </ol>	Attend to patient Issue a mother and child book / home based maternal record (for 1st visits)	Midwife on Duty	Specific 1 - 2 Location minute of Lying-in Clinic	1 - 2 minutes
2. Undergo routine assessment for pregnant	Record the age of the patient and past medical history			2 - 3 minutes
women	Assess gravidity, last menstrual period and age of gestation			5 - 10 minutes
	Take vital signs, blood pressure, respiratory rate, pulse rate and weight			

3. Undergo physical examination	Perform abdominal palpitation on the client and inform the client of findings	Midwife on Duty	Specific Location of Lying-in Clinic	3 - 5 minutes
<ol> <li>Pay attention to findings and instructions of physician</li> </ol>	Inform the client of the danger signs to watch out for			1 - 2 minutes
	Give mother health instruction on proper nutrition and maternity care			2 - 3 minutes
5. Undergo tetanus toxoid administration	Provide tetanus toxoid as scheduled			1 - 2 minutes
6. Secure prescribed laboratory procedures	Give referral for routine urinalysis, CBC and initial ultrasound		1 - 2 minutes	
7. Pay attention to instructions	Inform the mother on the next consultation and date			1 - 2 minutes



## **DENTAL SERVICES AND CERTIFICATE**



Provide dental examination and necessary procedures and issue the corresponding certificate



The City Hall, Dental Section Main Health Center, Valenzuela City Social Hall Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local. 1111



jmexcondejr@valenzuela.gov.ph



Manuel Vicente



Catherine Francisco, D.M.D.



Jaime Exconde, Jr., M.D.



School entrants and patients seeking employment



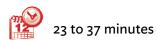
Request slip

12

Monday to Friday 8:00 am to 5:00 pm



Dental Certificate	Р 50.00
Tooth extraction (for anterior tooth)	P 75.00
Tooth extraction (for exterior tooth)	P 100.00



CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Obtain request slip and register</li> </ol>	Record pertinent data	Dental Aide	Dental Section, City Health	1 - 2 minutes
2. Undergo mouth examination	Examine mouth of patient	Dentist	Office, Valenzuela City Social Hall Bldg.	1 - 2 minutes
3. Undergo routine checking of vital signs	Take vital signs			3 - 4 minutes
4. Request for order of payment	lssue order of payment	Dental Aide		1 - 2 minutes
5. Pay the required fee	Receive payment and issue official Receipt	Cashier	Ground Floor, Bulwagang Geronimo S. Angeles Building (Finance Center)	3 - 5 minutes

6. Listen to diagnosis, evaluation and instructions	Diagnose and evaluate	Dentist	Dental Section, City Health Office, Valenzuela	3 - 5 minutes
7. Undergo appropriate dental procedure	Perform appropriate dental procedure		City Social Hall Bldg	10 - 15 minutes
8. Claim Dental Certificate	Sign and issue dental certificate			1 -2 minutes

# **AVAILMENT OF DENTAL SERVICE**



Provide dental examination, curative and preventive services, and necessary dental procedures



- The City Hall, Dental Section City Health Office, Valenzuela City Social Hall Building, Karuhatan, Valenzuela City
- City External Services Office (Action Center) Dalandanan, (Beside Pure Gold Supermarket) Valenzuela City
- Polo Health Center, Polo, Valenzuela City
- Serrano / Mega Center
- Different Barangay Health Centers



352-1000 loc. 1111



jmexcondejr@valenzuela.gov.ph



tline



**City Health Dentist** 

Dental Aide



Jaime Exconde, Jr., M.D



- Valenzuela City employees
- Senior Citizens
- Care cardholders of Valenzuela City
- Citizens of Valenzuela City



- Employee ID for Valenzuela City Employees
- VC Care card for those availing of curative services at the Polo & Serrano / Mega Center
- Request slip





Monday to Friday 8:00 am to 5:00 pm



1 to 2 hours

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Obtain request slip and register</li> </ol>	Record pertinent data	Dental Aide	Designated Dental Clinics in Valenzuela City	1 - 2 minutes
2. Undergo mouth examination	Examine mouth of patient	Dentist		1 - 2 minutes
3. Checking of vital signs Undergo routine	Take vital signs			2 - 4 minutes
4. Listen to diagnosis, evaluation and instructions	Diagnose and evaluate			3 - 5 minutes
5. Undergo appropriate dental procedure	Perform appropriate dental procedure			10 - 15 minutes

Cura	tive Services:	Dentist	Designated Dental Clinics in	
Cavit Prepa	y aration			3 - 5 minutes
	oorary oration		Valenzuela City	10 - 15 minutes
	nanent pration			20 - 30 minutes
Servi Fluor	entive ce: idization dren ages			5 - 10 minutes

#### HEALTH

# CITY VETERINARY SERVICES OFFICE

The **City Veterinary Services Office (CVSO)** protects the public from contracting animal diseases. It is also tasked to protect public health by ensuring that commercial meat and meat by products are fit for human consumption. The office is also tasked to monitor events and situations involving veterinary matters.

#### Services:

- 1. Adoption of Impounded Animals
- 2. Mass Anti-Rabies Vaccination
- 3. Animal Vaccination
- 4. Application for Butcher's Identification Card
- 5. Stray Animal Collection
- 6. Redemption of Impounded Animals

### ADOPTION OF IMPOUNDED ANIMALS



Application to adopt unredeemed impounded animals (Implementing Rules and Regulations of the City Ordinance No. 36 series of 2000 known as — Creation of City Pound Office. Section 8 states Disposal of Impounded Animals: a) Impounded animals not redeemed within 7 working days shall be disposed through public auction (livestocks); adoption of qualified persons or entities; or donation to animal welfare societies)



City Pound Office, F. Bautista St. Marulas, Valenzuela City, Philippines 1440



352-3000 local 283



bbsison@valenzuela.gov.ph

lan Libris Alexander Judavar



Dr. Jodel Areta



Dr. Basil Sison



Any qualified individual

- Accomplished application form
  - Valid ID



Monday to Friday 9:00 am to 3:00 pm



Dog license fee: P10.00

18 to 30 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Fill up and submit accomplished</li> </ol>	Evaluate client for approval	Frontline supervisor		10 - 15 minutes
application form and present valid ID	application form and present valid			
2. Pay dog	Process payment	Frontline		3 - 5
license registration fee	Issue Redemption Form and official receipt	Personnel		minutes
3. Claim adopted animal	Release dog / animal to the new owner	Frontline Personnel		5 - 10 minutes

### MASS ANTI-RABIES VACCINATION



A service providing mass anti- rabies vaccination in all barangays. Republic Act 9482 or the "Anti-Rabies Act of 2007" — Section 7. It is the responsibility of the local government unit to ensure that all dogs are properly immunized / registered; and issue a corresponding dog tag for every immunized and registered dog



Valenzuela City Hall, 3rd Floor Annex Building, Cecilio Santos St., Malinta, Valenzuela City, Philippines 1440



352-3000 local 147



bbsison@valenzuela.gov.ph



Jurgeanne Pacheco



Dr. Basil Sison



Pet owners of Valenzuela City



Letter of Request



Monday to Friday 8:00 am to 5:00 pm



Dog license fee: P 10.00 (Ordinance No. 92-012 Sec. 38 series of 1992) Vaccination: free

1 to 2 days

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY	
<ol> <li>Submit letter of request for mass</li> </ol>	Receive letter of request	Frontline personnel	City Veterinary Services	3 - 5 minutes	
anti-rabies vaccination to the Office of the City Mayor	Check for availability of requested date				Office 3rd Floor Annex Building
2. Receive notice for confirmation of activity	Approve and schedule mass anti-rabies vaccination		Ū	3 - 5 minutes	
	Contact client for confirmation of request or rescheduling in case of non- availability of date requested			5 - 10 minutes	
3. Prepare site and coordinate activity	Conduct mass anti-rabies vaccination	City Veterinarian	On-site	1 day	

### **ANIMAL VACCINATION**



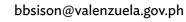
A service provided to the residents of Valenzuela to intensify efforts towards animal disease prevention. Republic Act 9482 "Anti -Rabies Act of 2007" — Section II. Policy of the state to protect and promote the right to health of the people. Control / prevention of the spread and eventually eradication of animal rabies shall be provided and the need for responsive pet ownership be establlished.



City Pound Office, F. Bautista St. Marulas, Valenzuela City, Philippines 1440



352-3000 local 283



Ian Libris

AlexanderJudavar



Dr. Jodel Areta



Dr. Basil Sison



Animal owner



None



Monday to Friday 9:00 am to 3:00 pm



Dog license fee: P 10.00 Vaccination: free



20 to 33 minutes

### HOW TO AVAIL OF THE SERVICE

HEALTH

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY		
1. Proceed to the City Pound Office or vaccination	Check and evaluate health status of dog / animal	Frontline supervisor	City Veterinary Services Office	10 - 15 minutes		
site with dog / animal	Register, record and file		3rd Floor			
2. Pay the	Process payment	Deputized collection officer	•	Deputized	Annex Building	5 - 10
required fees	lssue an official receipt			minutes		
3. Prepare animal for vaccination	Vaccinate dog / animal	Frontline supervisor		3 - 5 minutes		
4. Claim Vaccination	Issue Vaccination Certificate			2 - 3 minutes		
Certificate	Release animal					
	Advice client of post vaccination care of dog / animal					

### **APPLICATION FOR BUTCHER'S IDENTIFICATION CARD**



A process of issuing identification card to butchers working in slaughterhouses in the City of Valenzuela for database keeping and monitoring

Section 3 Chapter 2 City Ordinance No. 93-94 series of 1993 — Those engaged in the profession / occupation such as butchers, meat handlers should pay a yearly license fee



Valenzuela City Hall, 3rd Floor Annex Building, Cecilio Santos St., Malinta, Valenzuela City, Philippines 1440



352-3000 local 283



bbsison@valenzuela.gov.ph



Adelfo Sandagon, Jr.



Jurgeanne Pacheco



Dr. Basil Sison



Butchers working in slaughterhouses in Valenzuela City

- Accomplished application form
- Slaughterhouse Certification
- Community Tax Certificate (Cedula)
- Police Clearance
- Health Certificate
- Two (2) copies of recent 1x1 photo •
- Attend meat butchers / handlers orientation





Monday to Friday 8:00 am to 5:00 pm



7 to 16 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Fill up and submit accomplished application form together with other requirements	Check completeness of form and requirements	Frontline Personnel	City Veterinary Services Office	5 - 10 minutes
	identification		3rd Floor Annex Building	
	Sign ID	Office Head		
2. Pay the	Process payment	Deputized		1 - 3
required fees	lssue an official receipt	collection officer		minutes
3. Claim identification card	lssue butcher's identification card	Frontline Personnel		1 - 3 minutes

# STRAY ANIMAL COLLECTION



A service provided to collect stray animals in all barangays (Republic Act 9482 "Anti-Rabies Act of 2007")



Valenzuela City Hall, 3rd Floor Annex Building, Cecilio Santos St., Malinta, Valenzuela City, Philippines 1440



352-3000 local 283



bbsison@valenzuela.gov.ph



Jurgeanne Pacheco



Dr. Basil Sison



Concerned citizens / constituents



None



Monday to Friday 8:00 am to 5:00 pm



None



8 to 13 minutes

#### HOW TO AVAIL OF THE SERVICE

HEALTH

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Request for	Interview client	Frontline Personnel	City	2-3
stray animal collection through letter mail, email, or	Ask for location and other specifications		Veterinary Services Office	minutes
telephone	Check available roving team and inform them of the site of requested stray animal collection		3rd Floor Annex Building	3 - 5 minutes
2. Receive call / notice for confirmation of request	Advise client of proximate time of response to request			3 - 5 minutes

### **REDEMPTION OF IMPOUNDED ANIMALS**



An application filed by owners to redeem impounded animals (Implementing Rules and Regulations of the City Ordinance No. 36 series 2000 "Redemption Fees for Impounded Animals")



City Pound Office, F. Bautista St. Marulas, Valenzuela City, Philippines 1440



352-3000 local 283



bbsison@valenzuela.gov.ph

Ian Libris

Alexande Judavar



Dr. Jodel Areta



Dr. Basil Sison



Owners of impounded animals



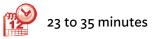
Valid ID



Monday to Friday 9:00 am to 3:00 pm



Dog License Fee	P 10.00
Impounding Fee	P 20.00 per animal
Care Fee	P 20.00 per day



CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Present valid ID and fill up animal	Check ID / provide animal description form	Security Guard	City Pound Office	3 - 5 minutes
description form	Direct client to the pound area			
2. Present	Receive form	Frontline		5 - 10
animal description form	Verify if the animal is present at the kennel	personnel		minutes
3. Redeem animal	lssue redemption form			5 - 10 minutes
4. Pay the	Process payment			
required fees / charges	lssue an official receipt			
	Record data			
5. Claim impounded	Check and get the animal			5 minutes
animal	Give vaccination if necessary			
6. Present redemption form to the guard before leaving the pound area	Check and record control number	Security Guard		5 minutes



### **REVENUE GENERATION**

#### **City Assessor's Office**

Appraisal and Assessment of Real Property Transfer of Tax Declaration of Real Property to New Owner on the Basis of Subdision or Consolidation Certified True Copy of Tax Declaration and Certificate of Property Holdings Certificate of Non-Improvement Tax Mapping Certificate

#### **City Treasurer's Office**

Claiming of Cash or Check Certification Related to Business License and Fees Community Tax Certificate (Cedula) Real Property Tax Transfer Tax

#### **REVENUE GENERATION**

## CITY ASSESSOR'S OFFICE

The **City Assessor's Office** ensures that all laws and policies governing the appraisal and assessment of real properties for taxation purposes are fairly, accurately and effectively executed. It is also responsible for the preparation, installation, accounting and maintenance of a system for tax mapping and record administration. It is also responsible for the development and updating of a Geographic Information System, a computer-based tax mapping for discovery and identification of properties and geographic analysis system. It is also in charge of the preparation of Schedule of Fair Market Values of the different classes of properties within Valenzuela City.

### Services:

- 1. Appraisal and Assessment of Real Property
- 2. Transfer of Tax Declaration of Real Property to New Owner on the Basis of Subdivision or Consolidation
- 3. Certified True Copy of Tax Declaration and Certificate of Property Holdings
- 4. Certificate of Non-Improvement
- 5. Tax Mapping Certificate

### APPRAISAL AND ASSESSMENT **OF REAL PROPERTY**



In compliance with the duty of the person acquiring real property or making improvements thereon and the duty of the City Assessor to make declaration of real property as provided by law. This service provides appraisal and assessment of real property as a basis of permanent record of property owned (land, building and machineries), providing therein the name of the owner, if known, or against an unknown owner, as the case may be, and the assessed value of the property for purpose of real property taxation. The appraisal of real properties in accordance with the approved or duly enacted Schedule of Fair Market Values pursuant to R.A. No. 7160.



The City Hall, 3rd Floor, Bulwagang Geronimo S. Angeles (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 1305 / 1307



crandrade@valenzuela.gov.ph



Reynaldo Ng (GIS)

Danilo Crespo



Atty. Cecilynne Andrade



Property owners in Valenzuela City



Request form or written report

For Buildings and Improvements:

- Photocopy of Transfer Certificate of Title or lease contract
- Building / Improvement Plan and Building Permit or Certificate of Completion/ Occupancy
- Certification from the Barangay of the Length of Period the building or improvement was built (FOR RESIDENTIAL ONLY), in the absence of #2.

For Machineries:

• Sworn Statement stipulating the owner of land / lessor and the true value of machinery

Additional requirements for transactions made by authorized representatives:

- Special Power of Attorney (SPA)
- Photocopy of valid ID of the representative and owner



Monday to Friday 8:00 am to 5:00 pm



None



2 days

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit all requirements	Provide request form Note: If there is a written request prepared no need to accomplish the office request form.	City Assessor's Officer-in- Charge Administrative / GIS Unit	City Assessor's Office 2nd Floor Bulwagang Geronimo Angeles (Finance Building)	5 minutes

	Check completeness of the submitted documentary requirements Inform client about duration / schedule of appraisal, if necessary	City Assessor's Officer-in- Charge Administrative / GIS Unit	City Assessor's Office 2nd Floor Bulwagang Geronimo Angeles (Finance Building)	
	Conduct occular inspection, if necessary	Appraisal Assessment Unit		Within the day of request
	Prepare Field Appraisal and Assessment Sheet (FAAS)			5 minutes
	Prepare Notice of Assessment and Tax Declaration	Administrative Unit		
	Approve Notice of Assessment and Tax Declaration	City Assessor		5 minutes
2. Claim Notice of Assessment and owners copy of Tax Declaration	Issue Notice of Assessment and owners copy of Tax Declaration	Administrative Unit		5 minutes

### TRANSFER OF TAX DECLARATION OF REAL PROPERTY TO NEW OWNER ON THE BASIS **OF SUBDIVISION OR CONSOLIDATION**

SEC. 208 of the Local Government Code otherwise known as Republic Act 7160- Notification of Real Property Ownership - Any person who shall transfer real property ownership to another shall notify the provincial, city or municipal assessor concerned within sixty (60) days from the date of such transfer. The notification shall include the mode of transfer, the description of property alienated and the name and address of the transferee.

(SEC. 5 OF VALENZUELA CITY ORDINANCE NO. 93-78).

This service provides for an update and permanent record of real property owned (land, building and machineries), declaring and assessing the property indicating real property owners for purpose of real property taxation.



The City Hall, 3rd Floor, Bulwagang Geronimo S. Angeles (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 1302 / 1307 / 1306 / 1365



crandrade@valenzuela.gov.ph



Remedios Caguia Toribia De Guzman (Administrative Unit)



**Remedios** Caguia



Atty. Cecilynne Andrade

Property owners in Valenzuela City

We Need:	l
প	l
4	l
6	l
	l

For Transfer:

- Certified True Copy of Transfer Certificate of Title (T.C.T.)
- Proof of transfer photocopy of the Deed of Sale, Deed of Donation or Extrajudicial Settlement or any other document indicating the transfer of real property from one person to another
- Certificate Authorizing Registration (CAR)
- Transfer Tax

For Subdivision or Consolidation:

- Certified True Copy of Transfer Certificate of Title
- Approved plan of land

Additional requirements for transactions made by authorized representatives:

- Photocopy of valid ID of representative and owner
- Special Power of Attorney (SPA) or Authorization Letter



Monday to Friday 8:00 am to 5:00 pm



15 minutes

None

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit documentary requirements	Check completeness of the submitted documentary requirements Issue return slip to client	City Assessor's Officer-in- Charge	Assessor's Office 2nd Floor Bulwagang Geronimo Angeles (Finance Building)	10 minutes
	Prepare Field Appraisal and Assessment Sheet (FAAS)	Administrative Unit		
	Prepare Notice of Assessment and Tax Declaration			
	Approval of Notice of Assessment and Tax Declaration	City Assessor		3 - 5 minutes
2. Claim Notice of Assessment and owners copy of Tax Declaration	Issue Notice of Assessment and owners copy of Tax Declaration	Administrative Unit		2 minutes

### CERTIFIED TRUE COPY OF TAX DECLARATION AND CERTIFICATE OF PROPERTY HOLDINGS



**REVENUE GENERATING** 

The City Assessor's Office provides Certified True Copy of Tax Declaration, Certificate of Property Holdings or Certificate of No Property Holding upon the request of the owner or his authorized representatives, any government agency or Private entity.

This service allows the taxpayer to obtain a duplicate copy of Tax Declaration and listing of his / her / its Property Holdings as reference for payment of taxes and for other purposes it may serve.



The City Hall, 3rd Floor, Bulwagang Geronimo S. Angeles (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 1302 / 1307 / 1306 / 1365



crandrade@valenzuela.gov.ph



Lydia Caco



Remedios Caguia

Edna Escalambre (Administrative Unit) Emma Benaldez



Atty. Cecilynne Andrade



Property Owners in Valenzuela City

- Request form or written request
  - Valid ID

Additional requirements for transactions made by authorized representatives:

- Photocopy of valid ID of representative and owner
- Special Power of Attorney (SPA)



Monday to Friday 8:00 am to 5:00 pm



Certification Fee - P 10.00



8 to 10 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit request form or written request with documentary requirements	Provide request form or receive written request Check completeness of the submitted documentary requirements	Administrative Unit	City Assessor's Office 2nd Floor Bulwagang Geronimo Angeles (Finance Building)	1 - 2 minutes

City Assessor's Office

	Issue order of payment for Certified True Copy and Documentary Stamp	Administrative Unit	City Assessor's Office 2nd Floor Bulwagang Geronimo Angeles (Finance Building)	3 - 5 minutes
2. Pay the required fees	Process payment Issue an official receipt	Cashier	Ground Floor Bulwagang Geronimo Angeles (Finance Building)	5 - 10 minutes
<ul><li>3. Present official receipt</li><li>4. Claim</li></ul>	Accept official receipt Prepare requested certified document Sign certification Issue Certified	Administrative Unit	City Assessor's Office 2nd Floor Bulwagang Geronimo Angeles (Finance	2 - 3 minutes
Certified True Copy of requested document/s	True Copy of requested document/s		Building)	

### CERTIFICATE OF NON-IMPROVEMENT



This service provides proof that the property is vacant issued upon the request of the owner or his authorized representatives, otherwise the buildings/improvements located in the property shall be appraised and assessed for purpose of real property taxation, as this can be a basis for additional ad valorem tax on idle lands (Sec. 236 of Local Government Code and Section 28 Valenzuela City Ordinance No. 93-78) and for other purposes it may serve.



The City Hall, 3rd Floor, Bulwagang Geronimo S. Angeles (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 1302 / 1307 / 1306 / 1365



crandrade@valenzuela.gov.ph



Mark Dominic Lumberio (Tax Mapping Unit)



Ramon Santiago



Atty. Cecilynne Andrade



Property owners in Valenzuela City

#### City Assessor's Office



**REVENUE GENERATING** 

- Request form or written request
- Proof of Ownership such as or Transfer or Deed of Sale or Deed of Donation or Extra-Judicial Settlement
  - Valid ID

#### Additional requirements for transactions made by authorized representatives:

- Photocopy of valid ID of representative and owner
- Special Power of Attorney (SPA) or Authorization Letter



Monday to Friday 8:00 am to 5:00 pm



Certification Fee - P10.00



11 to 20 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Submit filled up request form or letter of request and documentary requirements</li> </ol>	Provide request form	City Assessor's Officer-in- Charge Tax Mapping Unit	City Assessor's Office 2nd Floor Bulwagang Geronimo Angeles (Finance Building)	3 - 5 minutes

City Assessor's Office

#### **REVENUE GENERATING**

	Check completeness of the submitted documentary requirements Prepare Certification of Non- Improvement, if vacant from records and documents Issue order of payment for certification fee, if vacant	City Assessor's Officer-in- Charge Tax Mapping Unit	City Assessor's Office 2nd Floor Bulwagang Geronimo Angeles (Finance Building)	
2. Pay the required fees	Process payment Issue an official receipt	Cashier	Ground Floor Bulwagang Geronimo Angeles (Finance Building)	5 - 10 minutes
3. Present official receipt	Check the official receipt Sign Certificate of Non- Improvement	Tax Maping Unit	City Assessor's Office 2nd Floor	3 - 5 minutes
4. Claim Certificate of Non- Improvement	Issue Certificate of Non- Improvement		Bulwagang Geronimo Angeles (Finance Building)	

### TAX MAPPING CERTIFICATE



**REVENUE GENERATING** 

A tax map can be requested to identify the location of a property based on the tax mapping records and Geographical Information System (GIS) and for other purposes it may serve. However, the certification shall not be used as evidence for settling boundary disputes.

Glenn Mark Lanozo



The City Hall, 3rd Floor, Bulwagang Geronimo S. Angeles (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1318



crandrade@valenzuela.gov.ph



Glennie De Guzman Sherilyn Roque (GIS Unit)



Rolando Bascon



Atty. Cecilynne Andrade



Property owners in Valenzuela City



Transfer Certificate of Title (T.C.T.)



Monday to Friday 8:00 am to 5:00 pm



P 10.00 per copy of Tax Mapping Certificate

10 to 18 minutee

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit documentary requirements	Provide request form or accept written request and check completeness of the submitted documentary requirement Issue order of payment for Certified True Copy and Documentary Stamp	City Assessor's Officer-in- Charge GIS Unit	City Assessor's Office 2nd Floor Bulwagang Geronimo Angeles (Finance Building)	2 - 3 minutes
2. Pay the required fees	Process payment Issue an official receipt	Cashier	Ground Floor Bulwagang Geronimo Angeles (Finance Building)	5 - 10 minutes

3. Present official receipt	Accept the Official Reciept	GIS Unit	City Assessor's Office3 - 5 minutes2nd Floor Bulwagang Geronimo Angeles	
	Print requested certified document			
	Sign Tax Mapping Certificate			
4. Claim Tax Mapping Certificate	Issue Tax Mapping Certificate		(Finance Building)	

#### **REVENUE GENERATING**

## CITY TREASURER'S OFFICE

The **City Treasurer's Office (CTO)** is tasked to take custody and exercise proper management of the funds of the city; is charged with the disbursement of all city funds; and shall maintain and update the tax information system of the city.

### Services:

- 1. Claiming of cash or check
- 2. Certification related to business license and fees
- 3. Community Tax Certificate (Cedula)
- 4. Real Property Tax Clearance
- 5. Transfer Tax

### CLAIMING OF CASH OR CHECK



Disbursement of local funds or settlement of government payables / obligation is either paid in check or in cash. Disbursement below fifteen thousand (P15, 000.00) is paid in cash but above the said amount is paid by check and released by the cashier or authorized personnel in the Office of the City Treasurer.



The City Hall, Ground Floor, Bulwagang Geronimo S. Angeles (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 2250 / 1108



raalcoran@valenzuela.gov.ph

Crispin Fernando

Rafaelita Joaquin



Adelia Soriano



Rosa Irma Alcoran



Suppliers and contractors

- Audited and approved disbursement voucher
- Authorization from the company to collect
- Company ID
- Official receipt



Monday to Friday 8:00 am to 5:00 pm



None



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5 to 8 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Fill up and submit the request form along with other requirements</li> </ol>	For cash payment: Verify if there is an approved voucher ready for payment For check	Frontline Personnel	Taxpayer 2-3 minut Lounge B Ground Floor, Geronimo Angeles Building (Finance Building)	2-3 minutes
	Por check payment: Verify if there is an approved check ready to be released			
	Check authorization and company ID of authorized representative		City Treasurer's Office Ground	3 -5 minutes
2. Sign Disbursement Vouchers	Present Disbursement Vouchers for signature		Floor, Geronimo Angeles Building (Finance Building)	
	Accept official receipt			
3. Receive Payment	Release check / cash			

### **CERTIFICATION RELATED TO BUSINESS LICENSE & FEES**



Certification of last payment to be used in the:

- **Renewal of Business License**
- Certification of No Business for the residents of Valenzuela •
- Requesting for medical and hospital assistance
- SSS claims and other purposes
- Certification of Retirement of Business to be used in the Bureau of Internal Revenue for Closing of Business and for verification purposes



The City Hall, Ground Floor, Bulwagang Geronimo S. Angeles (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 1929, 1917



raalcoran@valenzuela.gov.ph



Rosalyn Gamboa

**Eugene Angeles** 



Adelia Soriano



Rosa Irma Alcoran



- Last Payment-Valenzuela business owners
- No Business Indigents and any citizen of Valenzuela
- Retirement of Business Owners of businesses who opt to close their business
- **Request Form**
- Certification of Last Payment None

- Certification of No Business Request from the Hospital if to be used for Medical & Hospital Assistance & claims
- Certification of Retirement of Business official receipt of retirement



Monday to Friday 8:00 am to 5:00 pm

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P10.00 Certification fee and P15.00 for documentary stamp



10 to 18 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Fill up and submit the request form along with other requirements	Review request form and determine what certification is being requested Issue order of payment	Frontline Personnel	License and Fees Division Ground Floor, Geronimo Angeles Building (Finance Building)	5 - 10 minutes
2. Pay the required fee / charge	Process payment Issue an official receipt	Miscellaneous Fee Collector		3 <sup>–</sup> 5 minutes
3. Submit official receipt and claim certification	Prepare the certification Approve certification	Frontline Personnel Supervisor		2 - 3 minutes

### COMMUNITY **TAX CERTIFICATE (CEDULA)**



A Community Tax Certificate (CTC) is proof that an individual is a resident of the city and that she/he has paid the necessary dues arising from the income derived from business, exercise of profession and/or ownership of real properties in the area. Profit and non-profit organizations and other entities operating in the city must also secure a CTC.



The City Hall, Ground Floor, Bulwagang Geronimo S. Angeles (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 2250 352-3000 local 259



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Margerie Galicia Samuel Paglomutan



Adelia Soriano



Rosa Irma Alcoran



Citizens, enterprise / business owners in Valenzuela City



For employed individuals:

- Gross salary from previous year *For corporations:*
- Gross receipts from previous year



Monday to Friday, 8:00 am to 5:00 pm



For individuals:

Basic Tax: P 5.00

Additional Tax(not to exceed P5,000.00) :

- 1. Gross receipts of earnings derived from business during the preceding year (P 1.00 for every P 1,000.00)
- 2. Salaries or gross receipt or earnings derived from profession or pursuit of any occupation (P 1.00 for every P 1,000.00)

For corporations:

Basic Tax: P 500

Additional Tax (not to exceed P 10,000.00):

- 1. Assessed value of real property owned in the Philippines (P 2.00 for every P 5,000.00)
- Gross receipts, including dividends / earnings derived from business in the Philippines during the preceding year (P 2.00 for every P 5,000.00)



3 to 5 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit requirements	Compute amount of community tax to be paid Inform client of amount to be paid	Frontline Personnel	Taxpayer Lounge B Ground Floor, Geronimo	2-3 minutes
2. Pay the required fees	Process payment		Angeles Building	1-2 minutes
3. Claim Community Tax Certificate	Issue Community Tax Certificate		(Finance Building)	

### REAL PROPERTY TAX CLEARANCE



- Clearances for the transfer of property ownership, loan and for verification purposes.
- Issued clearance will be used in transferring the ownership of property, loan or for verification purposes.



The City Hall, Ground Floor, Bulwagang Geronimo S. Angeles (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1814



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Ma. Angelina Salvador Alvin Garcia



Maria Luisa Denilla



Rosa Irma Alcoran



Real property owners in Valenzuela City

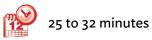
- Accomplished application form
- Latest official receipt for existing property or tax declaration for newly acquired property



Monday to Friday 8:00 am to 5:00 pm



P20.00



REVENUE GENERATING

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Fill up and submit accomplished application form along with other requirements	Check completeness of requirement	Frontline Personnel	Real Property Tax Division Ground Floor Bulwagang Geronimo	3 - 5 minutes
2. Receive the signed order of payment and copy of application form	lssue signed order of payment		Angeles building (Finance Building)	
3. Pay the	Process payment	Miscellaneous	Taxpayer	3 - 5
required fees	lssue official receipt	Fee Collector	Lounge B Ground Floor,	minutes
	Instruct the client to go back to Real Property Tax Division		Geronimo Angeles building (Finance Building)	

4. Submit official receipt and a copy of tax declaration	official receipt and receipt and required a copy of tax	Frontline Personnel	Real Property Tax Division Ground Floor	18-20 minutes	
completeness of Bulwa payment in the Geron property ledger Ange	Bulwagang Geronimo Angeles				
	Record payment that are still unrecorded		building (Finance Building)	(Finance	
	Verify the status of the property in the system if the property has tax deficiency due to reclassification				
	For newly acquired property, prepare the property ledger for new property				
	Prepare the tax clearance certificate				
5. Claim the Real Property Tax Clearance	Issue Real Property Tax Clearance			1 - 2 minutes	

# TRANSFER TAX



Transfer taxes are paid for transactions involving transfer of ownership of real property. The tax should be paid within 60 days from the date of execution of deed as regards to sale, barter, donation or any mode of transferring ownership; or from the date of descendant's death, in case of transfer of succession.



The City Hall, Ground Floor, Bulwagang Geronimo S. Angeles (Finance Center), McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 2250



raalcoran@valenzuela.gov.ph



Lucia Espiritu



Adelia Soriano



Ms. Rosa Irma Alcoran



Property owners / taxpayers in Valenzuela City who are transferring ownership of real property



- Photocopy of Deed of Sale, Donation or Extrajudicial Settlement
- Photocopy of Tax Declaration of property to be transferred
- Photocopy of Tax Declaration of improvement and in case there is no improvement a "Certificate of No improvement" from the Assessor's Office is required



Monday to Friday 8:00 am to 5:00 pm



50% of 1% of the total consideration involved in the acquisition of the property or the fair market value whichever is higher.



7 to 15 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit all requirements	Check completeness of requirements	Frontline Personnel	Taxpayer Lounge B	5 - 10 minutes
	Compute amount of transfer tax to be paid Inform the client of the total amount due		Ground Floor, Geronimo	
		Angeles building (Finance Building)		
2. Pay required	Process payment			2 - 5
fee/s	lssue official receipt			minutes



# PEACE AND ORDER

#### Philippine National Police - Valenzuela City

Filing Grievances that does not require filing of administrative charges Filing of administrative charges against a Philippine National Police personnel Filing of complaint and investigation of crimes Certification of Excerpt of Blotter Entry or Police Report Securing a Police Clearance Certificate Securing an Anti-Fencing Clearance

#### The Valenzuela City Fire Station

Fire Safety / Earthquake Drill Storage Permit Clearance Request for Fogging Securing a Fire Safety Inspection Certificate for Occupancy or Business Permit Fire Safety Seminar Application for Fire Safety Evaluation Clearance Conveyance Permit

#### **Bureau of Jail Management and Penology**

Visiting Detainees Securing a Certificate of Detention

#### Valenzuela City Rescue

Emergency Medical Services Disaster Preparedness Trainings and Seminars Search and Rescue Assistance

#### Office of the City Mayor - City External Services Office

Sidewalk Clearing Operations Group (SCOG) Claiming Confiscated Goods Environmental Police Unit Payment of Fines for Violation Of R.A. 9003

#### PEACE AND ORDER

# PHILIPPINE NATIONAL POLICE -VALENZUELA CITY

The **Valenzuela City Police,** in tune with the PNP's motto "To Serve and To Protect", is committed to create a climate of confidence in society so that all law abiding citizens can live and pursue their vocations in an environment of security, harmony and peace.

### Services:

- 1. Filing grievances that does not require filing of administrative charges
- 2. Filing of administrative charges against a Philippine National Police personnel
- 3. Filing of complaint and investigation of crimes
- 4. Securing a Certification of Excerpt of Blotter Entry or Police Report
- 5. Securing a Police Clearance
- 6. Securing an Anti-Fencing Clearance

# FILING OF GRIEVANCES THAT DOES NOT REQUIRE FILING OF **ADMINISTRATIVE CHARGES**



Grievance can be filed on any of the following circumstances:

- Enforcement of traffic laws 1.
- 2. Enforcement of ordinances on prohibition of drinking alcoholic beverages in public
- 3. Violations related to the patrol of schools during the start or end of school hours



Valenzuela City Police Station Mac Arthur Highway, Karuhatan, Valenzuela City



352-4000



wmmayor@valenzuela.gov.ph



PO3 Armando Garvia



SPO3 Alvin Salvadora



**PSI Dexter Percy** 



Any citizen



None



Monday to Sunday 24 hours



CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Report the complaint to the Police Community Relations Office	Evaluate the complaint/ grievance and report the same to the Chief of Police	Police Community Relations Officer (PCRO)	Valenzuela City Police Station and other Police Community	5 - 10 minutes
through letter mail, email, telephone or personal visit	Summon the Police Community Precinct commander with jurisdiction on the grievance	mon Police Officer Police in charge munity cinct mander with diction on the	Precinct 2nd Floor VCPS Building	
	Act immediately if the circumstances permit			
2. Wait for the notification or action	Notify complainant of the PNP action through letter mail, email, telephone or personal visit			

## **FILING OF ADMINISTRATIVE CHARGES** AGAINST A PNP PERSONNEL



Grievance mechanism to address complaints against Philippine National Police (PNP) personnel punishable by one (1) to fifteen (15) days suspension and under the disciplinary power of the Chief of Police



Valenzuela City Police Station, McArthur Highway, Karuhatan, Valenzuela City



352-4000 local 4111



wmmayor@valenzuela.gov.ph



SPO1 Ruel Bertulfo PO3 Ric Morelos



P/SINSP. Allan Ruba



#### Any citizen

- Complaint sheet and Certificate of Non-forum Shopping It is a certificate attesting that complainant has not filed any complaint in any disciplinary authority such as People's Law Enforcement Board (PLEB); Interna Affairs Service (IAS); or Directorate for Investigation and Detention Management (DIDM)
- Any prepared evidence if available, witness if applicable



Monday to Friday 8:00 am to 5:00 pm



None



2 to 3 days

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Fill up the Complaint Sheet and Certificate of Non-forum Shopping	Provide the Complaint Sheet and Certificate of Non-Forum Shopping	Pre-charge Evaluator	Special Investigation and Detective Management Branch	45 minutes to 1 hour
2. Present available evidence and witness	Review and evaluate the documents for merit		Pre Charge Investigation Unit	
	Accompany the complainant to the administering officer			
3. Sign the complaint	Confirm veracity of complaint	PNP Commission	Office of the PNP	2 - 3 minutes
sheet and certificate of non-forum shopping under oath	Administer the signing of the Complaint Sheet and Certificate of Non-forum Shopping	Officer on Duty	Commission Officer	
4. Sign logbook which reflects the schedule of the pre- hearing conference	Schedule pre-hearing conference	Pre-Charge Evaluator	Pre Charge Investigation Unit	8 - 10 minutes

### Philippine National Police - Valenzuela City

### PEACE AND ORDER

	Prepare Notice of pre-hearing conference between complainant and respondent Sign notice of pre-hearing conference	Pre-Charge Evaluator	Special Investigation and Detective Management Branch Pre-Charge Investigation Unit	
5. Receive the signed notice of pre-hearing conference	otice complainant's paring signature on		1 - 2 minutes	
	Send to respondent the notice of pre-hearing conference and complaint sheet requiring the respondent to bring along the counter-affidavit (by registered mail, fax, courier, or personal delivery)			2 days

## FILING OF COMPLAINT AND **INVESTIGATION OF CRIMES**



Any citizen desiring to have any offense or crime investigated may call or report personally to the Station Investigation Unit and its sub-units.



Valenzuela City Police Station Mac Arthur Hway, Karuhatan, Valenzuela City



352-4000 local 4111



wmmayor@valenzuela.gov.ph



SPO1 Alfonso Jazmin PO1 Marcie Rosalejos PO1 Rodolfo Nacion



**PSINSP** Arthur Quiñones



P/SINSP Allan Ruba



Any citizen



Accomplished Incident Report Form



Monday to Sunday 24 hours



None



Depends on the nature and complexity of the case : Light offense - within 12 hours Medium offense - within 18 hours Major offense - within 36 hours

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Report the crime personally or	For personal report: Attend to client	Desk Officer	Valenzuela City Police Station	5 - 10 minutes
by phone	For phone report: Refer to appropriate unit thru Tactical Operations Center (TOC) by phone	Tactical Operations Center (TOC)	and other Police Community Precinct	
For personal			Depends	
<i>report</i> 2. Proceed to	Homicide Section	Investigators of Station Investigation	of Station natu Investigation com	on the nature and
appropriate	Theft and Robbery Section			complexity of the case
Section	Investigation Conoral Unit or		12 hours (light offense);	
				18 hours (medium office);
	Women and Children			36 hours
	Protection Desk (WCPD)			(major offense)

3. Report the nature of the incident or	Record the incident at the blotter book	Duty Investigators of Station	Valenzuela City Police Station	30 minutes to 1 hour
crime and supply all information to the duty investigators together with the witnesses and pieces of evidence	Conduct proper investigation Take statements of victim / complainant / witness Present evidence Prepare filing of the case	Investigation Unit or WCPD	and other Police Community Precinct	

# CERTIFICATION OF EXCERPT OF BLOTTER ENTRY OR POLICE REPORT



A police report or an excerpt in a blotter entry is a documentary requirement for victims of crime and those who desire to claim insurance benefits, replace lost items or claim for medical reimbursement.



Valenzuela City Police Station Mac Arthur Highway, Karuhatan, Valenzuela City



352-4000 local 4111



wmmayor@valenzuela.gov.ph



NUP Genalyn Dillera



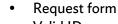
SPO3 Francisco Tannagan, Jr.



P/SINSP. Allan Ruba



Any citizen



- Valid ID
- Community Tax Certificate (Cedula)



Monday to Friday 8:00 am to 5:00 pm



P 10.00



44 minutes to 1 hour and 15 minutes

Philippine National Police - Valenzuela City

CLIENT ACTIO	N LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY	
1. Request for a form at the PNP Quality Service Lane personnel	Provide request form	Quality Service Lane Personnel	Valenzuela City Police Station McArthur	3 - 5 minutes	
2. Fill up and submit request form	Assist clients to proceed to the Records Management Unit		Highway Ground Floor	Ground	1 - 2 minutes
3. Present form	Verify record	NUP ClerkBulwagangRecordsGeronimoManagementAngelesUnitBuilding		15 - 30	
to personnel	Prepare the Police Blotter excerpt		minutes		
	Issue order of payment	Unit	(Finance Building)		
4. Pay the	Process payment	Cashier	0,	20 - 30	
required fees	Issue official receipt			minutes	
5. Present official receip to Records Managemen Unit personnel		Chief of Police or any representative (Chief, SIDMB, Chief SIU, Chief RMU)	2nd Floor, Valenzuela City Police Station	3 - 5 minutes	
6. Claim the Police Repor excerpt	Issue Police Blotter excerpt	Records Management Unit	1st Floor, Valenzuela City Police Station	2 - 3 minutes	

# SECURING A POLICE CLEARANCE



A Police Clearance Certificate is an official document, issued by the Philippine National Police certifying the presence or absence and detailing the criminal history of an applicant often needed in employment applications, setting up of a business, taking a government examination and application for a passport among others.



Valenzuela City Police Station Mac Arthur Highway, Karuhatan, Valenzuela City



352-4000 local 4111



wmmayor@valenzuela.gov.ph



PNP NUP Cecilia Bernardo



**PNP NUP Irene Santos** 



P/SINSP. Allan Ruba



Any citizen within its territorial jurisdiction

- Accomplished application form
- Community Tax Certificate (Cedula)
- Valid ID



Monday to Friday 8:00 am to 5:00 pm

1	2	
	2	1

For local employment (P 50.00 for photo)	Р 50.00
For travel abroad	P 200.00
(P 150.00 city government official receipt,	
and P 50.00 photo)	



With no criminal record: 27 to 51 minutes With standing warrant of arrest (for verification): 1 to 2 days

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Fill up and submit application form	Provide application form	Frontline Personnel	Valenzuela One-Stop- Shop	2 - 3 minutes
2. Pay for				5 - 10
computerized photo	lssue official receipt	Personnel		minutes
3. Proceed to photography section	Acquire photograph, biometrics and finger prints of applicant	Officer-in- charge		5 - 10 minutes
4. Proceed to waiting area	Verify any criminal records or existing warrant of arrest	Records Officer	1st Floor, Valenzuela City Police Station	5 - 10 minutes

If applicant is found to have standing warrant of arrest				
	Assist client to Warrant and Subpoena Section for processing prior to turn over to the court of origin for issuance of Commitment Order	Records Officer	1st Floor, Valenzuela City Police Station	1 - 2 days if applicant has the same name (records will be verified at the Prosecutors Office and the Courts)
If applicant has no o	criminal record			
5. Wait for name to be called	Print Police Clearence	Officer-in- charge	Valenzuela One-Stop-	3 - 5 minutes
6. Present official receipt and claim Police Clearance	Issue Police Clearance Certificate		Shop	2 - 3 minutes

# SECURING AN ANTI-FENCING CLEARANCE



In compliance with Presidential Decree (PD) 1612 (Anti Fencing Law) any business enterprise engaged in the selling, transport and dealing of second hand merchandise must secure a clearance from the Chief of Police who has jurisdiction over the area where the business is located.



Valenzuela City Police Station Mac Arthur Highway, Karuhatan, Valenzuela City



352-4000 local 4111



wmmayor@valenzuela.gov.ph



SPO1 Jose Abad Santos



SPO2 Manuel Griarte



P/SINSP. Allan Ruba



Any legal business enterprise engaged in selling, transporting and dealing second hand merchandise



 Affidavit expressing consent for inspection in accordance with the Anti-Fencing Law (PD 1612)

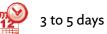
Business Permit



Monday to Friday 8:00 am to 5:00 pm



None



CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Fill up and submit the accomplished</li> </ol>	Provide application form	Duty Quality Service Lane Officer	Special Investigation and	1 – 2 minutes
application form together	Evaluate application	Anti Fencing Unit Management Personnel Branch (SIDMB)	Management	5 - 10 minutes
with other requirements	Conduct inspection of business			3 - 5 days
	Prepare Anti-Fencing Clearance Certificate			2 - 3 minutes
	Endorse certificate to Chief of SIDMB for approval and signature			1 - 2 minutes
	Sign clearance certificate	Chief SIDMB		3 <sup>–</sup> 5 minutes
	Endorse certificate to Chief of Police for final approval and signature	SIDMB Officer-in- charge		5-15 minutes

	Sign clearance certificate	Chief of Police / Station Investigation and Detective Management Officer	2nd Floor, Valenzuela Police Station	5 minutes
2. Claim Anti- Fencing Clearance Certificate	Issue Anti- Fencing Clearance Certificate	Anti Fencing Unit Personnel		1 - 2 minutes

#### PEACE AND ORDER

# THE VALENZUELA FIRE STATION

The **Valenzuela City Fire Station** is mandated primarily to perform and be responsible for the prevention and suppression of all destructive fires. They are responsible for the enforcement of the Fire Code of the Philippines Republic Act (RA) 9514 and other related laws. Also they have the power to investigate all causes of fires and if necessary, file the proper complaint with the city or provincial prosecutor who has jurisdiction of the case.

#### Services:

- 1. Fire Safety / Earthquake drill
- 2. Storage Permit Clearance
- 3. Request for Fogging
- Securing a Fire Safety Inspection Certificate for Occupancy or Business Permit
- 5. Fire Safety Seminar
- 6. Application for Fire Safety Evaluation Clearance
- 7. Conveyance Permit

# FIRE SAFETY / **EARTHQUAKE DRILL**



Section 6.0.4.1 of the Implementing Rules and Regulation of the Republic Act (RA) 9514 (Fire Code) states that, practice drills shall be held to check the ability of members to perform operations that they are expected to carry out



#### For Operations (Main Office):

Valenzuela City - Bureau of Fire Protection Desk 3rd Floor Bulwangang Geronimo Angeles (Finance Center), Mac Arthur Highway, Karuhatan, Valenzuela City For Permits: Valenzuela City Fire Station, Oreta Subdivision, Maysan, Valenzuela City



Direct lines: 292-3519 / 294-4692



cfm@valenzuelacityfire.com



FO1 Cherlie Salazar



F/SINSP Edgrover Oculam



F/SUPT Mel Jose Lagan



Any person or entity (private individual, investor, businessman)



Letter of Request for Fire Safety / Earthquake Drill addressed to the City Fire Marshal



Monday to Friday 8:00 am to 5:00 pm (Fire Safety Seminar is also available on weekends as per schedule)



CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit Letter of Request	Receive the Request Letter Check the availability of the requested date of the drill	Frontline Personnel	Valenzuela City - Bureau of Fire Protection Desk 3rd Floor Bulwangang Geronimo	5 - 10 minutes
	lssue order of payment			5 - 10 minutes
2. Pay the required fees	Accept payment Issue official receipt	Bureau of Fire Protection (BFP) Collecting Officer	Angeles (Finance Center)	5 - 10 minutes
3. Present official receipt	Record schedule of the Fire Safety / Earthquake Drill	Frontline Personnel	Bureau of Fire Protection - Valenzuela City Fire Station	5 - 10 minutes

Valenzuela City Fire Station

# STORAGE PERMIT CLEARANCE



Sec. 9 Division 5 of the Fire Code of the Philippines (Republic Act 9514) states that Fire Safety Clearance shall be required for the storage, handling, installation and transportation of hazardous materials, operations and processes as may be prescribed in other provision in the Implementing Rules and Regulation of the RA 9514.



#### For Operations (Main Office):

Valenzuela City - Bureau of Fire Protection Desk 3rd Floor Bulwangang Geronimo Angeles (Finance Center), Mac Arthur Highway, Karuhatan, Valenzuela City For Permits: Valenzuela City Fire Station, Oreta Subdivision, Maysan, Valenzuela City



Direct lines: 292-3519 / 294-4692

cfm@valenzuelacityfire.com



F/SINSP Edgrover Oculam



F/SUPT Mel Jose Lagan



Any individuals

- Photocopy of Business Permit
- Photocopy of storage container design (if any)
- Copy of latest Fire Safety Inspection Certificate (if any)
- Duly accomplished application form



Monday to Friday 8:00 am to 5:00 pm



Assessed by the Fire Code Fee Assessor



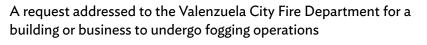
2 days to a maximum of 5 days from filing / acceptance of Fire Safety Inspection Certificate (FSIC) application

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Fill up and submit the application form along with other requirements	Check completeness of form and requirements Endorse to Fire Code Fees Assessor	Frontline Personnel	Valenzuela City - Bureau of Fire Protection Desk 3rd Floor	5 - 10 minutes
2. Receive the	Assess Fee	Fire Code	Bulwangang	10 - 15 minutes
signed order of payment		Fees Assessor	Geronimo Angeles	
3. Pay the required fees	Process payment of fees	Bureau of Fire Protection (BFP) Collecting Officer Frontline Personnel	(Finance Center)	10 - 15 minutes
	lssue an official receipt			
4. Submit the official receipt	Record storage permit application, and payment information			15 - 20 minutes
	Issue Claim Stub			
	Endorse to Chief, Fire Safety Enforcement Section (FSES)			

	CheckChief, FirecompletenessSafetyof form andEnforcementrequirements forSectionevaluation	Safety Enforcement	Valenzuela City - Bureau of Fire Protection Desk	1 day
	Storage Facility Inspection		3rd Floor	
	Evaluate After Inspection Report (AIR) and supporting documents		Bulwangang Geronimo Angeles (Finance Center)	4 hours
	Recommendation action			
	Affix signature			
5. Receive Storage Permit Clearance	Record and Issue Storage Permit Clearance			1 - 2 minutes

# **REQUEST FOR FOGGING**







#### For Operations (Main Office):

Valenzuela City - Bureau of Fire Protection Desk 3rd Floor Bulwangang Geronimo Angeles (Finance Center), Mac Arthur Highway, Karuhatan, Valenzuela City For Permits: Valenzuela City Fire Station, Oreta Subdivision, Maysan, Valenzuela City



Direct lines: 292-3519 / 294-4692



cfm@valenzuelacityfire.com



FO1 Cherlie Salazar



F/SINSP Edgrover Oculam



F/SUPT Mel Jose Lagan



Any individual



Letter of Request to conduct fogging addressed to the City Fire Marshal



Monday to Friday 8:00 am to 5:00 pm



P 100.00



18 to 34 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Submit Letter of Request</li> </ol>	Receive Letter of Request	Frontline Personnel	Valenzuela City - Bureau	3 <sup>–</sup> 5 minutes
	Prepare Fire Code Fee payment	Fire Code Fees Assessor	of Fire Protection Desk	3 - 5 minutes
	lssue order of payment	-		
2. Pay the required fees	Process payment of fees	BFP Collecting Officer	3rd Floor Bulwangang Geronimo Angeles (Finance	5 - 10 minutes
	lssue an official receipt			
3. Present official receipt	Record schedule of fogging	Frontline Center) Personnel		5 - 10 minutes
-	Endorse request to FSES			
	Approve and Sign request form	Chief, Fire Safety		1 - 2 minutes
4. Receive approved request	Record and issue approved request	Enforcement Section		1 - 2 minutes

### SECURING A FIRE SAFETY INSPECTION CERTIFICATE FOR OCCUPANCY OR BUSINESS PERMIT



Section 9.0.4.1 of Republic Act 9514 otherwise known as the Fire Code of the Philippines states that a Fire Safety Inspection Certificate (FSIC) shall be issued by the BFP as a pre-requisite for the issuance of Business or Mayor's Permit, Permit to Operate, Occupancy Permit, PHILHEALTH Accreditation for Hospitals, DOH License to Operate and other permits or licenses being issued by other government agencies.



#### For Operations (Main Office):

Valenzuela City - Bureau of Fire Protection Desk 3rd Floor Bulwangang Geronimo Angeles (Finance Center), Mac Arthur Highway, Karuhatan, Valenzuela City **For Permits:** Valenzuela City Fire Station, Oreta Subdivision, Maysan, Valenzuela City



Direct lines: 294-4692 / 292-3519



cfm@valenzuelacityfire.com



FO1 Cherlie Salazar

FO1 Chryssa Jane Dela Cruz



F/SINSP Edgrover Oculam



F/SUPT Mel Jose Lagan



Any individual



For Occupancy Permit:

- Endorsement letter from the Local Building Official (LBO)
- Photocopy of Building Permit and assessment of Occupancy Permit fee
- Copy of Insurance Policy (if any)
- Copy of latest Fire Safety Inspection Certificate (if any)

For Business Permit:

- Endorsement letter from the Business Permit Licensing Office (BPLO)
- Photocopy of Building Permit and assessment of Business Permit fee / Tax Bill for Building Permit
- Copy of Insurance Policy (if any)
- Copy of latest Fire Safety Inspection Certificate (if any)
- Duly accomplished Fire Safety Inspection Certificate (FSIC) application form



Monday to Friday 8:00 am to 5:00 pm



Ten percent (10%) of all fees charged by the building official or by the Local Government Unit or by other Government Agencies concerned in granting pertinent permits or licenses



Maximum of five (5) days from filing / acceptance of FSIC application

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Fill up and submit application form along	Check completeness of form and other requirements	Frontline Personnel	Valenzuela City - Bureau of Fire Protection	10 - 15 minutes
with other requirements	Endorse to Fire Code Fees Assessor		Desk 3rd Floor	
	Prepare Fire Code fee payment	Fire Code Fees Assessor	Bulwangang Geronimo Angeles	15 - 20 minutes
	lssue order of payment		(Finance Center)	
2. Pay the required fees	Process payment of fees	BFP Collecting		10 - 15 minutes
	Issue an official Officer receipt	Officer		
3. Present official receipt	Record FSIC Application, and payment information	Frontline Personnel		15 - 30 minutes
4. Receive claim stub	Issue Claim Stub			
	Endorse to Chief, Fire Safety Enforcement Section			
	Receive application	Valenzuela City Fire Safety Empowerment Section		

Attach to application the FSEC an building plan with Fire Sat Checklist or After Inspec Report (if an Assign FS Inspector/s Prepare Inspection 0	nd Section ns fety latest ction ny)	Valenzuela City - Bureau of Fire Protection Desk 3rd Floor Bulwangang Geronimo Angeles (Finance Center)	1 - 2 hours 30 minutes to 1 hour
Approve and Inspection (	-		2 - 3 minutes
Record and Inspection ( to assigned inspector	Order Empowerment		15 - 20 minutes
Conduct fire safety inspe Prepare and submit Afte Inspection F (AIR)	r Inspector		1 – 3 days
Evaluate All and support documents Recommend action	ing Empowerment Section		4 hours
Administer action for th inspection r	ne City Fire	-	1 – 2 days

	Prepare three (3) copies FSIC / NTC / NCTV* based on the final action	Fire Safety Empowerment Section	Valenzuela City - Bureau of Fire Protection Desk	1 hour	
	Sign FSIC / NTC / NTCV	Valenzuela City Fire Marshall	3rd Floor Bulwangang	30 minutes	
	Receive report and final action	Frontline Personnel	Geronimo Angeles	15 minutes	
	Record payment and all required information	_	(Finance Center)		
	Return file copy with supporting documents to Fire Safety Empowerment Section				
5. Present Claim Stub	lssue Original Copy of FSIC / NTC / NTCV			5 minutes	
	Endorse one (1) copy to Building Official / Business Permit Licensing Office (BPLO)				

\*Acronyms:

FSIC - Fire Safety Inspection Certification

**NTC** - Notice to Comply

**NTCV** - Notice to Correct Violation

## **FIRE SAFETY SEMINAR**



Section 8.2.1.1 in the Implementing Rules and Regulation of the RA9514 par. D, mandates the conduct of fire safety lecture and seminar



#### For Operations (Main Office):

Valenzuela City - Bureau of Fire Protection Desk 3rd Floor Bulwangang Geronimo Angeles (Finance Center), McArthur Highway, Karuhatan, Valenzuela City **For Permits:** Valenzuela City Fire Station, Oreta Subdivision, Maysan, Valenzuela City



Direct lines: 294-4692 / 292-3519



cfm@valenzuelacityfire.com



FO<sub>3</sub> Jenifer Inocencio



F/SINSP Edgrover Oculam



F/SUPT Mel Jose Lagan



Any individual



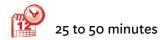
Request letter for fire safety seminar addressed to the City Fire Marshal



Monday to Friday 8:00 am to 5:00 pm (Fire safety seminar is also available on weekends as per schedule)



P200.00



CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit letter of request	Receive letter of request Check the availability of the requested date of the seminar	Frontline Personnel	Valenzuela City - Bureau of Fire Protection Desk	5 - 10 minutes
	Prepare fire safety seminar payment	Fire Code Fees Assessor	3rd Floor Bulwangang Geronimo Angeles (Finance	5 - 10 minutes
2. Claim order of payment	lssue order of payment			
3. Pay the required fees	Process payment of fees	BFP Collecting	Center)	5 - 10 minutes
	lssue an official receipt	Officer		
4. Present official receipt	Record fire safety seminar schedule, and payment information	Frontline Personnel		5 - 10 minutes
	Sign and approve letter of request	Chief, Fire Safety		
5. Claim approved letter of request	Record and Issue Letter of Request	Enforcement Section		5 - 10 minutes

### APPLICATION FOR FIRE SAFETY EVALUATION CLEARANCE (FSEC)



Clearance is required for construction of new building, repair, renovation, modification, alteration, additional, change of type of occupancy of buildings, structure or facilities or portion thereof



#### For Operations (Main Office):

Valenzuela City - Bureau of Fire Protection Desk 3rd Floor Bulwangang Geronimo Angeles (Finance Center), Mac Arthur Highway, Karuhatan, Valenzuela City **For Permits:** Valenzuela City Fire Station, Oreta Subdivision, Maysan, Valenzuela City

5.....

Direct lines: 294-4692 / 292-3519



cfm@valenzuelacityfire.com



FO1 Cherlie Salazar



F/SINSP Edgrover Oculam



F/SUPT Mel Jose Lagan



Any individual

- Accomplished application form
- Endorsement from local Building Official / Business Permit Licensing Office (BPLO)
- Six (6) sets of building plans and specifications
- One (1) set of bill of materials and cost estimates

- Three (3) sets of detailed safety plans and specifications of Fire and Life Assessment Report-1 for occupancy of at least fifty (50) persons
- Duly accomplished FSEC application form



Monday to Friday 8:00 am to 5:00 pm



One tenth of one percent (0.1%) of estimated value of the building or structure to be erected / repaired / renovated / modified / altered but not to exceed Fifty Thousand Pesos (P50,000.00)

9	Single family dwelling	1 working day
	Four-storey residential building and above	5 working days

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY	
<ol> <li>Fill up and submit accomplished application form together with all other requirements</li> </ol>	Check completeness of form and requirements Endorsed to Fire Code Fees Assessor	Frontline Personnel	Valenzuela City - Bureau of Fire Protection Desk 3rd Floor	10 - 15 minutes	
	Prepare Fire Code payment	Fire Code Fees Assessor	Bulwangang Geronimo	15 - 20 minutes	
2. Claim order of payment	lssue order of payment		Angeles (Finance	•	
3. Pay the required fees	Process payment of fees	BFP Collecting Officer	Centery	10 - 15 minutes	
	lssue an official receipt				

4. Present official receipt	ial receiptEmpowermentCity - BureauAssign building plan evaluator (Section (FSES)of Fire Protection	15 - 20 minutes		
	Evaluate Building Plans	Building Plan Evaluator	Desk	2 days
	Accomplish Fire Safety Checklist	(BPE)	3rd Floor Bulwangang Geronimo	
	Review BPE report	Fire Safety	Angeles	1 – 4 hours
	Endorse FSEC for signature	Empowerment Section	(Finance Center)	
	Approve and sign clearance	Valenzuela City Fire Marshall		2 hours
	Record finalFrontlineaction on FSECPersonneland buildingplans with FireSafety Checklistand paymentinformationInformation		15 - 20 minutes	
	Return file copy with supporting documents to FSES			
	Issue claim stub			
5. Present claim stub to claim FSEC	Issue original copy of FSEC and building plans with Fire Safety Checklist			5 - 10 minutes
	Endorse one (1) set to Building Official			

### **CONVEYANCE PERMIT**



Section 9 division 5 states that Fire Safety Clearance shall be required for the storage, handling, installation and transportation of hazardous materials, operations and processes as may be prescribed in other provision in the Implementing Rules and Regulations of the RA 9514



#### For Operations (Main Office):

Valenzuela City - Bureau of Fire Protection Desk 3rd Floor Bulwangang Geronimo Angeles (Finance Center), Mac Arthur Highway, Karuhatan, Valenzuela City For Permits: Valenzuela City Fire Station, Oreta Subdivision, Maysan, Valenzuela City



Direct lines: 294-4692 / 292-3519



cfm@valenzuelacityfire.com



FO<sub>3</sub> Jenifer Inocencio



F/SINSP Edgrover Oculam



F/SUPT Mel Jose Lagan



All business owners of the following industrial products for transportation:

- Liquefied petroleum gas (LPG)
- Petroleum products
- Air liquefied products
- Flammable liquid products
- All other hazardous materials

- Land Transportation Office official receipt
- Land Transportation Office Certificate of Registration
  - Three (3) valid photos of Cargo Truck (front, back & side)
  - Duly accomplished application form

Note: plate number should be clear in the photo.



Monday to Friday 8:00 am to 5:00 pm



Depends on the assessement by the Collecting Officer (size and capacity of cargo trucks, kinds of flammable liquids)



55 minutes to 1 day

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Fill up and submit accomplished application form together with other requirements	Check completeness of form and requirements Endorse to Fire Code Fees Assessor	Frontline Personnel	Valenzuela 5 - 10 City - Bureau minute of Fire Protection Desk 3rd Floor	5 - 10 minutes
	Prepare Fire Code payment	Fire Code Fees Assessor	Bulwangang Geronimo	5 - 10 minutes
2. Claim order of payment	lssue order of payment		Angeles (Finance Center)	

3. Pay the required fees	Process payment of fees	BFP Collecting	Valenzuela City - Bureau	10 - 15 minutes
	lssue an official receipt	Officer	of Fire Protection	
	Prepare Conveyance Permit Certificate	Fire Safety Empowerment Section	Desk 3rd Floor Bulwangang Geronimo Angeles (Finance	15 - 20 minutes
	Sign and approve certificate	Valenzuela City Fire Marshall		
4. Claim Conveyance Permit	Issue Conveyance Permit	Fire Safety Empowerment Section	Center)	

#### PEACE AND ORDER

# BUREAU OF JAIL MANAGEMENT AND PENOLOGY

As one of the five pillars of the Criminal Justice System, the **Valenzuela City Bureau of Jail Management and Penology (BJMP)** was created to address the growing concern of jail management and penology problem. As provided for under R.A. No. 6975, the Jail Bureau is mandated to take operational and administrative control over all city, district and municipal jails.

#### Services:

- 1. Visiting Detainees
- 2. Securing a Certificate of Detention

### **VISITING DETAINEES**



This service covers visitation of family members and relatives to detainees of the city jail



Valenzuela City Bureau of Jail Management and Penology (BJMP) Maysan Road, Malinta, Valenzuela City, Philippines 1440



352-3000 local 251



ggbantag@valenzuela.gov.ph



Frontline Personnel on duty



Frontline Supervisor on duty



JCINSP Ferdinand D. Pontillo



Family members and relatives of detainees



Valid ID



Tuesday to Friday 1:00 pm to 5:00 pm Saturday and Sunday 8:00 am to 5:00 pm



None



7 to 15 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Present valid ID	Verify and accept ID	Front gate personnel on	Valenzuela City Bureau	2 - 5 minutes
2. Sign in logbook	Record visitor/s	duty	of Jail Management and Penology (BJMP) Front gate	
	Conduct body search	Officer-in- charge		2 - 5 minutes
	Inspect visitor's personal belongings			
	Stamp mark visitor's right arm	Personnel on duty		1 - 2 minutes
	Assist visitor/s to Visitation Area			2 - 3 minutes

### **SECURING A CERTIFICATE OF DETENTION**



Certificate is used for bail



Valenzuela City Bureau of Jail Management and Penology (BJMP) Maysan Road, Malinta, Valenzuela City, Philippines 1440



352-3000 local 251



ggbantag@valenzuela.gov.ph



JO1 Ersie M. Valenzuela



SJO1 Rhett Reodique



JCINSP Ferdinand D. Pontillo



Immediate relative

- Family member
- Friend of detainee



Valid ID



Monday to Friday 8:00 am to 5:00 pm



None



10 to 12 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Present valid ID	Verify and accept ID	Front gate personnel on duty	Valenzuela City Bureau of Jail	1 - 2 minutes
2. Proceed to Records	Verify detainee's records		Officer and Penology	9 - 10 minutes
Office	Prepare Certificate of Detention		(BJMP)	
	Endorse certificate for signature		ficer-in-	
	Sign Certificate of Detention	BJMP Officer-in- charge		
3. Claim Certificate of Detention	Issue Certificate of Detention	Records Officer		
4. Sign the file copy				

#### PEACE AND ORDER

# VALENZUELA CITY RESCUE

The **Disaster Preparedness Office - Valenzuela City Rescue Unit** provides search and rescue assistance to residents of the city in times of calamities and emergencies; maintains 24/7 operation for road emergency assistance and emergency medical services; immediately and effectively respond to the actual occurence of disasters and emergencies with the utmost objective of minimizing and preventing injuries and property damage; continuously undergo intensive training to improve their skills in responding to emergency situations as well as provide disaster preparedness related trainings to the community.

### Services:

- 1. Emergency Medical Services
- 2. Disaster Preparedness Trainings and Seminars
- 3. Search and Rescue Assistance

### EMERGENCY MEDICAL SERVICES



Provision of pre-hospital treatment in emergency medical cases and vehicular accident assistance to Valenzuelanos (residence to hospital, incident site to hospital)



City External Services Office (Action Center) Dalandanan, (Beside Pure Gold Supermarket) Valenzuela City, Philippines 1440



352-2000 locals 2112 / 2116 Telefax: 292-1405



alonaada0824@yahoo.com



Mirasol Mino May Gregorio Michael Castro Vilma Donesa



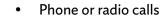
Ma. Alona Ada



Dr. Arnaldo Antonio



Patients with acute medical condition, victims of vehicular accident and other trauma cases



• Personal request



Monday to Sunday 24 hours



None



CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Make phone or radio call or personal</li> </ol>	Receive the phone or radio call or the personal request	Duty Officer	Valenzuela City Rescue Base	3 - 5 minutes
request	Assess if nature of request can be granted			
If verified:				
	Dispatch an ambulance			5 - 10 minutes
If no unit is readily	available for dispatch:			
	Coordinate with the Barangay Officials / City Health Office /Philippine Red Cross-Valenzuela Chapter			5 - 10 minutes
	Provide feedback to requesting party once coordinated			

(upon arrival at the scene of accident)				
	Assess the scene of incident	Team Leader	Site of incident	2 minutes
	Assess the patient	Treatment		5 - 10
	Provide pre- hospital treatment	Officer		minutes
	Accomplish pre- hospital treatment form for signature of the receiving doctor			
	Endorse patient to the receiving doctor		Receiving Hospital	15 - 30 minutes

### DISASTER PREPAREDNESS **TRAININGS AND SEMINARS**



Provision of different trainings related to disaster preparedness to different sectors of the community (Barangay, public and private schools, housing associations, Private and Government Agencies / Companies, Community Volunteer Groups)



City External Services Office (Action Center) Dalandanan, (Beside Pure Gold Supermarket) Valenzuela City, Philippines 1440



352-2000 locals 2112 / 2116 Telefax: 292-1405



rbdarilag@valenzuela.gov.ph



Ma. Alona Ada **Roy Calingacion** 



Ma, Alona Ada



Dr. Arnaldo Antonio



Public and private organizations



Letter of request with contact number



Monday to Friday 8:00 am to 5:00 pm



None



CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit letter of request	Receive the letter of request	Officer-in- charge	Disaster Preparedness	5 - 10 minutes
with contact number		Office	1 - 2 days	
	Provide training design to the requesting party			1 - 2 days
	If training design is approved:			
	Endorse training proposal and budgetary requirements to the head of City External Services Office	Training Officer		1 - 2 days
	Approve training proposal and budgetary requirements	City External Services Office Head		
	Endorse proposal to the Office of the Mayor for final approval	Training Officer		

	Approve training proposal and budgetary requirements	Valenzuela City Mayor	Office of the Mayor 3rd Floor Executive Building	1 day
2. Ensure attendance of identified participants	Conduct training	Valenzuela City Rescue Unit	City External Services Office (Action Center) Training venue may depend on the requesting party if they can provide the venuw, otherwise it will be held at the CESO training hall or other venue within the new city hall complex, depending on the availability	<ul> <li>DPMS - day</li> <li>Basic First Aid - 1 day</li> <li>Basic Life Support - 1 day</li> <li>Water Search and Rescue - 1 day</li> </ul>

### SEARCH AND RESCUE ASSISTANCE



The Valenzuela City Rescue Unit provides rescue assistance to cases of collapsed structure incident, high angle rescue, confined space rescue to victims of industrial accidents and drowning incidents in Valenzuela City



City External Services Office (Action Center) Dalandanan, (Beside Pure Gold Supermarket) Valenzuela City, Philippines 1440



352-2000 locals 2112 / 2116 Telefax: 292-1405



alonaadao824@yahoo.com



Michael Castro Vilma Donesa



Ma. Alona Ada



Dr. Arnaldo Antonio



Victims or relatives of victims needing search and rescue assistance in collapsed structure incidents, high angle rescue, confined space rescue, industrial accidents and drowning incidents

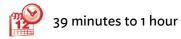
- Phone or radio calls
- Personal request



Monday to Sunday 24 hours



None



CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Make a phone or radio call or personal request	Receive the phone or radio call or personal request	Duty Officer	Valenzuela City Rescue Base	3 - 5 minutes
	Assess if nature of request can be granted			
If approved:				
	Dispatch a rescue team	Duty Officer		5 - 10 minutes
If assistance neede	d is not within the uni	t's capacity:		
	Coordinate with MMDA Emergency Response Unit or Red Cross- Valenzuela Chapter or Philippine Coast Guard for drowning incidents	Duty Officer		5 - 10 minutes
	Provide feedback to requesting party once coordinated			

(upon arrival at the scene of incident)				
	Assess the scene of incident	Team Leader	Site of incident	2 minutes
	Request for additional search and rescue equipment and tools if needed Conduct search /			15 - 30 minutes
	rescue operation Provide pre- hospital treatment			
	Accomplish pre-hospital treatment form for signature of the receiving doctor			
	Endorse patient to the receiving doctor	Treatment Officer	Receiving Hospital	15 - 30 minutes

#### PEACE AND ORDER

## OFFICE OF THE CITY MAYOR CITY EXTERNAL SERVICES OFFICE (CESO)

### Services:

- 1. Sidewalk Clearing Operations Group (SCOG)
  - Claiming Confiscated Goods
- 2. Environmental Police Unit
  - Payment of Fines for Violation of R.A. 9003

### **CLAIMING CONFISCATED GOODS**



This service provides the procedure for ambulant vendors to claim their confiscated goods



City External Services Office (Action Center) Dalandanan, (Beside Pure Gold Supermarket) Valenzuela City, Philippines 1440



352-2000 local 2107

rbdarilag@valenzuela.gov.ph



Arsenio Almanon



SPO4 Antonio Alejandro



**Roberto Darilag** 



Ambulant vendors



Barangay clearance



Monday to Friday 8:00 am to 5:00 pm



Impounding fee P 500.00 (vendor should claim the goods after 3 days) P 50.00 / day Additional fee if goods are not claimed after 3 days



16 to 30 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Proceed to the Sidewalk Clearing Operations Group (SCOG) and submit Barangay Clearance</li> </ol>	Check Barangay Clearance Provide an order of payment form	Frontline Personnel	SCOG	2 - 3 minutes
2. Proceed to Window 1 and claim order of payment	lssue an order of payment and issues	Redemption Officer	Window 1	1 - 2 minutes
<ol> <li>Proceed to Window 2 and pay the required charges</li> </ol>	Accept order of payment and cash Issue an official receipt	Cashier	Window 2	3 - 5 minutes
4. Present official receipt to SCOG	Endorse Deed of Undertaking for client's signature	Frontline Personnel	SCOG	5 - 10 minutes
5. Sign Deed of Undertaking and claim gate pass	lssue gate pass for confiscated goods			
6. Present gate pass	Verify gate pass Release confiscated goods	Action Center Watchman	Action Center Watchman Area (front gate)	5 - 10 minutes

### **PAYMENT OF FINES** FOR VIOLATION OF REPUBLIC ACT 9003



This presents the procedure to settle citation and violation to Republic Act 9003 (Solid Waste Management Act)



City External Services Office (Action Center) Dalandanan, (Beside Pure Gold Supermarket) Valenzuela City, Philippines 1440



352-2000 local 2105



rbdarilag@valenzuela.gov.ph



**Michael Reyes** 



Amado Gimpayan



**Roberto Darilag** 



Violators of R.A. 9003

For individuals / light vehicles (push cart, pedicab, motorcycle with sidecar, kuliglig:

- Barangay Clearance or Valid ID
- Citation Ticket

For business / commercial:

- Special Power of Attorney
- Barangay Clearance or valid ID
- Citation Ticket

For heavy vehicles (Inquest):

 Motion to Release Vehicles from the National Capital Judicial Region, Metropolitan Trial Court, City of Valenzuela



Monday to Friday 8:00 am to 5:00 pm



Individuals	P 300.00 to 1,000.00
Business / commercial	P 300.00 to 1,000.00
Light vehicles	P 300.00 to 5,000.00
Heavy vechicles	None but need to present motion to release vehicle



16 to 27 minutes

CI	LIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1.	Proceed to EPU Office and submit all requirements	Check requirements and provide an order of payment	Officer on duty, Environmental Police Unit (EPU)	EPU CESO Building, Ground Floor	2 -3 minutes
2.	Proceed to Window 2 and pay required fees	Accept payment and issue official receipt	Cashier		3 - 5 minutes
3a.	Proceed to EPU and present official receipt (for individuals / business / commercial)	Check official receipt and request client to sign the affidavit of undertaking	Officer on duty, Environmental Police Unit (EPU)		2 -3 minutes

Proceed to EPU and present official receipt (light vehicles)	Check official receipt and request client to sign the affidavit of undertaking and provide gate pass	Officer on duty, Environmental Police Unit (EPU) Ground Floor	CESO	2 -3 minutes
Proceed to EPU and present Motion to Release Vehicle (heavy vehicles)	Check official receipt and request client to sign the affidavit of undertaking and provide gate pass			2 -3 minutes
Present the gate pass to process release of vehicle (light or heavy)	Check the gate pass, official receipt, requirements and guide the client to the impounding area for the release of the vehicle	Action Center Watchman on duty	Action Center Watchmant (Front Gate)	5 -10 minutes



### WASTE MANAGEMENT

Office of the City Mayor - City External Services Offices Waste Management Office Garbage Collection Clean and Green Office Canal Declogging, Removal of Waterlilies, Trimming / Cutting of Grass and Trees

#### WASTE MANAGEMENT

## OFFICE OF THE CITY MAYOR CITY EXTERNAL SERVICES OFFICE (CESO)

### Services:

#### Waste Management Office

- 1. Garbage Collection
- **Clean and Green Office**
- 1. Canal Declogging, Removal of Waterlilies, Trimming / Cutting of Grass and Trees

### GARBAGE COLLECTION



Garbage collection on emergency cases



City External Services Office (Action Center) Dalandanan, (Beside Pure Gold Supermarket) Valenzuela City, Philippines 1440



352-2000 local 2107



Rhema Pacheco

rbdarilag@valenzuela.gov.ph

Corazon Acana



Jhun Benitez Marcos San Diego Alcerto Millarpis Hermogenes Del Castillo



Mayette Antonio



Residents of Valenzuela City



For Emergency Cases (i.e. Community Affairs)

- Letter of Request or phone calls For Uncollected Garbage on schedule
- Phone calls, text messages or e-mails



Monday to Sunday 6:00 am to 3:00 pm 8:00 pm to 5:00 am



None



CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY	
<ul> <li>1a. Submit letter of request to the Waste Management Office or City External Services Office</li> </ul>	of request to request Service the Waste Office Management (CESO) Office or / Waste City External Management Services Office	City External Services Office (Action Center)	1 day		
1b. Call CESO or WMO to request	Receive request over the phone	Officer-in- Charge			
1c. Send request thru:	Receive text message or email				
Text Message [0999] 8849950 or Email (as indicated)	9] 8849950 nail Refer to the concerned office				
(as indicated)	For Domestic Waste:				
	Coordinate with the dispatchers for collection	Supervisor / Dispatcher	Community	5 - 10 minutes	
	For Industrial Waste:				
	Refer to the Environmental Police Unit (EPU) for appropriate action	WMO Office Head / Supervisor	City External Services Office (Action Center)	Subject to EPU recommen- dation	

### CANAL DECLOGGING, REMOVAL OF WATERLILIES, TRIMMING / CUTTING OF GRASS AND TREES



This service covers requests for canal declogging, removal of waterlilies, trimming / cutting of trees and grass in the community



City External Services Office (Action Center) Dalandanan, (Beside Pure Gold Supermarket) Valenzuela City, Philippines 1440



352-2000 local 2113



rbdarilag@valenzuela.gov.ph



Ceasar Peralta Marilou Halasan



Ceasar Peralta



**Roberto Darilag** 



Residents, organizations, business owners, private sector, or barangays of Valenzuela City



Letter of request (indicating the purpose, requesting party, location)

1000 m	
12	
10000	
一時間	

Monday to Friday 8:00 am to 5:00 pm



None

🤌 2 to 3 days

412 VALENZUELA CITY CITIZEN'S CHARTER

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY	
1. Submit letter of request along with other requirements	Receive letter of request	Head, City External Service Office (CESO)	Clean and Green	1 day	
	Check completeness of letter		Office, CESO 2nd Floor WMO EPU Office		
	Coordinate with requesting resident or institution	CESO Officer-in- charge	Clean and Green Office		
	Conduct area inspection	Inspector	Community		
	Endorse report to the Officer- in-Charge for approval				
	If request is approved:				
	Schedule provision of needed services	CESO Officer-in- charge		1 - 3 days	
	In case of industrial				
	Coordinate with the Environmental Police Unit for appropriate action	CESO Officer-in- charge			



# SOCIAL SERVICES

#### **City Legal Office**

Preparation of Legal Documents Availing of Free Legal Advice / Counseling

#### **City Social Welfare and Development Office**

Temporary Employment Financial Assistance for Medical needs Assistance to Persons with disabilities Capital Assistance Registration / Enrollment of 3-4.7 years old Children to Day Care Service Certificate of Indigency Solo Parent ID or Certificate Certificate of Pre-Marriage Counseling

#### **Office for Senior Citizens Affairs**

Application for Senior Citizen National Identification Card and Purchase Booklets or Replacement of Lost Senior Citizen National Identification Card Application for Social Pension

#### **Special Projects Office**

Financial Assistance in Burial Endorsement of the Client for Medical Assistance PhilHealth ID Para sa Masa Renewal of PhilHealth ID Para sa Masa Wheelchair, Cane, and Crutches Endorsement to Red Cross – Valenzuela Chapter for Blood Plasma Endorsement to Cong. Rex Gatchalian and Philippine Charity Sweepstakes Office (PCSO) for Medical Assistance Request for the Renewal of VC Cares Family Health Card ID Cataract, Cleft Lip and Palate, and Club Foot Operation VC Care Family Health Card

#### Office of the City Mayor - City External Services Office

Water Rationing

#### SOCIAL SERVICES

# CITY LEGAL OFFICE

The **City Legal Office** provides legal assistance and support to the City Mayor in carrying out the delivery of basic services. The Office is also mandated to develop plans and strategies related to legal services and upon approval by the Mayor, implement the same.

The City Legal Office represents the City Government in all actions involving the interest of the city, renders legal opinion on any question of law, drafts ordinances, contracts, bonds, leases and other instruments.

## Services:

- Preparation of Legal Documents
- Availing of Free Legal Advice / Counseling

# PREPARATION **OF LEGAL DOCUMENTS**



The City Legal Office (CLO) provides service to the Valenzuela City constituents through the preparation of legal documents and/or administration of oath. The indigent and underprivileged can avail of this service free of charge

Examples of legal documents provided by CLO include:

- Affidavit of Loss, Joint Affidavit of Discrepancy of Two **Disinterested Persons.**
- Contracts / Agreement
- Special Power of Attorney
- Deed of Sale
- Extra Judicial Settlement of Estate
- Deed of Donation



The City Hall, 2nd Floor, Executive Building McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 1326 / 1328 / 1329



trcapacillo@valenzuela.gov.ph

Lorenzo Cabral Charisse Marie Capacite



Atty. Jenifer Balleras-Bagay



Atty. Teresita Capacillo



Any citizen of Valenzuela City



SOCIAL SERVICES

Valid ID

*in case of no valid ID*: Barangay Certificate of Residency, NBI Clearance, Police Clearance

• For notarization of all legal documents, the presence of parties involved are required.



Monday to Friday

8:00 am to 5:00 pm



Notarization fees:	
City related legal documents	Free
Indigent	
Senior Citizen (Affidavit of Loss)	
Other legal documents for Senior Citizens	20% discount
For General Public / Non-Employees:	
Affidavit of Loss Joint Affidavit of Two Disinterested Persons Other forms of Affidavit	P30.00 - 50.00
Contracts / Memorandum of Agreement	P100.00
Special Power of Attorney	P100.00
General Power of Attorney	P150.00
Deed of Sale	1% - 0.5% of the total amount



21 to 42 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY	
1. Present the request along with valid ID	Attend to client and verify the required legal document/s	Personnel	City Legal Office 2nd Floor Executive	15-30 minutes	
	Assign queue number		Building		
	Prepare the document needed				
2. Sign legal document	Assist client for signature of the legal document			3 - 5 minutes	
	Administer oath				
	Notarize legal document				
3. Claim legal document	Issue legal document			1 - 2 minutes	
4. Fill up Feedback Form	Require client to fill up Feedback Form			2 - 5 minutes	

## AVAILING OF FREE LEGAL ADVICE / COUNSELING



SOCIAL SERVICES

The City Legal Office renders assistance to constituents by rendering free legal counseling. Through this service, the office provides clients immediate relief on their legal problems and guides them towards the proper direction in attaining such relief.



The City Hall, 2nd Floor, Executive Building McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 1206 / 1208



trcapacillo@valenzuela.gov.ph



Clarissa Dimaapi

Frontline Personnel

Atty. Jenifer Balleras-Bagay

Atty. Eileen Suanding



Atty. Teresita Capacillo



Citizens of Valenzuela City



Accomplished request form

Monday to Friday 8:00 am to 5:00 pm



None

1 to 2 hours



CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY	
For Simple Cases	·				
1. Fill up and submit required form and present the request	Solicit facts and review the type of legal assistance needed	Frontline Personnel		City Legal Office 2nd Floor Executive	15 -30 minutes
	Provide legal advice and counseling		Building		
For Complex Case	25				
	1				
1. Fill up and submit required form and present	Solicit facts and review the type of legal assistance needed	Frontline Personnel	City Legal Office 2nd Floor Executive	15 - 20 minutes	
the request	Endorse to Lawyer-in-charge		Building		
2. Listen to counseling	Provide legal advice and counseling	Frontline Supervisor		20 - 40 minutes	
3. Fill up Feedback Form	Require client to fill up Feedback Form	Frontline Personnel		5 - 10 minutes	

#### SOCIAL SERVICES

# CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE

The **City Social Welfare and Development Office (CSWDO)** is tasked to formulate and develop plans and strategies on social welfare programs and projects while ensuring the delivery of basic services and provisions of adequate facilities and uplifting the status of the marginalized sectors of society to become self-reliant and active members of society

## Services:

- 1. Temporary Employment
- 2. Financial Assistance for Medical Needs
- 3. Assistance to Persons with Disabilities
- 4. Capital Assistance
- 5. Registration / Enrollment of 3-4 years old Children to Day Care Service
- 6. Certificate of Indigency
- 7. Solo Parent ID or Certification
- 8. Certificate of Pre-Marriage Counseling

## TEMPORARY EMPLOYMENT



This service aims to provide Out-of-School Youth temporary employment for 20 days pursuant to RA 7323 (SPES Program) under the Government Internship Program to enable them to pursue their education

The City Hall, Ground Floor, Legislative Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1416



dgevangelista@valenzuela.gov.ph



Cecille Sebastian



Bernardino Bautista



**Dorothy Evangelista** 



Out of School Youth age 15-22

- Highschool graduate or college level
- Indigent Valenzuela residents
- Filled up application form
- **Birth Certificate**
- Transcript of Records / Form 137 / Diploma
- Most recent 2x2 photo
- Valid ID or Barangay Certificate
- Income Tax Return (ITR) or pay slip of parents if employed



Monday to Friday 8:00 am to 5:00 pm



2 to 3 weeks

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Fill up and submit application form together with other requirements	Review and conduct interview	Frontline Personnel	City Social Welfare and Development Office (CSWDO) Ground Floor Legislative Building	10 - 15 minutes
2. Accept schedule slip for follow-up	Provide schedule slip for follow up			10 - 15 minutes
3. Contact interviewer on schedule day	Provide feedback to applicant whether application is approved or not			2 weeks

## FINANCIAL ASSISTANCE FOR MEDICAL NEEDS



- Provision of financial assistance for medical management, hospital bill payment augmentation, augmentation for operation needs, and the like
- Medical assistance may be filed every six (6) months except for chemotherapy, radio therapy and dialysis procedures which may be filed every four (4) months
- Normal spontaneous delivery is not included for financial-medical assistance



The City Hall, Ground Floor, Legislative Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1103 / 1105



dgevangelista@valenzuela.gov.ph



Godwin IlagLucena FranciscoMelchora CarreonVioleta HidalgoCecille SebastianKen Lennon SabanganFroilani AlbaJonathan BeltranMarieta MagatImage Second Second



Ma. Kristina Ramos



Dorothy Evangelista



Valenzuela residents with the following needs:

- Medicines not available at the City Health Office
- Laboratory tests/check-ups not available at the City Health Office

- Augmentation payment for hospital bills
- Preparing for operation
- Other medical management
- Barangay Certificate
  - Voter's ID or Voter's Certificate or any other valid ID with Valenzuela residential address
  - Medical Certificate / Clinical Abstract / Certificate of Confinement with doctor's diagnosis or impression

If requesting medicines:

• Updated medicine prescription with quotation

If requesting laboratory work-ups

• Laboratory request from your doctor with quotation

For unpaid hospital bill

• Running bill or promissory note from the hospital

For other treatment

• Treatment protocol with quotation



Monday to Friday 8:00 am to 5:00 pm

Release of Financial Assistance: Wednesday and Friday 1:00 pm to 5:00 pm



None

35 to 50 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY	
<ol> <li>Submit all requirements and prepare for interview</li> </ol>	Register and check completeness of the requirements	Personnel We Dev	City Social Welfare and Development Office	5 - 10 minutes	
	Conduct interview	Assigned Crisis Worker	(CSWDO) Ground Floor	25 - 30 minutes	
	Prepare Social Case Study Report or Referral letter if needed		Legislative Building		
2. Accept claim slip	lssue claim slip or home visit schedule slip			5 - 10 minutes	
3. Come back on the scheduled	Prepare home visit schedule				
release or	Schedule release of funds or home visit				

## ASSISTANCE TO PERSONS WITH DISABILITIES (PWD)



This service is provided to persons with disabilities who need assistance



The City Hall, Ground Floor, Legislative Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1103 / 1105



dgevangelista@valenzuela.gov.ph



Ken Lennon Sabangan

Froilani Alba



Ma. Kristina Jayme

Dorothy Evangelista



Persons with disabilities (PWD) or their immediate relative

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For PWD ID Card and Purchase Booklet for basic commodities and medicines:

- Barangay Certificate of Indigence / Voter's ID / Voter's Certificate / Valid ID
- Medical Certificate / Clinical Abstract stating disability or Special Education (SpEd) Certificate of Assessment for non-apparent disability (if SpEd student)
- Four (4) copies of recent 1x1 photo

For PWD ID Card and Purchase Booklet renewal:

- Expired PWD ID card or Used Purchase Booklets
- One (1) Recent 1x1 photo

Financial assistance for assistive devices (wheelchairs and spare parts, canes, crutches, hearing aids, cochlear implant device and others)

- Barangay Certificate of Indigence of PWD applicant or relative
- PWD ID Card
- Voter's ID / Voter's Certificate / Valid IDs of applicant / relative's ID stating the address
- Medical Certificate with recommendation to use assistive device

Financial assistance for therapy (occupational therapy, behavioral therapy, speech therapy, physical therapy):

- Barangay Certificate of Indigence of PWD applicant or relative
- PWD ID Card
- Medical Certificate / clinical abstract / request for therapy
- Quotation of therapy

For physical therapy to Valenzuela PT centers, or other free services from City Health Office:

- PWD ID
- Medical / Clinical Abstract with request for PT / laboratory

Social Case Study Report and referral letter to PCSO, Office of the Vice President, Senators, DSWD-NCR, NGOs and other agencies for medical needs:

- Barangay Certificate of Indigence of PWD applicant or relative
- PWD ID Card
- Medical Certificate / Clinical Abstract / Request for therapy or assistive devices
- Quotation of therapy / Assistive Devices

For Skills Trainings:

- PWD ID Card
- Medical Certificate / clinical abstract

- Whole body photo
- Four (4) copies of 1x1 photo

For medical evaluation and operation of club foot, cataract, harelip or cleft palate:

- PWD ID Card
- Barangay Certificate



Monday to Friday 8:00 am to 5:00 pm



None

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40 minutes to 1 hour and 15 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Visit CSWDO for interview (Client / relative)	Register and record client Assign personnel to assess and facilitate request	Frontline Personnel	City Social Welfare and Development Office (CSWDO) Ground Floor Legislative Building	5 - 10 minutes
2. Submit all requirements	Interview and assessment and facilitate request	Assigned Personnel		30 minutes – 1 hour
	Prepare requested assistance (Social Case Study Report / Certificate of Indigence / Referral letter / PWD ID & Booklets / etc.)	Assigned Personnel		5 minutes
3. Claim requested assistance	lssue / provide requested assistance			

# **CAPITAL ASSISTANCE**



This service is provided to productive individuals who want to start up a small business or expand a business to augment their family income



The City Hall, Ground Floor, Legislative Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1416



dgevangelista@valenzuela.gov.ph



Jenifer Mateo

Marites Maquiñana



Jenifer Mateo



Dorothy Evangelista



Valenzuela City residents who are:

- 18 60 years of age
- Physically and mentally fit
- Skilled to run a small-scale business (based on assessment)
- Barangay Certificate
- Voter's ID or Voter's Certificate or any other valid ID with address



Application	Monday to Friday 8:00 am to 5:00 pm
Home visitation schedule	Friday, 8:00 am to 5:00 pm

Orientation schedule on basic	1st and 4th Friday of the month:
business management	9:00 am to 5:00 pm
Release of Capital Assistance	Tuesday 8:00 am to 10:00 am



None

35 to 48 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Visit CSWDO for interview	Register applicant	Frontline Personnel	City Social Welfare and	3 - 5 minutes
Submit	Conduct interview	licant (( /ed, ial B further cor	Development Office (CSWDO)	30 - 40 minutes
Barangay Certificate	Assess applicant			10 minutes
and present valid ID	If disapproved, refer to social worker for further assessment or other assistance		Ground Floor Legislative Building	
2. Prepare for home visitation schedule	If approved, provide schedule slip for home visitation			2 - 3 minutes

## REGISTRATION / ENROLLMENT OF 3-4 YEARS OLD CHILDREN TO DAY CARE SERVICE



This service covers registration / enrollment of 3 - 4 years old children under the Day Care Program for early childhood learning experience to develop the total well-being of the child



Designated Day Care Centers



352-1000 local 1531



dgevangelista@valenzuela.gov.ph



Edwina Fernando



Dorothy Evangelista



Children aged 3 - 4 years old



Birth Certificate or Baptismal Certificate



Application: May to 2nd Friday of June



None



1 to 2 hours

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY		
1. Visit CSWDO along with children for interview	Verify and accept Birth Certificate or Baptismal Certificate	Assigned Day Care Worker	Day Care Center	1 – 2 hours		
	Conduct Interview					
	Fill up Interview Form					
	Administer Early Childhood Care and Development (ECCD) Checklist					
2. Sign Consent Form	Register child for enrollment					
3. Prepare for the schedule of classes	Receive signed Consent Form					

## CERTIFICATE OF INDIGENCY



This service covers the provision of Certificate of Indigency to indigent individuals intending to avail of the services from other offices or agencies such as but not limited to availing assistance from Public Attorney's Office, DOLE, Valenzuela City Health Office and other agencies.



The City Hall, Ground Floor, Legislative Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 1416 / 1105



dgevangelista@valenzuela.gov.ph



Ma. Gracita Eloriaga

Marilen Martinez



Ma. Kristina Jayme



Dorothy Evangelista



Valenzuela indigent residents

- We Nood: র্ন র্য\_\_\_\_
- Barangay Certificate or Voter's ID or Voter's Certificate or Valid ID or
   VC Cares ID or Pantawid Pamilya ID
- Income Tax Return / payslip if employed (as the need arises)



Monday to Friday 8:00 am to 5:00 pm



None



25 to 40 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY	
1. Submit all requirements	Register applicant Check completeness of the requirements	Frontline Personnel	Personnel We Dev	City Social Welfare and Development Office	5 - 10 minutes
1. Visit CSWDO for interview	Conduct Interview Assess applicant		(CSWDO) Ground Floor Legislative Building	15 - 20 minutes	
2. Claim Certificate of Indigency	<i>If qualified:</i> Provide Certificate of Indigence			5 - 10 minutes	
	<i>If not qualified:</i> Inform disqualification to applicant and state reason				

## SOLO PARENT ID OR CERTIFICATION



CSWDO issues Solo Parent ID or Certification as provided by Republic Act 8972 otherwise known as the Solo Parent Welfare Act of 2000



City Social Welfare and Development Office, 1st Floor Legislative Building, New City Government Complex, McArthur Highway, Barangay Karuhatan, Valenzuela City



352-1000 local 1103 or 1416



cswdovalenzuela@yahoo.com



Maritess Maquiana

Grace Eloriaga



Linda Santiago



Dorothy Evangelista



Solo Parent who falls under any of the following categories:

- A woman who gives birth as assault of rape or crimes against chastity, even without a final conviction of the offender: Provided, that the mother keeps and raises the child;
- Parent left solo or alone with the responsibility of parenthood due to death of spouse;
- Parent left solo or alone with the responsibility of parenthood while the spouse is detained, or is serving sentence for criminal conviction at least one (1) year; the law applies to the spouses of prisoners, whether or not a final judgment has been rendered, provided they are in detention for a minimum period of one (1) year;

- Parent left solo or alone with the responsibility of parenthood due to physical and/or mental incapacity of spouse as certified by a public medical practitioner;
- Parent left solo or alone with the responsibility of parenthood due to legal separation or de facto separation from spouse for at least one (1) year: provided, that he or she is entrusted with the custody of the children;
- Parent left solo or alone with the responsibility or nullity or annulment of marriage as decreed by a court or by a church: provided that he/she is entrusted with custody of the children;
- Parent left solo or alone with the responsibility of parenthood due to abandonment of spouse for at least one (1) year;
- Unmarried mother/ father who has preferred to keep and rear his/ her child/ children instead of having others care for them or give them up to a welfare institution;
- Any other person who solely provides parental care support to a child or children provided he/she is duly licensed as foster parent by DSWD or duly appointed legal guardian by the court;
- Any family member who assumes the responsibility of head of family as a result of death, abandonment, disappearance, or absence that lasts for at least one (1) year

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For Solo Parent ID:

- Photocopy of the Death Certificate with Registration Number
- Affidavit of Separation (if separated)
- Affidavit of Abandonment (if abandoned)
- Affidavit of Cohabitation (if not married)
- Affidavit of two (2) disinterested parties (as case requires)
- Photocopy of the Birth Certificate of Children/ Dependent
- Two (2) 1x1 photos
- Certificate of Detention from Jail Warden (if spouse is detained)
- Medical Certificate of spouse (those physically and mentally incapacitated)

For Solo Parent Certification:

- Barangay Clearance (solo parent certification purpose)
- Photocopy of Death Certificate with Registry Number
- Affidavit of Separation (if separated)
- Affidavit of Abandonment (if abandoned)
- Affidavit of Cohabitation (if not married)
- Photocopy of Birth Certificate of Children/ Dependent
- Checklist from NHA if Solo Parent is qualified for relocation (with family picture)
- 2x2 ID picture



Monday to Friday 8:00 am to 5:00 pm



None



2 to 3 hours



CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit self for interview together with a Certificate of Indigency or Barangay Clearance as an initial requirement	Registration	Registration Officer	Ground Floor, Executive	3-5 minutes
	Initial interview to the applicant and set schedule of worker's home visitation	Frontline Personnel	Building	15-20 minutes
	Home visitation/ validation		On-site	1 hour
2. Submission of requirements to avail of Solo Parent ID and Certification	Require applicant to complete Solo Parent requirements		Ground Floor, Executive Building	5-10 minutes
3. Receive Solo Parent ID or Certification	Issuance of Solo Parent ID or Certification	Frontline Supervisor		1-2 minutes

## **CERTIFICATE OF PRE-MARRIAGE COUNSELING**



Issuance of Pre-Marriage Counseling/Certificate to would be couples whose ages are between 18 to 25 years old and undergone a 4 hours Premarriage counseling seminar as a pre-requisite for securing a Marriage License as provided under Article 16 of the New Family Code



City Social Welfare and Development Office, 1st Floor Legislative Building, New City Government Complex, McArthur Highway, Barangay Karuhatan, Valenzuela City



352-1000 local 1103 or 1416



cswdovalenzuela@yahoo.com



Marilyn Martinez



Linda Santiago



**Dorothy Evangelista** 



Couples whose age is between 18 to 25 years old and are applying for a marriage license

We Need:	
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- Valid ID of couple
- **Birth Certificate**



Application: Monday to Friday 8:00 am to 5:00 pm Pre-marriage Counseling: Tuesday and Thursday/ 8:00 am to 12:00 nn



P50.00

3 to 4 hours

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Submit self for interview together with complete</li> </ol>	Registration and refer to assigned CSWDO staff for interview	Registration Officer	Ground Floor, Executive Building	2-3 minutes
requirements	Interview	Frontline	Ground Floor, Executive Building	5-10 minutes
2. Secure order of payment and marriage inventory questionnaire	Provide marriage inventory questionnaire and order of payment	Supervisor/ Frontline Personnel		
	Advise schedule and venue of the Pre-Marriage Counseling Seminar			
3. Pay PMC fee and secure official receipt	Receive payment and issue official receipt	Cashier	City Treasurer's Office, Ground Floor Finance Building	5-10 minutes
4. Attend Pre- Marriage Counseling	Conduct Pre-Marriage Counseling	Frontline Supervisor	Specified venue	3 hours

#### SOCIAL SERVICES

# OFFICE FOR SENIOR CITIZENS AFFAIRS

The **Office for Senior Citizens Affairs (OSCA)** is the office that plans, implements, and monitors yearly work programs for senior citizens in pursuance of the objectives of Republic Act 7432. It is established under the Office of the Mayor and is assisted by the City Social Welfare and Development Office in coordination with the City Federation of Senior Citizens.

## Services:

- 1. Application for Senior Citizen National Identification Card and Purchase Booklets or Replacement of Lost Senior Citizen National Identification Card
- 2. Application for Social Pension

## APPLICATION FOR SENIOR CITIZEN NATIONAL IDENTIFICATION CARD AND PURCHASE BOOKLETS OR REPLACEMENT OF LOST SENIOR CITIZEN NATIONAL IDENTIFICATION CARD



The OSCA issues Senior Citizen's National Identification Card to elderly persons aged sixty (60) and above entitling them to numerous benefits and privileges such as:

- Twenty percent (20%) discount from all establishments relative to the utilization of transportation services, hotels and similar lodging establishments, restaurants and recreation centers and in the purchases of medicines anywhere in the country
- Five percent (5%) discount of the regular retail price of basic necessities and prime commodities subject to the guidelines issued by the Department of Trade and Industry (DTI) and the Department of Agriculture (DA)
- Health services for free like laboratory, X-ray, ECG and dental services as defined in City Ordinance



The City Hall, Ground Floor, Executive Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 2148

pdmarcelo@valenzuela.gov.ph



Shirley Cantillon

Ma. Nora Jardeliza



Dr. Pablo Marcelo

Valenzuela City elderly residents aged sixty (60) and above

- Accomplished application form
- Four (4) copies 1x1 latest photo with signature at the back
- Voter's ID or Voter's Certificate

For age sixty (60) to sixty-three (63):

• Photocopy of Birth Certificate or Social Security System (SSS) ID

Additional requirement for lost ID

• Affidavit of Loss



Monday to Friday 8:00 am to 5:00 pm



None (Free)

14 to 24 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Fill up and submit accomplished</li> </ol>	Provide application form	Frontline Personnel	Office for Senior Citizens	2 - 3 minutes
application form along with other requirements	Check if application has been duly		Affairs (OSCA) Ground	
	accomplished and if requriements are complete		Floor, Executive Building	

2. Prepare for Interview	Conduct preliminary interview	Personnel S ( / / / / / / / / / / / / / / / / / /	Personnel Senior Citizens Affairs (OSCA) Ground Floor, Executive Building	2 - 3 minutes
	Record name of applicant			1 - 2 minutes
	Stamp application form with the name of the approving authority			1 - 2 minutes
	Endorse to the Officer-in- Charge			2 - 3 minutes
	Affix signature	Officer-in- charge		1 - 2 minutes
	Prepare Senior Citizen ID and purchase booklets	Frontline Personnel		3 - 5 minutes
3. Claim Senior Citizen ID and purchase booklets	Issue Senior Citizen ID and purchase booklets			1 - 2 minutes
<ol> <li>Sign logbook for acknoledgment</li> </ol>	Record the transaction in the logbook			1 - 2 minutes

# APPLICATION FOR SOCIAL PENSION



SOCIAL SERVICES

Republic Act No. 9994 or the "Expanded Senior Citizens Act of 2010" institutionalizes social protection by providing monthly pension to indigent senior citizens and supports the family to provide care to their sick and disabled senior citizens

The Department of Social Welfare and Development (DSWD) in partnership with the City Government of Valenzuela provide monthly pension to indigent senior citizens aged 77 years old and above



The City Hall, Ground Floor, Executive Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 2148

pdmarcelo@valenzuela.gov.ph



Ma . Nora Jardeliza

Ma. Gina Aquino



Dr. Pablo Marcelo



Indigent senior citizens aged 77 years old and above



Senior Citizen National Identification Card



Monday to Friday 8:00 am to 5:00 pm (Quarterly release of Social Pension)



CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit Senior Citizen National Identification Card	Verify client's data from record	Frontline Personnel	Office for Senior Citizens Affairs (OSCA)	1 - 2 minutes
2. Prepare for Interview		Floor, Executive	2 - 3 minutes	
	Prepare Social Pension Intake Form		Building	3 - 5 minutes
3. Prepare for home visit schedule	Schedule home visit			1 - 2 minutes
	Conduct home visit	Social worker		a day after the interview
	Prepare home visit report			30 minutes to 1 hour
	Inform the home visitation result to client / Inform client if request for social pension is approved			

#### SOCIAL SERVICES

# SPECIAL PROJECTS OFFICE

- Formulate measure for the consideration and provide technical assistance and support to the Office of the City Mayor in carrying out measures relative to the implementation of projects which have direct link to the delivery of basic services to the constituents of the city subject to the applicable provisions of the local government code and/or other laws.
- Develop plans and strategies for projects related to the foregoing premises and implement them upon the approval thereof by the Mayor.
- Provide extension services to all the basic services related to projects.
- Ensure the active participation of the city's constituents in programs and project relative to the delivery of basic and other social services.
- Exercise other duty and function as may be prescribed by law or ordinance and perform such other functions as may be determined by the City Mayor through Executive Order.

### Services:

- 1. Financial Assistance in Burial
- 2. Endorsement of the Client for Medical Assistance
- 3. Phil Health ID Para Sa Masa
- 4. Renewal of Phil Health ID Para Sa Masa
- 5. Wheel Chair, Cane and Crutches
- 6. Endorsement to Red Cross Valenzuela Chapter for Blood Plasma
- 7. Endorsement to Cong. Rex Gatchalian and the Philippine Charity Sweepstakes Office (PCSO) for Medical Assistance
- 8. Request for the Renewal of VC Cares Family Health Card ID
- 9. Cataract, Cleft Lip and Palate, and Club Foot Operation
- 10. VC Cares Family Health Card

### FINANCIAL ASSISTANCE IN BURIAL



The Special Projects Office of the City Government of Valenzuela provides financial assistance to help bonafide citizens with funeral and burial expenses of a deceased person or when the relatives of a deceased person are unable to meet these costs

#### Amount of Financial Assistance

Veterans member	P 15,000.00
Veterans (spouse)	P 10,000.00
City Employee (deceased)	P 10,000.00
City Employee (immediate family)	P 5,000.00
Qualified Senior Citizen	P 5,000.00
Disqualified / Non-Member of Senior Citizen (Referred to Ordinance No. 61 series of 2004)	Р 3,000.00
Valenzuela citizens	P 3,000.00



The City Hall, Ground Floor, Legislative Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 1407



dgevangelista@valenzuela.gov.ph



Carole Lapuz



Dorothy Evangelista



Valenzuela City residents

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Note: In cases where SPO was not able to conduct home visit or site interview, the claimant should present a Valid ID of the deceased with addresss in Valenzuela.

For Veterans: (immediate family claimant)

- General Intake Sheet
- Barangay Certificate of Indigency
- Birth Certificate of the deceased veteran
- Certification from Veterans Affairs Office
- Two (2) photocopies of the following documents:
  - Veteran member's ID
  - Funeral contract or official receipt
  - Certified True Copy of Death Certificate with registry number
  - Valid ID of the claimant (immediate family)

For Veterans' Spouse: (immediate family claimant)

- General Intake Sheet
- Barangay Certificate of Indigency
- Marriage contract of the deceased
- Two (2) photocopies of the following documents:
  - Funeral contract or official receipt
  - Certified true copy of Death Certificate with registry number
  - Valid ID of claimant (immediate family)

#### For City Employee: (deceased)

Original and photocopy of the following documents:

- General Intake Sheet
- Barangay Certificate of Indigency (claimant immediate family)
- Certified true copy of Death Certificate with registry number
- Certified true copy of Certificate of Employment (COE)
- Two (2) photocopies of the following documents:
  - Funeral contract or official receipt
  - Valid ID of the claimant (immediate family)

#### For City Employee: (immediate family)

Original and photocopy of the following documents:

- General Intake Sheet
- Barangay Certificate of Indigency (claimant immediate family)

- Certified true copy of Death Certificate with registry number
- Certified true copy of Certificate of Employment (COE)
- Two (2) photocopies of the following documents:
  - Funeral contract or official receipt
  - Valid ID of the claimant (immediate family)

For Qualified/ Member of Senior Citizens:

- General Intake Sheet
- Two(2) copies of original certification from the Office of the Senior Citizens Affairs (OSCA)
- Original and photocopy of the following documents:
  - Barangay Certificate of Indigency (claimant immediate family)
  - Certified true copy of Death Certificate with registry number
- Two (2) photocopies of the following documents:
  - Funeral contract or official receipt
  - Senior Citizens ID with Valenzuela address (if the deceased is a member of the Senior Citizens)
  - Valid ID of the claimant (immediate family)

For Disqualified / Non-Member Senior Citizens

- General Intake Sheet
- Two (2) copies of original Certification from Office of the Senior Citizens Affairs
- Original and photocopies of the following documents:
  - Barangay Certificate of Indigency (claimant immediate family)
  - Certified true copy of Death Certificate with registry number
- Two (2) photocopies of the following documents:
  - Funeral contract or official receipt
  - Valid ID of the claimant (immediate family)

For Valenzuela Citizens

- General Intake Sheet
- Original and photocopy of the following documents:
  - Barangay Certificate of Indigency (claimant immediate family)
  - Certified true copy of Death Certificate with registry number
- Two (2) photocopies of the following documents:
  - Funeral contract or official receipt
  - Valid ID of the claimant (immediate family)



Filing	Monday to Friday 8:00 am to 5:00 pm
Releasing	Tuesdays and Thursdays 1:00 pm to 5:00 pm on a first come, first served basis

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11 minutes to 19 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Fill up and submit	Conduct interview	Frontline Personnel	Special Projects	3 - 5 minutes
General Intake Sheet	Assess client		Office (SPO) Ground Floor Legislative 3 - 5 Building minu	
for Burial Assistance Form together with other requirements	Check completeness of the form and requirements			3 - 5 minutes
	Endorse application for approval			3 - 5 minutes
	Review / approve application	SPO Officer- in-Charge		

2. Claim Endowment Check	lssue Endowment Check	Frontline Personnel		1 - 2 minutes
3. Sign receiving copy	Affix client's signature on receiving copy		Ground Floor Legislative Building	
4. Encash Endowment Check at the Treasurer's Office	Process client's Endowment Check	Cashier	Ground Floor Bulwagang Geronimo Angeles (Finance Building)	1 - 2 minutes

### ENDORSEMENT OF THE CLIENT FOR MEDICAL ASSISTANCE



SOCIAL SERVICES

The Special Projects Office provides endorsement letters to Vice President Binay and chosen Senator/s for the bonafide citizens in Valenzuela City who have inadequate resources for hospitalization / medication



The City Hall, Ground Floor, Legislative Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1407



dgevangelista@valenzuela.gov.ph



Carole D. Lapuz



Dorothy Go-Evangelista



Valenzuela City residents

- Personal letter from the patient
- Photocopy of the following documents:
  - Barangay Certificate of Indigency (claimant immediate family)
  - Certified true copy of Medical Certificate with doctor's diagnosis
  - Protocol / prescription of medicines or laboratory tests
  - Quotation / temporary billing statement / final billing statement
  - Voter's ID / Voter's Certificate / valid ID with address (claimant
     – immediate family and patient)



Monday to Friday 8:00 am to 5:00 pm



None



3 to 5 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit all requirements	Check completeness of all requirements	Frontline Personnel	Special Projects Office (SPO)	3 <sup>–</sup> 5 minutes
2. Claim schedule slip for the issuance of Endorsement Letter	Provide schedule slip for the issuance of Endorsement Letter		Ground Floor Legislative Building	

### PHILHEALTH ID PARA SA MASA



SOCIAL SERVICES

The Special Projects Office facilitates and issues Philippine Health Family Card for indigent constituents. Through the Family Health Card, indigent members and their dependents may avail of hospitalization benefits within the validity period of their card. These benefits include inpatient services such as allowances for hospital room and board, allowances for drugs and medicines and payment for professional fees



The City Hall, Ground Floor, Legislative Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 1407



dgevangelista@valenzuela.gov.ph



Carole Lapuz



Dorothy Go-Evangelista



Qualified indigent family residing in Valenzuela City

- Accomplished application form
  - Voter's ID or COMELEC Certification (husband and wife)
  - Barangay Clearance of Indigency (for qualified member)
  - Marriage Contract
  - Birth Certificate of dependent/s (21 years old and below)
  - Senior Citizens ID (parents of the qualified member)



Monday to Friday 8:00 am to 5:00 pm



None



9 to 15 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY	
<ol> <li>Fill up and submit accomplished</li> </ol>	Provide application form	Frontline Personnel	Special Projects Office (SPO)	3 <sup>–</sup> 5 minutes	
application form together with other requirements	Check completeness of the application form and all requirements		completeness of the application form and all	Ground Floor Legislative Building	3 - 5 minutes
2. Claim schedule slip for the release of PhilHealth Card	Provide schedule slip for the issuance of PhilHealth Card			3 - 5 minutes	

### **RENEWAL OF** PHILHEALTH ID PARA SA MASA



SOCIAL SERVICES

The Special Projects Office facilitates and issues renewal of Philippine Health Family Card for indigent constituents upon expiration.



The City Hall, Ground Floor, Legislative Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 1407



dgevangelista@valenzuela.gov.ph



Carole D. Lapuz



Dorothy Go-Evangelista



Members of PhilHealth Para sa Masa (with expired membership)



Expired PhilHealth Card Para sa Masa (latest)



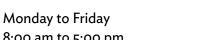
8:00 am to 5:00 pm



None



4 minutes to 6 minutes



CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Present expired	Verify the expired card		Projects Office (SPO) Ground Floor Legislative	2 - 3 minutes
PhilHealth Card	Process renewal of PhilHealth Card			
2. Claim renewal of PhilHealth Card	lssue renewal of PhilHealth Card		Dunung	2 - 3 minutes
3. Sign receiving copy	Affix client's signature on receiving copy			

### WHEELCHAIR, CANE AND CRUTCHES



SOCIAL SERVICES

The Special Projects Office provides wheelchair, cane and crutches to the indigent and disabled constituents



The City Hall, Ground Floor, Legislative Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 1407



dgevangelista@valenzuela.gov.ph



Jackilyn M. Melilli



Dorothy G. Evangelista



Valenzuela City residents and indigents with disability

- Wie Nood: ㅋ ㅋ ......
- Duly accomplished application form
- Barangay Clearance of Indigency (claimant immediate family)
- Medical Certificate with doctor's recommendation
- Whole body photo
- Valid ID



Monday to Friday 8:00 am to 5:00 pm



None



18 to 24 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
<ol> <li>Fill up and submit application form</li> </ol>	Provide application form	Frontline Personnel	Personnel Projects Office (SPO) Ground Floor Legislative Building Registered Social Worker Frontline	3 - 5 minutes
along with other requirements	Check completeness of the form and all requirements			1 - 2 minutes
2. Prepare for interview	Conduct preliminary interview	Registered Social Worker		3 <sup>–</sup> 5 minutes
3. Prepare for home visit and receive cane, wheeelchair or crutches	Provide schedule for home visit, and release cane, wheelchair or crutches	Frontline Personnel		10 - 20 minutes
4. Sign logbook for acknowledgment	Record the transaction in the logbook			1 – 2 minutes

# ENDORSEMENT TO

### **RED CROSS – VALENZUELA CHAPTER** FOR BLOOD PLASMA



SOCIAL SERVICES

The Special Projects Office provides endorsement letters to Red Cross -Valenzuela Chapter for residents who have inadequate resources



The City Hall, Ground Floor, Legislative Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 locals 1407





Jobelle B. Serrano



Dorothy Go-Evangelista



Valenzuela City residents who have inadequate resources for blood plasma



- Photocopy of the following documents:
  - Barangay Clearance of Indigency (claimant immediate family)
  - Request letter from the hospital indicating the type of blood and \_ quantity
  - Voter's ID / Voter's Certificate / valid ID with address (claimant - immediate family and patient)



Monday to Friday 8:00 am to 5:00 pm



CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit all requirements	Check completenes of all requirements	Frontline Personnel	Special Projects Office (SPO)	3 <sup>–</sup> 5 minutes
2. Receive Endorsement Letter	lssue Endorsement Letter		Ground Floor Legislative Building	1 - 2 minutes

### ENDORSEMENT TO CONGRESSMAN REX GATCHALIAN, & PHILIPPINE CHARITY SWEEPSTAKES OFFICE (PCSO) FOR MEDICAL ASSISTANCE



SOCIAL SERVICES

The Special Projects Office provides endorsement letter to Congressman Rex Gatchalian in nine government hospitals and PCSO for bonafide citizens of Valenzuela City who have inadequate resources for hospitalization / medication



The City Hall, Ground Floor, Legislative Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1407



dgevangelista@valenzuela.gov.ph



Jobelle B. Serrano



Dorothy Go-Evangelista



Valenzuela City residents who have inadequate resources for hospitalization / medication

For Congressman Rex Gatchalian sponsorship:

Photocopy copy of the following documents:

- Barangay Certificate of Indigency (claimant immediate family)
- Certified true copy of Medical Certificate with doctor's signature and license number
- Latest (not more than six months from date of issue) Protocol / prescription of medicines or laboratories in nine (9) government hospitals funded by Congressman Rex Gatchalian
- Latest quotation / temporary billing statement / final billing statement in nine government hospitals funded by Congressman Rex Gatchalian
- Voter's ID / Voter's Certificate / valid ID with address (claimant

   immediate family and patient)

#### For Philippine Charity Sweepstakes Office

Photocopy of the following documents:

- Barangay Certificate of Indigency (claimant immediate family)
- Certified true copy of Medical Certificate with doctor's signature and license number
- Latest (not more than six months from date of issue) Protocol / prescription of medicines or laboratories
- Quotation / temporary billing statement / final billing statement
- Voter's ID / Voter's Certificate / valid ID with address (claimant

   immediate family and patient)



Monday to Friday 8:00 am to 5:00 pm



None



4 to 7 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit all requirements	Check completenes of all requirements	Frontline Personnel	Special Projects Office (SPO)	3 - 5 minutes
2. Receive Endorsement Letter	lssue Endorsement Letter		Ground Floor Legislative Building	1 - 2 minutes

### REQUEST FOR THE RENEWAL OF VC CARES FAMILY HEALTH CARD ID



The Special Projects Office of Valenzuela City renews VC Cares Family Health Card to indigent constituents. Through the VC Care Family Health Card indigent members and their dependents may avail the following services:

- Free medical consultation / check-up
- Free laboratories (e.g: x-ray, platelet, CBC, urinalysis)
- Free confinement in the Valenzuela City Emergency Hospital at Barangay Pulo or at Barangay Health Centers Lying-In
- Free PhilHealth Card ID Para sa Masa
- The City Hall, Ground Floor, Legislative Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440

352-1000 local 1407





Wilma Espeso





Most recent members of VC Cares Family Health Card



Expired VC Cares Family Health Card ID (latest)



Monday to Friday 8:00 am to 5:00 pm



None



4 to 6 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY	
1. Present expired VC	Verify the expired card	Frontline Personnel	Special Projects	2 - 3 minutes	
Cares Family Health Card ID	· Drococc ronowal		Office (SPO) Ground Floor Legislative Building	Ground Floor Legislative	
2. Claim validated PhilHealth Card Para sa Masa	Issue validated PhilHealth Card Para sa Masa		PhilHealth Card		2 - 3 minutes
3. Sign receiving copy	Affix client's signature on the receiving copy				

### CATARACT, CLEFT LIP AND PALATE, AND CLUB FOOT OPERATION



This service provides affordable cataract, cleft lip and palate and club foot operations to indigent citizens. The city will subsidize the laboratories of the operation in coordination with its NGO partners



The City Hall, Ground Floor, Legislative Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1407



dgevangelista@valenzuela.gov.ph



Jackilyn Melilli Mercedita Salvador



Dorothy Evangelista



Valenzuela City residents and indigents with disability

1	We Need:
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	<u>s</u>
	<u>s</u>

For Cataract Removal

- Accomplished application form
- Original and photocopy of Barangay Certificate of Indigency
- Photocopy of Senior Citizen ID or any valid ID with address in Valenzuela City

For Cleft Lip and Palate Operation

- Accomplished application form
- Original and photocopy of Barangay Certificate of Indigency
- Photocopy of Senior Citizen ID or any valid ID with address in Valenzuela City

For Club Foot Operation

- Accomplished application form
- Original and photocopy of Barangay Certificate of Indigency (claimant immediate family)
- Any valid ID with address in Valenzuela City



Monday to Friday 8:00 am to 5:00 pm



None



1 to 2 days

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Fill up and submit	Provide application form	Frontline Personnel	Special Projects	3 <sup>–</sup> 5 minutes
accomplished application form together with other requirements	Check completeness of the application form and all requirements		Office (SPO) Ground Floor Legislative Building	3 - 5 minutes
2. Prepare for home visit	Provide schedule slip for home visit			3 - 5 minutes
schedule	Conduct home visit	Social worker	On-site	1 day
	Prepare report			
3. Take note of schedule for check-up / operation	Provide schedule for check-up / operation			2 - 3 months

### VC CARES FAMILY HEALTH CARD



The Special Projects Office of Valenzuela City issues VC Cares Family Health Card to indigent constituents. Through the VC Cares Family Health Card, indigent members and their dependents may avail of the following services for free:

- Medical consultation / check-up
- Laboratories (e.g.: x-ray, platelet, CBC, urinalysis)
- Confinement in the Valenzuela City Emergency Hospital at Barangay Pulo or at Barangay Health Centers Lying-In
- PhilHealth Card



The City Hall, Ground Floor, Legislative Building, McArthur Highway, Karuhatan, Valenzuela City, Philippines 1440



352-1000 local 1407



Wilma N. Espeso



Dorothy Evangelista

Valenzuela City residents and indigents who are:

- Age 21 to 59 years old
- Solo parent
- Accomplished application form

dgevangelista@valenzuela.gov.ph

- Original Voter's ID or COMELEC Certification
- Two (2) copies of latest 1x1 colored photo with white background

- Photocopy of the following documents:
  - Barangay Clearance of Indigency (claimant immediate family)
  - Marriage Contract
  - Birth Certificate of qualified dependents (20 years old and below)
  - Affidavit of Live-in (if not married)



Monday to Friday 8:00 am to 5:00 pm

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None

10 to 16 minutes

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY	
1. Fill up and submit VC Cares	Provide VC Cares application form	Frontline Personnel / Social worker	Special Projects Office (SPO)	2 - 3 minutes	
application form along with other requirements	Check completeness of the application form and all requirements		Ground Floor Legislative Building	1 - 2 minutes	
2. Prepare for an interview	Conduct preliminary interview				2 - 3 minutes
3. Prepare for home visit	Provide schedule for home visit			1 - 2 minutes	

After the home visit	t and the approval of a	pplication	
4. Claim validated VC Cares Health Card	lssue validated VC Cares Health Card		2 - 3 minutes
5. Sign receiving copy	Affix client's signature on receiving copy		2 - 3 minutes

#### SOCIAL SERVICES

## OFFICE OF THE CITY MAYOR – CITY EXTERNAL SERVICES OFFICE

### Service:

1. Water Rationing

### WATER RATIONING



Provide delivery of water or water rationing to residents / different barangays of Valenzuela City



City External Services Office (Action Center) Dalandanan, (Beside Pure Gold Supermarket) Valenzuela City, Philippines 1440



352-2000 locals 2106



rbdarilag@valenzuela.gov.ph



Elizabeth Cariaso



**Roberto Darilag** 



Valenzuela City residents



Letter of request (explaining the purpose, requesting party, location) or phone request



Monday to Saturday 8:00 am to 5:00 pm



None



3 days

CLIENT ACTION	LGU ACTION	OFFICE / UNIT & PERSON RESPONSIBLE	LOCATION OF SERVICE	DURATION OF ACTIVITY
1. Submit letter of request or call hotline for	Receive the letter or log phone requests	Officer-in- charge	Valenzuela City Tubig Patrol	1 day
request		Office		
	Conduct inspection of the area		(Action Center)	1 day
	Submit the Inspection Report to the Head of Public Safety Office (POSMO)			1 day
If approved:				
2. Prepare for the schedule of Tubig Patrol	Inform requesting party for the schedule of Tubig Patrol			Subject to agreed schedule



Feedback Form Complaint Form SOCIAL SERVICES

### PAMAHALAANG LUNGSOD NG VALENZUELA SUKATAN NG SERBISYO

Petsa/Oras ng Transaksyon: \_\_\_\_\_ Tanggapan ng Transaksyon: \_\_\_\_\_

Markahan ng bilog ang mga bilang 1-5 (**1** mababa; **5** mataas) ayon sa grado ng inyong karanasan sa paglilingkod ng Pamahalaang Lungsod ng Valenzuela

A. KAWANI					
Alam nila ang gawain	1	2	3	4	5
Magalang	1	2	3	4	5
Matulungin / Maasikaso	1	2	3	4	5
Magiliw	1	2	3	4	5
Mabilis kumilos	1	2	3	4	5
Maayos ang pananamit	1	2	3	4	5
B. SERBISYO					
Mataas na kalidad ng serbisyo	1	2	3	4	5
Maayos ang Sistema	1	2	3	4	5
Malugod (Satisfactory)	1	2	3	4	5
K. KAPALIGIRAN					
Maaliwalas/Komporatable	1	2	3	4	5
May gabay ng proseso (Signages)	1	2	3	4	5
Malinis ang Tanggapan	1	2	3	4	5
Maginhawa mag-antay	1	2	3	4	5
Malinis ang Palikuran	1	2	3	4	5

Mahalaga ang inyong komento/puna at suhestiyon:



Feedback Form		City Leg	gal Office	SOC	IAL SERV	ICES
Sa kabuuan ng transaksiyon, bigyan ng antas na bilang mula 1 (mababa) hanggang 5 (mataas) ang aming paglilingkod:	1	2	3	4	5	
Tungkol sa inyo:						
Pangalan:						
Tirahan:						
Ugnayang Bilang:						
Telepono:						
Mobile:						
Email:						
Okopasyon:						
Edad:						
Limit ng Transaksyon						
Madalang						
Madalas						
Bawat Buwan						
Kwarterly						
Iba Pa						
Okopasyon: Edad: Limit ng Transaksyon Madalang Madalas Bawat Buwan						

### "MARAMING SALAMAT SA INYONG PAGTANGKILIK AT PAGKAKATAONG MALUGOD NA MAKAPAGLINGKOD SA INYO."

### PAMAHALAANG LUNGSOD NG VALENZUELA

McArthur Hiway, Karuhatan, Valenzuela City

REKLAMONG PUBLIKO AT GAWAD TULONG (Public Complaints and Assistance Desk) TANGGAPAN NG PANGANGANGASIWA SA TAO (Human Resource Management Office)

Control No. serial PACD 0001- PACD 100

#### TALAAN NG REKLAMO

(Complaint Form)

Petsa ng Pagtala: \_\_\_\_\_

SOCIAL SERVICES

#### A. PERSONAL NA IMPORMASYON

Pangalan G./Gng./Bb.:	
Edad:	
Tirahan:	
Tanggapan:	
Okupasyon/Propesyon:	
Telepono/Mobile/Email:	

#### **B. KATEGORYA NG REKLAMO**

Ang iyong reklamo ay maaaring nasasakop sa mga kategoryang sumusunod. Lagyan ng antanda kung anong kategorya:

### C. IMPORMASYON HINGGIL SA REKLAMO

Pangalan ng taong nirereklamo	:	
Tanggapan	:	
Kailan naganap ang pangyayari	:	
Oras	:	

#### D. DETALYE NG REKLAMO.

(gumamit ng karagdagang papel kung kulang ng espasyo)

Pinanunumpaan ko na ang mga impormasyon at salaysay na nakapaloob sa talaang ito ay tama at pawang katotohanan lamang.



Lagda ng Nagrereklamo	Saksi	Saksi
Petsa	Petsa	Petsa
Ang bahagi Kaukulang aksiyon ng HRD [ ] Pulong ng nagrereklam [ ] Ipagkakasundo ang nag [ ] Pagsasampa ng kaso sa Lagda ng Pamunuan ng HR	Petsa Petsa Petsa _ Petsa	



### CITY GOVERNMENT OF VALENZUELA www.valenzuela.gov.ph

McArthur Highway, Barangay Karuhatan, Valenzuela City, Philippines 1440 [632] 352.1000