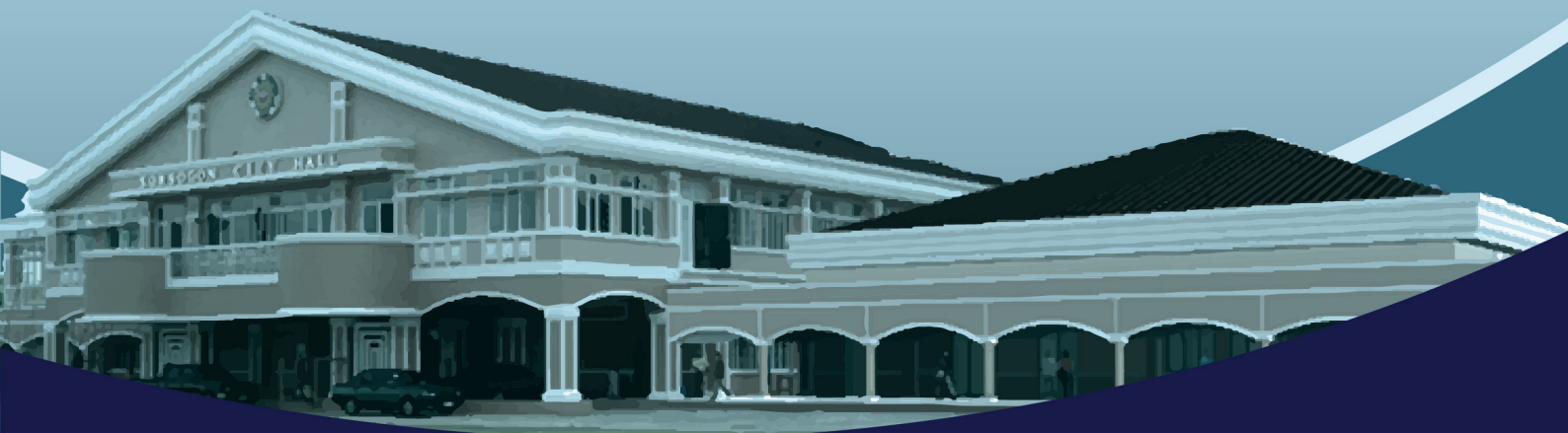




SORSOGON CITY  
**CITIZEN'S  
CHARTER**  
3<sup>rd</sup> Edition





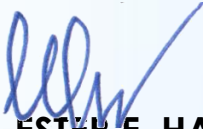
## Message of the City Mayor

As Sorsogon City's Local Chief Executive, it is with great pride and commitment that I present to you the Sorsogon City Citizen's Charter (3<sup>rd</sup> Edition). The charter is the official document of the services being offered by the government to its citizens, describing the step-by-step procedure in availing, fees and the accountable officers and employees of the LGU.

Bearing in mind the essence of good governance – transparency, accountability and efficiency, the City Government of Sorsogon is dedicated and whole heartedly upholding these principles with a vision of giving the ciudadanos a healthy, livable and competitive city.

I express my gratitude and congratulations to my fellow public servants from the various departments and sections of the LGU and attached national agency who tirelessly and meticulously updated the city's Citizens' Charter.

Let us continue giving Serbisyong may Puso!

  
**MA. ESTER E. HAMOR**  
City Mayor



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## About Sorsogon City

With the coming of the Spanish colonizers in the 1600s, Bacon was organized into a visita of the town of Casiguran, one of the oldest settlements in Luzon. The municipality of Sorsogon, whose original Site was in Sitio Pocdol in Capuy, was in turn, a visita of Bacon. As its population increased, however, Sorsogon was declared an independent, full-fledged parish in 1628.

The Pueblo Civil de Bacon was established in 1754, with Juan Elias as its first gobernadorcillo. Sorsogon on the other hand, became an independent political unit in 1864.

From their organization as visitas and eventually as independent pueblos, both Bacon and Sorsogon remained under the territorial jurisdiction of the province of Albay. On October 17, 1894, the Spanish authorities organized a geographical unit independent from Albay, with the town of Sorsogon as its seat of government. The new province adopted the name of the town and has since been known as the Province of Sorsogon.

The City of Sorsogon was created by virtue of Republic Act 8806, which was signed into law on August 16, 2000 and ratified during a plebiscite on December 16, 2000. RA 8806, also known as the Cityhood Law, called for the merger of the municipalities of Sorsogon and Bacon into a component city of the Province of Sorsogon. Sorsogon thus, functioned as a full-pledged city on June 30, 2001, with the assumption into office of the

### Elected Officials (2022-2025)

Position	Name
City Mayor	Ma. Ester E. Hamor
City Vice-Mayor	Mark Eric C. Dioneda
City Councilor	Danilo A. Deladia
City Councilor	Jo Abegail C. Dioneda
City Councilor	Atty. Glenn P. Olbes
City Councilor	Reynaldo C. Taladtad
City Councilor	Maria Theresa S. Gonzalez
City Councilor	Mark Jayson D. Jamisola
City Councilor	Lester R. Lubiano
City Councilor	Angelu Magda P. Ravanilla
City Councilor	Renalene Mae J. Duka
City Councilor	Ma. Teresa D. Perdigon
City Councilor	Bryan J. Pingul
City Councilor	Peter Joseph J. Ravanilla
Liga President	Nestor J. Baldon
SK City Federation President	Eugene Matthew D. Lopez



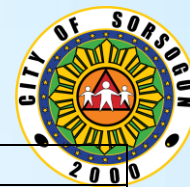
## Organizational Structure

As of November 2024

Permanent, Co Term & Elective	-	439
Contractual/Casual	-	31
Job Orders/ Contract of Service	-	1,302

## Profile Information

Income Class	3 <sup>rd</sup> Class
Total Land Area	275 sq.km.
Number of Barangays	64 Barangays
Congressional District	1 <sup>st</sup> Congressional District
Population (PSA Latest CY 2020)	182,237
Town Fiesta	June 29
Other historical event/s	City Hood – December 16
<b>Socio-Economic Profile</b>	
Physical Features	
Topography	Mountain range on the northwest, sloping uplands on the central part, plain areas south western and central north and southeast portion, and marshlands on the southeast deltas.
Climate	The Climate of Sorsogon City is under Type II of the Coronas classification system. Under Type II, there is no pronounced dry season but with very pronounced maximum rain from November to January
Geographical Location: Boundaries	
East	Municipality of Prieto Diaz and Gubat
South	Municipality of Casiguran and Sorsogon Bay
West	Municipality of Castilla
Northeast	Municipality of Manito, Albay
North	Albay Gulf



Major land Use	Agricultural
Major agricultural activities	Rice and coconut
Major industries and Occupation	Agriculture, Fisheries and Commercial and Services
Financial Institutions	
Rural Bank	5
Commercial Bank	21
<b>Infrastructure and Utilities</b>	
Roads and Bridges	<p>Roads</p> <ul style="list-style-type: none"> <li>• National road – 90.48 km</li> <li>• Provincial road – 24.51km</li> <li>• City road – 93.95 km</li> <li>• Barangay Road – 95.85</li> </ul> <p>Bridges</p> <ul style="list-style-type: none"> <li>• 19 national bridges with 464.13 lm</li> <li>• 2 provincial bridge with 24.5 lm</li> </ul>
Power Utilities/Service	1 Electric Cooperative (SORECO 2)
Waterworks	1 Water District (SCWD)
Communication Facilities	
Mobile Carriers	3
Cellular Site	5
Post Office	1
Internet Cafe	17
Media Handling Facilities	
Radio Station (W/in City)	4
<b>Social Services</b>	
Hospital	
Public	1
Private	3
Health Clinic/s	
Dental	2
Medical	15
Municipal Health Office	3
Health Centers	68
Schools	
Day Care Centers	99
Day Care Workers	99
Public - Secondary	24
Elementary	66
Private - Secondary	9
Elementary	9
Nursery	6
Tertiary - State College	1
Private	11
Vocational	2



<b>Recreational Facilities</b>	
Park	4
Social Hall	2
Gymnasium	4
<b>Tourist Destination</b>	
Public	10
Private	12
<b>Marginalized Sectors</b>	
Senior Citizens	17,300
PWDs	2,500
Solo Parent	3,006
Displaced families	17,000
Indigents	12,000
<b>Environmental Sector</b>	
Evacuation Center	43
Emergency and Rescue Vehicle/s	9



## Mandate

**Section 6 of Republic Act No. 11032 otherwise known as “An Act Promoting Ease of Doing Business and Efficient Delivery Services”** provides that all Government agencies including departments, bureaus, offices, instrumentalities, or government-owned and/or controlled corporations, or LGU's shall set up their respective most current and updated service standards to be known as the **CITIZENS CHARTER**.

**Sangguniang Panlungsod Resolution No. 767, Series of 2024, Resolution Adopting and Approving the City Development Council Resolution No.10, Series of 2024 entitled “Resolution Favorably Endorsing the Sorsogon City Citizens’ Charter (3<sup>rd</sup> Edition) which was approved on November 19, 2024, an official document that serves as a guide for all clients in transacting with offices concerned.**

## Vision

A progressive and dignified city of choice with healthy, empowered, values – oriented and resilient Sorsogonans in a livable, competitive and sustainable environment under a participatory, transparent and humane governance.

## Mission

To ensure a transparent and responsive governance with genuine support and active participation of all sectors to improve the quality of life.



# 1. Business Permits and Licensing Office

## 1.1. AVAILMENT OF NEW OR RENEWAL OF MAYORS PERMIT OR BUSINESS PERMIT

### ABOUT THE SERVICE:

The issuance of Mayor's Permit is for the purpose of granting the client the permit to operate his/her business within the territorial jurisdiction of Sorsogon City.



### CLIENT GROUPS:

Business Sector



### REQUIREMENTS:

#### a. For New Business:

***The Initial basic requirements are the following:***

- Community Tax Certificate (Individual/Corporate) (Photocopy)
- Barangay Business Clearance (Photocopy)
- DTI/SEC/CDA (Photocopy)

***The following regulatory requirements must be secured from the Regulatory Offices:***

- Zoning Clearance (Photocopy)
- Sanitary Permit (Photocopy)
- Certificate of Annual/Electrical Inspection (old Bldg.) (Photocopy)
- CENRO Certification (Photocopy)
- Fire Safety Inspection Certificate (Duplicate copy)

***If located at the City Public Market the following additional requirements are still required to be submitted:***

- Locational Clearance from Market Stall Holder/ Occupant
- Contract of Lease if renting in the City Government Property
- 

#### **ADDITIONAL REQUIREMENTS**

- CENTRAL BANK CERTIFICATE: For Banks, Pawnshops, Money Changer, Remittance Agent, Foreign Exchange
- FDA REGISTRATION: For Drugstore, Bakery, Food processing
- DOLE LICENSE: For Local and Overseas Employment Agencies
- DOH RESULT OF WATER TEST: For Water Refilling Stations
- PERMIT TO OPERATE FROM DEPED OR CHED: For Learning Institutions
- NFA LICENSE: For Rice Retailers
- DTI ACCREDITATION: For Auto/Motor Repair Shops
- DOT ACCREDITATION: For Travel Agencies
- SECURITY AGENCIES AND GUARD AND SUPERVISION DIVISION LICENSE: For Security Agencies





- CCTV Certificate of Compliance / Clearance issued by SK3/ Public Safety Office
- OPTICAL MEDIA BOARD: For Video Rentals
- BAI REGISTRATION: For Feeds Retailer/Wholesaler/Piggery, etc.
- NTC REGISTRATION: For Cellphone Dealer

#### **b. For Renewal of Business**

##### ***The initial basic requirements are the following:***

- Community Tax Certificate (Individual/Corporate) (Photocopy)
- Barangay Business Clearance (Photocopy)
- DTI (For Sole Proprietor), SEC (Corporation/Partnership, CDA (Cooperative) (Photocopy)
- Income Tax Return (ITR) (Photocopy)/Sworn Statement of Gross Receipts/ Sales of the Preceding Year
- CENRO Certification (Photocopy)
- Sanitary Permit (Photocopy)
- CERTIFICATE OF ANNUAL/ELECTRICAL INSPECTION (Photocopy)
- LATEST ANNUAL INSPECTION REPORT (Building/Electrical/Mechanical) (Photocopy)
- Fire Safety Inspection Certificate (Photocopy)
- Tax Clearance
- Locational Clearance from Market Stall Holder/ Occupant
- Contract of Lease if renting in the City Government Property

##### **ADDITIONAL REQUIREMENTS**

- CENTRAL BANK CERTIFICATE: For Banks, Pawnshops, Money Changer, Remittance Agent, Foreign Exchange
- FDA REGISTRATION: For Drugstore, Bakery, Food processing
- DOLE LICENSE: For Local and Overseas Employment Agencies
- DOH RESULT OF WATER TEST: For Water Refilling Stations
- PERMIT TO OPERATE FROM DEPED OR CHED: For Learning Institutions
- NFA LICENSE: For Rice Retailers
- DTI ACCREDITATION: For Auto/Motor Repair Shops
- DOT ACCREDITATION: For Travel Agencies
- SECURITY AGENCIES AND GUARD AND SUPERVISION DIVISION LICENSE: For Security Agencies
- OPTICAL MEDIA BOARD: For Video Rentals
- BAI REGISTRATION: For Feeds Retailer/Wholesaler/Piggery
- NTC REGISTRATION: For Cellphone Dealer



##### **SERVICE SCHEDULES:**

Monday to Friday,  
8:00 AM to 5:00 PM



##### **TOTAL PROCESSING TIME:**

30 minutes



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the BPLO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Secure and fill out the business application form and submit all the requirements for submission to Business Permits and Licensing Office	Reviews the accomplished business application form and assesses if all are complied with and input the information for transmission to CTO using the Enhanced Tax Revenue and Collection System (ETRACS)	5 Minutes	<b>Mayors Permit Fee –</b> P 1,000.00 to P 5,000.00  <b>CENRO Certification</b> P 100.00  <b>Sanitary Permit</b> P 300.00  <b>Health Certificate</b> P 50.00/employee  <b>Laboratory Fee</b> P 35.00/specimen	<b>FRITZIE MAE B. BEJISON</b> Licensing Officer I  <b>ROMA J. LASAY</b> License Inspector I  <b>FERDINAND D. MARBELLA</b> Licensing Officer III
2. Proceed to the CTO for the Assessment Record, pay the corresponding tax, fees and charges (if applicable and proceed to the BFP for the FSIC)	Issues the Official Receipt (OR)		<b>Sanitary Inspection Fee</b> P 75.00 – P 200.00  <b>Exercise of Calling</b> P 50.00  <b>Tax Clearance</b> P 150.00  <b>Garbage Fee</b> P 250.00 – P 1,000.00  <b>Zoning Clearance</b> New: .005% of Capital Investment  Renewal: P 75.00 – P 1,500 or above  <b>Certificate of Electrical Inspection</b> P 50.00	<b>Assessment</b>  <b>JILL AMABELLE E. LAGUIDAO</b> LTOO I  <b>MA. LUISA G. NIEVES</b> LTOO III  <b>Payment</b>  <b>MA. ARLENE L. BANIEL</b> Revenue Collection Officer III  <b>EDWIN D. DERI</b> Revenue Collection Officer III  <b>JANICA MAE L. PARAS</b>



			<p><b>Electrical Fees</b> P 40.00 – P 30,000.00 or above</p> <p><b>Building Fees</b> P 50.00 – P 1,200.00 or above</p> <p><b>Mechanical Fees</b> P 40.00 – P 90.00 or above</p> <p><b>Fire Safety Inspection Fee (BFP)</b> 15% of all regulatory fees</p>	<p>Revenue Collection Clerk II</p> <p><b>JENNIFER J. ASUNCION</b> Revenue Collection Clerk II</p> <p><b>DYHARA J. MOJARES</b> Ticker Checker</p> <p><b>LILIBETH D. LUSTESTICA</b> Admin. Officer I (Cashier I)</p> <p><b>MA. LUISA G. NIEVES</b> LTOO III</p> <p><b>FOI ALEXIS ANNE OIRA</b> Community Relations Officer</p> <p><b>FOI ANDREA MAE P. JIMENEZ</b> Community Relations Officer</p>
3. Present the OR to Business Permits and Licensing Office and the complete regulatory requirements and special requirement (if applicable)	Releases the Mayor's Permit	25 Minutes		<p><b>ZENAIDA D. EBIO</b> License Inspector I</p>



## 1.2. AVAILMENT OF ONLINE BUSINESS APPLICATION FOR NEW AND RENEWAL OF BUSINESS PERMIT

### ABOUT THE SERVICE:

Sorsogon City is now offering online transactions for new and renewal of business,



#### CLIENT GROUPS:

Business Sector/ individuals



#### REQUIREMENTS:

- **Digital or Scanned copy of the following requirements:**

##### a. For New Business:

***The Initial basic requirements are the following:***

- Community Tax Certificate (Individual/Corporate)
- Barangay Business Clearance
- DTI/SEC/CDA

***The following regulatory requirements must be secured from the Regulatory Offices:***

- Zoning Clearance (Photocopy)
- Sanitary Permit (Photocopy)
- Certificate of Annual/Electrical Inspection (old Bldg.)
- CENRO Certification (Photocopy)
- Fire Safety Inspection Certificate

***If located at the City Public Market the following additional requirements are still required to be submitted:***

- Locational Clearance from Market Stall Holder/ Occupant
- Contract of Lease if renting in the City Government Property

#### **ADDITIONAL REQUIREMENTS**

- **CENTRAL BANK CERTIFICATE:** For Banks, Pawnshops, Money Changer, Remittance Agent, Foreign Exchange
- **FDA REGISTRATION:** For Drugstore, Bakery, Food processing
- **DOLE LICENSE:** For Local and Overseas Employment Agencies
- **DOH RESULT OF WATER TEST:** For Water Refilling Stations
- **PERMIT TO OPERATE FROM DEPED OR CHED:** For Learning Institutions
- **NFA LICENSE:** For Rice Retailers
- **DTI ACCREDITATION:** For Auto/Motor Repair Shops
- **DOT ACCREDITATION:** For Travel Agencies
- **SECURITY AGENCIES AND GUARD AND SUPERVISION DIVISION LICENSE:** For Security Agencies



- CCTV Certificate of Compliance / Clearance issued by SK3/ Public Safety Office
- OPTICAL MEDIA BOARD: For Video Rentals
- BAI REGISTRATION: For Feeds Retailer/Wholesaler/Piggery, etc.
- NTC REGISTRATION: For Cellphone Dealer

#### **b. For Renewal of Business**

##### ***The initial basic requirements are the following:***

- Community Tax Certificate (Individual/Corporate)
- Barangay Business Clearance
- DTI (For Sole Proprietor), SEC (Corporation/Partnership, CDA (Cooperative)
- Income Tax Return (ITR) (Photocopy)/Sworn Statement of Gross Receipts/ Sales of the Preceding Year
- CENRO Certification
- Sanitary Permit
- CERTIFICATE OF ANNUAL/ELECTRICAL INSPECTION
- LATEST ANNUAL INSPECTION REPORT (Building/Electrical/Mechanical)
- Fire Safety Inspection Certificate
- Tax Clearance
- Locational Clearance from Market Stall Holder/ Occupant
- Contract of Lease if renting in the City Government Property

##### **ADDITIONAL REQUIREMENTS**

- CENTRAL BANK CERTIFICATE: For Banks, Pawnshops, Money Changer, Remittance Agent, Foreign Exchange
- FDA REGISTRATION: For Drugstore, Bakery, Food processing
- DOLE LICENSE: For Local and Overseas Employment Agencies
- DOH RESULT OF WATER TEST: For Water Refilling Stations
- PERMIT TO OPERATE FROM DEPED OR CHED: For Learning Institutions
- NFA LICENSE: For Rice Retailers
- DTI ACCREDITATION: For Auto/Motor Repair Shops
- DOT ACCREDITATION: For Travel Agencies
- SECURITY AGENCIES AND GUARD AND SUPERVISION DIVISION LICENSE: For Security Agencies
- OPTICAL MEDIA BOARD: For Video Rentals
- BAI REGISTRATION: For Feeds Retailer/Wholesaler/Piggery
- NTC REGISTRATION: For Cellphone Dealer



##### **SERVICE SCHEDULES:**

Monday to Sunday,  
24hours



##### **TOTAL PROCESSING TIME:**



**PROCESS OF AVAILING THE SERVICES:**

Steps Involved	Action of the BPLO	Transaction Time	Total Fees / Charges	Responsible Person
<b>For New Business Application</b>				
1. Open the LGU – Sorsogon City website: <a href="https://www.sorsogoncity.gov.ph">https://www.sorsogoncity.gov.ph</a> (the website is user-friendly). Just follow the instructions.				
2. Click the Business Permit from the Menu				
3. Click the New Application from the Transaction Menu				
4. Click Create New Application from the Type of Application Menu and then click Next				
5. The New Business registration will appear in the screen and fill-out the following information: <ul style="list-style-type: none"> <li>• Full Name</li> <li>• Address</li> <li>• E-mail Address</li> <li>• Mobile Number</li> </ul> <p>Take note: Be sure that your e-mail address is valid because a 6-digit validation key will be sent to your e-mail inbox and mobile phone. (Check your e-mail inbox or spam for the 6-digit validation key. If you have not received any e-mail, please click resend code)</p> <p>The 6-digit validation key is very important otherwise you cannot proceed to the next step.</p> <p>Please take note further that you just have to follow the instructions as the website is user friendly. Please be guided by the following key things to be accomplished to complete your application:</p>				



<ul style="list-style-type: none"> <li>• Applicant</li> <li>• Business Address</li> <li>• Line of Business</li> <li>• Business Information</li> <li>• Unified Application Form</li> <li>• Requirements (to be uploaded)</li> <li>• Verification</li> <li>• Completed</li> </ul>				
<p>6. Assessment / Approval of Application</p>	<p>Approves the same for processing by the following regulatory offices namely: Office of the City Engineer, Office of the City Health Officer, Office of the City Zoning Administrator and Office of the CENR Officer</p>			<p><b>ROMA J. LASAY</b> License Inspector I</p> <p><b>ZENAIDA D. EBIO</b> License Inspector I</p> <p><b>FRITZIE MAE B. BEJISON</b> Licensing Officer I</p> <p><b>RODEL E. FERRERAS</b> CGDH I</p>
<p>7. Assessment of Tax Fees and Charges</p>	<p>CTO Personnel will assess the tax, fees and charges and send the assessment to client to the registered email address</p>			<p><b>Assessment</b></p> <p><b>JILL AMABELLE E. LAGUIDAO</b> LTOO I</p> <p><b>MA. LUISA G. NIEVES</b> LTOO III</p> <p><b>Payment</b></p> <p><b>MA. ARLENE L. BANIEL</b></p>



				Revenue Collection Officer III  <b>EDWIN D. DERI</b> Revenue Collection Officer III
8. Release / Claim of Mayor's Permit	Upon approval by the BFP, electronic copy of the permit will be sent to the registered email address of the client			<b>ROMA J. LASAY</b> License Inspector I  <b>ZENAIDA D. EBIO</b> License Inspector I  <b>FRITZIE MAE B. BEJISON</b> Licensing Officer I  <b>RODEL E. FERRERAS</b> CGDH I
<b>For Renewal of Business Application</b>				
1. Open the LGU – Sorsogon City website: <a href="https://www.sorsogoncity.gov.ph">https://www.sorsogoncity.gov.ph</a> (the website is user-friendly). Just follow the instructions.				
2. Click the Business Permit from the Menu				
3. Click the Renewal Application from the Transactions Menu				
4. Click Create New Application from the Type of Application Menu and then click Next				
5. The contact verification for business permit renewal will appear in the screen and fill-out the following information: <ul style="list-style-type: none"> <li>• Full Name</li> </ul>				





<ul style="list-style-type: none"> <li>• Address</li> <li>• E-mail Address</li> <li>• Mobile Number</li> </ul> <p>Take note: Be sure that your e-mail address is valid because a 6-digit validation key will be sent to your e-mail inbox and mobile phone. (Check your e-mail inbox or spam for the 6-digit validation key. If you have not received any e-mail, please click resend code)</p>				
<p>6. Kindly fill-out the Business Identification Number (BIN) that is indicated under the barcode of your previous Mayor's Permit and then click Next.</p>				
<p>7. Verify of Business Information will appear in the screen and then click Next.</p>				
<p>8. Click Continue after reading the terms and conditions.</p> <p>Please take that you just have to follow the instructions as the website is user-friendly. Please be guided by the following key things to be accomplished to complete your application:</p> <ul style="list-style-type: none"> <li>• General Information</li> <li>• Business Renewal Information (edit Application Information)</li> <li>• Business Requirements (to be uploaded)</li> <li>• Confirmation of Application</li> <li>• Submit</li> </ul>				



### 1.3. AVAILMENT OF MAYOR'S PERMIT FOR THE CONDUCT OF PARADES, MOTORCADE, ETC.

#### ABOUT THE SERVICE:

All groups and entities that wish to stage a parade, motorcade and the like must secure a permit prior to the schedule of the activity. This is so to ensure coordination, order, traffic management and safety of participants and spectators.



#### CLIENT GROUPS:

Business entities, General Public



#### REQUIREMENTS:

Application letter received by the City Mayor or by the City Administrator



#### SERVICE SCHEDULES:

1

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

30 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the BPLO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Submit application letter addressed to the City Mayor			<ul style="list-style-type: none"> <li><b>Business-related Parade</b> Within City Proper P 500.00 Not within the City Proper P 250.00</li> </ul>	City Mayor/City Administrator
2. Proceed to the Business Permits and Licensing Office and present the received/ acknowledged application letter	Secures and validates presented application letter duly acknowledged by the Office of the City Mayor	10 Minutes	<ul style="list-style-type: none"> <li><b>Public/Private Associations Parade</b> Within City Proper P 100.00 Not within the City Proper P 50.00</li> <li><b>Rally</b> Within City Proper P 100.00 Not within the City Proper P 50.00</li> </ul>	<b>FRITZIE MAE B. BEJISON</b> Licensing Officer I  <b>ROMA J. LASAY</b> License Inspector I



Secure Order of Payment and pay corresponding amount at the Office of the City Treasurer			<ul style="list-style-type: none"> <li>• <b>Other Forms and Kin</b> Within City Proper P 100.00 Not within the City Proper P 50.00</li> </ul>	<b>FERDINAND D. MARBELLA</b> Licensing Officer III
3. Present OR at Business Permits and Licensing Office and receive the Permit	Issues Order Payment and releases the Permit	20 Minutes	<ul style="list-style-type: none"> <li>• <b>Parade activities during Festivities</b> A lumpsum of P 1,000.00</li> </ul>	<b>ZENAIDA D. EBIO</b> License Inspector I

#### 1.4. AVAILMENT OF PERMIT FOR CESSATION OF BUSINESS

##### ABOUT THE SERVICE:

The main purpose of this service is to grant the client the permit to close his/her business legally pursuant to the rules provided for under the City Revenue Code and other pertinent laws



##### CLIENT GROUPS:

Business Sector



##### REQUIREMENTS:

- Accomplished Sworn Statement of its gross sales/receipts and the date of its closure
- Previous Mayor's Permit (to be surrendered)
- Business Plate (to be surrendered)
- Special Power of Attorney (for representatives) with photocopy of valid ID of owner and representative



##### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



##### TOTAL PROCESSING TIME:

30 minutes



## PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the BPLO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Informs the Business Permits and Licensing Office of the closure of business and files the notarized sworn statement for cessation of business	Receives the duly notarized sworn statement and informs the client that an inspection will be conducted	5 Minutes	<ul style="list-style-type: none"> <li>• Tax on Gross Sales/Receipts</li> <li>• Certification Fee - P 180.00</li> </ul>	<p><b>FRITZIE MAE B. BEJISON</b> Licensing Officer I</p> <p><b>ROMA J. LASAY</b> License Inspector I</p> <p><b>FERDINAND D. MARBELLA</b> Licensing Officer III</p>
2. After the inspection, the client proceeds to the Business Permits and Licensing Office and surrenders the Mayor's Permit and Business Plate  Secure Order of Payment and pay corresponding amount at the Office of the City Treasurer	Receives the Mayor's Permit and the business plate and prepares the Certification	10 Minutes		<p><b>FRITZIE MAE B. BEJISON</b> Licensing Officer I</p> <p><b>ROMA J. LASAY</b> License Inspector I</p> <p><b>FERDINAND D. MARBELLA</b> Licensing Officer III</p>
3. Present OR at Business Permits and Licensing Office and receive the Certification	Issues Order of Payment and Releases the Certification	15 Minutes		<p><b>ZENAIDA D. EBIO</b> License Inspector I</p>



## 1.5. AVAILMENT OF PERMIT TO USE MULTI-PURPOSE GYMNASIUM

### ABOUT THE SERVICE:

Any person or group who shall apply to use the Gymnasium built by the City Government should secure a permit prior to the activity per City Ordinance No.17, Series of 2018



#### CLIENT GROUPS:

Any group or individual



#### REQUIREMENTS:

- Application Letter/Accomplished Request Form



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

25 minutes



#### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Action of the BPLO	Transaction Time	Total Fees / Charges	Responsible Person
1. Submit application letter addressed to the City Mayor or the City Administrator			<ul style="list-style-type: none"> <li>• <b>Conventions/Seminar/ Private Use</b> Day Time Rate P 350.00/hour Night Time rate P550.00/hour</li> </ul>	Office of the City Mayor/ City Administrator's Staff
2. Proceed to the Business Permits and Licensing Office and present the approved application letter	Secures and validates presented application letter duly approved by the Office of the Mayor/City Administrator	5 Minutes	<ul style="list-style-type: none"> <li>• <b>Plays and Cultural Shows</b> Day Time Rate P 450.00/hour Night Time rate P650.00/hour</li> <li>• <b>Paid Concerts</b> Day Time Rate P 450.00/hour Night Time rate P650.00/hour</li> <li>• <b>Recreational Sports Activities</b></li> </ul>	<b>FRITZIE MAE B. BEJISON</b> Licensing Officer I  <b>ROMA J. LASAY</b> License Inspector I  <b>FERDINAND D. MARBELLA</b> Licensing Officer III
Secure Order of Payment and				



<p>pay corresponding amount at the Office of the City Treasurer</p>			<p>Day Time Rate P 250.00/hour Night Time rate P350.00/hour</p>	
<p>3. Present OR to Business Permits and Licensing Office and received the Permit</p>	<p>Releases the Permit</p>	<p>20 Minutes</p>	<ul style="list-style-type: none"> <li>• <b>Activities of Charitable/ Religious Organizations</b> Day Time Rate P 300.00/hour Night Time rate P500.00/hour</li> <li>• <b>Public School Activities</b> None</li> <li>• <b>Private School Activities</b> Day Time Rate P 400.00/hour Night Time rate P500.00/hour</li> <li>• <b>Government / Public Schools</b> Day Time Rate P 300.00/hour Night Time rate P500.00/hour</li> <li>• <b>Other Activities / Government Sponsored Activities (National Government Agencies, GOCCs, and other LGUS)</b> Day Time Rate P 300.00/hour Night Time rate P450.00/hour</li> <li>• <b>Official Barangay Related Activities</b> None</li> <li>• <b>Corporate Social Responsibility</b></li> </ul>	<p><b>ZENAIDA D. EBIO</b> License Inspector I</p>



			<b>Activities (e.g. Medical and Dental Mission, Gift Giving, etc)</b> Free	
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## 1.6. AVAILMENT OF THE PERMIT FOR THE RENTAL OF LAND AND BUILDING OF THE CITY GOVERNMENT

### ABOUT THE SERVICE:

Any person or groups who shall apply for the rental of land and building should secure a permit prior to the activity per City Revenue Code of 2013



#### CLIENT GROUPS:

Business entities/general public



#### REQUIREMENTS:

Application letter addressed to the City Mayor



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

25 minutes



#### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Action of the BPLO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Submits an application letter addressed to the City Mayor			<ul style="list-style-type: none"> <li>• <b>Land (per sq./m.)</b> <ul style="list-style-type: none"> <li>➢ Located in commercial/ industrial area P 50.00/sq.m./month</li> <li>➢ Located in Residential Area P 30.00 / sq.m. / month</li> <li>➢ Others P 25.00/ sq.m. / month</li> </ul> </li> <li>• <b>Building (per sq.m. of floor area)</b> <ul style="list-style-type: none"> <li>➢ Located in commercial area</li> </ul> </li> </ul>	Assigned staff of the City Mayor/City Administrator
2. Proceeds to the Business Permits and Licensing Office and presents the acknowledges application letter by the	Secures and validates presented application letter duly acknowledged by the Office of the	5 Minutes		<b>FRITZIE MAE B. BEJISON</b> Licensing Officer I  <b>ROMA J. LASAY</b> License Inspector I



<p>Office of the City Mayor/Office of the City Administrator</p> <p>Secure Order of Payment and pay corresponding amount at the Office of the City Treasurer</p>	<p>Mayor/City Administrator</p> <p>Issues Order of Payment</p>		<p>P 4.00/ sq.m. / day</p> <ul style="list-style-type: none"> <li>➤ Located in residential area</li> <li>P 3.00/ sq.m./ day</li> <li>➤ Others</li> <li>P 2.00 / sq.m. / day</li> </ul>	<p><b>FERDINAND D. MARBELLA</b> Licensing Officer III</p>
<p>3. Present OR to BPLO and received the Permit</p>	<p>Releases the Permit</p>	<p>20 Minutes</p>		<p><b>ZENAIDA D. EBIO</b> License Inspector</p>

### 1.7. AVAILMENT OF THE PERMIT FOR THE DISPLAY OF SIGNS, BANNERS, PLACARDS, STREAMERS, TARPULINS, SIGNBOARDS AND BILLBOARDS

#### ABOUT THE SERVICE:

Any person or groups who shall apply for the display of signs, banners, placards, streamers, tarpaulins, signboards and billboards should secure a permit prior to the activity per City Ordinance No. 013, Series of 2019.



#### CLIENT GROUPS:

Business entities/general public



#### REQUIREMENTS:

- Application letter addressed to the City Mayor
- Barangay Clearance and picture/s of the signs, placards, etc. to be installed



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

25 minutes





**PROCESS OF AVAILING THE SERVICES:**

Steps Involved	Action of the BPLO	Transaction Time	Total Fees/ Charges	Responsible Person
<p>1. Submit an application letter addressed to the City Mayor</p> <p><b>For placards, tarpaulins, banners, streamers and signs:</b> Attach the Barangay Clearance and picture/s of the signs, placards</p> <p><b>For signboard and billboards:</b> Attach the Barangay Clearance and the recommendation from the City Engineer</p>			<ul style="list-style-type: none"> <li>• <b>Placards</b> P 15.00 / sq. ft. per piece for the period of Fifteen (15) days plus removal fee of P 10.00 per piece</li> <li>• <b>Banner</b> P 15.00 / sq. ft. per piece for the period of Fifteen (15) days plus removal fee of P 10.00 per piece</li> <li>• <b>Streamers/ Tarpaulins</b> P 15.00 / sq. ft. per piece for the period of Fifteen (15) days plus removal fee of P 10.00 per piece</li> <li>• <b>Signs</b> P 15.00 / sq. ft. per piece for the period of Fifteen (15) days plus removal fee of P 10.00 per piece</li> </ul>	<p>City Mayor's/City Administrator's Office</p>
<p>2. Upon approval of the Office of the City Mayor/ Office of the City Administrator, proceed to the Business Permits and Licensing Office and present the received or acknowledged letter-request together with the required attachments</p> <p>Secure Order of Payment and</p>	<p>Secures and validates presented application letter duly acknowledged by the Office of the Mayor/City Administrator as well as the attachments</p> <p>Issues Order of Payment</p>	<p>10 minutes</p>	<ul style="list-style-type: none"> <li>• <b>Signboards</b> P 50.00 / sq. ft. per piece within 60 days duration plus removal fee of P 10.00 per piece</li> <li>• <b>Billboards</b> P 50.00 / sq. ft. per unit within 60 days duration plus removal fee of P300.00</li> </ul>	<p><b>FRITZIE MAE B. BEJISON</b> Licensing Officer I</p> <p><b>ROMA J. LASAY</b> License Inspector I</p> <p><b>FERDINAND D. MARBELLA</b> Licensing Officer III</p>



pay corresponding amount at the Office of the City Treasurer				
3. Present OR at Business Permits and Licensing Office and receive the Permit	Releases the Permit upon putting a stamp on the face of the material indicating the duration, signed by the PLD Head	15 Minutes		<b>ZENAIDA D. EBIO</b> License Inspector I

### 1.8. AVAILMENT OF MAYOR'S CLEARANCE

#### ABOUT THE SERVICE:

Serves as a pre-requisite for employment, enrolment, fire arm license, for travel abroad and as reference



#### CLIENT GROUPS:

Business entities/general public



#### REQUIREMENTS:

- Community Tax Certificate
- Barangay Clearance
- Police/NBI Clearance
- MTC Clearance
- RTC Clearance
- City Prosecution Clearance



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

30 minutes



## PROCESS OF AVAILING THE SERVICES:

Steps Involved	Action of the BPLO	Transaction Time	Total Fees/ Charges	Responsible Person
<p>1. Submit to the Business Permits and Licensing Office the requirements listed above</p> <p>Secure Order of Payment and pay corresponding amount at the Office of the City Treasurer</p>	Secures and verifies the submitted requirements and gives the Order of Payment to the client	10 Minutes	P 180.00	<p><b>FRITZIE MAE B. BEJISON</b> Licensing Officer I</p> <p><b>ROMA J. LASAY</b> License Inspector I</p> <p><b>FERDINAND D. MARBELLA</b> Licensing Officer III</p>
2. Present OR at Business Permits and Licensing Office and receive the Permit	Prepares the permit. Releases the Permit	20 Minutes		<b>ZENAIDA D. EBIO</b> License Inspector I

### 1.9. AVAILMENT OF DATA

#### ABOUT THE SERVICE:

Data may be given if the same information processed for journalistic, artistic, literary or research purposes; and is necessary in order to carry out the functions of public authority and within the exemptions allowed by law: provided the NPC Circular (No. 16-02) on Data Sharing Agreements Involving Government Agencies is observed.



#### CLIENT GROUPS:

- Researchers
- Government Agencies



#### REQUIREMENTS:

Request letter stating the purpose thereof



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



**TOTAL PROCESSING TIME:**  
30 minutes



**PROCESS OF AVAILING THE SERVICES:**

Steps Involved	Action of the BPLO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Submit to the Business Permits and Licensing Office the Letter Request duly approved by the City Mayor/ City Administrator	Accepts the letter-request and verifies the purpose stated therein.  Should further research be needed, the client is advised of the date of release for the data requested	5 Minutes	None	<b>FRITZIE MAE B. BEJISON</b> Licensing Officer I  <b>ROMA J. LASAY</b> License Inspector I  <b>FERDINAND D. MARBELLA</b> Licensing Officer III
2. Present the copy of the Acknowledged Letter Request and secure the data requested	Prepares the requested data and releases the data.	25 minutes		<b>ZENAIDA D. EBIO</b> License Inspector I

**1.10. AVAILMENT OF CERTIFICATION**

**ABOUT THE SERVICE:**

This is issued by persons for copies of official record and documents from the Permits and Licensing Division



**CLIENT GROUPS:**

- General Public
- Government Agencies



**REQUIREMENTS:**

- Request letter stating the purpose thereof
- Accomplished Request Form

**SERVICE SCHEDULES:**

Monday to Friday,  
8:00 AM to 5:00 PM

**TOTAL PROCESSING TIME:**

30 minutes

**PROCESS OF AVAILING THE SERVICES:**

Steps Involved	Action of the BPLO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Submit to the Business Permits and Licensing Office the requirements and secure Order of Payment.  Secure Order of Payment and pay corresponding amount at the Office of the City Treasurer	Accepts the letter-request and verifies the purpose stated therein.  Prepares the certification requested.	20 minutes	P 180.00	<b>FRITZIE MAE B. BEJISON</b> Licensing Officer I  <b>ROMA J. LASAY</b> License Inspector I  <b>FERDINAND D. MARBELLA</b> Licensing Officer III
2. Present the OR and receive the requested certification	Releases the certification	10 minutes		<b>ZENAIDA D. EBIO</b> License Inspector I

**1.11. AVAILMENT OF PERMIT FOR COCKPIT PERSONNEL****ABOUT THE SERVICE:**

This is issued to cockpit personnel as a license to officiate in any cockfight in the city and the same is renewable every year on the birth month of the licensee.

**CLIENT GROUPS:**

Cock pit personnel (bet takers, gaffer, referee)

**REQUIREMENTS:**

- One (1) 2x2 ID picture
- Community Tax Certificate



**SERVICE SCHEDULES:**

Monday to Friday,  
8:00 AM to 5:00 PM



**TOTAL PROCESSING TIME:**

30 minutes



**PROCESS OF AVAILING THE SERVICES:**

Steps Involved	Action of the BPLO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Submit to the Business Permits and Licensing Office the requirements and secure Order of Payment.  Secure Order of Payment and pay corresponding amount at the Office of the City Treasurer	Accepts the letter-request and verifies the purpose stated therein.	5 minutes	<ul style="list-style-type: none"> <li>• <b>Promoter / Host</b> P 1,000.00</li> <li>• <b>Pit Manager</b> P 250.00</li> <li>• <b>Referee</b> P 1,000.00</li> <li>• <b>Bet Taker</b> P 250.00</li> <li>• <b>Bet Manager "Maciador / Kasador"</b> P 250.00</li> </ul>	<b>FRITZIE MAE B. BEJISON</b> Licensing Officer I  <b>ROMA J. LASAY</b> License Inspector I  <b>FERDINAND D. MARBELLA</b> Licensing Officer III
2. Present the OR and receive the requested certification	Prepares the Permit/License and releases the certification	25 minutes	<ul style="list-style-type: none"> <li>• <b>Gaffer "Mananari"</b> P 500.00</li> <li>• <b>Cashier</b> P 250.00</li> <li>• <b>Derby (Matchmaker)</b> P 200.00</li> <li>• <b>Cock Injury Attendant</b> P 1,000.00</li> </ul>	<b>ZENAIDA D. EBIO</b> License Inspector I



## 1.12. ISSUANCE OF MOTORIZED TRICYCLE OPERATOR'S PERMIT

### ABOUT THE SERVICE:

It is issued to those Tricycle Operators who are given the franchise by the Sangguniang Panlungsod to operate their motorized tricycle (for hire).



#### CLIENT GROUPS:

Motorized Tricycle Operators



#### REQUIREMENTS:

- Certificate of Roadworthiness
- Previous Motorized Tricycle Operator's Permit (MTOPI)
- Certificate of Franchise



#### SERVICE SCHEDULES:

1

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

30 minutes



#### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Action of the BPLO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Submit to the Business Permits and Licensing Office the requirements and secure Order of Payment.  Secure Order of Payment and pay corresponding amount at the Office of the City Treasurer	Assess the requirements submitted  Issues Order of Payment	10 minutes	<ul style="list-style-type: none"><li>• <b>Mayor's Permit</b> P 200.00 / year</li><li>• <b>MTOPI Filing Fee</b> P 120.00</li><li>• <b>Slicker Fee</b> P 40.00</li><li>• <b>Sup and Reg. Fee</b> P 75.00</li></ul>	<b>FRITZIE MAE B. BEJISON</b> Licensing Officer I  <b>ROMA J. LASAY</b> License Inspector I
2. Present the OR and receive the requested certification	Prepares the Permit/License. Releases the certification	20 minutes	<ul style="list-style-type: none"><li>• <b>Roadworthy</b> P 25.00</li></ul>	<b>ZENAIDA D. EBIO</b> License Inspector I



### 1.13. REGISTRATION OF PRIVATE MOTORIZED TRICYCLE

#### ABOUT THE SERVICE:

This service is conveyed to those individuals whose motorized tricycles are for private use by issuing a private plate and a Certificate of Registration (CR).



#### CLIENT GROUPS:

Individuals whose motorized tricycles are for private use



#### REQUIREMENTS:

Photocopy of OR/CR of private motorcycle with Side Car (Issued by the Land Transportation Office or LTO)



#### SERVICE SCHEDULES:

1

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

30 minutes



#### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Action of the BPLO	Transaction Time	Total Fees / Charges	Responsible Person
1. Submit to the Business Permits and Licensing Office the requirements and secure Order of Payment.  Secure Order of Payment and pay corresponding amount at the Office of the City Treasurer	Assess the requirements submitted  Issues Order of Payment	10 minutes	<ul style="list-style-type: none"><li>• <b>Registration Fee</b> P 500.00</li><li>• <b>Documentary Stamp</b> P 30.00</li><li>• <b>Certification Fee</b> P 37.00</li><li>• <b>Roadworthy</b> P 25.00</li></ul>	<b>FRITZIE MAE B. BEJISON</b> Licensing Officer I  <b>ROMA J. LASAY</b> License Inspector I
2. Present the OR and receive the requested certification	Prepares the Permit/License. Releases the certification	20 minutes		<b>ZENAIDA D. EBIO</b> License Inspector I





## 1.14. AVAILMENT OF CERTIFIED TRUE COPY OF MAYOR'S PERMIT AND OTHER DOCUMENTS ISSUED BY THE OFFICE

### ABOUT THE SERVICE:

A Certified true copy of the Mayor's Permit or other documents is issued by the office for as long as they are a faithful reproduction of the original upon presentation of a photocopy of the same for purposes of securing additional copy of the original copy which the applicant may use for some legal purposes



### CLIENT GROUPS:

General Public



### REQUIREMENTS:

- A photocopy of the original Mayor's Permit in the custody of the Applicant
- Or a request-letter for the issuance of a certified photocopy of other documents issued by the office



### SERVICE SCHEDULES:

1

Monday to Friday,  
8:00 AM to 5:00 PM



### TOTAL PROCESSING TIME:

30 minutes



### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Action of the BPLO	Transaction Time	Total Fees / Charges	Responsible Person
1. Submit to the Business Permits and Licensing Office the requirements	Assess the requirements submitted	5 minutes	P 50.00 / copy / page	<b>FRITZIE MAE B. BEJISON</b> Licensing Officer I
Secure Order of Payment and pay corresponding amount at the Office of the City Treasurer	Issues Order of Payment  Prepares the document.			<b>ROMA J. LASAY</b> License Inspector I
2. Present the OR and receive the certified copy of the document/s	Releases the certified copy of the document/s	25 minutes		<b>ZENAIDA D. EBIO</b> License Inspector I



## 1.15. AVAILMENT OF SPECIAL PERMIT FOR PROMOTIONAL ACTIVITIES

### ABOUT THE SERVICE:

The issuance of a Special Permit is for the purpose of granting the client the permit to undertake activities that will promote his or her business or product/ services which requires going around the city or certain area within the city, provided it does not encroach the road or highway, e.g. Sales/ Service Caravan, Ricorida, Tiangge and Baratilyo



#### CLIENT GROUPS:

General Public



#### REQUIREMENTS:

- Letter Request
- Barangay Clearance
- Design of Tarpaulin, if included in the promotion of the product / services
- Measurement of the tarpaulin or any promotional material



#### SERVICE SCHEDULES:

1

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

30 minutes



#### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Action of the BPLO	Transaction Time	Total Fees / Charges	Responsible Person
1. Submit the Letter Request and attach the requirements to the Business Permits and Licensing Office assigned personnel	Review the letter request and the requirements submitted	5 minutes	<ul style="list-style-type: none"><li>• <b>For Sales and Service Caravan, Ricorida</b> P 600.00</li><li>• <b>For Tiangge/ Baratilyo/ Bazaar</b> P 1,200.00</li></ul>	<b>ROMA J. LASAY</b> License Inspector I
Secure Order of Payment and pay corresponding amount at the	Issues Order of Payment and advise client to proceed to			



Office of the City Treasurer	City Treasurer's Office Prepares the document.	20 minutes		
2. Present the OR to BPLO and receive the Special Permit	Releases the Special Permit	5 minutes		<b>ROMA J. LASAY</b> License Inspector I

## 1.16. AVAILMENT OF SECRETARY FEES

### ABOUT THE SERVICE:

The rendition of secretarial services pertaining to copies of documents issued by the Business Permits and Licensing Office such as certified photocopy of the original document such as Mayor's Permit, Mayor's Clearance and others, duplicate copy of Mayor's Permit, change of business name and/or business address and additional line of business.



### CLIENT GROUPS:

Business Sector/ individuals



### REQUIREMENTS:

- For duplicate copy of Mayor's Permit - Letter Request
- For Changes in business name/ location and additional line of business - Accomplished Business Application Form reflecting the Changes



1

### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



### TOTAL PROCESSING TIME:

- Duplicate Copy of Mayor's Permit - 10 minutes



### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Action of the BPLO	Transaction Time	Total Fees / Charges	Responsible Person
<b>Duplicate Copy of Mayor's Permit</b>				
1. Submit the Letter Request to the Business Permits and Licensing Office assigned personnel	Receive the letter request	5 minutes	P1 50.00	<b>ROMA J. LASAY</b> License Inspector I
Secure Order of Payment and pay	Issues Order of Payment and			



corresponding amount at the Office of the City Treasurer	advise client to proceed to City Treasurer's Office Prepares the document.			
2. Present the OR to BPLO and receive the duplicate copy	Releases the Special Permit	5 minutes		<b>ROMA J. LASAY</b> License Inspector I
<b>Changing the Business Name and/or Address and Additional Line of Business</b>				
1. Submit the duly accomplished Business Application Form reflecting the changes and therein and additional line of business at the Business Permits and Licensing Office assigned personnel	Receive the accomplished Business Application Form	5 minutes	P1 50.00	<b>ROMA J. LASAY</b> License Inspector I
Secure Order of Payment and pay corresponding amount at the Office of the City Treasurer	Issues Order of Payment and advise client to proceed to City Treasurer's Office Prepares the document.			<b>ZENAIDA D. EBIO</b> License Inspector I
2. Present the OR to BPLO and receive the duplicate copy	Releases the Special Permit	5 minutes		<b>ROMA J. LASAY</b> License Inspector I

**N.B.**

1. The office shall not process deficient or incomplete application or request
2. In case the application or request is deficient, the processing time shall commence once the applicant or requesting party has rectified the deficiency
3. Take note that of the 3-7-20 rule on prescribed processing time: 3 working days for simple transaction; 7 working days for complex transaction; and 20 working days for highly technical transaction
4. The maximum time prescribed may be extended only once for the same number of days. Please accomplish the feedback form before you leave



## 2. City Cooperatives Development Office

### 2.1. AVAILMENT OF TECHNICAL ASSISTANCE FOR THE ESTABLISHMENT AND REGISTRATION OF NEW COOPERATIVE / ASSOCIATIONS

#### ABOUT THE SERVICES:

Technical Assistance and Learning Initiatives for the different cooperatives and sectoral/people's organization that promotes Human Development for the promotion of the Local Economic Development and Recovery of the City of Sorsogon.



#### CLIENT GROUPS:

Farmers, Fisherfolks, Women, Youth, LGBTQIA+, Senior Citizens, Professionals, Academe, Organizations/ Associations who would like to be organized and recognized as Cooperatives



#### REQUIREMENT:

- Letter of Intent addressed to the City Mayor (cc City Cooperatives Development Office)
- Cooperative's Checklist of Requirements for the Registration of New Cooperatives
- Registration Form (for new cooperatives)



#### SERVICE SCHEDULES:

1

Monday to Friday  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

35 minutes



#### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Actions of the CCDO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Go to the City Cooperatives Development Office and submit letter request	Receive letter request and advice to wait for further notice on the status of request  Extend necessary action during validation and confirmation	15 Minutes	None	<b>MARIA JULIA C. RAMOS</b> CGDH I/ Cooperatives Development Officer
	Make and submit letter to Cooperatives			



	Development Authority and request for Pre-registration Seminar (PRS)			
	Confirm the final schedule for the orientation of the members of the requesting sector			
	Inform the client on the scheduled PRS as confirmed by Cooperatives Development Authority			
Be available during the conduct of Pre-registration Seminar (PRS)	Conduct the PRS as per confirmed scheduled by Cooperatives Development Authority with the assistance of the City Cooperatives Development Office			
2. Submit the complete requirements as per checklist to CCDO	<p>Check, review and verify the completeness of the requirements.</p> <p>Assist in the preparation of necessary documents needed for registration to government agencies</p> <p>Retain a photocopy of the requirements for file</p>	20 minutes		
3. Submit the complete requirements to Cooperatives Development Authority and other				



registering government agencies registration for				
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## 2.2. AVAILMENT OF MANDATORY AND CAPACITY BUILDING TRAININGS

### ABOUT THE SERVICES:

The City Cooperatives Development Office render trainings based on the needs and request of the sectors.



### CLIENTS GROUPS:

Cooperatives and other Sectoral Organizations/ Associations



### REQUIREMENTS:

- Updated Certificate o Registration and Accreditation
- Training certificates from accredited trainers



### SERVICES SCHEDULES:

1

Monday to Friday  
8:00 AM to 5:00 PM



### TOTAL PROCESSING TIME:

15 minutes (actual conduct of training not included)



### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Actions of the CCDO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Go to the City Cooperatives Development Office and submit letter request	Receive letter request and discuss with the client the training needs	15 Minutes	None	<b>MARIA JULIA C. RAMOS</b> CGDH I/ Cooperatives Development Officer
	Coordinate with the accredited trainers and discuss the availability and the tasking			
	Confirm the schedule of the training with the trainers and the client			



	Send confirmatory letter to the requesting cooperatives/ organizations/ associations			
2. Be present during the conduct of training and actively participate	Conduct the training			<b>MARIA JULIA C. RAMOS</b> CGDH I/ Cooperatives Development Officer

### 2.3. LGU ACCREDITATION OF NEW REGISTERED COOPERATIVES, ORGANIZATIONS AND ASSOCIATIONS

#### ABOUT THE SERVICES:

The City Cooperatives Development Office provides assistance to cooperatives, organizations and associations to be accredited with the Office of the Sangguniang Panlungsod



#### CLIENTS GROUPS:

- All existing and established micro, small, medium and large cooperatives in Sorsogon City
- Sectoral Organizations / Associations in Sorsogon City
- Sangguniang Panlungsod



#### REQUIREMENTS:

- Letter of Application addressed to the City Vice Mayor
- Duly Accomplished Application Form for Accreditation
- Duly Approved Board Resolution signifying intention for Accreditation
- Photocopy of Certificate of Registration or Accreditation from any National Government Agency
- List of Current Officers
- Minutes of Annual Meeting
- Annual Accomplishment Report
- Financial Statement
- Other requirements as may be prescribed



#### SERVICES SCHEDULES:

Monday to Friday  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

15 minutes (actual conduct of training not included)





**PROCESS OF AVAILING THE SERVICES:**

Steps Involved	Actions of the CCDO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Go to the City Cooperatives Development Office and submit copy of requirements for accreditation as per checklist to be submitted to the City Cooperatives Development Office and Sangguniang Panlungsod	Receive letter request and discuss with the client the training needs	15 Minutes	None	<b>MARIA JULIA C. RAMOS</b> CGDH I/ Cooperatives Development Officer
	Review the attachments as per checklist of requirements and other supporting documents			
	Prepare the endorsement letter for accreditation to the Sangguniang Panlungsod			
	Submit the complete requirements to the Sangguniang Panlungsod for accreditation			



### 3. City Public Information Office

#### 3.1. AVAILMENT OF INFORMATION / QUERIES

##### ABOUT THE SERVICE:

The City Public Information Office (CPIO) receives request for information via walk-in/ social media (comment via Facebook, direct messages) and walk-in clients.



##### CLIENT GROUPS:

General Public



##### REQUIREMENTS:

None



##### SERVICE SCHEDULES:

Monday to Friday  
8:00 AM to 5:00 PM



##### TOTAL PROCESSING TIME:

25 minutes (Queuing is not included)



##### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of CPIO	Transaction Time	Total Fees/Charges	Responsible Person
1. Send a request for information/ query  <b>For walk-in:</b> Ask question / relay request for information to any PIO receiving officer  For Social Media: Look for Public Information Office – Sorsogon City on Facebook	Receives the request for information and enter in logbook.  Forward query to the Officer-in-Charge of CPIO  All request for LGU documents are forwarded to the Office of the City Administrator for proper re-routing, as well as complaints against the LGU or	5 minutes	None	<b>MARK KENNETH JERESANO</b> CPIO Staff  <b>REY E. LACRA</b> CPIO Staff  <b>JOHN ERICK N. SIPOY</b> OIC-CPIO



	establishments within Sorsogon City			
	Respond to the requested information /query  If the query/ request cannot be answered, coordinate with the implementing office	20 minutes		<b>JOHN ERICK N. SIPOY</b> OIC-CPIO

### 3.2. AVAILMENT OF ACTIVITY COVERAGE

#### ABOUT THE SERVICE:

The City Public Information Office receives requests for coverage of events for posting in the social media page.



#### CLIENT GROUPS:

General Public and Other Offices



#### REQUIREMENTS:

None



#### SERVICE SCHEDULES:

Monday to Friday  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

10 minutes (Queuing and actual conduct of coverage is not included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of CPIO	Transaction Time	Total Fees/Charges	Responsible Person
1. Send a request for coverage thru: <ul style="list-style-type: none"> <li>Text Message</li> <li>Call</li> <li>Letter Request</li> </ul>	Receives the request for information and enter in logbook.  Forward query to the Officer-in-Charge of CPIO	5 minutes	None	<b>MARK KENNETH JERESANO</b> CPIO Staff  <b>REY E. LACRA</b> CPIO Staff



<ul style="list-style-type: none"> <li>Direct Message in the CPIO facebook page</li> </ul> <p><b>Facebook Page:</b> Public Information Office – Sorsogon City</p>	<p>All request for LGU documents are forwarded to the Office of the City Administrator for proper re-routing, as well as complaints against the LGU or establishments within SorsogonCity</p>			<p><b>JOHN ERICK N. SIPOY</b> OIC-CPIO</p>
	<p>Assess the request to ensure data are complete</p> <ul style="list-style-type: none"> <li>Event Name</li> <li>Date and Time</li> <li>Venue</li> </ul>	5 minutes		<p><b>JOHN ERICK N. SIPOY</b> OIC-CPIO</p>
	<p>Deploy staff for the conduct of coverage</p>			<p><b>JOHN ERICK N. SIPOY</b> OIC-CPIO</p>
	<p>Make post event write-up and edit photo and video coverage,</p>			<p><b>MARK KENNETH JERESANO</b> CPIO Staff</p> <p><b>MELTON BALICANO</b> CPIO Staff</p> <p><b>REY E. LACRA</b> CPIO Staff</p> <p><b>JOHN ERICK N. SIPOY</b> OIC-CPIO</p>
	<p>Revie outputs</p>			<p><b>JOHN ERICK N. SIPOY</b> OIC-CPIO</p>
	<p>Post information regarding the covered event in social media page</p>			<p><b>MARK KENNETH JERESANO</b> CPIO Staff</p> <p><b>JOHN ERICK N. SIPOY</b> OIC-CPIO</p>



## 4. City Urban Poor and Housing Development Office

### 4.1. AVAILMENT OF FINANCIAL ASSISTANCE

#### ABOUT THE SERVICES:

If relocation site is not available, financial assistance is extended to Informal Settler Families (ISF) as per RA 7279 (Art. 7 Sec. 28), which is equivalent to prevailing minimum daily wage multiplies by sixty (60) days.



#### CLIENT GROUPS:

Informal Settlers Family (ISF) who are affected by government projects with available funding which are about to be implemented, court order for eviction and demolition, victims of calamities (natural or man-made) and those occupying danger areas such as esteros, railroad tracks, garbage dumps, riverbanks, shorelines, waterways and other public places such as sidewalks, roads, parks and playgrounds.



#### REQUIREMENT:

- Letter of Intent / Endorsement Letter
- Assessment Report
- ISF Profile
- Barangay Residency Certificate
- Certificate of Indigency
- Pictures
- BFP Certification (in case of fire)
- Court Order Decision (for eviction and demolition)



#### SERVICE SCHEDULES:

Monday to Friday  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

17 minutes (travel time and actual conduct of interview, on-site validation, assessment and profiling not included)



#### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Actions of the CUPHDO	Transaction Time	Total Fees/Charges	Responsible Person
1. Go to the City Urban Poor and Housing Development Office and submit letter request / Endorsement Letter	Receive letter request / Endorsement Letter  Forward letter request / Endorsement Letter to	2 Minutes	None	<b>MA. ROVIE A. LASCANO</b> Clerical Aide



	<p>the Urban Poor and Housing Development Officer for proper disposition</p> <p>Inform the client of the schedule of visit and interview</p>			
2. Submit to an interview and provide necessary data/ information during the on-site visit for assessment, validation and profiling	<p>Conduct onsite validation, assessment and profiling.</p> <p>Inform the beneficiaries if succeeding onsite visit is needed and the schedule of said visit.</p> <p>Prepare and furnish the Local Chief Executive of final list of beneficiaries.</p>			<p><b>MA. ROSY L. ABAY</b> Social Welfare Officer III</p> <p><b>LIVIA A. LAREZA</b> CGDH I</p>
<b>For ISF affected by demolition and/or court eviction order</b>				
3. Attend the schedule Pre-demolition Conference called by the personnel of Presidential Commission of Urban Poor	<p>Attends the Pre-Demolition Conference by the personnel of Presidential Commission of Urban Poor</p> <p>Issues certificate as to availability or non-availability of relocation site</p>	15 minutes		<p><b>LIVIA A. LAREZA</b> CGDH I</p>
<b>For ISF victims of calamities and fire incident</b>				
3. Submit all required documents	Receive and validate the submitted documents			
4. Take note of the schedule of notice of release of the assistance	Notify ISF recipients through text or call for the release of assistance	2 minutes		<p><b>MA. ROSY L. ABAY</b> Social Welfare Officer III</p>



## 4.2. AVAILMENT OF LOT OR HOUSING ASSISTANCE

### ABOUT THE SERVICES:

**Relocation site is available**, lot and/or housing assistance is extended to affected person and/or entities.



### CLIENT GROUPS:

Displaced person/families or IDP affected by armed conflict and/or generalized violence, government projects with available funding which are about to be implemented, court order for eviction and demolition, victims of calamities (natural or man-made) and those occupying danger areas such as esteros, railroad tracks, garbage dumps, riverbanks, shorelines, waterways and other public places such as sidewalks, roads, parks and playgrounds, and double-up households



### REQUIREMENT:

- Letter of Intent / Endorsement Letter
- Assessment Report
- ISF Profile
- Barangay Residency Certificate
- Certificate of Indigency
- Pictures
- BFP Certification (in case of fire)
- Court Order Decision (for eviction and demolition)



### SERVICE SCHEDULES:

Monday to Friday  
8:00 AM to 5:00 PM



### TOTAL PROCESSING TIME:

17 minutes (travel time and actual conduct of interview, on-site validation, assessment, profiling, social preparation, focal group discussion and awarding of lot/housing units not included)



### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Actions of the CUPHDO	Transaction Time	Total Fees/Charges	Responsible Person
1. Go to the City Urban Poor and Housing Development Office and submit letter request / Endorsement Letter	Receive letter request / Endorsement Letter  Forward letter request / Endorsement Letter	5 Minutes	None	<b>MA. ROVIE A. LASCANO</b> Clerical Aide



	to the Urban Poor and Housing Development Officer for proper disposition			
2. Submit to an interview and provide necessary data/ information during the on-site visit for assessment, validation and profiling	<p>Conduct onsite validation, assessment and profiling.</p> <p>Inform the beneficiaries if succeeding onsite visit is needed and the schedule of said visit.</p> <p>Prepare and furnish the Local Chief Executive of final list of beneficiaries,</p>			<p><b>MA. ROSY L. ABAY</b> Social Welfare Officer III</p> <p><b>LIVIA A. LAREZA</b> CGDH I</p>
3. Attend social preparation and other focal group discussion relative to the initial provision for relocation	Conduct social preparation and or focal group discussion onsite with the identified beneficiaries			<p><b>MA. ROSY L. ABAY</b> Social Welfare Officer III</p> <p><b>LIVIA A. LAREZA</b> CGDH I</p>
4. Take note of the schedule of notice of release of the assistance	<p>Notify beneficiaries of the scheduled distribution / awarding of lot/ housing units thru formal letter</p> <p>Prepare Certificate of Entitlement for distribution</p>			<p><b>MA. ROSY L. ABAY</b> Social Welfare Officer III</p> <p><b>LIVIA A. LAREZA</b> CGDH I</p>





## 5. City Youth Development Office

### 5.1. AVAILMENT OF ASSISTANCE

#### ABOUT THE SERVICE:

It is responsible for the coordination of youth group and youth-serving organizations in the city and provides technical assistance to other organizations including Sangguniang Kabataan. All services and activities of the Local Chief Executive involving the youth are handled and implemented by the Office



#### CLIENT GROUPS:

- Youths
- Youth Organizations
- Youth-serving Organizations
- Sangguniang Kabataan
- Individuals whose target group are the youth



#### REQUIREMENTS:

None



#### SERVICE SCHEDULES:

Monday to Friday  
8:00Am to NOON and 1:00 PM to 5:00PM



#### TOTAL PROCESSING TIME:

30 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of the CYDO	Transaction Time	Total Fees/ Charges	Responsible Person
<b>1. Registration of Youth Group</b> Proceed to CYDO to inquire on how to avail the services and submit to an interview.	Orients the client about the services. Conducts interview and register the youth organization.	5 minutes	None	<b>LENNETH C. JANO</b> Community Development Worker  <b>MA. CHARO D. LOGRONIO</b> CGDH I/CYDO
<b>2. Provision of Assistance to LYDC</b> Proceed to the CYDO to inquire	Provide technical support to LYDC in the preparation of LYDP	1 day		<b>LENNETH C. JANO</b> Community Development Worker



on how to be assisted.	Facilitate election of LYDC members Act as Secretariat to LYDC			<b>MA. CHARO D. LOGRONIO</b> CGDH I/CYDO
<b>3. Coordination with SKs</b> Proceed to CYDO and inquire on how to avail the services.	Facilitate mandatory training for SK Officials  Provide technical, logistical and other support in the conduct of mandatory training for SK Officials	3 days		<b>LENNETH C. JANO</b> Community Development Worker  <b>MA. CHARO D. LOGRONIO</b> CGDH I/CYDO
<b>4. Coordination with NYC and other agencies</b> Proceed to LYDO and inquire on how to avail the services.	Discuss with client about the service and extends necessary assistance	5 minutes		<b>LENNETH C. JANO</b> Community Development Worker  <b>MA. CHARO D. LOGRONIO</b> CGDH I/CYDO
<b>5. Proposal of Activity</b> Proceed to CYDO and inquire on how to avail the services.	Orients the client about the service  Conducts interview and review relation of proposal to LYDP and other programs  Suggest details to enhance the activity	10 minutes		<b>LENNETH C. JANO</b> Community Development Worker  <b>MA. CHARO D. LOGRONIO</b> CGDH I/CYDO
<b>6. Tie – up Projects</b> Proceed to CYDO and inquire on how to avail the services.	Discuss with the client possibilities of program implementation	10 minutes		<b>LENNETH C. JANO</b> Community Development Worker  <b>MA. CHARO D. LOGRONIO</b> CGDH I/CYDO



## 6. Office of the City Agriculturist

### 6.1. AVAILMENT OF FERTILIZERS AND SEEDS LOAN ASSISTANCE

#### ABOUT THE SERVICE:

Organic or inorganic fertilizers, assorted vegetables seeds are provided to clients in the form of loan assistance payable after harvest or within six months at 50% subsidy,



#### CLIENT GROUPS:

Individual Farmers, Farmers Group or Cooperative, Women's / Youth Groups and commercial vegetable growers



#### REQUIREMENT:

- Letter Request
- Duly accomplished application form



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

20 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps involved	Actions of OCA	Transaction Time	Total Fees / Charges	Responsible Person
1. Approach the Agricultural Extension Worker concerned or proceed to the Office of the City Agriculturist and submit written request or sign the logbook indicating the request.	Receives client's request and give the checklist to the client.	5 minutes	None	<b>AEWs Assigned in the Barangay:</b> <ul style="list-style-type: none"> <li>• <b>Abuyog</b> - Suzette Blando</li> <li>• <b>Balogo, Bibincahan, Pangpang</b> – Mary Rose Domasian</li> <li>• <b>Buhatan, Marinas, Cabid-an</b> – Arturo Doloiras</li> <li>• <b>Basud</b> – Edgar Arevalo</li> <li>• <b>Capuy &amp; Piot</b> – Ian Duka</li> <li>• <b>Pamurayan, Barayong, Gimaloto</b> – Irma Concepcion</li> <li>• <b>Peñafrancia, Guinlajon, Bulabog, Macabog</b> – Christopher Rellora</li> <li>• <b>Ticol, Tugos, San Juan – roro</b> – Ma. Fatima Hernan</li> </ul>
2. Fill out the form and provide information needed and submit the same.	Prepare the needed forms, orient the client of the service and assist the client	15 minutes		



	<p>to fill out the form.</p> <p>Check the accomplished for completeness for approval of the City Agriculturist or Focal Person</p> <p>Check the database for arrears for 2<sup>nd</sup> and more availment of the program.</p>		<ul style="list-style-type: none"> <li>• <b>Buenavista, Bon-ot, Balogo, Sawanga</b> – Erlinda Ladimo</li> <li>• <b>Rawis, Sta. Cruz, del Rosario, Sto. Domingo, San Juan</b> – Agnes Manaog</li> <li>• <b>San Isidro, San Ramon, Jamislagan, San Vicente, Salvacion, Sta. Lucia</b> – Lourdes Belen Almajeda</li> <li>• <b>San Roque</b> – Arlet Vereynato</li> <li>• <b>Balete</b> – Roda Destajo</li> <li>• <b>Sugod, Bato, Gatbo</b> – Carlo Emmanuel Estopace</li> <li>• <b>Caricaran, Cabarbahan, San Jose, San Pascual</b> - Joanne Dogayo</li> <li>• <b>Sto. Niño, Osiao, Pobalcion</b> – Czarina Masa</li> </ul> <p><b>Agriculturist Officer of the day</b></p> <p><b>Main Office</b> (Cityhall)</p> <ul style="list-style-type: none"> <li>• <b>Monday</b>- Chistine Labitag &amp; Arturo Doloiras</li> <li>• <b>Tuesday</b> - Irma Concepcion &amp; Edgar Arevalo</li> <li>• <b>Wednesday</b> - Ma. Fatima Hernan &amp; Victor Janoras</li> <li>• <b>Thursday</b>- Suzette Escanilla , Juan Despuig Jr. &amp; Engr. Cris Legaspi</li> <li>• <b>Friday</b> - Christopher Rellora , Mary Rose Domasian &amp; Divine Grace Diesta</li> </ul> <p><b>Bacon Satellite Office</b></p> <ul style="list-style-type: none"> <li>• <b>Monday</b> - Ronilo de la Peña</li> <li>• <b>Tuesday</b> - Arlet Vereynato &amp; Joanne Dogayo</li> <li>• <b>Wednesday</b> – Lourdes Belen Almajeda &amp; Roda Destajo</li> </ul>
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				<ul style="list-style-type: none"> <li>• <b>Thursday</b> - Agnes Manaog &amp; Czarina Masa</li> <li>• <b>Friday</b> – Carlo Emmanuel Estopace &amp; Erlinda Ladimo</li> </ul>
3. Wait for the form to be approved / signed	Approve/ signed the application form	10 minutes		<b>ADELINE J. DETERA</b> City Agriculturist
4. Sign the acknowledgment receipt form	Release the loaned assistance	5 minutes		Assigned AEW or warehouse in-charge

## 6.2. AVAILMENT OF VEGETABLE SEEDS & SEEDLINGS

### ABOUT THE SERVICE:

As part of the City Government's food security program, the city provides vegetable seeds for farmers/schools who want to engage in backyard vegetable farming.



#### CLIENT GROUPS:

Vegetable Farmers (upland/lowland)/ backyard and commercial growers, Barangay LGUs, and Schools/CSOs



#### REQUIREMENT:

Farm/Farm Land/ communal gardens/ household gardens



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 Am to 5:00 PM



#### TOTAL PROCESSING TIME:

For walk-in client/s - 5 minutes  
For Backyard Growers and Commercial Farmers - 40 minutes  
(travel, queuing and site validation no Included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of OCA	Transaction Time	Total Fees/ Charges	Responsible Person
1. Approach the agriculturist / personnel assigned to the barangay or	Briefs the client on the service and its requirements.	10 minutes	None	<b>AEWs Assigned in the Barangay:</b> • <b>Abuyog</b> - Suzette Blando



<p>proceeds to the Office of the City Agriculturist to request for vegetable seeds.</p>			<ul style="list-style-type: none"> <li>• <b>Balogo, Bibincahan, Pangpang</b> – Mary Rose Domasian</li> <li>• <b>Buhatan, Marinas, Cabid-an</b> – Arturo Doloiras</li> <li>• <b>Basud</b> – Edgar Arevalo</li> <li>• <b>Capuy and Piot</b> – Ian Duka</li> <li>• <b>Pamurayan, Barayong, Gimaloto</b> – Irma Concepcion</li> <li>• <b>Peñafracia, Guinlajon, Bulabog, Macabog</b> – Christopher Rellora</li> <li>• <b>Ticol, Tugos, San Juan – roro</b> – Ma. Fatima Hernan</li> <li>• <b>Buenavista, Bon-ot, Balogo, Sawanga</b> – Erlinda Ladimo</li> <li>• <b>Rawis, Sta. Cruz, del Rosario, Sto. Domingo, San Juan</b> – Agnes Manaog</li> <li>• <b>San Isidro, San Ramon, Jamislagan, San Vicente, Salvacion, Sta. Lucia</b> – Lourdes Belen Almajeda</li> <li>• <b>San Roque</b> – Arlet Vereynato</li> <li>• <b>Balete</b> – Roda Destajo</li> <li>• <b>Sugod, Bato, Gatbo</b> – Carlo Emmanuel Estopace</li> <li>• <b>Caricaran, Cabarbuhan, San Jose, San Pascual</b> - Joanne Dogayo</li> <li>• <b>Sto. Niño, Osiao, Pobalcion</b> – Czarina Masa</li> </ul> <p><b>Agriculturist Officer of the day</b></p> <p><b>Main Office (Cityhall)</b></p>
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				<ul style="list-style-type: none"> <li>• <b>Monday</b>- Chistine Labitag &amp; Arturo Doloiras</li> <li>• <b>Tuesday</b> - Irma Concepcion &amp; Edgar Arevalo</li> <li>• <b>Wednesday</b> - Ma. Fatima Hernan &amp; Victor Janoras</li> <li>• <b>Thursday</b>- Suzette Escanilla , Juan Despuig Jr. &amp; Engr. Cris Legaspi</li> <li>• <b>Friday</b> - Christopher Rellora , Mary Rose Domasian &amp; Divine Grace Diesta</li> </ul> <p><b>Bacon Satellite Office</b></p> <ul style="list-style-type: none"> <li>• <b>Monday</b> - Ronilo de la Peña</li> <li>• <b>Tuesday</b> - Arlet Vereynato &amp; Joanne Dogayo</li> <li>• <b>Wednesday</b> – Loubel Almajeda &amp; Roda Destajo</li> <li>• <b>Thursday</b> -Agnes Manaog &amp; Czarina Masa</li> <li>• <b>Friday</b> – Carlo Emmanuel Estopace &amp; Erlinda Ladimo</li> </ul>
<p>2. For backyard growers:</p> <p>Submit yourself to an interview. Sign the vegetable seed distribution form upon receipt of the seeds requested.</p> <p>For communal / school gardens: Submit yourself to an interview.</p>	<p>Orients client as to the sowing and management of requested seeds. Provides the seeds and the seeds distribution form. Records and release of seeds</p> <p>Interview's client and sets schedule for the ocular inspection of the farm.</p>	<p>20 minutes</p> <p>20 minutes</p>		<p><b>AEWs Assigned in the Barangay:</b></p> <ul style="list-style-type: none"> <li>• <b>Abuyog</b> - Suzette Blando</li> <li>• <b>Balogo, Bibincahan, Pangpang</b> – Mary Rose Domasian</li> <li>• <b>Buhatan, Marinas, Cabid-an</b> – Arturo Doloiras</li> <li>• <b>Basud</b> – Edgar Arevalo</li> <li>• <b>Capuy and Piot</b> – Ian Duka</li> <li>• <b>Pamurayan, Barayong, Gimaloto</b> – Irma Concepcion</li> </ul>



<p>Provide a sketch of the location of your farm and takes note of the schedule for the ocular inspection.</p>				<ul style="list-style-type: none"> <li>• <b>Peñafrancia, Guinlajon, Bulabog, Macabog</b> – Christopher Rellora</li> <li>• <b>Ticol, Tugos, San Juan – roro</b> – Ma. Fatima Hernan</li> <li>• <b>Buenavista, Bon-ot, Balogo, Sawanga</b> – Erlinda Ladimo</li> <li>• <b>Rawis, Sta. Cruz, del Rosario, Sto. Domingo, San Juan</b> – Agnes Manaog</li> <li>• <b>San Isidro, San Ramon, Jamislagan, San Vicente, Salvacion, Sta. Lucia</b> – Lourdes Belen Almajeda</li> <li>• <b>San Roque</b> – Arlet Vereynato</li> <li>• <b>Balete</b> – Roda Destajo</li> <li>• <b>Sugod, Bato, Gatbo</b> – Carlo Emmanuel Estopace</li> <li>• <b>Caricaran, Cabarbuhan, San Jose, San Pascual</b> - Joanne Dogayo</li> <li>• <b>Sto. Niño, Osiao, Pobalcion</b> – Czarina Masa</li> </ul>
<p>3. Assist the agriculturist / personnel during the ocular inspection. Take note of the advice/ instructions on cropping activities and on the schedule to return to the Office of the City Agriculturist to secure the seeds.</p>	<p>Conduct ocular inspection. Gives advice/instruction on cropping activities and when to return to Office of the City Agriculturist to secure the seeds.</p>			<p><b>Agriculturist Officer of the day</b></p> <p><b>Main Office (Cityhall)</b></p> <ul style="list-style-type: none"> <li>• <b>Monday</b>- Chistine Labitag &amp; Arturo Doloiras</li> <li>• <b>Tuesday</b> - Irma Concepcion &amp; Edgar Arevalo</li> <li>• <b>Wednesday</b> - Ma. Fatima Hernan &amp; Victor Janoras</li> <li>• <b>Thursday</b>- Suzette Escanilla, Juan Despuig Jr. &amp; Engr. Cris Legaspi</li> </ul>
<p>4. Proceed to the Office of the City Agriculturist to secure the seeds. Sign the vegetable seed distribution form upon receipt of the seeds requested.</p>	<p>Provides the seeds and the seeds distribution form. Records release of seeds.</p>	<p>10 minutes</p>		





				<ul style="list-style-type: none"> <li>• <b>Friday</b> - Christopher Rellora, Mary Rose Domasian &amp; Divine Grace D. Diesta</li> </ul> <p><b>Bacon Satellite Office</b></p> <ul style="list-style-type: none"> <li>• <b>Monday</b> - Ronilo de la Peña</li> <li>• <b>Tuesday</b> - Arlet Vereynato &amp; Joanne Dogayo</li> <li>• <b>Wednesday</b> – Lourdes Belen Almajeda &amp; Roda Destajo</li> <li>• <b>Thursday</b> -Agnes Manaog &amp; Czarina Masa</li> <li>• <b>Friday</b> – Carlo Emmanuel Estopace &amp; Erlinda Ladimo</li> </ul>
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### 6.3. AVAILMENT OF FRUIT BEARING AND NON-FRUIT BEARING TREES SEEDLINGS

#### ABOUT THE SERVICE:

The City Agricultural Services Office distributes seedlings of Pili, coconut & other forest trees to interested qualified individual.



#### CLIENT GROUPS:

Farmers, association, students, institutions



#### REQUIREMENT:

None



#### SERVICE SCHEDULE:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

20 minutes (travel and queuing time not included)



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of OCA	Transaction Time	Total Fees/ Charges	Responsible Person
1. Submit letter of Request	Receives and orient the client about the service	10 minutes	<ul style="list-style-type: none"> <li>• 50% of cost of seedlings</li> <li>• None for Pili seedlings</li> </ul>	<p><b>RODA B. DESTAJO</b> Admin. Asst. I</p> <p><b>JUAN B. DESPUIG Jr.</b> Driver I</p> <p><b>ERLINDA D. LADIMO</b> Cooperative Specialist I</p> <p><b>MA. FATIMA HERNAN</b> Agriculturist II</p> <p><b>MARY ROSE D. DOMASIAN</b> Agricultural Technologist</p> <p><b>JOANNE DOGAYO</b> Agriculturist II</p> <p><b>CZARINA MASA</b> Agricultural Technologist</p> <p><b>EDGAR D. AREVALO</b> Farm Worker I</p> <p><b>ARLET C. VEREYNATO</b> Farm Worker I</p> <p><b>ARTURO D. DOLOIRAS</b> Farm Worker I</p> <p><b>SUZETTE B. ESCANILLA</b> Agriculturist II</p> <p><b>CARLO EMMANUEL F. ESTOPASE</b> Agriculturist II</p> <p><b>VICTOR E. JANORAS</b> Agricultural Technician</p> <p><b>RONILO D. DE LA PEÑA</b> Agriculturist II</p>



				<p><b>IAN D. DUKA</b> Agriculturist II</p> <p><b>LOURDES BELEN D. ALMAJEDA</b> Agriculturist II</p> <p><b>AGNES D. MANAOG</b> Agriculturist II</p> <p><b>CHRISTOPHER P. RELLORA</b> Agriculturist II</p> <p><b>IRMA G. CONCEPCION</b> Agriculturist II</p> <p><b>CHRISTINE D. LABITAG</b> Agriculturist II</p> <p><b>MEDILINA E. FERNANDO</b> CGADH I</p>
2. Assist the personnel of the Office of the City Agriculturist during the site inspection and evaluation/ validation	Conducts site inspection and evaluation/validation			<p><b>AEWs Assigned in the Barangay:</b></p> <ul style="list-style-type: none"> <li>• <b>Abuyog</b> - Suzette Blando</li> <li>• <b>Balogo, Bibincahan, Pangpang</b> – Mary Rose Domasian</li> <li>• <b>Buhatan, Marinas, Cabid-an</b> – Arturo Doloiras</li> <li>• <b>Basud</b> – Edgar Arevalo</li> <li>• <b>Capuy &amp; Piot</b> – Ian Duka</li> <li>• <b>Pamurayan, Barayong, Gimaloto</b> – Irma Concepcion</li> <li>• <b>Peñafrancia, Guinlajon, Bulabog, Macabog</b> – Christopher Rellora</li> </ul>



			<ul style="list-style-type: none"> <li>• <b>Ticol, Tugos, San Juan – roro – Ma.</b> Fatima Hernan</li> <li>• <b>Buenavista, Bon-ot, Balogo, Sawanga –</b> Erlinda Ladimo</li> <li>• <b>Rawis, Sta. Cruz, del Rosario, Sto. Domingo, San Juan –</b> Agnes Manaog</li> <li>• <b>San Isidro, San Ramon, Jamislagan, San Vicente, Salvacion, Sta. Lucia –</b> Lourdes Belen Almajeda</li> <li>• <b>San Roque –</b> Arlet Vereynato</li> <li>• <b>Balete –</b> Roda Destajo</li> <li>• <b>Sugod, Bato, Gatbo –</b> Carlo Emmanuel Estopace</li> <li>• <b>Caricaran, Cabarbuhan, San Jose, San Pascual –</b> Joanne Dogayo</li> <li>• <b>Sto. Niño, Osiao, Pobalcion –</b> Czarina Masa</li> </ul>
3. Receive the requested seedling	Approves and release the client/s request	10 minutes	<p><b>IAN D. DUKA</b> Agriculturist II</p> <p><b>ADELINE J. DETERA</b> City Agriculturist</p>

#### 6.4. AVAILMENT OF TRACTOR SERVICE

##### ABOUT THE SERVICE:

Free tractor service (Land preparation) for upland areas. The City Government of Sorsogon provides the tractor, operator and fuel to and from the site, and the fuel during operation at the farm if area is one hectare and below. If areas is more than one hectare, the farmer provides the fuel for the excess of one hectare.



##### CLIENT GROUPS:

Individual farmer, land owner, group, community, institution



**REQUIREMENT:**  
Letter of Request



**SERVICE SCHEDULE:**  
Monday- Friday,  
8:00AM to 5:00 PM



**TOTAL PROCESSING TIME:**  
10 minutes (travel and queuing time not included)



**PROCESS OF AVAILING THE SERVICE**

Steps Involved	Actions of OCA	Transaction Time	Total Fees/ Charges	Responsible Person
1. Submit letter request / Fill out the application form for Libreng Paarado.	Orient about the service. If the client agrees to sire preparation before the tractor operation, the office will schedule the site inspection.	5 minutes	None	<b>CRIS LEGASPI</b> ABE In-Charge of Tractor Services
2. Assist the personnel of the Office of the City Agriculturist during the site inspection and evaluation/ validation	Site inspection/ validation of the area. In case the area is not feasible the operation will not push through If the client agrees to shoulder the fuel during the tractor operation, the office will set the schedule			<b>AEWs Assigned in the Barangay:</b> <ul style="list-style-type: none"> <li>• <b>Abuyog</b> - Suzette Blando</li> <li>• <b>Balogo, Bibincahan, Pangpang</b> – Mary Rose Domasian</li> <li>• <b>Buhatan, Marinas, Cabid-an</b> – Arturo Doloiras</li> <li>• <b>Basud</b> – Edgar Arevalo</li> <li>• <b>Capuy &amp; Piot</b> – Ian Duka</li> <li>• <b>Pamurayan, Barayong, Gimaloto</b> – Irma Concepcion</li> <li>• <b>Peñafrancia, Guinlajon, Bulabog, Macabog</b> – Christopher Rellora</li> <li>• <b>Ticol, Tugos, San Juan – roro</b> – Ma. Fatima Hernan</li> <li>• <b>Buenavista, Bon-ot, Balogo, Sawanga</b> – Erlinda Ladimo</li> <li>• <b>Rawis, Sta. Cruz, del Rosario, Sto. Domingo, San Juan</b> – Agnes Manaog</li> </ul>



				<ul style="list-style-type: none"> <li>• <b>San Isidro, San Ramon, Jamislagan, San Vicente, Salvacion, Sta. Lucia</b> – Lourdes Belen Almajeda</li> <li>• <b>San Roque</b> – Arlet Vereynato</li> <li>• <b>Balete</b> – Roda Destajo</li> <li>• <b>Sugod, Bato, Gatbo</b> – Carlo Emmanuel Estopase</li> <li>• <b>Caricaran, Cabarbuhan, San Jose, San Pascual</b> - Joanne Dogayo</li> <li>• <b>Sto. Niño, Osiao, Pobalcion</b> – Czarina Masa</li> </ul> Tractor inspection
	Approves the request for tractor services	5 minutes		<b>CRIS LEGASPI</b> ABE In-Charge of Tractor Services  <b>ADELINE J. DETERA</b> City Agriculturist
3. Scheduling of the tractor operation	Tractor operation			<b>CRIS LEGASPI</b> ABE In-Charge of Tractor Services  Tractor Operator
4. Signs acknowledgement of Service Rendered	Turn-over the area served			<b>CRIS LEGASPI</b> ABE In-Charge of Tractor Services  Tractor Operator

## 6.5. AVAILMENT OF SOIL SAMPLES ANALYSIS & FERTILIZER RECOMMENDATIONS

### ABOUT THE SERVICE:

Soil analysis thru STK (Soil Testing Kits) is a quick method of evaluating the fertility status of the soil. Results are interpreted and used as a basis in making a recommendation on the right kind and amount of fertilizer for a particular crop and for proper farm nutrient management. If STK is not available, the collected soil samples will be brought to DA for laboratory analysis.



### CLIENT GROUPS:

Farmers (lowland and upland)

**REQUIREMENTS:**

Orientation on proper soil sample collection and preparation  
 1 kg soil sample (labeled properly)

**SERVICE SCHEDULES:**

Monday to Friday,  
 8:00 AM TO 5:00 PM

**TOTAL PROCESSING TIME:**

5 minutes (travel, queuing and actual conduct of DA regional soil laboratory not included)

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of OCA	Transaction Time	Total Fees/ Charges	Responsible Person
1. Proceed to OCA or approach the AEWs to inquire about the service.	Briefs the client on the service and its requirements.	5 minutes	None	<b>AEWs Assigned in the Barangay:</b> <ul style="list-style-type: none"> <li>• <b>Abuyog</b> - Suzette Blando</li> <li>• <b>Balogo, Bibincahan, Pangpang</b> – Mary Rose Domasian</li> <li>• <b>Buhatan, Marinas, Cabid-an</b> – Arturo Doloiras</li> <li>• <b>Basud</b> – Edgar Arevalo</li> <li>• <b>Capuy &amp; Piot</b> – Ian Duka</li> <li>• <b>Pamurayan, Barayong, Gimaloto</b> – Irma Concepcion</li> <li>• <b>Peñafrancia, Guinlajon, Bulabog, Macabog</b> – Christopher Rellora</li> <li>• <b>Ticol, Tugos, San Juan – roro</b> – Ma. Fatima Hernan</li> <li>• <b>Buenavista, Bon-ot, Balogo, Sawanga</b> – Erlinda Ladimo</li> <li>• <b>Rawis, Sta. Cruz, del Rosario, Sto. Domingo, San Juan</b> – Agnes Manaog</li> <li>• <b>San Isidro, San Ramon, Jamislagan, San Vicente, Salvacion, Sta.</b></li> </ul>
2. Submit or bring appropriately labeled soil samples to assigned technician or to the OCA.	If STK is available soil analysis will be conducted. If not, record and submit the samples to DA Region			



				<p><b>Lucia</b> – Lourdes Belen Almajeda</p> <ul style="list-style-type: none"> <li>• <b>San Roque</b> – Arlet Vereynato</li> <li>• <b>Balete</b> – Roda Destajo</li> <li>• <b>Sugod, Bato, Gatbo</b> – Carlo Emmanuel Estopace</li> <li>• <b>Caricaran, Cabarbuhan, San Jose, San Pascual</b> - Joanne Dogayo</li> <li>• <b>Sto. Niño, Osiao, Pobalcion</b> – Czarina Masa</li> </ul>
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## 6.6. AVAILMENT OF TILAPIA FINGERLINGS FROM THE CITY OPERATED TILAPIA HATCHERY

### ABOUT THE SERVICE:

The Office of the City Agriculturist disperses quality tilapia fingerlings to fishpond owners to boost freshwater tilapia production in the locality.



#### CLIENT GROUPS:

Freshwater/brackishwater fishpond operators/caretakers



#### REQUIREMENTS:

Letter of request

Client registry of freshwater fishpond for reference purposes



#### SERVICE SCHEDULES:

Monday to Friday,

8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

23 minutes (travel and queuing time not included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of OCA	Transaction Time	Total Fees/Charges	Responsible Person
1. Submit letter request to the Office of the City Agriculturist.	Briefs the client on the service and its requirements.	10 minutes	None	<p><b>AEWs Assigned in the Barangay:</b></p> <ul style="list-style-type: none"> <li>• <b>Abuyog</b> - Suzette Blando</li> <li>• <b>Balogo, Bibincahan, Pangpang</b> – Mary Rose Domasian</li> </ul>





<p>2. Provide the data needed during an interview. Provide a sketch of the location of your fishpond. Take note of the schedule for site inspection.</p>	<p>Sets schedule of site inspection with the client.</p>	<p>5 minutes</p>		<ul style="list-style-type: none"> <li>• <b>Buhatan, Marinas, Cabid-an</b> – Arturo Doloiras</li> <li>• <b>Basud</b> – Edgar Arevalo</li> <li>• <b>Capuy &amp; Piot</b> – Ian Duka</li> <li>• <b>Pamurayan, Barayong, Gimaloto</b> – Irma Concepcion</li> <li>• <b>Peñafrancia, Guinlajon, Bulabog, Macabog</b> – Christopher Rellora</li> <li>• <b>Ticol, Tugos, San Juan – roro</b> – Ma. Fatima Hernan</li> <li>• <b>Buenavista, Bon-ot, Balogo, Sawanga</b> – Erlinda Ladimo</li> <li>• <b>Rawis, Sta. Cruz, del Rosario, Sto. Domingo, San Juan</b> – Agnes Manaog</li> <li>• <b>San Isidro, San Ramon, Jamislagan, San Vicente, Salvacion, Sta. Lucia</b> – Lourdes Belen Almajeda</li> <li>• <b>San Roque</b> – Arlet Vereynato</li> <li>• <b>Balete</b> – Roda Destajo</li> <li>• <b>Sugod, Bato, Gatbo</b> – Carlo Emmanuel Estopace</li> <li>• <b>Caricaran, Cabarbuhan, San Jose, San Pascual</b> - Joanne Dogayo</li> <li>• <b>Sto. Niño, Osiao, Pobalcion</b> – Czarina Masa</li> </ul>
<p>3. Extend the necessary assistance during the site visit.</p>	<p>Conducts site inspection. Inform client when the fingerlings can be obtained. Instructs client to bring the necessary</p>			<p style="text-align: center;"><b>ADELINE J. DETERA</b> City Agriculturist</p>



	materials for hauling.			
4. Follow-up for the availability of fingerlings	Informs clients on schedule of dispersal activity	5 minutes		<b>ADELINE J. DETERA</b> City Agriculturist
5. Sign the acknowledgement receipt upon release	Records issuance.	3 minutes		<p><b>Agriculturist Officer of the Day</b></p> <p><b>Main Office (Cityhall)</b></p> <ul style="list-style-type: none"> <li>• <b>Monday</b>- Chistine Labitag &amp; Arturo Doloiras</li> <li>• <b>Tuesday</b> - Irma Concepcion &amp; Edgar Arevalo</li> <li>• <b>Wednesday</b> - Ma. Fatima Hernan &amp; Victor Janoras</li> <li>• <b>Thursday</b>- Suzette Escanilla, Juan Despuig Jr. &amp; Engr. Cris Legaspi</li> <li>• <b>Friday</b> - Christopher Rellora, Mary Rose Domasian &amp; Divine Grace D. Diesta</li> </ul> <p><b>Bacon Satellite Office</b></p> <ul style="list-style-type: none"> <li>• <b>Monday</b> - Ronilo de la Peña</li> <li>• <b>Tuesday</b> - Arlet Vereynato &amp; Joanne Dogayo</li> <li>• <b>Wednesday</b> – Lourdes Belen Almajeda &amp; Roda Destajo</li> <li>• <b>Thursday</b> -Agnes Manaog &amp; Czarina Masa</li> <li>• <b>Friday</b> – Carlo Emmanuel Estopace &amp; Erlinda Ladimo</li> </ul>



## 6.7. AVAILMENT OF INCENTIVE OF FISHERFOLKS FOR THE VOLUNTARY TURN-OVER OF ACCIDENTALLY ENTANGLED MARINE TURTLE AND OTHER ENDANGERED SPECIES

### ABOUT THE SERVICE:

The City Government of Sorsogon thru the City Agricultural Services Office grants incentive to fisherfolk who voluntarily surrendered accidentally caught endangered species



#### CLIENTS:

Fisherfolks



#### REQUIREMENT:

Fisherfolk information



#### SERVICE SCHEDULE:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

40 minutes (travel and queuing time not included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of OCA	Transaction Time	Total Fees/Charges	Responsible Person
1. Inform the Office of the City Agriculturist about the accidentally caught endangered specie	Interviews & records the name & location of fisherfolk.	10 minutes		<b>AEWs Assigned in the Barangay:</b> <ul style="list-style-type: none"><li>• <b>Abuyog</b> - Suzette Blando</li><li>• <b>Balogo, Bibincahan, Pangpang</b> – Mary Rose Domasian</li><li>• <b>Buhatan, Marinas, Cabid-an</b> – Arturo Doloiras</li><li>• <b>Pamurayan, Barayong, Gimaloto</b> – Irma Concepcion</li><li>• <b>Basud</b> – Edgar Arevalo</li><li>• <b>Capuy &amp; Piot</b> – Ian Duka</li><li>• <b>Peñafrancia, Guinlajon, Bulabog, Macabog</b> – Christopher Rellora</li><li>• <b>Ticol, Tugos, San Juan – roro</b> – Ma. Fatima Hernan</li><li>• <b>Buenavista, Bon-ot, Balogo, Sawanga</b> – Erlinda Ladimo</li></ul>



			<ul style="list-style-type: none"> <li>• <b>Rawis, Sta. Cruz, del Rosario, Sto. Domingo, San Juan – Agnes</b> Manaog</li> <li>• <b>San Isidro, San Ramon, Jamislagan, San Vicente, Salvacion, Sta. Lucia –</b> Lourdes Belen Almajeda</li> <li>• <b>San Roque – Arlet</b> Vereynato</li> <li>• <b>Balete – Roda Destajo</b></li> <li>• <b>Sugod, Bato, Gatbo –</b> Carlo Emmanuel Estopace</li> <li>• <b>Caricaran, Cabarbahan, San Jose, San Pascual -</b> Joanne Dogayo</li> <li>• <b>Sto. Niño, Osiao, Pobalcion – Czarina Masa</b></li> </ul> <p><b>Agriculturist Officer of the Day</b></p> <p><b>Main Office (Cityhall)</b></p> <ul style="list-style-type: none"> <li>• <b>Monday-</b> Chistine Labitag &amp; Arturo Doloiras</li> <li>• <b>Tuesday - Irma</b> Concepcion &amp; Edgar Arevalo</li> <li>• <b>Wednesday - Ma. Fatima</b> Hernan &amp; Victor Janoras</li> <li>• <b>Thursday-</b> Suzette Escanilla &amp; Juan Despuig Jr.</li> <li>• <b>Friday - Christopher</b> Rellora &amp; Mary Rose Domasian</li> </ul> <p><b>Bacon Satellite Office</b></p> <ul style="list-style-type: none"> <li>• <b>Monday - Ronilo de la Peña</b></li> <li>• <b>Tuesday - Arlet</b> Vereynato &amp; Joanne Dogayo</li> <li>• <b>Wednesday – Lourdes</b> Belen Almajeda &amp; Roda Destajo</li> </ul>
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				<ul style="list-style-type: none"> <li>• <b>Thursday</b> - Agnes Manaog &amp; Czarina Masa</li> <li>• <b>Friday</b> – Carlo Emmanuel Estopace &amp; Erlinda Ladimo</li> </ul>
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## 6.8. AVAILMENT OF AUXILIARY INVOICE

### ABOUT THE SERVICE:

An auxiliary invoice is required before fish traders can transport fish and other fishery products from the City.



#### CLIENT GROUPS:

Fish traders, fisherfolks, trader of fish and other fishery products



#### REQUIREMENTS:

Business Permit/License



#### SERVICE SCHEDULES:

Monday to Sunday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

26 minutes



### PROCESS OF AVAILING THE SERVICE

Steps Involved	Actions of OCA	Transaction Time	Total Fees/ Charges	Responsible Person
1. Proceed to the Office of the City Agriculturist and request for issuance of auxiliary invoice.	Briefs the client on the service and its requirements.	5 minutes	Payment of corresponding fees depends upon the product to be shipped out (volume and classification)	<b>EDGAR D. AREVALO</b> Farm Worker I
2. Submit yourself to an interview. Provide pertinent data, including classification, volume and destination of marine products to be transported. These will serve as	Interview's client. Compute's fee/s to be paid and provide order of payment.	15 minutes		<b>EDGAR D. AREVALO</b> Farm Worker I  <b>VICTOR E. JANORAS</b> Agricultural Technician  <b>MEDILINA E. FERNANDO</b> CGADH I



the bases for the amount of payment.				
3. Pay the computed amount. Secure an official receipt.	Issues official receipt.	3 minutes		<b>EDGAR D. AREVALO</b> Farm Worker I
4. Claim auxiliary invoice and sign logbook.	Releases auxiliary invoice and records release.	3 minutes		<p><b>Agriculturist Officer of the Day</b></p> <p><b>Main Office (Cityhall)</b></p> <ul style="list-style-type: none"> <li>• <b>Monday</b>- Chistine Labitag &amp; Arturo Doloiras</li> <li>• <b>Tuesday</b> - Irma Concepcion &amp; Edgar Arevalo</li> <li>• <b>Wednesday</b> - Ma. Fatima Hernan &amp; Victor Janoras</li> <li>• <b>Thursday</b>- Suzette Escanilla Juan Despuig Jr. &amp; Engr. Cris Legaspi</li> <li>• <b>Friday</b> - Christopher Rellora , Mary Rose Domasian &amp; Divine Grace D. Diesta</li> </ul> <p><b>Bacon Satellite Office</b></p> <ul style="list-style-type: none"> <li>• <b>Monday</b> - Ronilo de la Peña</li> <li>• <b>Tuesday</b> - Arlet Vereynato &amp; Joanne Dogayo</li> <li>• <b>Wednesday</b> – Lourdes Belen Almajeda &amp; Roda Destajo</li> <li>• <b>Thursday</b> -Agnes Manaog &amp; Czarina Masa</li> <li>• <b>Friday</b> – Carlo Emmanuel Estopace &amp; Erlinda Ladimo</li> </ul>



2. Voluntary turn-over the endangered species and sign the necessary documents	Conducts documentation, collect data and facilitate check up on health status, tagging and release			
	Prepares documents for payment of incentive	30 minutes		

### 6.9. AVAILMENT OF FISHERFOLK REGISTRATION (FISH R)

#### ABOUT THE SERVICE:

Based on Sec.19 of RA 8550 as amended by the LGU shall maintain a registry of Municipal fisherfolk, who are fishing, or may desire to fish municipal water for the purpose of determining priorities among them of limiting entry into the municipal water, and of monitoring fishing activities and/ or other related purposes.

Such list or registry shall be updated annually or as may be necessary.



#### CLIENT GROUPS:

Fisherfolks



#### REQUIREMENT:

Resident of the Barangay



#### SERVICE SCHEDULE:

Monday to Friday,  
8:00 AM to 5:00 PM

for walk in - as schedule at the barangay



#### TOTAL PROCESSING TIME:

12 minutes



## PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action Of OCA	Transaction Time	Total Fees / Charges	Responsible Person
1. Approach OCA Personnel for an interview	Orient the client about the service, interviews the client	10 minutes	None	<b>MA. FATIMA HERNAN</b> Agriculturist II
2. Signing of documents	Signs the document	1 minute		<b>JOANNE DOGAYO</b> Agricultural Technician
3. Photo Documentation	Takes a photo of the client to complete the registry	1 minute		<b>SUZETTE B. ESCANILLA</b> Agriculturist II  <b>CARLO EMMANUEL F. ESTOPASE</b> Agriculturist II  <b>VICTOR E. JANORAS</b> Agricultural Technician  <b>CHRISTINE D. LABITAG</b> Agriculturist II  <b>MEDILINA E. FERNANDO</b> CGADH I  <b>ADELINE J. DETERA</b> City Agriculturist

## 6.10. AVAILMENT OF MUNICIPAL FISHING VESSEL REGISTRATION (BOAT R)

### ABOUT THE SERVICE:

The registration of municipal fishing boats three gross tons (3GT) and below has been devolved to municipal/city local government units by virtue of Executive Order 305. The municipal fishing vessel registration is required annually and renewed every year. Expiration of MFV is every 31<sup>st</sup> of December.



### CLIENT GROUPS:

Owners of municipal fishing vessel or their officially designated operators or representatives



### REQUIREMENTS:

- Application Form
- A registered Fisherfolk (FishR) and RSBSA enrolled
- Barangay Clearance
- Voters Registration Certificate or Voters ID





- Barangay Certification of Boat ownership
- Picture of the boat and the boat owner with the name of the boat inscribed
- Previous year's registration (for renewal)

**SERVICE SCHEDULES:**

Monday to Friday,  
8:00 Am to 5:00 PM

**TOTAL PROCESSING TIME:**

28 minutes

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of OCA	Transaction Time	Total Fees/ Charges	Responsible Person
1. Client to proceed to the City Agricultural Services Office, request for MFV Registration Application Form and submit requirements. (or if there is a schedule of registration during the first quarter – proceed to the designated registration area in the barangay)	Receives the requirement, briefs/inform the client about the service and requirements needed and schedule the date, time and place of fishing boat ad measurement	20 minutes	Payment of corresponding fees depends upon the boat/ engine horsepower or a fixed amount for non-motorized boat	<b>VICTOR JANORAS</b> Agricultural Technician  <b>MEDILINA E. FERNANDO</b> CGADH I
2. Client pays the computed amount	Issues Official Receipt to client	3 minutes		OCA personnel
3. Received the Registration Certificate and sign the logbook	Prepares, sign and release the Registration Certificate	5 minutes		OCA Personnel  <b>ADELINA J. DETERA</b> City Agriculturist  <b>MEDILINA E. FERNANDO</b> CGADH I



## 6.11. AVAILMENT OF THE ENROLLMENT UNDER THE REGISTRY SYSTEM FOR BASIC SECTORS IN AGRICULTURE (RSBSA)

### ABOUT THE SERVICE:

The Registry System for Basic Sectors in Agriculture is a registry of farmers, farm laborers and fisherfolk that serves as a targeting mechanism for the identification of beneficiaries for different agriculture-related programs and services of the government. The Office of the City Agriculturist facilitates the enrollment of farmers, farm laborers and fisherfolk to be included in the system.



#### CLIENT GROUPS:

Farmers, Farm laborers, Fisherfolks



#### REQUIREMENTS:

- Photocopy of any government issued ID
- 2x2 ID picture
- Proof of Ownership / legal documents of farm (Tax Dec/ Title/ CLT/ Lease Contract)
- Barangay Certification for Farm Laborers



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 Am to 5:00 PM



#### TOTAL PROCESSING TIME:

28 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of OCA	Transaction Time	Total Fees/ Charges	Responsible Person
1. Client to proceed to the City Agricultural Services Office, request for RSBSA enrollment Form and submit requirements.	Check/ verifies the requirements, briefs/ inform the client about the service.  Interview the client and assist in filling out the form.	20 minutes		<b>Agriculturist Officer of the day</b>  <b>Main Office</b> (Cityhall) <ul style="list-style-type: none"> <li>• <b>Monday</b>- Chistine Labitag &amp; Arturo Doloiras</li> <li>• <b>Tuesday</b> - Irma Concepcion &amp; Edgar Arevalo</li> <li>• <b>Wednesday</b> - Ma. Fatima Hernan &amp; Victor Janoras</li> <li>• <b>Thursday</b>- Suzette Escanilla Juan Despuig Jr. &amp; Engr. Cris Legaspi</li> <li>• <b>Friday</b> - Christopher Rellora , Mary Rose</li> </ul>
2. Receives the fill out form for signature of the Punong	Releases the form for signature with the required	3 minutes		



Barangay / City Veterinarian for livestock farmers	documents (inform the client if there are lacking or other documents to be submitted)			Domasian & Divine Grace D. Diesta  <b>Bacon Satellite Office</b> <ul style="list-style-type: none"> <li>• <b>Monday</b> - Ronilo de la Peña</li> <li>• <b>Tuesday</b> - Arlet Vereynato &amp; Joanne Dogayo</li> <li>• <b>Wednesday</b> – Lourdes Belen Almajeda &amp; Roda Destajo</li> <li>• <b>Thursday</b> - Agnes Manaog &amp; Czarina Masa</li> <li>• <b>Friday</b> – Carlo Emmanuel Estopace &amp; Erlinda Ladimo</li> </ul> CASO personnel
3. Submit the signed enrollment form together with the required documents to the office.	Received and check the completeness and correctness of the form and documents. Submit the document to data encoder.	5 minutes		
	Assign RSBSA Number Encode Data and prepare the enrollment form for signature of CAFC Chairpersons and City Agriculturist Sign Form			<b>MA. FATIMA J, HERNAN</b> Data Encoder  <b>RODOLFO BONETE JR.</b> CAFC Chairperson  <b>ADELINE J. DETERA</b> City Agriculturist
	Submit enrollment form with attachments to the Department of Agriculture – Regional Office 5 for uploading to the system			<b>MA. FATIMA J, HERNAN</b> Data Encoder



## 6.12. AVAILMENT OF OFFICE CERTIFICATION

### ABOUT THE SERVICE:

The City Agricultural Services Office issue certificate for bonafide farmers, fisherfolk as requested.



#### CLIENT GROUPS:

Farmers and Fisherfolks,  
Private individual



#### REQUIREMENT:

- Farmers, Fisherfolk – ID (Senior Citizen, Driver's License, City ID, Voters ID, IMC from DA)
- Private individual - RPT/ Tax Dec, land title



#### SERVICE SCHEDULE:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

15 minutes (travel and queuing time not included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of OCA	Transaction Time	Total Fees/ Charges	Responsible Person
1. Approach the Office of the City Agriculturist. Register in the logbook.	Interview's client if included in the master list and Orients about the service	5 minutes	P 150.00	<p><b>Agriculturist Officer of the Day</b></p> <p><b>Main Office</b> (Cityhall)</p> <ul style="list-style-type: none"> <li>• <b>Monday</b>- Chistine Labitag &amp; Arturo Doloiras</li> <li>• <b>Tuesday</b> - Irma Concepcion &amp; Edgar Arevalo</li> <li>• <b>Wednesday</b> - Ma. Fatima Hernan &amp; Victor Janoras</li> <li>• <b>Thursday</b>- Suzette Escanilla, Juan Despuig Jr. &amp; Engr. Cris Legaspi</li> <li>• <b>Friday</b> - Christopher Rellora, Mary Rose Domasian &amp; Divine Grace D. Diesta</li> </ul> <p><b>Bacon Satellite Office</b></p> <ul style="list-style-type: none"> <li>• <b>Monday</b> - Ronilo de la Peña</li> </ul>



				<ul style="list-style-type: none"> <li>• <b>Tuesday</b> - Arlet Vereynato &amp; Joanne Dogayo</li> <li>• <b>Wednesday</b> – Lourdes Belen Almajeda &amp; Roda Destajo</li> <li>• <b>Thursday</b> -Agnes Manaog &amp; Czarina Masa</li> <li>• <b>Friday</b> – Carlo Emmanuel Estopace &amp; Erlinda Ladimo</li> </ul>
	Research in the data base			<b>MA. FATIMA HERNAN</b> Agriculturist II
2. Receive the requested certification. Sign the logbook.	Prepares, sign and release the requested certification.	10 minutes		<b>MA. FATIMA HERNAN</b> Agriculturist II  <b>MARY ROSE D. DOMASIAN</b> Agriculturist II  <b>SUZETTE B. ESCANILLA</b> Agriculturist II  <b>DIVINE GRACE D. DIESTA</b> Information Officer II  <b>ADELINA J. DETERA</b> City Agriculturist

### 6.13. AVAILMENT OF TECHNICAL ASSISTANCE ON ORGANIZING AND CAPABILITY BUILDING OF FARMERS /FISHERFOLK, WOMEN AND YOUTH INTO ASSOCIATIONS AND COOPERATIVES

#### ABOUT THE SERVICE:

The Office of the City Agriculturist assist/facilitate to organize groups so that they may have a legal personality and may then transact business with government and private agencies/sector.



#### CLIENT GROUPS:

Farmers, Fisherfolks, Women, Youth, Religious groups, other stakeholders



#### REQUIREMENT:

Letter of Request addressed to the City Mayor through the Office of the City Agriculturist



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



**TOTAL PROCESSING TIME:**  
25 minutes



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of the OCA	Transaction Time	Total Fees/ Charges	Responsible Person
1. Submit letter request to the Office of the City Mayor (cc OCA)	Upon receipt of the letter request from CMO set the schedule for an on-site validation to confirm the request and notifies client	15 minutes	None	<p>Mayor's Office receiving clerk or Agriculturist officer of the day</p> <p><b>Main Office (City Hall)</b></p> <ul style="list-style-type: none"> <li>• <b>Monday</b>- Chistine Labitag and Arturo Doloiras</li> <li>• <b>Tuesday</b> - Irma Concepcion &amp; Edgar Arevalo</li> <li>• <b>Wednesday</b> - Ma. Fatima Hernan &amp; Victor Janoras</li> <li>• <b>Thursday</b> - Suzette Escanilla, Juan Despuig Jr. &amp; Engr. Cris Legaspi</li> <li>• <b>Friday</b> - Christopher Rellora, Mary Rose Domasian &amp; Divine Grace D. Diesta</li> </ul> <p><b>Bacon Satellite Office</b></p> <ul style="list-style-type: none"> <li>• <b>Monday</b> - Ronilo de la Peña</li> <li>• <b>Tuesday</b> - Arlet Vereynato &amp; Joanne Dogayo</li> <li>• <b>Wednesday</b> – Lourdes Belen Almajeda &amp; Roda Destajo</li> <li>• <b>Thursday</b> -Agnes Manaog &amp; Czarina Masa</li> <li>• <b>Friday</b> – Carlo Emmanuel Estopace &amp; Erlinda Ladimo</li> </ul>
2. Extend the necessary cooperation during the validation/ confirmation.	Conducts visit. Upon validation, sets the schedule for the orientation of members.			<p><b>AEWs Assigned in the Barangay:</b></p> <ul style="list-style-type: none"> <li>• <b>Abuyog</b> - Suzette Blando</li> <li>• <b>Balogo, Bibincahan, Pangpang</b> – Mary Rose Domasian</li> <li>• <b>Buhatan, Marinas, Cabid-an</b> – Arturo Doloiras</li> <li>• <b>Basud</b> – Edgar Arevalo</li> <li>• <b>Capuy &amp; Piot</b> – Ian Duka</li> </ul>



				<ul style="list-style-type: none"> <li>• <b>Pamurayan, Barayong, Gimaloto</b> – Irma Concepcion</li> <li>• <b>Peñafrancia, Guinlajon, Bulabog, Macabog</b> – Christopher Rellora</li> <li>• <b>Ticol, Tugos, San Juan – roro</b> – Ma. Fatima Hernan</li> <li>• <b>Buenavista, Bon-ot, Balogo, Sawanga</b> – Erlinda Ladimo</li> <li>• <b>Rawis, Sta. Cruz, del Rosario, Sto. Domingo, San Juan</b> – Agnes Manaog</li> <li>• <b>San Isidro, San Ramon, Jamislagan, San Vicente, Salvacion, Sta. Lucia</b> – Lourdes Belen Almajeda</li> <li>• <b>San Roque</b> – Arlet Vereynato</li> <li>• <b>Balete</b> – Roda Destajo</li> <li>• <b>Sugod, Bato, Gatbo</b> – Carlo Emmanuel Estopace</li> <li>• <b>Caricaran, Cabarbuhan, San Jose, San Pascual</b> - Joanne Dogayo</li> <li>• <b>Sto. Niño, Osiao, Pobalcion</b> – Czarina Masa</li> </ul>
3. Attend the orientation and ensure the attendance of all prospective members of the group.	<p>Conducts orientation. At the end of the orientation, assists in the formal organization of the group.</p> <p>Turn over the organized group to the <b>City Cooperatives Development Office</b> if the organization seek registration from the Cooperative Development</p>	10 minutes		<p><b>AEW concerned and Commodity Focal Person:</b></p> <ul style="list-style-type: none"> <li>• <b>HVC</b> <ul style="list-style-type: none"> <li>➤ East and West – Christine Labitag</li> <li>➤ Bacon – Ronilo de la Peña</li> </ul> </li> <li>• <b>Organic Agriculture</b> Ian Duka &amp; Agnes Manaog</li> <li>• <b>Fisheries</b> Victor Janoras &amp; Medelina Fernando</li> <li>• <b>Mushroom</b> Christopher P. Rellora</li> <li>• Rice Coordinators and AEWs</li> </ul>



	<p>Authority (CDA) / SEC/ DOLE</p> <p>Assist the organization to secure needed documents from the City Cooperatives Development Office.</p>			
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#### 6.14. AVAILMENT OF TRAINING ON AGRICULTURE AND FISHERY

##### ABOUT THE SERVICE:

The Office of the City Agriculturist renders training based on the needs and requests of farmers, fisher folks, youth, and women's organizations, associations or cooperatives. Technical assistance/trainings may be along the lines of:

- Hybrid and Inbred Rice Production
- Vegetable Production
- Integrated Pest Management
- Organic Agriculture
- Coastal Resource Management
- Aquaculture/Mariculture
- Meat and fish Processing
- Pili & Abaca Processing
- FFS – Farmers Field School – A Season Long Training on Crop Production
- Mushroom Production
- Agro – Entrepreneurship



##### CLIENT GROUPS:

Farmers and fisherfolk associations/ cooperatives, youth and women organization and other organized groups and students endorsed by the concerned school



##### REQUIREMENT:

- Letter of Request
- Approval / Endorsement from CHRMO for OJT / Work Immersion / Internship Program



##### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM





**TOTAL PROCESSING TIME:**

5 minutes (Travelling, queuing and training time not included)



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of OCA	Transaction Time	Total Fees / Charges	Responsible Person
1. Submit letter request to the Office of the City Agriculturist.	Interviews applicant about the profile of the requesting organization and the specific topics that the group wants to be discussed. Informs client of the schedule of visit for the confirmation of the request.	15 minutes	None	<p><b>Agriculturist Officer of the day</b></p> <p><b>Main Office</b> (Cityhall)</p> <ul style="list-style-type: none"> <li>• <b>Monday</b>- Chistine Labitag &amp; Arturo Doloiras</li> <li>• <b>Tuesday</b> - Irma Concepcion &amp; Edgar Arevalo</li> <li>• <b>Wednesday</b> - Ma. Fatima Hernan &amp; Victor Janoras</li> <li>• <b>Thursday</b>- Suzette Escanilla, Juan Despuig Jr. &amp; Engr. Cris Legaspi</li> <li>• <b>Friday</b> - Christopher Rellora, Mary Rose Domasian &amp; Divine Grace D. Diesta</li> </ul> <p><b>Bacon Satellite Office</b></p> <ul style="list-style-type: none"> <li>• <b>Monday</b> - Ronilo de la Peña</li> <li>• <b>Tuesday</b> - Arlet Vereynato &amp; Joanne Dogayo</li> <li>• <b>Wednesday</b> – Loubel Almajeda &amp; Roda Destajo</li> <li>• <b>Thursday</b> -Agnes Manaog &amp; Czarina Masa</li> <li>• <b>Friday</b> – Carlo Emmanuel Estopace &amp; Erlinda Ladimo</li> </ul>
2. Extend the necessary assistance and cooperation during the visit. Upon confirmation of the request, coordinate with the OCA staff as to the	<p>Conducts visit and set schedule and venue of training.</p> <p><b>FOR OJT/ IMMERSION/ INTERNSHIP PROGRAM</b></p>			<p><b>AEWs assigned in the venue of training:</b></p> <ul style="list-style-type: none"> <li>• <b>Abuyog</b> - Suzette Blando</li> <li>• <b>Balogo, Bibincahan, Pangpang</b> – Mary Rose Domasian</li> <li>• <b>Piot, Capuy</b> – Ian Duka</li> <li>• <b>Buhatan Marinas, Cabid-an</b> – Arturo Doloiras</li> </ul>



<p>schedule and venue of the training.</p>	<p>Meeting with the School Coordinator /Focal Person re – number of hours required /duration of training and training topics /subject matters to be undertaken by the students. Schedule the date and time of orientation for students.</p>		<ul style="list-style-type: none"> <li>• <b>Pamurayan, Barayong, Gimaloto</b> – Irma Concepcion</li> <li>• <b>Basud</b> – Edgar Arevalo</li> <li>• <b>Peñafrancia, Guinlajon, Bulabog, Macabog</b> – Christopher Rellora</li> <li>• <b>Ticol, Tugos, San Juan – roro</b> – Ma. Fatima Hernan</li> <li>• <b>Buenavista, Bon-ot, Balogo, Sawanga</b> – Erlinda Ladimo</li> <li>• <b>Rawis, Sta. Cruz, del Rosario, Sto. Domingo, San Juan</b> – Agnes Manaog</li> <li>• <b>San Isidro, San Ramon, Jamislagan, San Vicente, Salvacion, Sta. Lucia</b> – Lourdes Belen Almajeda</li> <li>• <b>San Roque</b> – Arlet Vereynato</li> <li>• <b>Balete</b> – Roda Destajo</li> <li>• <b>Sugod, Bato, Gatbo</b> – Carlo Emmanuel Estopace</li> <li>• <b>Caricaran, Cabarbuhan, San Jose, San Pascual -</b> Joanne Dogayo</li> <li>• <b>Sto. Niño, Osiao, Pobalcion</b> – Czarina Masa</li> </ul> <p><b>For OJT/ Immersion/ Internship Program</b></p> <p style="text-align: center;"><b>ADELINE J. DETERA</b> City Agriculturist</p>
<p>3. Ensure that all members of the organization/association will attend and actively participate in the training.</p>	<p>Conducts training.</p>	<p>Processing time will depend upon the topic to be discussed</p>	<p><b>Training team</b></p> <ul style="list-style-type: none"> <li>• <b>Organic Agriculture</b> Adeline Detera, Ian Duka, Agnes Dicen</li> <li>• <b>HVC Crops</b> Christine Labitag &amp; Ronilo de la Pena</li> <li>• <b>Fisheries</b> Medelina Fernando &amp; Victor Janoras</li> </ul>



				<ul style="list-style-type: none"> <li>• <b>Mushroom</b> Christopher Rellora</li> <li>• <b>Rice and other crops</b> All AEWs above mentioned</li> </ul>
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## 6.15. AVAILMENT OF TECHNICAL ASSISTANCE ON CROP, INLAND AND COASTAL AQUACULTURE AND MARICULTURE

### ABOUT THE SERVICE:

Technical assistance is provided to clients to help increase the productivity of the farm. Technical assistance is in the following areas:

- Farm plan and budget preparation
- Site inspection/assessment
- Seed/stock location
- Cultural management
- Water/Irrigation management
- Integrated Nutrient Management
- Integrated Pest Management
- Post-harvest management
- Production and Marketing



### CLIENT GROUPS:

Farmers and fisherfolk/ fish farmer, fisherfolk organizations and other organized groups



### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



### TOTAL PROCESSING TIME:

17 minutes (travel, queuing and actual site visit not included)



### PROCESS OF AVAILING THE SERVICE

Steps involved	Actions of OCA	Transaction Time	Total Fees/ Charges	Responsible Person
1. Approach the agriculturist assigned to the Barangay or proceeds to the Office of the City Agriculturist to request the	Briefs client on the service and its requirements and conduct interview.	15 minutes	None	<b>AEWs assigned in the venue of training:</b> <ul style="list-style-type: none"> <li>• <b>Abuyog</b> - Suzette Blando</li> <li>• <b>Balogo, Bibincahan, Pangpang</b> – Mary Rose Domasian</li> <li>• <b>Piot, Capuy</b> – Ian Duka</li> <li>• <b>Buhatan, Marinas, Cabid-an</b> – Arturo Doloiras</li> </ul>



<p>appropriate technical assistance and submit for interview and provide requested information.</p>			<ul style="list-style-type: none"> <li>• <b>Pamurayan, Barayong, Gimaloto</b> – Irma Concepcion</li> <li>• <b>Basud</b> – Edgar Arevalo</li> <li>• <b>Peñafrancia, Guinlajon, Bulabog, Macabog</b> – Christopher Rellora</li> <li>• <b>Ticol, Tugos, San Juan – roro</b> – Ma. Fatima Hernan</li> <li>• <b>Buenavista, Bon-ot, Balogo, Sawanga</b> – Erlinda Ladimo</li> <li>• <b>Rawis, Sta. Cruz, del Rosario, Sto. Domingo, San Juan</b> – Agnes Manaog</li> <li>• <b>San Isidro, San Ramon, Jamislagan, San Vicente, Salvacion, Sta. Lucia</b> – Lourdes Belen Almajeda</li> <li>• <b>San Roque</b> – Arlet Vereynato</li> <li>• <b>Balete</b> – Roda Destajo</li> <li>• <b>Sugod, Bato, Gatbo</b> – Carlo Emmanuel Estopace</li> <li>• <b>Caricaran, Cabarbuhan, San Jose, San Pascual</b> - Joanne Dogayo</li> <li>• <b>Sto. Niño, Osiao, Pobalcion</b> – Czarina Masa</li> </ul>
<p>2. Provide a sketch of the location of your farm/house and take note of the schedule of farm visit.</p>	<p>Schedules a farm visit</p>	<p>2 minutes</p>	<p><b>Agriculturist Officer of the day</b></p> <p><b>Main Office</b> (Cityhall)</p> <ul style="list-style-type: none"> <li>• <b>Monday</b>- Chistine Labitag &amp; Arturo Doloiras</li> <li>• <b>Tuesday</b> - Irma Concepcion &amp; Edgar Arevalo</li> <li>• <b>Wednesday</b> - Ma. Fatima Hernan &amp; Victor Janoras</li> <li>• <b>Thursday</b>- Suzette Escanilla &amp; Juan Despuig Jr.</li> <li>• <b>Friday</b> - Christopher Rellora &amp; Mary Rose Domasian</li> </ul> <p><b>Bacon Satellite Office</b></p> <ul style="list-style-type: none"> <li>• <b>Monday</b> - Ronilo de la Peña</li> <li>• <b>Tuesday</b> - Arlet Vereynato &amp; Joanne Dogayo</li> <li>• <b>Wednesday</b> – Loubel Almajeda &amp; Roda Destajo</li> </ul>



				<ul style="list-style-type: none"> <li>• <b>Thursday</b> - Agnes Manaog &amp; Czarina Masa</li> <li>• <b>Friday</b> – Carlo Emmanuel Estopace &amp; Erlinda Ladimo</li> </ul>
3. Assist the agriculturist / personnel during the onsite visit. Take note of the diagnosis and advice.	Evaluates Client's needs and provides the appropriate technical assistance.			Technical Team

### 6.16. AVAILMENT OF ON-THE-JOB TRAINING (OJT) AND WORK IMMERSION

#### ABOUT THE SERVICE:

The City Agricultural Services Office accommodates students for OJTs/ Work Immersion.



#### CLIENT GROUPS:

Highschool, Senior High school and College



#### REQUIREMENT:

Letter Request from the School/Institutions (through the CHRMO)



#### SERVICE SCHEDULE:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

20 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of OCA	Transaction Time	Total Fees/ Charges	Responsible person
1. Submit letter of Request and attend the orientation	Receives and orient the client about the service	10 minutes	None	<b>ADELINE J. DETERA</b> City Agriculturist
2. Report on the dates of scheduled	Supervise the students			<b>ADELINE J. DETERA</b> City Agriculturist and other Staff



OJT/ Immersion				
3. Issuance of Certificate of Completion	Issues Certificate of Completion	10 minutes		<b>ADELINE J. DETERA</b> City Agriculturist

### 6.17. AVAILMENT OF ASSISTANCE FOR APPLICATION FOR CROP/ BOAT INSURANCE UNDER THE PHILIPPINE CROP INSURANCE CORPORATION AND IN THE PROCESSING OF CLAIMS IN CASE OF LOSS OR DAMAGE OF INSURED CROP / BOAT

#### ABOUT THE SERVICE:

This service of the Office of the City Agriculturist is for farmers and fisherfolks who process their claims with Philippine Crop Insurance Corporation.



#### CLIENT GROUPS:

Farmers and Fisherfolks



#### REQUIREMENT:

- Inclusion in the list of RSBSA
- Registered Boat of Fisherfolk
- Notice of Loss to exceed prescribed days after the calamity or cause of loss or damaged



#### SERVICE SCHEDULE:

1

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

30 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of OCA	Transaction Time	Total Fees/ Charges	Responsible Person
1. Approach AEWs if they are included in the list in the RSBSA,	Orient the client about the service, interviews and validate clients	15 minutes		<b>AEWs Assigned in the Barangay:</b> <ul style="list-style-type: none"> <li>• <b>Abuyog</b> - Suzette Blando</li> <li>• <b>Balogo, Bibinchahan, Pangpang</b> – Mary Rose Domasian</li> <li>• <b>Buhatan, Marinas, Cabid-an</b> – Arturo Doloiras</li> <li>• <b>Basud</b> – Edgar Arevalo</li> </ul>
2. Submit yourself for an interview	Interviews the clients, filled out the PCIC form	15 minutes		



<p>3. Submit the required documents.</p>	<p>Submits / pick up documents by PCIC Personnel assigned in the province</p>		<ul style="list-style-type: none"> <li>• <b>Capuy &amp; Piot</b> – Ian Duka</li> <li>• <b>Pamurayan, Barayong, Gimaloto</b> – Irma Concepcion</li> <li>• <b>Peñafracia, Guinlajon, Bulabog, Macabog</b> – Christopher Rellora</li> <li>• <b>Ticol, Tugos, San Juan – roro</b> – Ma. Fatima Hernan</li> <li>• <b>Buenavista, Bon-ot, Balogo, Sawanga</b> – Erlinda Ladimo</li> <li>• <b>Rawis, Sta. Cruz, del Rosario, Sto. Domingo, San Juan</b> – Agnes Manaog</li> <li>• <b>San Isidro, San Ramon, Jamislagan, San Vicente, Salvacion, Sta. Lucia</b> – Lourdes Belen Almajeda</li> <li>• <b>San Roque</b> – Arlet Vereynato</li> <li>• <b>Balete</b> – Roda Destajo</li> <li>• <b>Sugod, Bato, Gatbo</b> – Carlo Emmanuel Estopace</li> <li>• <b>Caricaran, Cabarbuhan, San Jose, San Pascual</b> - Joanne Dogayo</li> <li>• <b>Sto. Niño, Osiao, Pobalcion</b> – Czarina Masa</li> </ul>
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## 7. Office of the City Assessor

### 7.1. AVAILMENT OF A NEW TAX DECLARATION (TD)

#### ABOUT THE SERVICE:

The Tax Declaration (TD) is required from real property owners when paying their Real Property Tax. A new TAX DECLARATION is issued when there is a transfer of ownership.



#### CLIENT GROUPS:

Real property owners



#### REQUIREMENTS:

Certified true copies of the following:

- Deed of Conveyance (Deed of Sale/ Donation, Extra-judicial Settlement of State, Deed of Exchange, Certificate of Award, etc.)
- Certificate of Authorizing Registration (CAR)
- Title/ Certificate of No Title (if untitled)
- OR of updated Real Property Tax payment/ tax Clearance
- Transfer Tax Receipt
- Publication (if the owner of the property is already deceased)
- Secretary Certificate/ Board Resolution (if seller is a corporation)
- Authorization Letter or Special Power of Attorney from the owner and ID (both owner and representative)



#### SERVICE SCHEDULES:

1

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

30 minutes (processing of documents and conduct of field inspection is not included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of OCA	Transaction Time	Total Fees/ Charges	Responsible Person
1. Proceed to the Office of the City Assessor, secure application forms and submit the requirements for verification.	Receives and evaluates the submitted documents to verify the completeness.	25 minutes	₱100.00 service fee per real property unit of transaction	<b>AIRA L. JAMISOLA</b> LAOO I  <b>MHARIJOE E. CULABA</b> Admin. Aide II (Messenger)  <b>MONALINA LAURORA</b>





<p>2. Proceed to City Treasurer's Office for Payment and present Official Receipt to Office of the City Assessor.</p>	<p>Receives the photocopy of Official Receipt</p> <p>Conducts field inspection along with tax mapping division for updating of maps and boundaries.</p> <p>Encodes the transaction on ETRACS/MDP3</p> <p>Approves and signs the New Tax Declaration</p>	<p>5 minutes</p>		<p><b>MA. GLENDA MACAPAGAL</b> LAOO IV</p> <p><b>KAROL ESCANILLA</b></p> <p><b>EDLEN A. MIRANDA</b> LAOO II</p> <p><b>IRIN F. HERRERA</b> Admin. Aide IV (Bookbinder II)</p> <p><b>LEONILO D. DOLLENTE</b> LAOO IV</p> <p><b>OLIMPIO S. ROMERO JR.</b> CGDH I/ City Assessor</p>
<p>3. On the day of the release, claim the Owner's Copy of the Tax Declaration and sign the logbook.</p>	<p>Releases the Owner's Copy of the New Tax Declaration</p>	<p>5 minutes</p>		<p><b>MHARIJOE E. CULABA</b> Admin. Aide II (Messenger)</p>

*Client is informed or notified thru text about the release of the Owner's Copy of the New Tax Declaration*



## 7.2. AVAILMENT OF A CERTIFIED COMPUTER PRINT-OUT OF THE TAX DECLARATION

### ABOUT THE SERVICE:

The tax declaration serves as a payment record of every real property unit (land, building and machinery) as basis for payment of Real Property Taxes. Real Property owners can be provided with computer print out of tax declaration.



#### CLIENT GROUPS:

Real property owners



#### REQUIREMENTS:

- Request Form
- Authorization Letter or Special Power of Attorney from the owner and ID



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

25 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of OCA	Transaction Time	Total Fees/ Charges	Responsible Person
1. Fill-out request form for Certified Print-out copy or Photo copy of TAX DECLARATION.  Proceed to the Office of the City Treasurer and pay the required fees.	Verifies and issues order of payment	10 minutes	₱100.00 per real property unit	<b>MHARIJOE E. CULABA</b> Admin. Aide II (Messenger)  <b>MONALINA LAURORA</b>  <b>AIRA L. JAMISOLA</b> LAOO I
2. Present the Official Receipt to the Office of the City Assessor	Generate and print the Tax Declaration thru ETRACS for signature / approval of officers	5 minutes		<b>MA. GLENDA MACAPAGAL</b> LAOO IV  <b>KAROL ESCANILLA</b>



				<b>EDLEN A. MIRANDA</b> LAOO II  <b>LEONILO D. DOLLENTE</b> LAOO IV
3. Receives the requested certified copy of Tax Declaration and sign the logbook	Issues certified copy or photo copy of Tax Declaration	5 minutes		<b>MHARIJOE E. CULABA</b> Admin. Aide II (Messenger)  <b>MONALINA LAURORA</b>  <b>AIRA L. JAMISOLA</b> LAOO I

### 7.3. AVAILMENT OF CERTIFICATION OF NO IMPROVEMENT/CERTIFICATE OF NO PROPERTY AND OTHER CERTIFICATIONS

#### ABOUT THE SERVICE:

Certified true copy or certifications of various Property Holdings or non-Improvements and other certifications may be obtained from this Office.



#### CLIENT GROUPS:

Real property owners



#### REQUIREMENTS:

- Request Form
- Authorization Letter or Special Power of Attorney from the owner and ID



#### SERVICE SCHEDULES:

1

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

25 minutes (conduct of field inspection is not included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of OCA	Transaction Time	Total Fees/Charges	Responsible Person
1. Secure and fill-up the request form for Certification of No	Verifies records and print the document	10 minutes	P 200.00 per real property unit	<b>MHARIJOE E. CULABA</b> Admin. Aide II (Messenger)



<p>Improvement or of No Property.</p> <p>Proceed to the City Treasurer's Office, pay the required fees.</p> <p>Present the Official Receipt to the Office of the City Assessor</p>	<p>Conducts field inspection along with tax mapping for no improvement certificate of no improvement</p>			<p><b>MONALINA LAURORA</b></p> <p><b>AIRA L. JAMISOLA</b> LAOO I</p> <p><b>MONALINA LAURORA</b></p> <p><b>AIRA L. JAMISOLA</b> LAOO I</p> <p><b>KAROL ESCANILLA</b></p> <p><b>LEONILO D. DOLLENTE</b> LAOO IV</p>
	<p>Generates and print the Certification thru ETRACS</p>	<p>5 minutes</p>		<p><b>MHARIJOE E. CULABA</b> Admin. Aide II (Messenger)</p> <p><b>MONALINA LAURORA</b></p> <p><b>AIRA L. JAMISOLA</b> LAOO I</p>
<p>2. Receive the requested document and sign logbook</p>	<p>Issues the certification</p>	<p>5 minutes</p>		<p><b>MHARIJOE E. CULABA</b> Admin. Aide II (Messenger)</p> <p><b>MONALINA LAURORA</b></p> <p><b>AIRA L. JAMISOLA</b> LAOO I</p>

*Total landholding may differ in time (depends on the number of properties of the property owner)*



## 7.4. AVAILMENT OF RE-ASSESSMENT/REVISION/CANCELLATION OF ASSESSMENT OF REAL PROPERTIES

### ABOUT THE SERVICE:

The Assessment records at the City Assessor's Office serves as the basis for computing the annual tax dues from the owners and of land and buildings. Property Owners occasionally request the cancellation or dropping the assessors of their property/ies from the Roll of Assessment for buildings and machineries or for the adjustment or correction of the assessment of their real property.



#### CLIENT GROUPS:

Real property owners



#### REQUIREMENTS:

- Letter request
- Updated Realty Tax Payment



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

30 minutes (conduct of ocular inspection and processing is not included)



#### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Actions of OCA	Transaction Time	Total Fees/ Charges	Responsible Person
1. Proceed to the Office of the City Assessor and present the letter request.  Proceed to the Office of the City Treasurer and pay the required fees.	Receives the letter request and issues Order of payment for inspection fee.	10 minutes	Inspection Fee P200.00/P1,000.00 depends on distance and location of the property.	<b>MHARIJOE E. CULABA</b> Admin. Aide II (Messenger)  <b>MONALINA LAURORA</b>  <b>AIRA L. JAMISOLA</b> LAOO I
2. Present the photocopy of the Officer Receipt.	Receives the photocopy of the OR and inform the client for scheduled visit.	10 minutes		<b>Frontline Personnel</b>



<p>3. Be present during the conduct of ocular inspection</p>	<p>Conducts ocular inspection and notifies the client when to get the corrected assessment</p> <p>Encodes / Entries the transaction at ETRACS/MDP3</p> <p>Approves and signs</p>			<p><b>LEONILO D. DOLLENTE</b> LAOO IV</p> <p><b>MONALINA LAURORA</b></p> <p><b>AIRA L. JAMISOLA</b> LAOO I</p> <p><b>KAROL ESCANILLA</b></p> <p><b>ARJAY A. JAMISOLA</b> Admin. Aide III (Driver I)</p> <p><b>MA. GLENDA MACAPAGAL</b> LAOO IV</p> <p><b>KAROL ESCANILLA</b></p> <p><b>EDLEN A. MIRANDA</b> LAOO II</p> <p><b>LEONILO D. DOLLENTE</b> LAOO IV</p> <p><b>OLIMPIO S. ROMERO JR.</b> CGDH I/ City Assessor</p>
<p>4. Receive the corrected or revised Tax Declaration and sign the logbook.</p>	<p>Releases the corrected/ revised tax declaration.</p>	<p>10 minutes</p>		<p><b>Frontline Personnel</b></p>

*Client is informed or notified thru text about the release of the Owner's Copy of the Revised /Corrected*



## 7.5. AVAILMENT OF PHOTOCOPY OF TAX MAP

### ABOUT THE SERVICE:

Tax map is used for property identification, location and boundaries as well as discovery of undeclared property and improvements.



#### CLIENT GROUPS:

Real property owners



#### REQUIREMENTS:

- Request Form
- Tax Declaration or Lot. No.



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

25 minutes



#### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Actions of OCA	Transaction Time	Total Fees/ Charges	Responsible Person
1. Secure and fill-up the request form for a copy of tax map.  Proceed to the Office of the City Treasurer and pay the required fees.	Receives the request and verifies the record. Issue's order of payment.	15 minutes	Service fee P50.00	<b>LEONILO D. DOLLENTE</b> LAOO IV  <b>ARJAY A. JAMISOLA</b> Admin. Aide III (Driver I)
2. Present the Official Receipt	Print-outs or photo copies the Tax Map thru PIM or QGIS	5 minutes		
3. Receive the requested copy of Tax Map. Sign the Logbook.	Issues copy of Tax Map	5 minutes		



## 7.6. AVAILMENT OF HISTORY OF ASSESSMENT OF REAL PROPERTY

### ABOUT THE SERVICE:

History of Assessment is used for court proceedings, titling, realty tax payment and reference purposes.



#### CLIENT GROUPS:

Real property owners



#### REQUIREMENTS:

- Request Form
- Authorization Letter or Special Power of Attorney from the owner and ID



#### SERVICE SCHEDULES:

1

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

20 minutes



#### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Actions of OCA	Transaction Time	Total Fees/ Charges	Responsible Person
1. Secure and fill-up the request form for History of Assessment.  Proceed to the Office of the City Treasurer and pay the required fees.	Receives the request forms and conducts interview to the client.  Issue's order of payment.	10 minutes	<ul style="list-style-type: none"> <li>• <b>Research Fee of History of Assessment</b> P 200.00</li> <li>• <b>Certified Photocopy</b> P 50.00</li> </ul>	<b>AIDA H. DESDIR</b> Admin. Officer V (Budget Officer III)
2. Present the Official Receipt  Claim the claim stub and take note of the date of the release of requested document.	Receives the photocopy of Official Receipt.  Issues claim stub and informs the client about the release if History of Assessment.	5 minutes		<b>AIDA H. DESDIR</b> Admin. Officer V (Budget Officer III)





3. On the day of the release, claim the History of Assessment and certified photocopy and sign the logbook.	Receives the claim stub and releases the History of Assessment and certified photocopy.	5 minutes		<b>AIDA H. DESDIR</b> Admin. Officer V (Budget Officer III)
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Client is informed or notified thru text about the release of the History of Assessment.

## 7.7. AVAILMENT OF ASSESSMENT OF NEWLY CONSTRUCTED BUILDINGS AND NEWLY INSTALLED MACHINERY AND ISSUANCE OF UPDATED TAX DECLARATION

### ABOUT THE SERVICE:

New Tax Declaration is needed by owners of newly constructed buildings and newly installed machinery to determine the value of the real property.



#### CLIENT GROUPS:

Real property owners



#### REQUIREMENTS:

Building permit or letter request by the owner or his representative



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

30 minutes (conduct of ocular inspection and processing not included)



#### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Actions of OCA	Transaction Time	Total Fees/Charges	Responsible Person
1. Proceed to the Office of the City Assessors and present the letter request or photocopy of building permit.  Proceed to the Office of the City	Receives the letter or photocopy of building permit and issues order of payment for the inspection.	10 minutes	Service fee P100.00	<b>LEONILLO D. DOLLENTE</b> LAOO IV  <b>MONALINA LAURORA</b>  <b>AIRA L. JAMISOLA</b> LAOO I  <b>KAROL ESCANILLA</b>



Treasurer and pay the required fees.				<b>ARJAY A. JAMISOLA</b> Admin. Aide III (Driver I)
2. Present the photocopy of the Official Receipt	Receives the photocopy of the OR and informs the client for scheduled visit.  Instructs the inspection team to conduct ocular visit. (Schedule of inspection is every Tuesday and Thursday)	10 minutes		<b>OLIMPIO S. ROMERO JR.</b> CGDH I/ City Assessor
3. Be present during the conduct of the ocular inspection.	Conducts ocular inspection and notifies the client when to get the corrected assessment  Encodes/ entries the transaction at the ETRACTS/MDP3			<b>MA. GLENDA MACAPAGAL</b> LAOO IV <b>KAROL ESCANILLA</b>



	Approves and signs the Tax Declaration			<b>EDLEN A. MIRANDA</b> LAOO II  <b>IRIN F. HERRERA</b> Admin. Aide IV (Bookbinder II)  <b>OLIMPIO S. ROMERO JR.</b> CGDH I/ City Assessor
4. Receive the updated Tax Declaration and sign the logbook.	Releases the updated Tax Declaration	10 minutes		<b>Frontline Officers</b>

*Client is informed or notified thru text about the release of the Owner's Copy of the New Tax Declaration*



## 8. Office of the City Civil Registrar

### 8.1. AVAILMENT OF BIRTH REGISTRATION AND CERTIFICATE OF LIVE BIRTH (COLB)

#### ABOUT THE SERVICE:

The birth of the child, being a vital event, should be registered at the Office of the Civil registrar within a thirty (30) day reglementary period from the time of birth.

Other than serving identification purposes, a Birth certificate is also required by various agencies and instrumentalities in availing of their services.



#### CLIENT GROUPS:

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



#### REQUIREMENTS:

##### 1. For children born at home

##### 1.1. If parents are married

##### 1.1.1. On-time registration

- Marriage contract of parents
- Signature of attendant at birth

##### 1.1.2. Delayed Registration

- PSA-Negative Certificate of Birth (1945 - ) \*
- Baptismal certificate of the child
- Marriage contract of parents
- Signature of attendant at birth (if still living)
- Recent Community Tax Certification of the informant
- At least three (3) documentary evidence/public documents showing correct full name, date of birth and place of the child

##### ***\*5 years prior to current year***

##### 1.2. If parents are not married:

##### 1.2.1. On-time registration

- Signature of attendant at birth
- Personal appearance of the father at the City Civil registrar's Office (if the child is to be acknowledged by the father) willing & his recent Community Tax Certificate
- Personal appearance of the mother for the signing of AUSF and recent Community Tax Certificate

##### 1.2.2. Delayed Registration

- PSA-Negative Certificate of Birth (1945 - ) \*
- Baptismal certificate of the child



- Personal appearance of the father at City Civil Registrar's Office & his recent Community Tax Certificate (if the child is to be acknowledged by the father)
- Personal appearance of the mother for the signing of AUSF and recent Community Tax Certificate
- Personal appearance of the child to be acknowledged for the signing of AUSF if aged 7 to 17 years old
- Sworn statement of the mother/ or sworn statement of the father/ grandmother/ grandfather in lieu of the mother (if the mother is deceased or her whereabouts are unknown) and recent Community Tax Certificate
- Affidavit of (2) disinterested persons
- At least three documentary evidence showing correct full name, place of birth and date of birth of the child

***\*5 years prior to current year***

Note: The use of AUSF is applicable only to those who were born on March 15, 2004 to present as per revised IRR of RA 9255

**2. For child born in the hospital/maternity clinic**

2.1. If parents are married:

2.1.1. On-time registration

- Duly accomplished quadruplicate copies of Certificate of Live Birth with the signature of attendant at birth, the informant and the hospital staff who prepared the Certificate of Live birth

2.1.2. Delayed registration (those who will be registered after the 30-day reglementary period)

- Duly accomplished quadruplicate copies of Certificate of Live Birth with the signature of attendant at birth, the informant and the staff who prepared the Certificate of Live Birth
- Recent Community Tax Certificate of the informant

2.2. If parents are not married

2.2.1. On-time registration

- Duly accomplished quadruplicate copies of Certificate of Live Birth with the signature of attendant at birth, the informant and the hospital staff who prepared the Certificate of Live Birth
- Personal appearance of the father at the City Civil Registrar's Office (if the child is to be acknowledged or if the father is willing to admit paternity of the child) & his recent Community Tax Certificate



- Personal appearance of the mother for the signing of AUSF and recent Community Tax Certificate

### 2.2.2. Delayed Registration

- Duly accomplished quadruplicate copies of Certificate of Live Birth with the signature of attendant at birth, the informant and the hospital staff who prepared the Certificate of Live Birth
- PSA-Negative Certificate of Birth (1945 - ) \*
- Baptismal certificate of the child
- Personal appearance of the father at City Civil Registrar's Office & his recent Community Tax Certificate (if the child is to be acknowledged or if the father is willing to admit paternity of the child)
- Personal appearance of the mother for the signing of AUSF and recent Community Tax Certificate
- Personal appearance of the child to be acknowledged for the signing of AUSF if aged 7 to 17 years old
- Sworn statement of the mother/ or sworn statement of the father/ grandmother/ grandfather in lieu of the mother (if the mother is deceased or her whereabouts are unknown) and recent Community Tax Certificate
- Affidavit of (2) disinterested persons
- At least three documentary evidence showing correct full name, place of birth and date of birth of the child

**\*5 years prior to current year**

Note: The use of AUSF is applicable only to those who were born on March 15, 2004 to present as per revised IIR of RA 9255



#### SERVICE SCHEDULE:

Monday to Friday,  
8:00 to 5:00 PM



#### TOTAL PROCESSING TIME:

15 to 45 minutes (queuing time not included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of CCRO	Transaction Time	Total Fees/ Charges	Responsible Person
<b>Registration of children born at home (married, on time &amp; delayed registration)</b>				
1. Fill out and submit application and	Reviews / checks completeness of supporting documents	5 minutes	<ul style="list-style-type: none"> <li>• <b>On-time registration</b> P80.00</li> </ul>	CCRO Staff



requirements for birth registration and provide needed information during the interview.	Prepares Certificate of Live Birth (COLB)		<ul style="list-style-type: none"> <li>• <b>Beyond 30 days but not exceeding 1 year</b> P 100.00</li> <li>• <b>Beyond 1 year but not exceeding 20 years</b> P 200.00</li> <li>• <b>Beyond 20 years</b> P 300.00</li> </ul>
2. Review the document and affix signature on the space provided	issues Order of Payment.	1 minute	
3. Proceed to the Office of the City Treasurer and pay the corresponding fee. Present the Official Receipt and wait as the CCR) staff records the documents.	Assign registry number to COLB and releases the duly registered COLB.  If delayed registration of children born at home of married parents, accomplishes the lower back portion of COLB for signature of the informant and informs the client of the date of release of COLB in compliance with the 10 day posting period.	5 minutes	
4. Claim the registered documents and signs the logbook as	Records and issues the COLB	4 minutes	



proof of receipt.				
<b>On time registration of children born in private hospital/maternity clinic (married parents)</b> Owner of documents claim the Certificate of Live Birth at the private hospital (processed by hospital authorities)				
1. Submit the duly accomplished quadruplicate copies of the Certificate of Live Birth.	Receives and review the documents for completeness and issue Order of Payment.	10 minutes		CCRO Staff
2. Proceed to the Office of the City Treasurer and pay the corresponding fee. Submit the Official Receipt (OR) to the Office of Civil Registrar and take note the date of release of COLB.	Receives the OR and advise the client on the schedule date of release of registered COLB.	3 minutes		
3. Claim the duly registered Certificate of Live Birth on the day of release.	Records the issuance of COLB.	2 minutes		
<b>On time registration of children born in public hospital / Sorsogon Provincial Hospital (married parents)</b> The hospital entrusts the document to the Office of the Civil Registrar and to be claimed by the owners of the document (processed by parents/guardians)				
1. Hospital staff submits duly accomplished quadruplicate copies of COLB.	Receives the COLB and issues Order of Payment	10 minutes		CCRO Staff
2. Proceed to the Office of the City Treasurer and pay the corresponding fee and resent	Assigns registry number to COLB and releases the duly registered COLB.	3 minutes		CCRO Staff





the Official Receipt.				
3. Clients claim the duly registered COLB.	Records the issuance of COLB	2 minutes		
<b>Delayed registration of children born in private hospital/maternity clinic (married and unmarried parents processed by the relatives)</b>				
1. Submit duly accomplished Certificate of Live Birth in four copies prepared by the hospital authorities.	Reviews the documents for completeness of entries and signature and supporting documents.  Issues order of payment.	20 minutes		CCRO Staff
2. Proceed to the Office of the City Treasurer and pay the corresponding fee. Present the Official Receipt to the CCRO Staffs and take note of the schedule of release of COLB.	Receives the OR and inform the client of the date of release of registered COLB in compliance with the 10-day posting period.	23 minutes		CCRO Staff
3. Claim the duly registered Certificate of Live Birth on the day of release.	Records the issuance of the COLB.	2 minutes		
<b>On-time registration of children born in private or government hospital (unmarried parents, processed by relatives)</b>				
1. Submit duly accomplished Certificate of Live Birth in four copies prepared by	Reviews the documents for completeness of entries and signature and supporting documents.	10 minutes		CCRO Staff



the hospital authorities.				
2. Proceed to the Office of the City Treasurer and pay the corresponding fee. Present the Official Receipt to the CCRO staff.	Assigns registry number to COLB and issues the duly registered COLB in the appointed date.	3 minutes		
3. Claim the duly registered Certificate of Live Birth on the day of release.	Records the issuance of the COLB.	2 minutes		

## 8.2. AVAILMENT OF FOUNDLING REGISTRATION

### ABOUT THE SERVICE:

A foundling is as deserted or abandoned infant/child whose relatives are unknown or a child committed in an orphanage or similar institution and whose facts of birth and parentage are unknown.

The Civil Registry Law provides that the registration of foundling in the city/municipality where the child was found shall be made by the finder/charitable institution within thirty (30) days from the date of finding/commitment of the child.



#### CLIENT GROUPS:

Finder or charitable institutions



#### REQUIREMENTS:

- Certificate of Foundling
- Affidavit of the Finder
- Certification of the Punong Barangay or Police Authority regarding the report made by the finder



#### SERVICE SCHEDULE:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

25 minutes (queuing time not included)



## PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of CCRO	Transaction Time	Total Fees/Charges	Responsible Person
<p>1. Proceed to the Office of the Civil Registrar and submit the requirements for registration. Submit for interview and provide necessary information/s.</p> <p>Pay the corresponding fee at the Office of the City Treasurer.</p>	<p>Receives the documents and conducts interview.</p> <p>Prepares Certificate of foundling and instructs clients to review the document.</p> <p>Issues Order of Payment.</p>	20 minutes	<ul style="list-style-type: none"> <li>• <b>On-time registration</b> P 80.00</li> <li>• <b>More than 1 month but less than one year</b> P 130.00</li> <li>• <b>One year but less than 20 years</b> P 230.00</li> </ul>	<p><b>JOSEPH GIL D. ESCALANTE</b> Admin. Asst. V (Computer Operator III)</p> <p><b>ANALIZA O. ESCALANTE</b> Registration Officer III</p>
<p>2. Present the Official Receipt and claim the Certificate of Foundling.</p>	<p>Receives the copy of Official Receipt, records the issuance and issues Certificate of Foundling.</p>	3 minutes	<ul style="list-style-type: none"> <li>• <b>20 years &amp; above</b> P 330.00</li> </ul>	

### 8.3. REGISTRATION AND ISSUANCE OF DEATH CERTIFICATE

#### ABOUT THE SERVICE:

It shall be the responsibility of the nearest relative or spouse who has knowledge of the death to report the same within forty-eight (48) hours if the deceased died without medical assistance.

The City Health Officer shall examine the deceased and shall certify as to the cause of death and direct the registration of the death certificate to the Office of the City Civil Registrar within the reglementary period of thirty (30) days.



#### CLIENT GROUPS:

Spouse/children/relatives of the deceased or the nearest kin or barangays officials as the case may be

**REQUIREMENTS:****1. If death occurred at home (on-time registration)**

- Personal appearance of the informant who should be a relative of the deceased
- Barangay Certification on the circumstances surrounding the death

**2. If death occurred in the hospital (on-time registration)**

- Death Certificate prepared by the hospital

**3. Delayed Registration (death happened at home or hospital)**

- Sworn Statement

**SERVICE SCHEDULE:**

Monday to Friday,  
8:00 to 5:00 PM

**TOTAL PROCESSING TIME:**

On time/delayed registration of death occurred at home - 35 minutes  
On time/delayed registration of death in the hospital - 20 minutes

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of CCRO	Transaction Time	Total Fees/ Charges	Responsible Person
<b>On-time /delayed registration of death occurred at home</b>				
1. Proceed to the Office of the Civil Registrar, submit for interview and provide necessary information/s.	Prepares the death certificate.	10 minutes	<ul style="list-style-type: none"> <li>• <b>Burial Permit</b> P 100.00</li> <li>• <b>Transfer of Cadaver</b> P 100.00</li> </ul>	CCRO Staff
2. Review the Death Certificate prepared and affix signature on the space provided.  Upon receipt of the Unregistered Death	Issues a copy of the accomplished but unregistered death certificate.	5 minutes	<ul style="list-style-type: none"> <li>• <b>More than 1 month but less than one year</b> P 130.00</li> <li>• <b>One year but less than 20 years</b> P 230.00</li> </ul>	CCRO Staff



<p>Certificate, go to the embalmer and Health Officer and the have the Death Certificate signed.</p> <p>Proceed to the Office of the City Treasurer and pay the corresponding fee.</p>			<ul style="list-style-type: none"> <li>• <b>20 years &amp; above</b> P 330.00</li> </ul>	
<p>3. Present the Official Receipt at the Office of the City Civil Registrar and submit the signed Death Certificate.</p> <p>Wait as the Registration Officer records the document.</p>	<p>Records and assigns registry number to Certificate of Death.</p>	<p>10 minutes</p>		<p>CCRO staff</p>
<p>4. Claim the duly registered Death Certificate.</p>	<p>Issues registered Death Certificate and records the issuance.</p>	<p>5 minutes</p>		
<p><b>On-time /delayed registration of deaths at the hospital</b></p>				
<p>1. Submit the duly accomplished Death Certificate prepared by the hospital authorities in three (3) copies at the Office of the City Civil Registrar.</p> <p>Upon receipt of the</p>	<p>Receives and reviews the duly accomplished death certificate.</p>	<p>5 minutes</p>		<p>CCRO staff</p>



<p>Unregistered Death Certificate, go to the embalmer and Health Officer and the have the Death Certificate signed.</p> <p>Proceed to the Office of the City Treasurer and pay the corresponding fee.</p>				
<p>2. Present the Official Receipt at the Office of the City Civil Registrar and submit the signed Death Certificate.</p> <p>Wait as the Registration Officer records the document.</p>	<p>Records and assigns registry number to Certificate of Death.</p>	<p>10 minutes</p>		<p>CCRO staff</p>
<p>3. Claim the duly registered Death Certificate.</p>	<p>Issues registered Death Certificate and records the issuance.</p>	<p>4 minutes</p>		



## 8.4. AVAILMENT OF MARRIAGE LICENSE

### ABOUT THE SERVICE:

Where a marriage license is required, each of the contracting parties shall file separate sworn application for such license with the proper local civil registrar of the place where either or both of the contracting parties reside.

The Local civil registrar concerned shall enter all applications for marriage license filed in a registry book strictly in the order in which the same are received.

When the license is issued, the same shall be valid in any part of the Philippines for a period of one hundred twenty (120) days from the date of issue, and shall be deemed automatically cancelled at the expiration of the said period if the contracting parties have not made use of it.



### CLIENT GROUPS:

A man and a woman, of legal age, and with no legal impediment to marry, who wish to enter into a special contract of permanent union for the establishment of conjugal family life.



### REQUIREMENTS:

- Pre-marital Counselling Certificate
- Birth Certificate/Baptismal of Contracting Parties
- Parental Consent (for ages 18 – 20)
- Parental Advices (for ages 21 -25)
- Certificate of No Marriage (CENOMAR)
- Passport and legal capacity to contract marriage (for foreigner)
- Personal appearance of the couple



### SERVICE SCHEDULE:

Monday to Friday,  
8:00 to 5:00 PM



### TOTAL PROCESSING TIME:

30 minutes



## PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of CCRO	Transaction Time	Total Fees/ Charges	Responsible Person
<p>1. Submit all the required documents at the Office of the City Civil Registrar. Provide necessary information during the interview (both parties) by the Registration Officer.</p> <p>After the interview, both parties should sign the application form.</p>	<p>Receives and reviews the submitted document/s.</p> <p>Conducts interview to both parties.</p> <p>Inform the client to pay the corresponding amount at the Office of the City Treasurer.</p>	20 minutes	<p><b>To be paid at the Office of the City Treasurer</b></p> <ul style="list-style-type: none"> <li>• <b>Pre-marriage Counselling</b> P 150.00</li> <li>• <b>Application Fee for Marriage License</b> P 350.00</li> <li>• <b>Additional Fee for Marriage License</b> P 100.00</li> <li>• <b>Solemnization Fee</b> P 400.00</li> </ul>	<p><b>EMMA D. JALMANZAR</b> Senior Admin. Asst. II (Computer Operator IV)</p>
<p>2. Proceed to the Office of the City Treasurer and pay the corresponding fee.</p>			<p><b>To be paid at the Office of the City Civil Registrar</b></p> <ul style="list-style-type: none"> <li>• <b>Marriage License</b> P 2.00</li> </ul>	
<p>3. Present the Official Receipt at the Office of the City Civil Registrar and submit the documents.</p> <p>Wait for 10-day posting period.</p>	<p>Receives the documents and informs the clients on the date of release of marriage license.</p>	5 minutes		<p><b>EMMA D. JALMANZAR</b> Senior Admin. Asst. II (Computer Operator IV)</p>
<p>4. Return to the Office of the Civil Registrar on the date of release and</p>	<p>Issues marriage license.</p>	5 minutes		<p><b>EMMA D. JALMANZAR</b> Senior Admin. Asst. II</p>





<p>claim the marriage license.</p> <p>Upon release of the marriage license, sign the logbook as proof of receipt.</p>				<p>(Computer Operator IV)</p>
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## 8.5. REGISTRATION OF MARRIAGE CERTIFICATE

### ABOUT THE SERVICE:

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



### CLIENT GROUPS:

- Secretaries of Parish Church
- Court's Liaison Officer
- Local Chief Executive's (Mayor) staff
- Owners of the document



### REQUIREMENTS:

- Marriage Certificates
- Sworn Statement of the applicant (for delayed registration)



### SERVICE SCHEDULE:

Monday to Friday,  
8:00 to 5:00 PM



### TOTAL PROCESSING TIME:

On-time Registration - 15 minutes  
 Delayed Registration - 20 minutes



## PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of CCRO	Transaction Time	Total Fees/Charges	Responsible Person
<b>On-time registration</b>				
1. Submit the duly accomplished Marriage Certificate in quadruplicate copies at the Office of the City Civil Registrar.	Receives and records the document.  Inform the client to pay the corresponding amount at the Office of the City Treasurer.	5 minutes	<ul style="list-style-type: none"> <li>• <b>Registration Fee</b> P 100.00</li> </ul>	CCRO Staff
2. Proceed to the Office of the City Treasurer and pay the corresponding fee. Present the Official Receipt to the Registration Officer and claim the Marriage Certificate.				CCRO Staff
3. Sign the logbook as proof of receipt.	Releases the duly registered Marriage Certificate.	5 minutes		CCRO Staff
<b>Delayed registration</b>				
1. Submit the duly accomplished Marriage Certificate in quadruplicate copies at the Office of the City Civil Registrar.	Receives and records the document.  Inform the client to pay the corresponding amount at the Office of the City Treasurer.	5 minutes	<ul style="list-style-type: none"> <li>• <b>More than 1 month but less than one year</b> P 130.00</li> <li>• <b>One year but less than 20 years</b> P230.00</li> <li>• <b>20 years &amp; above</b> P 330.00</li> </ul>	CCRO Staff



2. Proceed to the Office of the City Treasurer and pay the corresponding fee. Present the Official Receipt to the Registration Officer.	Inform the client on the day of the release of Marriage Certificate ( 10-day posting period)	5 minutes		
3. Claim the registered Marriage Certificate and sign the logbook as proof of receipt.	Releases the duly registered Marriage Certificate.	5 minutes		

## 8.6. AVAILMENT OF CERTIFIED TRUE TRANSCRIPTION COPIES OF BIRTHS, DEATH AND MARRIAGES

### ABOUT THE SERVICE:

Civil registry documents such as birth, marriage and death certificates may be availed of by securing a certified true transcription copies from the office.



#### CLIENT GROUPS:

Owner or relatives of those births, deaths and marriage happens in Sorsogon City (Bacon and Sorsogon)



#### REQUIREMENTS:



#### SERVICE SCHEDULE:

Monday to Friday,  
8:00 to 5:00 PM



#### TOTAL PROCESSING TIME:

30 minutes (queuing not included)

Register	Available		Destroyed	
	From	To	From	To
	Oct.1, 1901	Jan.31, 1909	June 11, 1901	Sept.30, 1901
	Jan. 1, 1919	Oct. 31, 1919	Feb. 1, 1909	Dec. 31, 1909
Births	June 1, 1913	Nov. 30, 1919	Nov. 1, 1912	May 31, 1913
	Dec. 1, 1921	Dec. 25, 1922	Dec. 1, 1919	Nov. 30, 1921



	Jan. 10, 1923	Nov. 30, 1926	Dec. 26, 1922	Jan. 9, 1923
	Feb. 1, 1927	Oct. 31, 1927	Dec. 1, 1926	Jan. 31, 1927
	Jan.10, 1929	Jan. 31, 1935	Nov. 1, 1927	Jan. 9, 1929
	Oct. 1, 1936	April 18, 1940	Feb. 1, 1935	Sept. 30,1936
	July 19, 1948	TO DATE	April 19, 1940	July 18, 1948
Deaths	Jan. 2, 1913	March 3, 1936	March 4, 1936	April 19, 1936
	Apr.20, 1936	Dec.20, 1947	Dec.21, 1947	Jan.25, 1948
	Jan.26, 1948	TO DATE		
	Nov. 6, 1912	July 27, 1936	July 28, 1936	Feb. 1, 1939
	Feb. 2, 1939	Nov. 29, 1941	Nov. 30, 1941	July 1, 1942
	July 2, 1942	Nov. 24, 1944	Nov. 25, 1944	April 15, 1945
	April 16, 1945	TO DATE		

Register	Available	Destroyed
Births	1960 – 6/2001	1901-1959
Deaths	1952 – 6/2001	1901-1951
Marriages	1957 – 6/2001	1901-1956

\* Not available certifications are issued to those whose records are not included in the existing files.



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of CCRO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Fill out request form and submit to the receiving clerk or researcher.	Checks the availability of the document and informs client of the status of the requested document. If the document is available, issues order of payment.	20 minutes	<b>I. Issuance of Birth/Marriage Certificate for the following purposes: (Maximum of 2 copies) please add P 30.00 for documentary stamp</b> <ul style="list-style-type: none"> <li>• <b>Travel Abroad/Securing Passport</b> P 200.00</li> <li>• <b>Establishing of Citizenship</b> P 200.00</li> <li>• <b>Retirement</b> P 150.00</li> </ul>	CCRO Staff



			<ul style="list-style-type: none"><li>• <b>Claim (Issuance)</b> P 150.00</li><li>• <b>Settlement of Estates</b> P 150.00</li><li>• <b>Employment</b> P 100.00</li><li>• <b>Board Examination</b> P 100.00</li><li>• <b>Reference</b> P 100.00</li><li>• <b>Enrolment for Elementary</b> P 50.00</li><li>• <b>Enrolment for Secondary</b> P 75.00</li><li>• <b>Enrolment for College</b> P 150.00</li><li>• <b>Baptismal</b> P 50.00</li><li>• <b>For other purpose not stated above</b> P 100.00</li></ul> <p><b>II. Birth Records Not Available</b> P 100.00</p> <p><b>III. Birth Records Destroyed</b> P 100.00</p>	
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			<p><b>IV. Issuance of Death Certificate for the following purposes: (Maximum of 2 copies) please add P 30.00 for documentary stamp</b></p> <ul style="list-style-type: none"><li>• <b>Claims</b> P 150.00</li><li>• <b>Settlement of Estates</b> P 150.00</li><li>• <b>For other purpose not stated above</b> P 100.00</li></ul> <p><b>V. Death Records Not Available</b> P 100.00</p> <p><b>VI. Death Records Destroyed</b> P 100.00</p> <p><b>VII. Marriage Records for the following purposes:</b></p> <ul style="list-style-type: none"><li>• <b>Travel Abroad</b> P 200.00</li><li>• <b>Local Purposes</b> P 100.00</li><li>• <b>Personal File</b> P 100.00</li></ul> <p><b>VIII. Marriage Records Not Available</b> P 100.00</p> <p><b>IX. Marriage Records Destroyed</b> P 100.00</p>	
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<p>2. Proceed to the Office of the City Treasurer and pay the corresponding fee.</p> <p>Present the Official Receipt to the Registration Officer.</p>	<p>Prepares the certification and records the details of the OR.</p>	<p>5 minutes</p>		<p>CCRO Staff</p>
<p>3. Claim the certified true transcription copies of the document.</p>	<p>Issues the duly signed document/certification.</p>	<p>5 minutes</p>		<p>CCRO Staff</p>

### 8.7. PROCESSING OF PETITION UNDER REPUBLIC ACT 9048 (CORRECTION OF CLERICAL ERROR OR CHANGE OF NAME OR NICKNAME)

#### ABOUT THE SERVICE:

Republic Act No. 9048 authorizes the city or municipal civil registrar or the consul general to correct a clerical or typographical error in an entry and/ or change of first name or nickname in the civil register without need of a judicial order.

An administrative remedy in nature, it is a departure from the usual judicial processes in correcting clerical errors of changing an entry an entry in civil registry documents. It is aimed at according petitioners an expeditious and cheaper way of correcting errors found in her/his record.



#### CLIENT GROUPS:

Whether it is for correction of clerical or typographical error, or for change of first name, the petition may be filed by a person of legal age who must have direct and personal interest in the correction of the error or in the change of first name in the civil register. (Document owner, owner's spouse children, parents, brothers, sisters, and grandparents, guardian or any other person duly authorized by law or by the owner of the document).



#### REQUIREMENTS:

##### 1. For Correction of Clerical Error

Mandatory Requirement:

- Birth Certificate on Security Paper
- With at least five (5) of the supporting documents listed below:
  - Voter's Affidavit
  - Employment Record
  - GSIS Record
  - SSS Record



- Medical Record
- Business Record
- School Record
- Driver's License
- Insurance
- Civil Registry records of ascendants
- Land Titles
- Certificate of Land Transfer
- Bank Passbook
- NBI/Police Clearance

## 2. For Change of First Name

Mandatory Requirement:

- Birth Certificate on Security Paper
- Police Clearance
- NBI Clearance
- Affidavit of Non-employment or Certificate of Employment and other documentary evidences
- Affidavit of Publication/Newspaper clippings Publication – local newspaper for 2 consecutive weeks national paper (publication shall be done only once) for Migrant Petition
- Copy of the following supporting documents:
  - Baptismal Certificate
  - School Records
  - Identification Cards
  - Special Power of Attorney (SPA) if the petitioner is not the owner of the document



### SERVICE SCHEDULE:

Monday to Friday,  
8:00 to 5:00 PM



### TOTAL PROCESSING TIME:

For Correction of Clerical Error - 30 minutes

For Change of Name - 40 minutes

*(Postal delivery time to the Office of the Civil Registrar General not included)*





## PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of CCRO	Transaction Time	Total Fees/ Charges	Responsible Person
<b>For correction of Clerical Error</b>				
1. Secure checklist of documents at the Office of the Civil Registrar	Gives briefing about the service.	5 minutes	<ul style="list-style-type: none"> <li>• <b>Filing Fee for petition for Change of First Name, Sex &amp; Date of Birth</b> P 3,000.00               <ul style="list-style-type: none"> <li>➤ <b>Service Fee</b> P 500.00</li> </ul> </li> <li>• <b>Filing for correction of clerical errors</b> P 1,000.00               <ul style="list-style-type: none"> <li>➤ <b>Service Fee</b> P 500.00</li> </ul> </li> <li>• <b>Service for Migrant petitioner for correction of clerical error</b> P 500.00</li> <li>• <b>Service Fee for Migrant Petitioner for Change of First Name</b> P 1,000.00</li> </ul>	<p><b>ANALIZA O. ESCALANTE</b> Registration Officer III</p> <p><b>MA. THERESA D. CASALJAY</b> Admin. Aide IV</p>
2. Submit all the required documents at the Office of the City Civil Registrar. Provide necessary information during the interview	Reviews documents and conducts interview.	15 minutes		
3. Proceed to the Office of the City Treasurer and pay the corresponding fee. Present the Official Receipt.	Inform the client on the day of the release inconformity with the required the (10) days posting and five (5) days for the decision.	5 minutes		
4. Return to Office of the City Civil Registrar and claim the approved petition MCR level on the appointed date. Sign the Logbook as proof of receipt.	Prepares the approved petition for mailing.  Mail the approved petition to the Office of the Civil Registrar General (OCRG) and keep the receipt of the forwarder/courier, together with the duplicate copy of the mailed documents.	5 minutes		



<p>5. Return to the Office of the City Civil Registrar after two to three months to follow-up the result and issuance of the Certificate of Finality.</p> <p>If the petition is affirmed, mail to the Office of the Civil Registrar General (OCRG) the Certificate of Finality, records sheet and annotated Certificate of Live Birth together with the endorsement letter.</p> <p>If the petition is impugned, file through the Office of the City Civil Registrar within 15 days from the receipt of the Impugned Petition a motion for reconsideration to OCRG and wait for the approval of the impugned petition.</p>	<p>Notifies the client of the decision of the Civil Registrar General.</p> <p>If OCRG affirms the petition, issues the Certificate of Finality, record sheet and annotated Certificate of Live Birth together with the endorsement letter.</p> <p>If the petition is impugned, receives the motion for reconsideration and transmits to the OCRG.</p>	<p>5 minutes</p>		<p><b>ANALIZA O. ESCALANTE</b> Registration Officer III</p> <p><b>MA. THERESA D. CASALJAY</b> Admin. Aide IV</p> <p><b>SALVACION E. MORALEDA</b> CGDH I/ City Civil Registrar</p>
<p>6. Follow-up at NSO Manila the request for annotated Certificate of Live Birth on security paper three (3)</p>				



<p>days after mailing and present certified copy of the certificate of finality, record sheet and annotated Certificate of Live Birth together with the endorsement letter and the receipt of the mail.</p>				
<b>For Change of First Name</b>				
<p>1. Secure checklist of documents at the Office of the Civil Registrar</p>	<p>Gives briefing about the service.</p>	<p>5 minutes</p>		<p><b>ANALIZA O. ESCALANTE</b> Registration Officer III</p>
<p>2. Submit all the required documents at the Office of the City Civil Registrar. Provide necessary information during the interview</p>	<p>Reviews documents and conducts interview.</p>	<p>15 minutes</p>		<p><b>MA. THERESA D. CASALJAY</b> Admin. Aide IV</p> <p><b>SALVACION E. MORALEDA</b> CGDH I/ City Civil Registrar</p>
<p>3. Proceed to the Office of the City Treasurer and pay the corresponding fee. Present the Official Receipt and secure endorsement/notice for publication. Entrust all the documents for the preparation and approval of petition.</p>	<p>Prepares the petition</p>	<p>10 minutes</p>		<p><b>ANALIZA O. ESCALANTE</b> Registration Officer III</p> <p><b>MA. THERESA D. CASALJAY</b> Admin. Aide IV</p> <p><b>SALVACION E. MORALEDA</b> CGDH I/ City Civil Registrar</p>
<p>4. After the termination, of the two-week</p>	<p>Prepares the approved</p>	<p>10 minutes</p>		<p><b>ANALIZA O. ESCALANTE</b> Registration Officer</p>



<p>publication period, submit to the Office of the City Civil Registrar the certification of publication and secures the approved petition. Sign the logbook as proof of receipt.</p> <p>Mail the approved petition to Office of the Civil Registrar General and keep the receipt of the forwarder, together with the duplicate copy of the mailed documents.</p>	<p>petition for mailing</p>			<p>III</p> <p><b>MA. THERESA D. CASALJAY</b> Admin. Aide IV</p> <p><b>SALVACION E. MORALEDA</b> CGDH I/ City Civil Registrar</p>
<ul style="list-style-type: none"> <li>Follow-up the approval of petition results at the Office of the City Civil Registrar after two to three months.</li> </ul> <p>If the petition is affirmed, mail again to the Philippine Statistics Office the certificate of finality, record sheet and annotated Certificate of Live Birth together with the endorsement letter.</p>	<p>If the Civil Registrar General:</p> <p>Approved the petition, issues the certificates of finality, record sheet and annotated Certificate of Live Birth and endorsement letter</p>	<p>15 minutes</p> <p>5 minutes</p>		<p><b>ANALIZA O. ESCALANTE</b> Registration Officer III</p> <p><b>MA. THERESA D. CASALJAY</b> Admin. Aide IV</p> <p><b>SALVACION E. MORALEDA</b> CGDH I/ City Civil Registrar</p>



<p>If the petition is impugned, file through the CCR a motion for reconsideration within 15 days from the receipt of the impugned petition and wait for the reconsideration and approval of the impugned petition.</p> <p>Requests the authenticated Certificate of Live Birth on security paper after three days from the date of mailing at the PSA. Present a copy of the certificate of finality, record sheet and annotated certificate of live birth together with the receipt of the courier/forwarder .</p>	<p>If the petition is impugned, received the motion for reconsideration and transmit the OCRG.</p>			
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## 8.8. REGISTERING OF LEGAL INSTRUMENTS

### ABOUT THE SERVICE:

Similar to court decrees/orders, legal instruments are also registerable in the civil registrar where the birth certificate of the child is registered.

The following are considered legal instruments:

- Affidavit of Acknowledgment/Admission of Paternity - a public document executed by the biological father establishing paternal relationship with the child
- Legitimation – is a remedy by means of which those in fact were not born in wedlock and should, therefore, be considered illegitimate, are, by action, considered legitimate, t being support that they were born when their parents were already validly married.
- Affidavit to Use the Surname of the Father – under RA 9255, it is a public instrument executed by the father giving the child the privilege to use his surname



### CLIENT GROUPS:

Parents of illegitimate children



### REQUIREMENTS:

For births already registered

#### A. Acknowledgment/admission of paternity

- Registered Certificate of Live Birth of the child
- Duly notarized affidavit of acknowledgment/admission of paternity
- Baptismal Certificate
- Proof of paternal filiation (if the child is not acknowledged during registration)

#### B. Legitimation

- Registered Certificate of Live Birth of the child duly acknowledged by the father
- Duly notarized affidavit of Legitimation by both parents
- Marriage contract of Parents
- Certificate of no previous marriage to other person.

#### C. Affidavit to Use the Surname of the Father

- Registered Certificate of Live Birth of the Child
- Duly notarized AUSF executed by the mother
- At least two public handwritten instruments of the father (if not...)

Note: applicable only to illegitimate children born on March 15, 2004 to present



### SERVICE SCHEDULE:

Monday to Friday,  
8:00 to 5:00 PM



**TOTAL PROCESSING TIME:**  
20 minutes (queuing not included)



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of CCRO	Transaction Time	Total Fees/ Charges	Responsible Person
<p>1. Submit requirement and provide the needed information during the interview.</p> <p>Secure Order of Payment. Proceed to the Office of the City Treasurer and pay the corresponding fees.</p>	<p>Review's requirements and interviews the client, instructs the client to pay fees.</p>	10 minutes	<ul style="list-style-type: none"> <li>• <b>Affidavit of Acknowledgment/a dmission of paternity</b> P 100.00</li> <li>• <b>AUSF (RA No. 9255)</b> P 100.00</li> <li>• <b>Affidavit of Legitimation</b> P 100.00</li> <li>• <b>Affidavit and/or Oath of allegiance regarding wife and children of naturalized Filipino Citizens or Election of Citizenship</b> P 200.00</li> </ul>	CCRO staff
<p>2. Return to City Civil Registrar's Office and present the official receipt.</p> <p>Claim the certified true copies of the Certificate of Live Birth of the Child on the date advised. Sign the logbook as proof of receipt</p>	<p>Records the documents and informs the client of the date of release.</p> <p>Releases the certified true copies of the Certificate of Live Birth</p>	<p>5 minutes</p> <p>5 minutes</p>		CCRO staff



## 8.9. ISSUANCE OF CERTIFICATION THAT AN INDIVIDUAL HAS NOT APPLIED FOR MARRIAGE LICENSE IN SORSOGON CITY

### ABOUT THE SERVICE:

A document issued to client certifying that the same has not applied for marriage license nor contracted marriage with anybody in Sorsogon City



#### CLIENT GROUPS:

Relatives or the persons themselves who are of legal age and unmarried



#### REQUIREMENTS:

Barangay certification  
CENOMAR



#### SERVICE SCHEDULE:

Monday to Friday,  
8:00 to 5:00 PM



#### TOTAL PROCESSING TIME:

25 minutes (queuing not included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of s CCRO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Submit the requirements and provide the needed information during the interview  Secure Order of Payment and pay the corresponding amount at the Office of the City Treasurer	Receives and reviews the requirements.  Interview the client.  Issue's order of payment.	20 minutes	<b>Certification Fee</b> P20.00	<b>EMMA D. JALMANZAR</b> Senior Admin. Asst. II (Computer Operator IV)
2. Present the OR to the Office of the CCR Officer.  Receive the certification and sign the logbook as proof of receipt.	Records its issuance and releases the certification.	5 minutes		<b>EMMA D. JALMANZAR</b> Senior Admin. Asst. II (Computer Operator IV)





## 9. Office of the City Disaster Risk Reduction and Management Officer

### 9.1. AVAILMENT OF EMERGENCY RESPONSE SERVICE

#### ABOUT THE SERVICE:

Any unforeseen or sudden occurrence, especially danger, demanding immediate action by the Sorsogon City Emergency Response Team



#### CLIENT GROUPS:

The public within the City of Sorsogon



#### SERVICE SCHEDULES:

24/7



#### TOTAL PROCESSING TIME:

5 minutes queuing and travel time not included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CDRRMO	Transaction Time	Total Fees/Charges	Responsible Person
1. Client reports the incident	Receives the incident report, name of caller/informant, contact number and few details surrounding the incident/emergency	1 minute	None	<b>JANETTE JOY VENICE O. JARDIN</b> Dispatch Officer <b>JEROME G. HABOC</b> Dispatch Officer
	Dispatch of Response Team/s	1-3 minutes		

### 9.2. AVAILMENT OF TRAINING/TRAINERS/RESOURCE SPEAKERS

#### ABOUT THE SERVICE:

Are those pre-disaster activities or trainings that will strengthen the capacity and ability of people, organizations and systems, using available skills and resources, to manage adverse conditions, risk or disasters



#### CLIENT GROUPS:

- Government agencies
- Private sectors
- Schools
- Students

**REQUIREMENTS:**

- Duly signed Letter Request address to City Mayor, Attention: City DRRM Officer
- Must contain the type of training/Seminar/Activity, number of participants, details of requesting Office (Cellphone Numbers, Address etc.) Venue of the training and, Date & Time.

**SERVICE SCHEDULES:**

Monday to Friday,  
8:00 AM to 5:00 PM

**TOTAL PROCESSING TIME:**

10 minutes

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the CDRRMO	Transaction Time	Total Fees/Charges	Responsible Person
1. Submit a Letter Request	Receive, record and forward the Letter Request to Concerned Person / Division / Unit	2 minutes	None	<b>HELEN R. JALASCO</b> Admin. Staff
	Evaluate the Letter Request and determine the appropriateness of the Training, Seminar, Topic being requested and inform the Requesting Party of the Status of the request	8 minutes		<b>LUISITO H. MENDOZA JR.</b> CGDH I/ DRRM Officer

**9.3. AVAILMENT OF HAZARD MAPS, IEC MATERIALS AND OTHER DATA****ABOUT THE SERVICE:**

Hazard Maps are those maps that highlight areas affected by or are vulnerable to a particular hazard. They are typically created for natural hazards such as earthquakes, volcanoes, landslides, flooding and tsunamis. Hazard maps are essential data useful in determining the level of risks in a certain area and are helpful to the community to be a fully aware of the dangers or threats brought by natural disasters or calamities.

**CLIENT GROUPS:**

- Government agencies
- Private sectors
- Schools
- Students

**REQUIREMENTS:**

- Duly signed Letter Request address to the City Mayor, Attention: City DRRM Officer (stating the purpose and the details of requesting Office (Cellphone Numbers, Address, etc.)

**SERVICE SCHEDULES:**

Monday to Friday,  
8:00 AM to 5:00 PM

**TOTAL PROCESSING TIME:**

10 minutes

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the CDRRMO	Transaction Time	Total Fees/Charges	Responsible Person
1. Submit letter request	Receive letter request and forward to the concerned Person / Division / Unit	2 minutes	None	<b>HELEN R. JALASCO</b> Admin. Staff
	Evaluate the Letter Request and determine the appropriateness of the maps, materials and data being requested	3 minutes		<b>JOEFEL E. LOPEZ</b> LDRRMO III

**9.4. AVAILMENT OF OCULAR INSPECTION AND CERTIFICATION****ABOUT THE SERVICE:**

An ocular inspection can be conducted to determine the level of risk and identify the presence of hazards in a particular area being subjected for developments and constructions both in public and in private projects or undertakings

A Certificate will be issued after inspection and upon cross-checking with the multi-hazard database.

**CLIENT GROUPS:**

- Government agencies
- Private sectors
- Schools
- Students



#### REQUIREMENTS:

- Duly signed Letter Request address to the City Mayor, Attention: City DRRM Officer (stating the purpose and the details of requesting Office (Cellphone Numbers, Address, etc.)



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

10 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CDRMO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Submit Letter Request	Receive letter request and forward it to Planning Division	2 minutes	None	<b>HELEN R. JALASCO</b> Admin. Staff
	Evaluate the letter request, to determine its appropriateness	8 minutes		<b>HAGEL D. HABLA</b> CGADH I
	Interviews the requesting) if necessary) and schedule the conduct of inspection			<b>LUISITO H. MENDOZA JR</b> CGDH I



## 10. Office of the City Engineer

### 10.1. AVAILMENT OF BUILDING PERMIT

#### ABOUT THE SERVICE:

Section 301 of the National Building Code states that No person, firm or corporation, including any agency or instrumentality of government, shall construct, alter, convert, use, occupy, move, demolish, and add a building/structure or any portion thereof or cause the same to be done, without first obtaining a Building Permit from the Building Official assigned in the place where the subject building/structure is located or planned to be located.

Any person desiring to obtain a building permit and any ancillary / accessory permit/s together with said Building Permit and any ancillary/application/s on the prescribed applications forms as stated in the Latest Implementing Rules and Regulation of the National Building Code of the Philippines (PD 1096).

The permit becomes null and void if work does not commence within one year from the date of such permit, or if the building is abandoned or work is suspended for a period of 120 days.



#### CLIENT GROUPS:

Any person, firm or corporation, including any agency or instrumentality of government, who intends to construct, alter, convert, use, occupy, move, demolish, and add a building/structure or any portion thereof or cause the same to be done.



#### DOCUMENTARY REQUIREMENTS FOR BUILDING PERMIT APPLICATION

(Single Dwelling Residential / Commercial/Industrial/Others)

- Documentary Requirements Checklist
- Four (4) copies of filled – up Unified Application Form for Building Permit
- Fire Safety Evaluation Certificate (FSEC) from Bureau of Fire Protection
- One (1) photocopy of Current Real Property Tax Receipt
- One (1) certified copy of Tax Declaration
- One (1) certified copy of Original Certificate of Title (OCT) / Transfer certificate of Title (TCT), or Deed of Absolute Sale or Lot Locational Plan from LRA (if lessee, Contract of Lease)
- Four (4) sets of Ancillary Permit Forms, Survey Plans, design plans, specifications and other documents as follows: (signed and sealed by designing professionals)
  1. Architectural Documents
  2. Civil Documents
  3. Sanitary Documents
  4. Plumbing Documents
  5. Electrical Documents
  6. Mechanical Documents
  7. Electronics Documents
  8. Geodetic Documents
  9. Fire protection Plan (if applicable)



- Three (3) photocopies of Valid Licenses (PRC ID) of all involved professionals
- Notarized estimated value of the building / structure to be erected as declared by the owner
- Construction Safety and Health Programs from DOH
- Affidavit of Undertaking
- Soil Test
- Structural Design Analysis

**One (1) copy of Clearance from other government agencies exercising regulatory functions such as:**

- HLURB – for zoning and land use of all types of building/structure.
- CZAO – City Zoning Administration Office for Locational Clearance
- Bureau of Fire Protection – for all types of buildings/structures
- DPWH – Road Right of Way Clearance along national road for all types of building/structures.
- PEO – road right of way clearance along provincial road for all types of building/structures
- LGU – for all types of buildings/structures
- DENR-EMB Clearance (ECC/CNC) – for all commercial and industrial buildings
- DOLE – for industrial buildings
- DOH – for health hazard-related buildings / structures
- ATO – for buildings / structures exceeding 40 meters in height
- Philippine Tourism Authority – for tourist-oriented projects
- Department of Education – for educational buildings
- Energy Regulatory Board – for gasoline stations.

To facilitate processing, please take note of the following before submitting the plans and other requirements above to the CEO:

- Requirements of the Revised 2005 National Building Code (PD 1096) & its Implementing Rules and Regulations
- Laws and City Ordinances affecting the design/project
- Requirements of the referral codes (Architectural Code, Philippine Electrical Code [PEC], Revised Plumbing Code, Structural Code [NSCP] Mechanical Engineering Code [PSME])
- Compliance with BP 344 (Accessibility Law) should be indicated in detail on plans for commercial, institutional and public buildings
- If setback/yard requirements are not met on the sides and at the back/rear the Firewall (strictly no opening) extending up to at least 1 meter from the roof level shall be provided. It shall be indicated on the site development plan with owner's conformity.
- Grease Trap/Oil Separators shall be provided for hotels, restaurants, eateries, terminals, gasoline station, auto repair shops, bakeries and other similar establishments
- All revisions/addition made in the plans shall have an acknowledgement of the designer.
- Special Power of Attorney/Authority to construct shall be provided if the owner is not the signatory in all application forms, plans and documents.
- Forms and Letters, Plans, Specifications, Bill of Materials and Cost Estimates and other pertinent documents must be signed and sealed by the Designer and signed by the Owner.



- All application forms and letters must be properly filled-up with all necessary information available.



**SERVICE SCHEDULES:**

Monday to Friday,  
8:00 AM to 5:00 PM



**TOTAL PROCESSING TIME:**

30 minutes



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the City Engineer's Office	Transaction Time	Total Fees/ Charges	Responsible Person/s
<b>Pre-evaluation of Documentary Requirements</b>				
1. Submit Application Form and Documentary Requirements	Receives documents and verifies completeness of plans and gives an endorsement to other offices / agencies for securing other required clearances	20 minutes	Please refer to the Revised Edition of National Building Code 2005. (NCBDO MEMORANDUM CIRCULAR NO. 1, Series of 2004 – New Schedule of Building Permit Fees and Other Charges)	<b>SHERYLL H. LAGCO</b> Building Inspector  <b>MARIA SALOME D. JOLO</b> Engineer I
2. Secure an order of payment after the application has been determined to be complete and in order.	Issues an order of payment	5 minutes		<b>JOELAN D. AGUIRRE</b> Engineer IV/ Acting Building Official
3. Proceed to the Office of the City Treasurer, pay the required fees and submit photocopy of Official Receipt to Office of the City Engineer	Receives photocopy of Official Receipt and notify client for the date of release	5 minutes		<b>SHERYLL H. LAGCO</b> Building Inspector  <b>MARIA SALOME D. JOLO</b> Engineer I
4. On scheduled date, proceed to the Office of the City Engineer and receive the	Releases the approved building permit	10 minutes		<b>SHERYLL H. LAGCO</b> Building Inspector  <b>MARIA SALOME D. JOLO</b> Engineer I



approved building permit				
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## 10.2. AVAILMENT OF PERMITS SUPPLEMENTARY TO A BUILDING PERMIT

### ABOUT THE SERVICE:

The following permits are required to secure a building permit:

#### *Ancillary Permits*

The Ancillary Permits duly signed and sealed by the corresponding professionals and the plans and specifications shall be submitted together with duly notarized application for Building Permit. The Building Permit is null and void if not accompanied by the Ancillary Permits. The prescribed Ancillary and other Accessory Permits/forms shall likewise be used whenever applicable. The Ancillary Permits are the following:

- Architectural Permit
- Civil / Structural Permit
- Electrical Permit
- Mechanical Permit
- Sanitary Permit
- Plumbing Permit
- Electronics Permit

#### *Accessory Permits*

Accessory Permits are issued by the Building Official for accessory parts of project with very special functions or use which are indicated in the plans and specifications that the building permit application. These may include, among others: bank and record vaults; swimming pool; firewalls separate from the building/structure; towers; silos, smokestacks; chimneys' commercial/industrial fixed ovens; industrial kilns/furnaces; water/waste treatment tanks, septic vaults; concrete and steel tanks; booths, kiosks and stages; and tombs, mausoleums and niches.

Accessory Permits are issued by the Building Official for activities being undertaken prior to or during the processing of the building permit. The coverage is spelled out in the accessory permit form including the expiry period. These shall be signed by the owner/s applicant and by the concerned professionals. These permits include, among others, ground preparation and excavation, encroachment of foundation to public area, fencing, for fence not exceeding 1.80 meters high, sidewalk construction, temporary sidewalk enclosure and occupancy, erection of scaffolding, erecting, repair, removal of sign; and demolition.



### CLIENT GROUPS:

Individual, firms or corporations seeking a building permit



### REQUIREMENTS:

#### Fencing Permit

This permit is secured prior to actual construction of fence.

Requirements:

- Fencing Permit Form (NBC Form No. B-03) – 4 copies duly signed and sealed and notarized





- 4 copies of signed and Sealed Fencing Plan by designing professional
- 4 copies of signed and sealed Bill of Materials and Cost Estimates by designing professional
- 4 copies of signed and sealed Specifications by designing professional
- Certification of a Geodetic Engineer that the proposed fence will not encroach on adjoining properties based from the approved survey plan
- 1 copy of Transfer Certificate Title (TCT) / Original Certificate Title (OCT) (Electronic/ certified copy)
- 2 copies of Deed of Sale/Lease Contract/Contract to Sell, if the OCT/TCT is not in the name of the owner / applicant (notarized / certified copy)
- Certificate of Real Property Tax Payment / Current Tax Receipt – 1 copy

#### Demolition Permit

This permit is secured prior to systematic dismantling or destruction of a building or structure in whole or in part.

Requirements:

- 4 copies duly signed and sealed and notarized Demolition Permit Form (NBC Form No. B-08)
- 4 copies of Floor Plan with Geodetic Certification of no encroachment and vicinity map
- 1 copy of Certified true copy of Latest Tax Declaration
- 1 copy of Certificate of Real Property Tax Payment / Current Tax Receipt
- 1 copy of Electronic Copy of OCT / TCT

#### Permit for Temporary Service Connection

This permit is secured for temporary service connection to a power utility for lighting and power construction, testing etc.

Requirements:

- 3 copies of Permit for Temporary Service Connection Form (NBC Form No. E-03)
- 3 copies of Building Permit (for new construction)
- 3 copies Electrical Plan / Layout

#### Temporary Sidewalk Enclosure and Occupancy Permit

This permit is secured prior to the construction, enclosing / utilizing sidewalk

Requirements:

- 3 copies of Temporary Sidewalk Connection and Occupancy Permit Form (NCB Form No. B-05)
- Sketch Plan of sidewalk to be constructed / repaired or enclosed.
- Road right-of-way clearance from concerned agency

#### Scaffolding Permit

This permit is secured whenever the erection of scaffolding occupies street lines.

Requirements:

- 4 copies of Scaffolding Permit Form (NBC Form No. B-06)
- 4 copies of Sketch Plan of street line to be occupied



Sign Permit

This permit is secured prior to the installation, erection, attachment painting of any form of signage. Requirements:

- 4 copies duly signed and sealed and notarized Sign Permit Form (NBC Form No. B-07) – 4 Copies duly signed & sealed and notarized
- Building Permit Form whenever there is a concrete / steel structure
- 1 copy of duly signed and sealed Structural Analysis
- Zoning Clearance
- Electrical Permit (NBC Form No. A-03) whenever there is an electrical connection – 4 copies duly signed and sealed
- Fire Clearance whenever there is an electrical connection
- Location / Vicinity Plan / Site Development Plan
- Lot documents whenever it occupies a private lot
- DPWH clearance (for national roads / highways) and Provincial Engineer Office Certificate
- 4 copies of duly signed and sealed Specifications and Cost Estimates
- 1 copy of Certified true copy of Latest Tax Declaration
- 1 copy of Certificate of Real Property tax payment / Current Tax Receipt
- Certified Copy of Contract of Lease, if not owned

Excavation and Ground Preparation Permit

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

Requirements:

- 4 copies of Accomplished Excavation and Ground Preparation Permit Form
- 4 copies of Foundation Plan with detailed drawings sketch Plan



**SERVICE SCHEDULES:**

Monday to Friday,  
8:00 AM to 5:00 PM



**TOTAL PROCESSING TIME:**

35 minutes



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the City Engineer's Office	Transaction Time	Total Fees/ Charges	Responsible Person/s
<b>Pre-evaluation of Documentary Requirements</b>				
1. Accomplish the forms and submit the same along with other requirements	Assesses and evaluates the submitted documents	20 minutes	Please refer to the Revised Edition of National Building Code 2005. NCBDO	<b>SHERYLL H. LAGCO</b> Building Inspector  <b>MARIA SALOME D. JOLO</b> Engineer I
2. After the documents have been	Issues an order of payment	5 minutes	Memorandum Circular No. 1,	<b>JOELAN D. AGUIRRE</b> Engineer IV/ Acting Building Official



found to be complete and in order, secure an order of payment			Series of 2004 – New Schedule of Building Permit Fees and Other Charges)	
3. Proceed to the Office of the City Treasurer, pay the required fees and submit photocopy of Official Receipt to Office of the City Engineer	Receives photocopy of Official Receipt and notify client for the date of release	5 minutes		<b>SHERYLL H. LAGCO</b> Building Inspector  <b>MARIA SALOME D. JOLO</b> Engineer I
On scheduled date, proceed to the Office of the city Engineer and receive the approved building permit	Releases the approved building permit	5 minutes		<b>SHERYLL H. LAGCO</b> Building Inspector  <b>MARIA SALOME D. JOLO</b> Engineer I

### 10.3. AVAILMENT OF A CERTIFICATE OF FINAL ELECTRICAL INSPECTION (CFEI)

#### ABOUT THE SERVICE:

A Certificate of Final Electrical Inspection (CFEI) is required before any building/structure is used or occupied. It is usually secured after the completion of electrical installation and is a requirement in securing power service connection forms the Sorsogon II Electrical Cooperative.

It is also required if there is any change in the existing use or occupancy classification of a building / structure or any portion thereof.

Sec. 1.2.2.2 of Philippine Electrical Code states that no electrical installation, alteration and or/addition shall be connected or reconnected to any power supply or any source of electrical energy without a CFEI obtained from the Government Authority Concerned.



#### CLIENT GROUPS:

Individuals, firms or corporations seeking an Certificate of Final Electrical Inspection (CFEI)



#### REQUIREMENTS:

- Location / Sketch Plan of Electrical Layout for 1-9 outlets only of not more than 1,620 VA for indigenous dwellings
- Electrical Permit (NBC Form No. A-03)
- Electrical Plans – as built ( signed and sealed by Professional Electrical Engineer
- Electrical Specifications
- Certificate of Completion



- Inspection Report from City Inspectors
- Proof of Lot Ownership (TCT/ Deed of Sale/ Barangay Certification/Tax Declaration)



**SERVICE SCHEDULES:**

Monday to Friday,  
8:00 AM to 5:00 PM



**TOTAL PROCESSING TIME:**

25 minutes



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the City Engineer's Office	Transaction Time	Total Fees/ Charges	Responsible Person/s
1. Present the required supporting documents to any member of the building staff for initial verification of the requirements	Verifies all necessary documents appropriate	10 minutes	Please refer to the Revised Edition of National Building Code 2005. (NCBDO MEMORANDUM CIRCULAR NO. 1, Series of 2004 – New Schedule of Building Permit Fees and Other Charges)	<b>JOSE NOLI P. JARABO</b> Electrician II  Electrical Aide Engineering Aide
2. After the documents/ requirements and or corrections have been found to be complete and/or in order, secure an order of payment.	Issues an order of payment	5 minutes		<b>JOELAN D. AGUIRRE</b> Engineer IV/ Acting Building Official
3. Proceed to the Office of the City Treasurer and pay the required fees and submit photocopy of Official Receipt to CEO	Receives photocopy of Official Receipt and notify client for the date of release	5 minutes		<b>SHERYLL H. LAGCO</b> Building Inspector  <b>MARIA SALOME D. JOLO</b> Engineer I
4. Secure approved Certificate of Final Electrical Inspection	Releases approved certificate of final electrical inspection	5 minutes		Engineering Aide



## 10.4. AVAILMENT OF OCCUPANCY PERMIT

### ABOUT THE SERVICE:

An occupancy permit is required before any building / structure is used or occupied. It is usually secured after the completion of a structure.

It is also required if there is any change in the existing use or occupancy classification of a building, structure or any portion thereof.



### CLIENT GROUPS:

Individuals, firms or corporations who wish to occupy a newly completed structure or one that has changed existing use or occupancy classification.



### DOCUMENTARY REQUIREMENTS FOR CERTIFICATE OF OCCUPANCY APPLICATION (Single Dwelling Residential / Commercial/Industrial/Others)

- Documentary Requirements Checklist
- Filled –up Unified Application Form for Certificate of Occupancy
- Three (3) copies of Certificate of Completion, duly notarized
- One (1) copy Construction Logbook, signed and sealed by the Owners, Architect or Civil Engineer who undertook full-time inspection and supervision
- Three (3) sets of As-built Design Plans and specifications duly signed and sealed by all involved Professionals ( if cases when there are changes in the approved plans)
  1. Architectural Documents
  2. Civil/Structural Documents
  3. Electrical Documents
  4. Mechanical Documents
  5. Sanitary Documents
  6. Plumbing Documents
  7. Electronics Documents
  8. Geodetic Documents
  9. Fire protection Plan (if applicable)
- One (1) copy of the valid licenses of all involved Professionals (e.g. Professional Tax Receipt and the Professional Regulation Commission Identification card)
- Photograph of the completed structure showing front, sides, and rear areas
- Fire Safety Inspection Certificate (FSIC)
- Yellow Card issued by Electrical Service Provider



### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



### TOTAL PROCESSING TIME:

35 Minutes



**PROCESS OF AVAILING THE SERVICES:**

Steps Involved	Action of the City Engineer's Office	Transaction Time	Total Fees/ Charges	Responsible Person/s
Pre-evaluation of Documentary Requirements and conduct advance ocular inspection.				
1. Submit Application Forms and Documentary Requirements	Receives documents and verifies completeness of plans and gives an endorsement to other offices / agencies for securing other required clearances	20 minutes	Please refer to the Revised Edition of National Building Code 2005. (NCBDO MEMORANDUM CIRCULAR NO. 1, Series of 2004 – New Schedule of Building Permit Fees and Other Charges)	<b>SHERYLL H. LAGCO</b> Building Inspector <b>MARIA SALOME D. JOLO</b> Engineer I
2. Secure an order of payment after the application has been determined to be complete and in order.	Issues an order of payment	5 minutes		<b>JOELAN D. AGUIRRE</b> Engineer IV/ Acting Building Official
3. Proceed to the Office of the city Treasurer, pay the required fees and submit photocopy of Official Receipt to Office of the City Engineer	Receives photocopy of OR and notify client for the date of release	5 minutes		<b>SHERYLL H. LAGCO</b> Building Inspector <b>MARIA SALOME D. JOLO</b> Engineer I
4. On scheduled date, proceed to the Office of the City Engineer and receive the approved building permit	Releases the approved building permit	5 minutes		<b>SHERYLL H. LAGCO</b> Building Inspector <b>MARIA SALOME D. JOLO</b> Engineer I



## 10.5. AVAILMENT OF A CERTIFICATE OF ANNUAL ELECTRICAL INSPECTION AND CERTIFICATE OF ANNUAL INSPECTION FOR BUSINESS LICENSE AND MAYOR'S PERMIT

### ABOUT THE SERVICE:

Business Enterprises are required to secure a Building Inspection Approval from the City Engineer's Office before the start of commercial operations and during the annual renewal of business permits. This service is among the processes involved in securing Mayor's Permit / Business License.



### CLIENT GROUPS:

Business enterprises intending to start commercial operations or Intending to renew their business permits.



### REQUIREMENTS:

*New Business License / Mayor's Permit:*

- Location / Sketch Plan with detailed information about business
- Photo Copy of Certificate of Occupancy / Certificate of Use with attached copy of Certificate of Final Electrical Inspection
- Certificate of Annual Inspection for Building / Mechanical Permit and Electrical Inspection Report

*Renewal of Business License / Mayor's Permit:*

- Photo Copy of Certificate of Occupancy / Certificate of Use with attached copy of Certificate of Annual Inspection for Building and Certificate of Annual Electrical Inspection
- Certificate of Annual Inspection for Building / Mechanical Permit and Electrical Inspection Report



### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



### TOTAL PROCESSING TIME:

25 minutes



### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Action of the City Engineer's Office	Transaction Time	Total Fees/ Charges	Responsible Person/s
Pre-evaluation of Documentary Requirements				
1. Submit Application Forms and Documentary Requirements	Receives documents and verifies completeness	5 minutes	Please refer to the <i>Revise</i> Edition of National Building Code 2005. (NCBDO MEMORANDUM CIRCULAR NO.	<b>SHERYLL H. LAGCO</b> Building Inspector  <b>MARIA SALOME D. JOLO</b> Engineer I



			1, Series of 2004 – New Schedule of Building Permit Fees and Other Charges)	
2. Secure an order of payment after the application has been determined to be complete and in order.	Issues an order of payment	5 minutes		<b>JOELAN D. AGUIRRE</b> Engineer IV/ Acting Building Official
3. Proceed to the Office of the City Treasurer, pay the required fees and submit photocopy of Official Receipt to Office of the City Engineer	Receives photocopy of OR and notify client for the date of release	5 minutes		<b>SHERYLL H. LAGCO</b> Building Inspector  <b>MARIA SALOME D. JOLO</b> Engineer I
4. On scheduled date, proceed to the Office of the City Engineer and receive the approved building permit	Releases the approved building permit	10 minutes		<b>SHERYLL H. LAGCO</b> Building Inspector  <b>MARIA SALOME D. JOLO</b> Engineer I





## 11. Office of the City Environment and Natural Resources Officer

### 11.1. AVAILMENT OF INSPECTION / INVESTIGATION IN RESPONSE TO ENVIRONMENTAL RELATED COMPLAINTS

#### ABOUT THE SERVICE:

For environment related complaints involving waste management and nuisance against private persons or establishments filed before CENRO, these are immediately acted upon by conducting inspection/investigation to determine the veracity of complaints and call the attention of respondents to address the source of complaints.



#### CLIENT GROUPS:

General public



#### REQUIREMENTS:

Letter of complaint



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

25 Minutes (conduct of actual inspection/investigation and Technical Conference is not included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CENR Officer	Transaction Time	Total Fees/Charges	Responsible Person
1. Proceed to the Office of the City Environment and Natural Resources Officer and submit letter of request clearly stating the complaint, respondent and other information. Wait for the result of the evaluation of complaint.	Receives the letter and forward to CENR Officer	5 minutes	None	<b>DAVE E. ARMERO</b> Environmental Mngt. Specialist II
	Evaluate the complaint whether or not the complaint fall within the jurisdiction of the office as per RA 8806 and RA 7160	20 minutes		<b>FRANZ LUIGI H. LUGENA</b> Senior Environmental Mngt. Specialist  <b>RONANDO F. GERONA JR.</b> CGDH I/ CENR Officer,



	<p>If yes, endorse letter to technical personnel with instructions to conduct inspection/investigation. Informs the complainant about the schedule of investigation/inspection.</p> <p>If no, letter is endorsed to appropriate agency or office for action or send a reply letter informing the client/s that the complaint is not within the scope of CENRO function.</p>			
<p>2. Be present during the conduct of investigation/ inspection and provide additional information</p>	<p>Conducts inspection/investigation and prepares report.</p> <p>If the complaint is verified and has basis, prepares letter of directive to respondent/s to address the source of the complaint and furnishing the complainant of the copy of the letter and/or invite them to a Technical Conference (TC) together with the complainant.</p> <p>If the complaint found to have no basis, sends a letter to complainant about the findings of the inspection/investigation and the reasons why CENRO can't act on</p>			<p><b>DAVE E. ARMERO</b> Environmental Mngt. Specialist II</p> <p><b>FRANZ LUIGI H. LUGENA</b> Senior Environmental Mngt. Specialist</p>



	the complaint, furnishing the same to the respondent/s.			
3. Attend the Technical Conference (TC) along with respondents	Presides the TC leading to the resolution of the case. Respondent/s will be required to make necessary commitments to address the source of complaint.			<p><b>DAVE E. ARMERO</b> Environmental Mngt. Specialist II</p> <p><b>FRANZ LUIGI H. LUGENA</b> Senior Environmental Mngt. Specialist</p>

## 11.2. AVAILMENT OF LOCAL GOVERNMENT UNIT CERTIFICATION INTERPOSING NO OBJECTION TO PROJECTS IN RELATION TO APPLICATION FOR ENVIRONMENTAL COMPLIANCE CERTIFICATE (ECC) AND OTHER PERMITTING REQUIREMENTS

### ABOUT THE SERVICE:

LGU Certification Interposing No Objection to Projects is required in the process of securing for Environmental Compliance Certificate (ECC) and other permits being required by other agencies.



#### CLIENT GROUPS:

General public



#### REQUIREMENTS:

- Letter of Application addressed to the City Mayor
- Initial Environmental Examination (IEE) Checklist/IEE Report/Expanded Environmental Impact Statement (EIS) together with bio-data of the preparer and accountability statement of both the proponent and the preparer
- Pictures of Site/Area with caption
- Zoning/Locational Clearance
- Vicinity and/or Locational Map
- Certified Photocopy of the Project Area's Transfer Certificate of Title (TCT)/ Original Certificate of Title (OCT)/ tax Declaration
- Survey Plan of the Project Area signed by the Geodetic Engineer
- Plans and details of Project installations/structures
- Certification from Department of Agrarian Reform (DAR), if area is agricultural land
- Endorsement from concerned barangay/s



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

35 Minutes (conduct of actual inspection and queuing time is not included)



## PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CENR Officer	Transaction Time	Total Fees/ Charges	Responsible Person
1. Go to the Office of the City Environment and Natural Resources Officer and get the checklist of requirements.	Briefs the client/s on the service and provide checklist of requirements	5 minutes	P 1,000.00 (updated provision of revenue code)	<b>DAVE E. ARMERO</b> Environmental Mngt. Specialist II  <b>FRANZ LUIGI H. LUGENA</b> Senior Environmental Mngt. Specialist
2. Submit application together with the requirements.	Check the submitted requirements:  a. If complete, receives the application and schedules the date of inspection in coordination with CENR Officer  b. If incomplete, returns the application to the client/s for completion	10 minutes		<b>DAVE E. ARMERO</b> Environmental Mngt. Specialist II  <b>FRANZ LUIGI H. LUGENA</b> Senior Environmental Mngt. Specialist  <b>RONANDO F. GERONA JR.</b> CGDH I/ CENR Officer
3. Accompany the CENRO team during the inspection and provide additional information	Conducts site inspection, prepares report and endorse:  a. If the project poses no immediate and grave danger to the public, prepares and submits			<b>DAVE E. ARMERO</b> Environmental Mngt. Specialist II  <b>FRANZ LUIGI H. LUGENA</b> Senior Environmental Mngt. Specialist  <b>RONANDO F. GERONA JR.</b> CGDH I/ CENR Officer



	<p>Certification to the City Mayor's Office for signing</p> <p>b. If the project poses immediate and grave danger to the public, prepare letter denying the request for certification.</p>			
<p>4. Return to the Office of the CENRO after 3 days from date of inspection to follow up the request</p> <p>Proceed to the Office of the City Treasurer and pay the required fees.</p>	<p>If the certification is signed, issues order of payment.</p> <p>If the request is denied, releases the letter denying the request for certification.</p>	5 minutes		<p><b>DAVE E. ARMERO</b> Environmental Mngt. Specialist II</p> <p><b>FRANZ LUIGI H. LUGENA</b> Senior Environmental Mngt. Specialist</p>
<p>5. Present OR at the Office of CENRO and receive the certification</p>	<p>Checks the OR, instructs the client/s to sign the logbook and releases the certification</p>	15 minutes		<p><b>DAVE E. ARMERO</b> Environmental Mngt. Specialist II</p> <p><b>FRANZ LUIGI H. LUGENA</b> Senior Environmental Mngt. Specialist</p>



### 11.3. AVAILMENT OF LOCAL GOVERNMENT UNIT CERTIFICATION INTERPOSING NO OBJECTION TO PROPOSED TREE CUTTING

#### ABOUT THE SERVICE:

Tree cutting is a strictly regulated activity. Since the City LGU is one of the primary government agencies in charge with the protection of the environment, all proposed tree cutting activities within the City are required to secure LGU Certification Interposing No Objection prior to proceeding with the activity. Said document is also a prerequisite to DENR tree cutting permit.



#### CLIENT GROUPS:

General public



#### REQUIREMENTS:

- Letter of Application addressed to the City Mayor or the City ENR Officer
- Certified Photocopy of the tree location's Transfer Certificate Title (TCT) / Original Certificate of Title (OCT)/ tax Declaration (TD)
- Certification Interposing No Objection from concerned barangay
- Picture of subject tree/s



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

35 Minutes (conduct of actual inspection and queuing time is not included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CENR Officer	Transaction Time	Total Fees/Charges	Responsible Person
1. Go to the Office of the City Environment and Natural Resources Officer and get the checklist of requirements.	Briefs the client/s on the service and provide checklist of requirements	5 minutes	P 200.00 per tree (of Section 1a, Article A, Chapter III of amended Tax Code of 2011)	<b>DAVE E. ARMERO</b> Environmental Mngt. Specialist II  <b>FRANZ LUIGI H. LUGENA</b> Senior Environmental Mngt. Specialist
2. Submit application together with the requirements.	Check the submitted requirements:  a. If complete, receives the application forward to	10 minutes		<b>DAVE E. ARMERO</b> Environmental Mngt. Specialist II



	<p>CENR Officer to confirm the schedule of inspection. Staff informs the client/s.</p> <p>b. If incomplete, returns the application to the client/s for completion</p>			<p><b>FRANZ LUIGI H. LUGENA</b> Senior Environmental Mngt. Specialist</p>
<p>3. Accompany the CENRO team during the inspection* and provide additional information</p>	<p>Conducts site inspection, prepares report and draft certificate for indorsement for city mayor's signature.</p> <p>a. If the request is meritorious, prepares and submits certification to the Office of the City Mayor for signing</p> <p>b. If the request is not meritorious, prepares letter denying the request for certification.</p>			<p><b>DAVE E. ARMERO</b> Environmental Mngt. Specialist II</p> <p><b>FRANZ LUIGI H. LUGENA</b> Senior Environmental Mngt. Specialist</p> <p><b>RONANDO F. GERONA JR.</b> CGDH I/ CENR Officer</p>
<p>4. Return to the Office of the CENRO after 3 days from date of inspection to follow up the request.</p> <p>Proceed to the Office of the City Treasurer and pay the required fees.</p>	<p>If the certification is signed, issues order of payment.</p> <p>If the request is denied, releases the letter denying the</p>	5 minutes		<p><b>DAVE E. ARMERO</b> Environmental Mngt. Specialist II</p> <p><b>FRANZ LUIGI H. LUGENA</b> Senior Environmental Mngt. Specialist</p>



	request for certification.			
5. Present OR at the Office of CENRO and receive the certification	Checks the OR, instructs the client/s to sign the logbook and releases the certification	15 minutes		<p><b>DAVE E. ARMERO</b> Environmental Mngt. Specialist II</p> <p><b>FRANZ LUIGI H. LUGENA</b> Senior Environmental Mngt. Specialist</p>

\*Inspection is conducted to determine the number and species of trees to be cut, its dimension and other related information. Request is meritorious if the tree subject to cutting poses hazards to human life and property, planted within the applicant's lot or to be utilized for lawful purpose.

#### 11.4. AVAILMENT OF CITY ENRO CERTIFICATE FOR BUSINESS ESTABLISHMENTS

##### ABOUT THE SERVICE:

City ENRO Certification is one of the requirements for securing Business Permit. It attests that the concerned establishment undergoes orientation on Ecological Solid Waste Management and is compliant with the minimum requirements of City SWM Ordinance (City Ordinance No. 007, Series of 2005) and RA 9003.



##### CLIENT GROUPS:

Business Owners



##### REQUIREMENTS:

- Photocopy of Department of Trade & Industry (DTI) Registration/ Securities and Exchange Commission (SEC) Registration
- Pictures of the establishment's separate garbage bins for biodegradable and non-biodegradable wastes with appropriate label



##### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



##### TOTAL PROCESSING TIME:

30 Minutes (conduct of actual inspection and queuing time is not included)



##### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CENR Officer	Transaction Time	Total Fees/ Charges	Responsible Person
1. Go to the Office of the City Environment and Natural	Briefs the client/s on the service and provide checklist of requirements	5 minutes	P 150.00	<p><b>DAVE E. ARMERO</b> Environmental Mngt. Specialist II</p>





Resources Officer and get the checklist of requirements.				<b>FRANZ LUIGI H. LUGENA</b> Senior Environmental Mngt. Specialist
2. Submit application together with the requirements.  Proceed to the Office of the City Treasurer and pay the required fees.	Check the submitted requirements:  a. If complete, certification will be prepared and submitted to the CENR officer for signing  b. If incomplete, documents will be returned to client for completion.	5 minutes		<b>DAVE E. ARMERO</b> Environmental Mngt. Specialist II  <b>FRANZ LUIGI H. LUGENA</b> Senior Environmental Mngt. Specialist  <b>RONANDO F. GERONA JR.</b> CGDH I/ CENR Officer
3. Receive the certification	Instructs the client/s to sign the logbook and releases the certification.	10 minutes		<b>DAVE E. ARMERO</b> Environmental Mngt. Specialist II  <b>FRANZ LUIGI H. LUGENA</b> Senior Environmental Mngt. Specialist



## 11.5. AVAILMENT OF TRAINING/TRAINERS/RESOURCE SPEAKERS

### ABOUT THE SERVICE:

City ENRO conducts lectures and trainings in schools and barangays to help increase local awareness on environmental issues and programs. A typical lecture is delivered within an hour but may extend depending on the scope of the topic. Lectures usually cover relevant issues in solid waste management, reforestation, environmental management, related laws and programs.



#### CLIENT GROUPS:

Schools  
Business owners  
Office and professional groups



#### REQUIREMENTS:

Letter of request



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

15 Minutes (conduct of actual lecture/training is not included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CENR Officer	Transaction Time	Total Fees/Charges	Responsible Person
1. Submit letter of request to CENRO indicating the topic of the lecture, venue, time and date of the activity.  Wait for the confirmation.	Receives the letter along with contact details of the client/s. Forwards the letter request to the CENR Officer for confirmation.  a. If confirmed, assigns personnel to conduct the lecture. Informs the client/s.  b. If not confirmed, immediately informs the client/s.	10 minutes	None	<b>DAVE E. ARMERO</b> Environmental Mngt. Specialist II  <b>FRANZ LUIGI H. LUGENA</b> Senior Environmental Mngt. Specialist  <b>RONANDO F. GERONA JR.</b> CGDH I/ CENR Officer



2. Assist CENRO Personnel during the conduct of training/lecture	Conducts the lecture/training on the scheduled date.			<p><b>DAVE E. ARMERO</b> Environmental Mngt. Specialist II</p> <p><b>FRANZ LUIGI H. LUGENA</b> Senior Environmental Mngt. Specialist</p>
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## 11.6. AVAILMENT OF TREE SEEDLINGS

### ABOUT THE SERVICE:

As part of reforestation program, City LGU provides forest and fruit-bearing tree seedlings to interested private individuals and groups in support to their own tree planting activities. This complements LGU – initiated tree planting activities and programs to increase forest cover and rehabilitate denuded areas.



#### CLIENT GROUPS:

General public



#### REQUIREMENTS:

Letter request



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

30 Minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CENR Officer	Transaction Time	Total Fees/Charges	Responsible Person
1. Submit letter request to the Office of City Environment and Natural Resources Officer indicating the tree species, quantity, location of planting site	Receives the letter. a. If approved, endorses letter to nursery personnel with instruction to provide seedlings. b. If not approved, staff immediately informs the client/s.	10 minutes	None	<p><b>FRANZ LUIGI H. LUGENA</b> Senior Environmental Mngt. Specialist</p> <p><b>RONANDO F. GERONA JR.</b> CGDH I/ CENR Officer</p>



<p>and contact details of requesting party.</p> <p>Wait for the response.</p>				
<p>2. Proceed to City Forestry Nursery to receive the seedlings</p>	<p>Instructs client/s to proceed to nursery and to submit his/her request letter with instruction to provide requested seedlings.</p>	<p>20 minutes</p>		<p><b>DAVE E. ARMERO</b> Environmental Mngt. Specialist II</p> <p><b>FRANZ LUIGI H. LUGENA</b> Senior Environmental Mngt. Specialist</p>



## 12. Office of the City Health Officer

### 12.1. AVAILMENT OF FREE MEDICINES

#### ABOUT THE SERVICE:

The City Health Office dispenses basic medicines for indigent constituents. Medicines on stock bear generic names, in compliance with the provisions of the Generics Act.



#### CLIENT GROUPS:

Indigent constituents of Sorsogon City



#### REQUIREMENTS:

- Original copy of Certificate of Indigency
- Prescription (original copy)



#### SERVICE SCHEDULES:

1

Mondays to Fridays,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

5 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	Total Fees/Charges	Responsible Person
1. Present original copy of prescription and certificate of indigency	Checks if the prescription is proper and requested medicine is available. If requested medicine is not available, refers patient to the City Pharmacy/CSWDO	1 minute	None	<b>AIMEE D. TENERIFE</b> Pharmacist I  <b>MARIA ELAINE T. NATO</b> Pharmacist III
2. Receive instructions as to the proper dosage and duration of medication	Writes down instructions on taking medicines; gives verbal instructions as well	3 minutes		<b>AIMEE D. TENERIFE</b> Pharmacist II  <b>MARIA ELAINE T. NATO</b> Pharmacist III
3. Sign the patient's logbook as proof	Dispenses medicine. Takes patient information and	1 minute		<b>AIMEE D. TENERIFE</b> Pharmacist II



that you received the medicines	requests patient to sign the logbook. Keeps original copy of the prescription.			<b>MARIA ELAINE T. NATO</b> Pharmacist III
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## 12.2. AVAILMENT OF MEDICAL CERTIFICATE (FOR ENROLLMENT/OJT)

### ABOUT THE SERVICE:

A medical certificate signed by a government physician is among the requirements for enrolment or for on-the-job training of students.



#### CLIENT GROUPS:

Students



#### REQUIREMENTS:

Laboratory and other requirements as per assessment



#### SERVICE SCHEDULES:

Mondays to Fridays  
8:00 am to 5:00 PM



#### TOTAL PROCESSING TIME:

13 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	Total Fees/Charges	Responsible Person
1. Accomplish the request form	Issues request form	1 minute	P 100.00 as per revenue code of 2024	Clerk/Nurse on duty
2. Undergo initial assessment (BP, vital signs, etc.)	Conducts initial assessment (BP, vital signs, etc.)	5 minutes		Nurse on duty
3. Undergo physical examination	Conducts physical examination on client; determines fitness of client	5 minutes		City Health Officer/District Health Officer
4. Secure Order of Payment, proceed to the City Treasurer's Office, pay the required fees and present Official Receipt to	Issues medical certificate form, records official receipt	1 minute		Clerk/Nurse on duty



the Office of the City Health Officer				
Sign duplicate copy of medical certificate form	Receives duplicate copy of the medical certificate form	1 minute		Clerk/Nurse on Duty

### 12.3. PROCESSING OF DEATH CERTIFICATES (UNATTENDED DEATHS)

#### ABOUT THE SERVICE:

The signature of the City Health Officer/District Health Officers is required in processing death certificates. In the case of unattended deaths, it is the CHO/DHO who will determine the cause of death of the deceased



#### CLIENT GROUPS:

Relative/s of deceased



#### REQUIREMENTS:

Death certificate prepared by the Civil Registrar's Office

\*If the deceased will be interred in a cemetery outside Sorsogon Province, secure Transfer of Cadaver from the PHO



#### SERVICE SCHEDULES:

Mondays to Fridays,  
8:00 Am to 5:00 PM



#### TOTAL PROCESSING TIME:

13 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	Total Fees/Charges	Responsible Person
1. Present four (4) copies of death certificate to the CHO staff	Receives death certificate	1 minute	P100.00 (for transfer of cadaver permit, if applicable)	Clerk/Nurse on duty
2. Supply the necessary information to the physician	Determines cause of death based on information provided by the relative/s	5 minutes	(as per Revenue	City Health Officer/District Health Officer



	Records death certificate, get one copy for file	3 minutes	Code of 2024)	Clerk/Nurse on duty
(If the deceased will be interred in a cemetery outside Sorsogon City but within Sorsogon Province)* secure an order of payment and pay Transfer of Cadaver Fee at the Treasurer's Office	Issue's order of payment, prepares Transfer of Cadaver Permit	3 minutes		Clerk/Nurse on Duty
3. Receives death certificate and transfer of cadaver permit (if applicable)	Releases death certificate and transfer of cadaver permit (if applicable)	1 minute		Clerk/Nurse on Duty

#### 12.4. PROCESSING OF DEATH CERTIFICATE (HOSPITAL DEATHS)

##### ABOUT THE SERVICE:

The signature of the City Health Officer/District Health Officers is required in processing death certificates if the death occurred in Sorsogon City



##### CLIENT GROUPS:

Relative/s of deceased



##### REQUIREMENTS

Death certificate prepared by the hospital where the death occurred

\*If the deceased will be interred in a cemetery outside Sorsogon Province, secure Transfer of Cadaver from the PHO



##### SERVICE SCHEDULES:

Mondays to Fridays,  
8:00 AM to 5:00 PM



##### TOTAL PROCESSING TIME:

10 minutes





### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Present three (3) copies of death certificate to the CHO staff	Receives death certificate	1 minute	P100.00 (for transfer of cadaver permit, if applicable)	Clerk/Nurse on duty
2. Wait for the City Health Officer / District Health Officer/ authorized CHO staff to review and sign the death certificate	Reviews and signs death certificate	3 minutes		<b>ROLANDO E. DEALCA, MD</b> City Health Officer I  Physician on Duty
	Records death certificate, gets one copy for file	2 minutes		Clerk/Nurse on Duty
(If the deceased will be interred in a cemetery outside Sorsogon City but within Sorsogon Province)* secure an order of payment and pay Transfer of Cadaver Fee at the Office of the City Treasurer	Issues order of payment, prepares Transfer of Cadaver Permit	3 minutes		Clerk/Nurse on Duty
3. Receives death certificate and transfer of cadaver permit (if applicable)	Releases death certificate and transfer of cadaver permit	1 minute		Clerk/Nurse on Duty



## 12.5. AVAILMENT OF THE SERVICES OF THE CITY AMBULANCE

### ABOUT THE SERVICE:

The City Health Office makes its vehicles available for hospital transfers from Sorsogon City to any point outside the City



#### CLIENT GROUPS:

General public



#### REQUIREMENTS:

- Duly filled out ambulance request form
- Referral/Clinical Abstract/Discharge Summary
- Risk Stratification

### SERVICE SCHEDULES:



Monday to Friday



#### TOTAL PROCESSING TIME:

5 minutes



### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Fill out ambulance request form	Issues ambulance request form, orients requesting party on policies of availing of the services	2 minutes	<ul style="list-style-type: none"><li>• <b>Within Sorsogon City</b> P 300.00</li><li>• <b>Sorsogon City to Sorsogon</b> P 700.00</li><li>• <b>Legazpi City</b> P 1,500.00</li><li>• <b>Naga City</b> P 2,500.00</li><li>• <b>Metro Manila</b> P 10,000.00</li><li>• <b>Beyond Metro Manila</b> P 15,000.00</li></ul>	Clerk/Nurse on duty
2. Secure order of payment and pay the necessary fees at the Office of the City Treasurer	Issues order of payment	1 minute		Clerk/Nurse on Duty
3. Wait for the office staff to contact driver on duty; provide	Contacts driver, provides requesting party's contact number	1 minute		Clerk/Nurse on duty



contact number to driver			*If gasoline is not available particularly during weekends and outside of office hours, ambulance fee is waived and patient pays the corresponding amount for gasoline	
4. Make the necessary arrangements with the driver	Coordinates with requesting party as to time of departure/ place of origin of patient	1 minute		Driver on Duty

## 12.6. AVAILMENT OF ANTI-RABIES VACCINE (NEW PATIENT)

### ABOUT THE SERVICE:

The City Health Office operates the Animal Bite Treatment Center, which provides complete (3 doses) anti-rabies vaccines for patients bitten by dogs/cats/monkeys/bats. In some cases, the patient is advised to return for a fourth (booster) dose



#### CLIENT GROUPS:

Animal bite patients



#### REQUIREMENTS:

Referral from barangay health station/health center



#### SERVICE SCHEDULES:

Mondays, Tuesdays, Thursdays and Fridays  
8:00 AM to NOON



#### TOTAL PROCESSING TIME:

15 minutes (Excluding waiting time)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	Total Fees/Charges	Responsible Person
1. Provide the necessary information during the interview/assessment	Interviews patient and assesses degree of animal bite	3 minutes	P 50.00 per session (as per Revenue Code of 2024)	ABTC Coordinator/Nurse on Duty
2. Secure order of payment and pay the necessary fees at the Office of the City	Issues order of payment; issues number	1 minute		ABTC Coordinator/Nurse on Duty



Treasurer/ authorized collection agent				
3. Submit official receipt, wait for your number to be called	Records official receipt; instructs patient to wait for his/her number	1 minute		Clerk/Nurse on duty
4. Submit yourself to IEC on rabies and other treatment policies	Provides IEC on rabies and other treatment policies	5 minutes		ABTC Coordinator/Nurse on Duty
5. Receive vaccination; receive PEP card and instructions for next schedule	Prepares and administers vaccine, fills out PEP card and instructs patient as to the next doses	5 minutes		ABTC Coordinator/Nurse on Duty

## 12.7. AVAILMENT OF ANTI-RABIES VACCINE (2<sup>ND</sup> AND 3<sup>RD</sup> DOSES)

### ABOUT THE SERVICE:

The City Health Office operates the Animal Bite Treatment Center, which provides complete (3 doses) anti-rabies vaccines for patients bitten by dogs/cats/monkeys/bats. In some cases, the patient is advised to return for a fourth (booster) dose



#### CLIENT GROUPS:

Animal bite patients



#### REQUIREMENTS:

PEP card



#### SERVICE SCHEDULES:

Mondays to Fridays except Wednesday  
8:00 AM to NOON, 1:00 PM to 3:00 PM



#### TOTAL PROCESSING TIME:

10 minutes (Excluding waiting time)



#### PROCESS OF AVAILING THE SERVICE

Steps Involved	Action of the CHO	Transaction Time	Total Fees/Charges	Responsible Person
1. Present your PEP Card, secure order of payment and pay the necessary fees at the Office of the City	Receives PEP card; issues order of payment	1 minute	P50.00 (per dose) (per Revenue	ABTC Coordinator/ Nurse on Duty



Treasurer / authorized collection agent			Code of 2024)	
2. Submit official receipt, wait for your number to be called	Records official receipt; issues number and instructs patient to wait for his/her turn	1 minute		Clerk/Nurse on duty
3. Undergo evaluation	Evaluates patient's progress	3 minutes		ABTC Coordinator/ Nurse on Duty
4. Receive vaccination; receive PEP card and other instructions	Prepares and administers vaccine, fills out PEP card and provides other instructions	5 minutes		ABTC Coordinator/ Nurse on Duty

## 12.8. AVAILMENT OF PERMIT TO DISINTER/EXHUMATION PERMIT

### ABOUT THE SERVICE:

A permit to disinter/exhumation permit is needed before the remains of the deceased can be exhumed and transferred to another cemetery. Remains of those who died of natural causes/non-communicable disease can be exhumed five years after burial while remains of those who died of communicable diseases can be exhumed only after ten years.



#### CLIENT GROUPS:

Relative/s of the deceased



#### REQUIREMENTS:

- Letter request addressed to the City Health Officer
- Photocopy of death certificate



#### SERVICE SCHEDULES:

Mondays to Fridays,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

8 minutes



## PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Submit requirements to the Office of the City Health Officer, secure order of payment	Receives requirements; issues order of payment	1 minute	P150.00 (as per Revenue Code of 2024)	CHO staff
2. Pay permit to disinter/exhume fee at the Office of the City Treasurer				Revenue Collection Clerk
3. Proceed to the City Health Office, present your official receipt and wait as the CHO staff prepares permit	Records official receipt, prepares permit to disinter/exhumation permit	5 minutes		CHO staff
	Signs permit to disinter/exhumation permit	1 minute		<b>ROLANDO E. DEALCA, MD</b> City Health Officer
4. Receive copy of the permit to disinter/exhumation permit	Issues duly signed permit to disinter	1 minute		CHO staff

## 12.9. AVAILMENT OF MEDICAL CONSULTATION

### ABOUT THE SERVICE:

Among the mandates of the City Health Office is to diagnose and treat illnesses and give appropriate medical services to individuals who need medical assistance. The City Health Office has three district health offices that provide this service.



#### CLIENT GROUPS:

General public



#### REQUIREMENTS:

PHILHEATH ID / NUMBER (if applicable)



#### SERVICE SCHEDULES

Mondays to Fridays,  
8:00 AM to 5:00 PM



**TOTAL PROCESSING TIME** :  
20 minutes



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the CHO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Go to the District Health Office, approach the midwife/nurse on duty, register in the dispensary logbook and provide the necessary information during the initial interview.	Conducts interview, takes patient's vital signs, conduct initial screening and refers patient to the District Health Officer	5 minutes	None	Midwife or Nurse on Duty
2. Proceed to the Office of the District Health Officer to undergo medical consultation	Provides medical consultation to client, gives medical advice and, if applicable, issues prescription	10 minutes		<p><b>EAST:</b></p> <p><b>EPIFANIA P. HALLIG, MD</b> Rural Health Physician</p> <p><b>CELEMENTE J. BAILON, MD</b> Rural Health Physician</p> <p><b>WEST:</b></p> <p><b>ANDRE AUSTIN AHMER O. DE CASTRO, MD</b> Rural Health Physician</p> <p><b>NIKKI JANE JAMISOLA, MD</b> Rural Health Physician</p> <p><b>BACON:</b></p> <p><b>RUEL REYNARIO L. REBUSTILLO. MD</b> Rural Health Physician</p> <p><b>KAREN FAYE N. GARCIA, MD</b> Rural Health Physician</p>



3. If given prescription, proceed to the pharmacy section, present your prescription, receive instructions and sign in the logbook	Receives prescription, dispenses medicines, gives instruction on proper intake/dosage	5 minutes		<b>MARIA ELAINE T. NATO</b> Pharmacist III  <b>AIMEE D. TENERIFE</b> Pharmacist II
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## 12.10. AVAILMENT OF SANITARY PERMIT

### ABOUT THE SERVICE:

Food and non-food business establishments are required to secure sanitary permits to make sure they observe the standards of the Sanitation Code of the Philippines. Workers in said establishments are also required to secure health cards. Sanitary permits and health cards are requirements for securing Mayor's Permits and Business Licenses in the City.



#### CLIENT GROUPS:

Owners/operators of food and nonfood establishments



#### REQUIREMENTS:

- Duly filled out application for sanitary permit form
- X-ray result
- Fecalysis result or deworming certification



#### SERVICE SCHEDULES:

Mondays to Fridays,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME :

13 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	Total Fees/Charges	Responsible Person
1. Go to the City Environmental Sanitation Section at the Ground Floor of City Hall Building and secure application form and checklist of requirements for	Issues application form and checklist of requirements	3 minutes	P300.00 plus other regulatory fees	<b>ROWELL J. LADESMA, RN</b> ASI - Designate  <b>RAYMOND N. GALLINERA, RN</b> Sanitation Inspector I





securing sanitary permit				<b>MARILOU D. ARNALDO</b> Sanitation Inspector III
2. Upon completion of the requirements, go back to the City Environmental Sanitation Section and submit results of laboratory exam of all workers in the establishment.	Obtains sputum sample (for nonfood) and check the laboratory results	5 minutes		<b>ROWELL J. LADESMA, RN</b> ASI - Designate  <b>RAYMOND N. GALLINERA, RN</b> Sanitation Inspector I  <b>MARILOU D. ARNALDO</b> Sanitation Inspector III
	Issues sanitary permit if there are no adverse findings  or  Issues temporary sanitary permit and advises client on corrective measures	5 minutes		<b>ROWELL J. LADESMA, RN</b> ASI - Designate  <b>RAYMOND N. GALLINERA, RN</b> Sanitation Inspector I  <b>MARILOU D. ARNALDO</b> Sanitation Inspector III  <b>ROLANDO E. DEALCA, MD</b> City Health Officer I

## 12.11. AVAILMENT OF HEALTH CARDS

### ABOUT THE SERVICE:

Food and nonfood business establishment workers are required to secure health cards to make sure they observe the standards of the Sanitation Code of the Philippines. Health cards are requirements for securing Mayor's Permits and Business Licenses in the City.



### CLIENT GROUPS:

Workers in food and nonfood establishments



### REQUIREMENTS:

- Stool and sputum samples (for food handlers)
- Sputum sample (for nonfood handlers) or



- Laboratory results of fecalysis/sputum microscopy



**SERVICE SCHEDULES:**

Mondays to Fridays,  
8:00 AM to 5:00 PM



**TOTAL PROCESSING TIME:**

20 minutes



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the CHO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Go to the District Health Office and present requirements	Receives requirements	5 minutes	<ul style="list-style-type: none"> <li>• <b>Health Card</b> P 100.00</li> </ul> (per Revenue Code of 2024)	<b>ROWELL J. LADESMA, RN</b> ASI - Designate  <b>RAYMOND N. GALLINERA, RN</b> Sanitation Inspector I  <b>MARILOU D. ARNALDO</b> Sanitation Inspector III
2. If you don't have laboratory results yet, submit samples and wait for the advice as to the release of exam results.  For those with laboratory results, wait as the RSI prepares health card	Obtains sputum sample (for nonfood) and stool and sputum sample (for food establishments); advises clients of the release of examination results Prepares health card	5 minutes  5 minutes		<b>ROWELL J. LADESMA, RN</b> ASI - Designate  <b>RAYMOND N. GALLINERA, RN</b> Sanitation Inspector I  <b>MARILOU D. ARNALDO</b> Sanitation Inspector III
3. Receive Health Card	Signs and Releases health card	2 minutes		<b>ROWELL J. LADESMA, RN</b> ASI - Designate  <b>RAYMOND N. GALLINERA, RN</b> Sanitation Inspector I  <b>MARILOU D. ARNALDO</b> Sanitation Inspector III



				<b>ROLANDO E. DEALCA, MD</b> City Health Officer I
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## 12.12. AVAILMENT OF LABORATORY EXAMINATION SERVICES

### ABOUT THE SERVICE:

The City Health Office offers routine laboratory examinations such as urinalysis, fecalysis, complete blood count and sputum microscopy. Laboratory services are available at the District Health Offices.



#### CLIENT GROUPS:

General public



#### REQUIREMENTS:

Referral from DHO or RHM



#### SERVICE SCHEDULES:

Mondays to Fridays,  
8:00 AM to 11:00 AM



#### TOTAL PROCESSING TIME:

Depends on the laboratory request



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Go to the District Health Office, present laboratory request and receive instructions on the examination and preparation needed.	Verifies laboratory request and briefs client on the examination and preparation needed	15 minutes	<ul style="list-style-type: none"> <li>• <b>Fecalysis</b> P 50.00</li> <li>• <b>CBC</b> P 70.00</li> <li>• <b>Urinalysis</b> P 50.00</li> <li>• <b>Sputum Microscopy</b> P 35.00</li> </ul>	<p><b>SHARON T. ANCHINGES</b> Medical Technologist III</p> <p><b>FERDINAND G. VILLOSO</b> Medical Technologist III</p> <p><b>PABLO D. AYO, JR.</b> Medical Technologist II</p>



				<p><b>ARMIDA D. DULPINA</b> Medical Technologist II</p> <p><b>SHARON T. ANCHINGES</b> Medical Technologist III</p> <p><b>Ferdinand G. VILLOSO</b> Medical Technologist III</p> <p><b>PABLO D. AYO, JR.</b> Medical Technologist II</p> <p><b>ARMIDA D. DULPINA</b> Medical Technologist II</p>
2. Secure order of payment and pay service fees, present official receipt and provide specimens needed for the requested laboratory test	Receives copy of official receipt, records official receipt; obtains specimen and advises client of the date of release of results	5 minutes		
<i>Depending on the specimens to be evaluated, results can be secured from 1 hour to 1 day upon submission of specimen</i>		<i>Blood typing 5 mins. CBC 30 mins. Urinalysis 15 mins. Fecalalysis 15 mins.</i>		
3. Secure the results of the laboratory exams and sign your name in the logbook	Releases the laboratory results	2 minutes		<p><b>SHARON T. ANCHINGES</b> Medical Technologist III</p> <p><b>Ferdinand G. VILLOSO</b> Medical Technologist III</p> <p><b>PABLO D. AYO, JR.</b> Medical Technologist II</p> <p><b>ARMIDA D. DULPINA</b> Medical Technologist II</p>



## 12.13. AVAILMENT OF IMMUNIZATION SERVICES

### ABOUT THE SERVICE

The City Health Office provides immunization to infants 0 to 11 months old. An anti-tetanus vaccine is also available to pregnant women to prevent the occurrence of tetanus neonatorum in infants. The immunization is administered in the barangay health centers.



#### CLIENT GROUPS:

Parents of infants (0 to 11 months old)  
Pregnant women



#### REQUIREMENTS:

Under Five Card, Mother and Baby Book



#### SERVICE SCHEDULES:

Every first week of the month



#### TOTAL PROCESSING TIME:

13 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	Total Fees/Charges	Responsible Person
1. Go to your barangay health station and inquire about the schedule of immunization	Provides schedule of immunization	3 minutes	None	Barangay Health Worker  Rural Health Midwife
2. On the scheduled date of immunization, proceed to the BHS. Register in the logbook. For parents of infants with no previous immunization: give the necessary information for records purposes For parents of infants with	Records necessary information about the patient  Secures record of immunization  Conducts interview, records all pertinent data	5 minutes		Rural Health Midwife/Public Health Nurse



previous immunization: present UFC/record of immunization For pregnant women: present record of previous immunization, if any				
3. Submit for initial screening	Conduct initial screening	5 minutes		BHW / RHM
4. Submit for vaccination	Administers vaccination/ Immunization			RHM
5. Stay for post-vaccination observation and instruction	Provides post – vaccination instructions and follow-up instructions			RHM / Nurse

## 12.14. AVAILMENT OF THE SERVICES OF THE REPRODUCTIVE TRACT & HEALTH CLINIC / SOCIAL HYGIENE CLINIC

### ABOUT THE SERVICE:

As part of its commitment to stem sexually transmitted infections, particularly among high-risk groups, the City Health Office runs the Reproductive Tract and Health Clinic/ Social Hygiene Clinic. The clinic treats clients with STI and issues a health card to workers in entertainment establishments who pass the medical examinations for STI.



#### CLIENT GROUPS:

General public  
Vulnerable groups



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

1 hour 30 minutes



### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Visit the RHTC and state the nature of your visit. If there are charges and fees, proceed to the City Treasurer's Office/ authorized personnel, pay the required fees and secure official receipt. If there are no charges, omit this step.	Answers queries on laboratory services and corresponding requirements and charges client using the intake form and do initial screening	30 minutes	None	RHTC medical aide/nurse/medical technologist  RHTC Midwife/ Nurse
2. Submit for counselling	Provides counselling	15 minutes		RHTC Nurse
3. Undergo examination.	Conducts examination;	15 minutes		Medical Technologist
4. Post examination instructions and counselling based on the result.  If with positive result from laboratory testing will be referred to a physician	Releases the results of the examinations  Conducts medical treatment  Releases health card	30 minutes		RHTC staff
5. Subject to health counseling	Conducts health counseling on STI cases	30 minutes		RHTC staff



## 12.15. AVAILMENT OF DENTAL SERVICES

### ABOUT THE SERVICE:

To ensure proper and adequate oral hygiene, the City Health Office provides dental services in every district health office.



#### CLIENT GROUPS:

General public



#### REQUIREMENTS:

None



#### SERVICE SCHEDULES:

Mondays

8:00 AM to NOON



#### TOTAL PROCESSING TIME:

45 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Go to the District Health Office and register your name in the logbook. Submit yourself to BP screening.  If your BP is normal and you are cleared for extraction, supply the necessary information in the patient intake form. You will be given a call number. Wait for your number to be called.	Receives client, takes client's blood pressure.  Records patient data; issues call number	5 minutes  5 minutes	P75 per tooth	<b>EVA D. JAMOLIN</b> Dental Aide  <b>REA D. JEBULAN</b> Dental Aide





2. Proceed to the dental laboratory to undergo tooth extraction/dental examination.	Performs extraction, gives dental advice and issues prescription, if needed	30 minutes		<b>SALVE MARIE UYBARRETA USMAN, DMD</b> Dentist III  <b>BELLA B. BABASA, DMD</b> Dentist III  <b>DENNIS L. ROSAS, DMD</b> Dentist I
3. Proceed to the pharmacy section and present your prescription.	Fills prescription, asks patient to sign in the logbook	5 minutes		<b>MARIA ELAINE T. NATO</b> Pharmacist III  <b>AIMEE D. TENERIFE</b> Pharmacist II

## 12.16. AVAILMENT OF FAMILY PLANNING SERVICES

### ABOUT THE SERVICE:

The City Health Office provides family planning services to advocate proper child spacing and responsible parenthood.



#### CLIENT GROUPS:

General public



#### REQUIREMENTS:

None



#### SERVICE SCHEDULES:

Mondays to Fridays,  
8:00 AM to NOON; 1:00 PM to 5:00 PM



#### TOTAL PROCESSING TIME :

- For first time - 45 minutes
- For those who already availed - 35 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	Total Fees/Charges	Responsible Person
1. Visit Barangay Health Station near you and inquire about Family Panning	Accommodates client and Secures client's signature in the logbook	5 minutes	None	District Family Planning Coordinator  Midwife in the BHS



<p>2. Go through counseling session and receive IEC materials as reference</p>	<p>Conducts counseling and hands out reference materials</p>	<p>20 minutes</p>		<p>Nurse coordinator Midwife</p>
<p>3. For those requesting DMPA injection for the first time:</p> <p>Approach the midwife/nurse on duty to inquire about DMPA</p> <p>Provide the information needed during the initial interview/taking of medical history</p>	<p>Accommodates client and answers queries on DMPA</p> <p>Conducts interview. Records medical history and determines whether client will not have adverse reaction to DMPA</p>	<p>20 minutes</p>		<p>Nurse/ RHM</p>
<p>For those who have already availed of DMPA</p> <p>Present your DMPA card and wait as the midwife/nurse validates your schedule</p> <p>Proceed to the nurses' station for the administration of DMPA injection</p> <p>Register your name in the logbook and wait for advice as to your next appointment</p>	<p>Reviews client's DMPA card and validates schedule; takes and records client's blood pressure</p> <p>Administers DMPA injection</p> <p>Advises client of the next appointment</p>	<p>10 minutes</p> <p>5 minutes</p> <p>5 minutes</p>		<p>Nurse Coordinator</p>



## 12.17. AVAILMENT OF ANTI-TUBERCULOSIS MEDICINES AND SERVICES

### ABOUT THE SERVICE:

The City Health Office, in partnership with the Department of Health, implements the National Tuberculosis Program to prevent the spread of tuberculosis and to treat TB patients. Each district health office has an accredited TB-DOTS Center.



#### CLIENT GROUPS:

Patients with tuberculosis



#### REQUIREMENTS:

None



#### SERVICE SCHEDULES:

Mondays to Fridays,  
8:00 AM to NOON



#### TOTAL PROCESSING TIME

1 ½ hours



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Go to the Barangay Health Station,	Conducts interview using the ITR and do initial screening	5 minutes	None	Midwife
2. Proceed to the district health office	Evaluates records and conducts counseling on TB. Instructs client on the proper procedures in collecting sputum specimen	15 minutes		Nurse Coordinator
3. Submit for sputum microscopy three	Obtains from client sputum samples for microscopy. Advises client that he/she will be notified of the result and further instructions	5 minutes (per visit)		Midwife/Nurse Coordinator/District Health Officer



4. Go to the BHS and secure the sputum examination results	Release sputum exam results	10 minutes		Midwife
If result is positive, go back to the rural health unit/district health office for information, counseling and enrolment in multi-drug therapy.	Conducts counseling and baseline data gathering	1 hour		Nurse Coordinator

## 12.18. AVAILMENT OF MATERNAL CARE SERVICES

### ABOUT THE SERVICE:

The City Health Office targets low, if not zero, maternal mortality. To achieve this, the CHO implements a comprehensive maternal care program for pregnant and lactating women.



#### CLIENT GROUPS:

Pregnant and lactating women



#### REQUIREMENTS:

None



#### SERVICE SCHEDULES:

Mondays to Fridays,  
8:00 AM to NOON



#### TOTAL PROCESSING TIME:

45 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	Total Fees/Charges	Responsible Person
1. Go to the Barangay Health Station and	Accommodates client and logs pertinent data on the HBMR card.	15 minutes	None	Midwife



provide information to be entered in the Home-Based Maternity Record (HBMR) card.				
2. You will receive instructions on proper nutrition and maternity care and will be advised to report to the CHO should you observe signs of pregnancy risks	Gives instructions on proper nutrition and maternity care	30 minutes		Midwife
3. For pregnant women: Submit to prenatal examination and health education Submit to consultation Submit to initiation of breastfeeding Submit to tetanus toxoid test Receive referral for dental services Submit to counseling on motherhood	Conducts examination, health education and consultation; issues referrals	1 hour		Midwife/Nurse/ District Health Officer
For lactating women: Submit yourself to regular checkups within four to six weeks upon delivery to ensure proper and				



adequate post-partum care Submit to follow-up checkup				
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## 12.19. SMOKING CESSATION CLINIC SERVICES

### ABOUT THE SERVICE:

The City Health Office operates the Smoking Cessation Clinic, which advocates a 100% smoke-free/tobacco-free environment. It provides counseling/consultation to both walk-in and offsite/remote clients who intend to quit smoking.



#### CLIENT GROUPS:

Smokers



#### REQUIREMENTS:

None



#### SERVICE SCHEDULES:

Mondays to Fridays,  
8:00 AM to NOON; 1:00 PM to 5:00 PM



#### TOTAL PROCESSING TIME:

Initial consultation            30 minutes  
Follow-up consultation        30 minutes



#### PROCESS OF AVAILING THE SERVICE (FOR WALK-IN CLIENTS):

Steps Involved	Action of the CHO	Transaction Time	Total Fees / Charges	Responsible Person
5. Go to the Smoking Cessation Clinic and provide pertinent data.	Accommodates client and logs pertinent data on the client logbook.	5 minutes	None	Clerk on duty
6. Subject yourself to an interview and assessment.	Conducts interview based on DOH protocols. Assesses intervention needs of client.	10 minutes		<b>SOPHIA D. DEMATERA</b> Nurse II
7. You will receive treatment/Intervention plan on quitting smoking. You will also	Provides treatment/intervention plan and discusses the plan with the client. Gives treatment schedule	15 minutes		<b>SOPHIA D. DEMATERA</b> Nurse II



be advised of the follow-up schedule.	and advises client on the schedule of the next consultation.			
8. Return to the Smoking Cessation Clinic on the agreed date and subject yourself to counseling	Provides follow-up counseling; assesses the progress of the client	30 minutes		<b>SOPHIA D. DEMATERA</b> Nurse II

**PROCESS OF AVAILING THE SERVICE (FOR OFFSITE/REMOTE CLIENTS):**

Steps Involved	Action of the CHO	Transaction Time	Total Fees /Charges	Responsible Person
1. Contact the Cessation Clinic at (056) 255-0478 or sorsogonscc@yahoo.com. Provide pertinent data	Accommodates client and logs pertinent data on the client logbook. Makes arrangements with the client as to counseling schedule	5 minutes	None	Clerk on duty
2. On the date of appointment, call/contact the SSC. Subject yourself to an interview and assessment.	Conducts interview based on DOH protocols. Assesses intervention needs of client.	10 minutes		<b>SOPHIA D. DEMATERA</b> Nurse II
3. You will receive treatment/Intervention plan on quitting smoking. You will also be provided referrals for more accessible case management (if needed)	Provides treatment/intervention plan and discusses the plan with the client. Provides referrals/case management should the client require closer supervision/consultation	15 minutes		<b>SOPHIA D. DEMATERA</b> Nurse II



## 12.20. AVAILMENT OF PMO / PMC SEMINAR FOR COUPLES ABOUT TO GET MARRIED

### ABOUT THE SERVICE:

The Pre-Marriage Orientation and Counselling (PMOC) seminar, mandated by Presidential Decree 965 and supported by Executive Order No. 028, Series of 2024 issued by the City Mayor, requiring one-day seminar for would be couples or cohabiting partners applying for a marriage license.



### CLIENT GROUPS:

#### A. Local

- Young couples ages 18-25 years old
- Adult ages 26 and above  
(Categorized as to their status – single, live-in and widow)

#### B. Foreigner

- Single
- Divorced



### REQUIREMENTS:

#### A. *Local*

- Birth Certificate
- Pre-marriage Counselling Seminar Fee
- CENOMAR
- Parental Consent for 18 – 20 years old
- Parental Advice for 21 to 25 years old
- Community Tax Certificate (CTC)
- Valid ID

#### B. *Foreigner*

- Birth Certificate
- Pre-marriage Counselling Fee
- Legal Capacity to contract marriage (Embassy Original Copy)
- Passport I.D.
- Original Copy of Decree of Absolute Divorce (for divorcee)
- CENOMAR



### SERVICE SCHEDULES:

Mondays to Fridays,  
8:00 AM to 5:00 PM



### TOTAL PROCESSING TIME:

17 minutes (actual conduct of Pre-Marriage Orientation /Pre- Marriage Counselling not included)





**PROCESS OF AVAILING THE SERVICE (FOR WALK-IN CLIENTS):**

Steps Involved	Action of the Population Officer	Transaction Time	Total Fees / Charges	Responsible Person
<p>1. Go to the Population Office at 2<sup>nd</sup> Floor, Old Municipal Building, Burgos Street, Barangay Talisay, West District and submit the CTC and PMC Official Receipt.</p> <p>Take note of the schedule of Pre-Marriage Orientation /Pre-Marriage Counselling</p>	<p>Receives the requirements.</p> <p>Conduct interview to the client.</p>	<p>5 minutes</p> <p>10 minutes</p>	<p>P 150.00 – Pre marriage counselling fee</p>	<p><b>JUNALYN PAZ</b> PO Staff</p> <p><b>ARIES FILLEJERA</b> PO Staff</p> <p><b>DENNIS ARELLANO</b> LDRRM Asst. I/ Population Program Assistant</p>
<p>2. Attend the Pre-Marriage Orientation /Pre-Marriage Counselling Seminar</p>	<p>Conducts the Pre-Marriage Orientation /Pre-Marriage Counselling Seminar</p>			<p><b>LEADY ROSE A. DETERALA</b> SWA</p> <p><b>EMMA JALMANZAR</b> Sr. Adm. Asst. II</p> <p><b>DENNIS ARELLANO</b> LDRRM Asst. I/ Population Program Assistant</p> <p><b>ARIS T. GARCIA</b> SWO I</p> <p><b>SOPHIA D. DEMATERA</b> Nurse II</p> <p><b>MA. ROSY L. ABAY</b> SWO III</p> <p><b>MARILOU JARDIN</b> Nutrition Officer II</p> <p><b>SHIELA MARIE L. GUMBA</b> Population Officer III</p>



3. Receive the Pre-marriage Certificate	Issues the Pre-marriage Certificate.	2 minutes		<b>ARIES FILLEJERA</b> PO Staff
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Note: For 18 to 25 years old need to attend the whole day activity while 25 years old and above will attend during morning session only.

## 12.21. AVAILMENT OF COUNSELLING/REFERRALS

### ABOUT THE SERVICE:

A Youth friendly Center offers:

- Peer Counselling (face to face) Virtual Counselling (Professional / peer) providing essential support offering a safe space for growth and healing;
- Information, Education and Health Services – education, orientation and health service including U4U and comprehensive sexuality education promoting holistic week being among adolescent. Giving informed decisions about health and relationship fostering healthier future;
- Capacity Development training for youth aiming to empower youth with skills and knowledge necessary to become effective leaders in the future;
- Referrals for family planning and STI, HIV, AID (free screening);
- Resource Center and Recreational Facilities – provides valuable space for learning, relaxation and research. Access to information, activities and amenities that promotes physical and mental well-being fostering a sense of belonging and enhancing quality of life.



### CLIENT GROUPS:

Teens, Teen Mothers, Young Adults



### REQUIREMENTS:

- Duly Accomplished Referral Form
- Appoint from Official FB Page (Sorsogon City Teen Center) as reference



### SERVICE SCHEDULES:

1

Mondays to Fridays,  
8:00 AM to 5:00 PM



### TOTAL PROCESSING TIME:

17 minutes (actual conduct of Pre-Marriage Orientation /Pre- Marriage Counselling not included)



**PROCESS OF AVAILING THE SERVICE (FOR WALK-IN CLIENTS):**

<b>Steps Involved</b>	<b>Action of the Population Officer</b>	<b>Transaction Time</b>	<b>Total Fees / Charges</b>	<b>Responsible Person</b>
1. Go to the Teen Center at 2 <sup>nd</sup> Floor, Old Municipal Building, Burgos Street, Barangay Talisay, West District and register	Interviews to the client.	3 minutes	None	<b>JUNALYN PAZ</b> PO Staff  <b>ARIES FILLEJERA</b> PO Staff  <b>DENNIS ARELLANO</b> LDRRM Asst. I/ Population Program Assistant
2. Take the HEADSS Assessment Test	Conducts the HEADSS Assessment Test  Review the HEADSS	20 minutes		<b>DENNIS ARELLANO</b> LDRRM Asst. I/ Population Program Assistant  <b>SHIELA MARIE L. GUMBA</b> Population Officer III
3. Undergo counselling session	Conduct the counselling.  Facilitates referral of clients needs and other services			<b>ARIES FILLEJERA</b> PO Staff



## 13. Office of the City Social Welfare and Development Officer

### 13.1. AVAILMENT OF A SOCIAL CASE STUDY REPORT

#### ABOUT THE SERVICES:

Social Case Study Reports are required by charitable institutions, government hospitals and non-government organizations that provide services to indigent clients and patients.



#### CLIENT GROUPS:

Indigent clients/patients



#### REQUIREMENTS:

- Medical Certificate or Medical Abstract
- Certificate of Indigency from the barangay



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

- If Home Visit is necessary – 26 minutes (queuing & travel time not included)
- If Home Visit is not necessary – 43 minutes



#### PROCESSING OF AVAILING THE SERVICE:

Steps Involved	Actions of the CSWDO	Transaction Time	Total Fees/Charges	Responsible Person
1. Write the name & the purpose of the visit in the client's logbook & take note of the schedule of interview	Instructs client to fill-up the logbook.  Advises schedule of the interview.	3 minutes	None	<b>RUEL A. DETERALA</b> Social Welfare Aide  <b>NICOLE ANNE M. DURAN</b> Social Welfare Aide
2. Submit to an interview & provide the necessary and pertinent information.	Conducts interview and determines if the case requires a home visit for further validation.	15 minutes		<b>URICAR D. DIAZ</b> Social Welfare Officer IV



<p>If home visit is not necessary, wait for the preparation of the social case study report.</p> <p>Secure a copy of the case study for presentation to the agency concerned.</p> <p>If home visit is necessary, provide a sketch of the location of your house and take note of the schedule.</p>	<p>If home visit is not necessary, prepares the Case Study Report.</p> <p>Provides the client a copy.</p> <p>Schedules the home visit with the client. Extend the necessary assistance during the home visit and check client's status and to further determine condition. Advises the client of the schedule of release of the Social Case Study Report.</p>	<p>25 minutes</p> <p>3 minutes</p>		<p><b>MA. ZYRA D. BERMILLO</b> Social Welfare Officer II</p> <p><b>ARIS T. GARCIA</b> Social Welfare Officer I</p> <p><b>JOSIE L. JADIE</b> CGDH I</p>
<p>3. Go to the CSWDO on the schedule date of release to secure social case study report. Sign in the logbook.</p>	<p>Releases case study.</p>	<p>5 minutes</p>		



## 13.2. AVAILMENT OF COUNSELING SERVICES

### ABOUT THE SERVICES:

Counseling is one of the basic services catered by CSWDO. A helping relationship between the Social Worker and the client with an end means of restoring clients social functioning.



#### CLIENT GROUPS:

Walk-in clients/referrals



#### REQUIREMENTS:

None



#### SERVICE SCHEDULES:

Monday to Friday  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

- If Home Visit is necessary – 2 hours and 30 minutes (travel time not included)
- If Home Visit is not necessary – 40 minutes



#### PROCESSING OF AVAILING THE SERVICE:

Steps Involved	Actions of the CSWDO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Write the name and purpose of the visit on the client's logbook	Instructs client to fill-up the logbook	2 minutes	None	<b>RUEL A. DETERALA</b> Social Welfare Aide
2. Submit to an interview & disclosed the concern	Conducts interview and determines if the case requires further intervention or referral to other experts related to the concern	30 minutes		<b>URICAR D. DIAZ</b> Social Welfare Officer IV
3. If home visit is not necessary, wait for further instruction	If home visit is not necessary, a clear plan for the concern is established and	10 minutes		<b>MA. ZYRA D. BERMILLO</b> Social Welfare Officer II



<p>If home visit is necessary, provide a sketch of the location of your house and take note of the schedule.</p>	<p>recorded for follow-up next counseling session</p> <p>Schedules the home visit with the client.</p> <p>Extends the necessary assistance during the home visit and check client's status and to further determine condition. Discussed matters to the family if necessary, concerning clients concern</p>	<p>3 minutes</p> <p>2 hours</p>		<p><b>JOSIE L. JADIE</b> CGDH I</p>
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### 13.3. AVAILMENT OF CHILD/MINOR RESCUE SERVICES

#### ABOUT THE SERVICE:

Provide assistance to clients requesting for minor/child rescue due to maltreatment or threat caused by his/her present custodian.



#### CLIENT GROUPS:

Walk-in clients



#### REQUIREMENTS:

Birth certificate of the minor



#### SERVICE SCHEDULES:

Monday to Friday  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

20 minutes (queuing & travel time not included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of the CSWDO	Transaction Time	Total Fees/Charges	Responsible Person
1. Write the name and purpose of the visit on the client's logbook.	Instructs the client to fill-up the logbook.	2 minutes		<b>RUEL A. DETERALA</b> Social Welfare Aide



<p>2. Submit to an interview &amp; express the concern to the staff.</p>	<p>Review the documents presented as to the minority of the subject. Conducts initial interview.</p> <p>Instructs the client to put on to the record his/her concern to the CPS WCPD.</p>	<p>15 minutes</p>		<p><b>URICAR D. DIAZ</b> Social Welfare Officer IV</p> <p><b>MA. ZYRA D. BERMILLO</b> Social Welfare Officer II</p> <p><b>JOSIE L. JADIE</b> CGDH I</p>
<p>3. Accompany the rescue team together with the PNP – WCPD to the area where the minor/child is located.</p>	<p>Propose a strategic plan to the rescue team for the smooth retrieval of the minor.</p> <p>If the child is in danger, immediately conduct a rescue operation;</p> <p>Initially explain to the involved person/s the purpose of the retrieval/rescue of minor.</p> <p>Mediate on the discussion together with the WCPD in-charge until the involved person/s understand the retrieval of the minor</p> <p>Accompany the client and minor to CPS WCPD to record on what transpired after the rescue</p>	<p>3 minutes</p>		





	<p>If not rescued, refer the client to the prosecution/PAO for appropriate legal action</p> <p>If the child is not in danger, call the attention of where the child is in custody. Conduct case conference.</p>			
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### 13.4. AVAILMENT OF SERVICES FOR CHILDREN-IN-CONFLICT WITH THE LAW (CICL)

#### ABOUT THE SERVICE:

Under the CSWDO Children's Welfare Program is the provision of service to the Children-in-conflict with the Law commonly known as Juvenile Delinquents who are minors accused of a crime but due to their minority their sentence is suspended. Usually referred at Regional Rehabilitation Center for Youth, for rehabilitation purpose (on going trial or suspended sentence), intervention program for 15 years old and below and diversion program for 15 years old above with crime committed below six years penalty.



#### CLIENT GROUPS:

Children-in-conflict with the Law



#### REQUIREMENTS:

- PSA authenticated birth certificate/baptismal certificate of the child
- Police records
- School Records
- Legal Documents
  1. Resolution from the Office of the Prosecution
- Court Orders



#### SERVICE SCHEDULES:

1

Monday to Friday, 8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

Based on assessment



### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of the CSWDO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Write the name & purpose of the visit on the client's logbook	Instructs the client to fill-up the logbook	2 minutes	None	<b>RUEL A. DETERALA</b> Social Welfare Aide
2. Submit the pertinent documents in relation to the case; for interview	<p>Review/verifies the documents presented – NSO Birth Certificate of the minor; Police records, School Records, Legal Documents</p> <p>Conducts interview to the minor and to the accompanying relative/s</p> <p>Below 15 years of age intervention 15 years and above Conducts assessment using the tool for assessment of discernment. Minor commits crime below six years of penalty conduct diversion program. Client above six years of penalty. Submit the assessment of discernment to requesting office (either PNP or City Prosecution Office)</p> <p>Gather information from the client base from the</p>	2 hours		<b>URICAR D. DIAZ</b> Social Welfare Officer IV
		As per assessment/		



	<p>Tool for Assessment for Discernment.</p> <p>Conducts assessment/action/intervention/ case management and facilitate the preparation of treatment plan.</p> <p>a. Community based b. Residential facility</p>	<p>based on the treatment plan</p>		<p><b>MA. ZYRA D. BERMILLO</b> Social Welfare Officer II</p> <p><b>JOSIE L. JADIE</b> CGDH I</p>
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### 13.5. AVAILMENT OF ALTERNATIVE PARENTAL CARE SERVICES

#### ABOUT THE SERVICE:

Adoption is a socio-legal process of giving a permanent Filipino family to a Filipino child whose parents have voluntarily relinquished parental authority over the child. As stated in R.A 9523 declaring the child legally available for adoption.



#### CLIENT GROUPS:

Walk-in clients who wanted to adopt a child/surrender a child/foundling



#### REQUIREMENTS:

##### For Prospective Adoptive Applicants (PAP's)

- Birth Certificate (if single) & Marriage Contract (if married) of the adoptive parent/s

##### For Foundling

- Barangay Blotter of the child's case

##### For Relative Adoption

- Birth Certificate of the child
- Proof of Evidence establishing the adoptee and adoptee family (if there is)



#### SERVICE SCHEDULES:

1

Monday to Friday, 8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

Based on assessment



### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of the CSWDO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Write the name and the purpose of the visit on the client's logbook.	Instructs client to fill-up the logbook.	10 minutes	None	<b>RUEL A. DETERALA</b> Social Welfare Aide
2. Give all the necessary data and cooperate during the interview.	Conducts the interview.	15 minutes		
3. Extend the necessary assistance.	<p>Visits the residence to check status and to further determine needs.</p> <p><i>To surrender the child/foundling</i></p> <p><i>Conduct thorough counseling sessions if needed</i></p> <p><i>Provide/secure the needed documents of the surrendering.</i></p> <p><i>Process the CDCLAA.</i></p> <p><i>Documents needed:</i></p> <p>Social Case Study Report</p> <p>Proof of efforts to locate parents or any known relatives</p> <p>Birth Certificate</p> <p>Psychological Evaluation (For surrendered child 3 years old and above)</p> <p><i>Relative adoption/Domestic adoption</i></p> <p>Refer to Family Court</p> <p>Prepare family and child study report once the court issued a request</p>	<p>For declaring the child legally available for adoption – 3 months</p> <p>Referrals – 30 minutes</p>		<p><b>URICAR D. DIAZ</b> Social Welfare Officer IV</p> <p><b>MA. ZYRA D. BERMILLO</b> Social Welfare Officer II</p> <p><b>JOSIE L. JADIE</b> CGDH I CSWD Dept. Head</p>



	<i>c. Inter-country adoption</i> Refer the child to DSWD/CAB <i>Foster care/kinship care</i> Refer to DSWD FOV			
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### 13.6. AVAILMENT OF CHILDREN IN NEED OF SPECIAL PROTECTION (CNSP) / CHILDREN AT RISK (CAR) SERVICES

#### ABOUT THE SERVICE:

Services on CNSP are intended to all persons below 18 years of age, or 18 years old and over but are unable to take care of themselves because of physical or mental disability condition; who are vulnerable to or are victims of abuse, neglect, exploitation, cruelty, discrimination and violence (armed conflict, domestic violence and other analogies conditions, prejudicial to their development.



#### CLIENT GROUPS:

CNSP/CAR



#### REQUIREMENTS:

1. Birth & medical certificate/abstract of the child



#### SERVICE SCHEDULES:

1

Monday to Friday  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

25 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of the CSWDO	Transaction Time	Total Fees/Charges	Responsible Person
1. Write the name and the purpose of the visit on the client's logbook.	Instructs client to fill-up the logbook.  Advises schedule of interview.	10 minutes	None	<b>RUEL A. DETERALA</b> Social Welfare Aide
2. Give all the necessary data and cooperate	Conducts the interview.	15 minutes		<b>MA. ZYRA D. BERMILLO</b>



during the interview.				Social Welfare Officer II
3. Extend the necessary assistance during the home visit.	Visits the residence to check status and to further determine needs.  Advises the client of the requirements needed based on the assessment conducted by the social worker.			<b>URICAR D. DIAZ</b> Social Welfare Officer IV  <b>JOSIE L. JADIE</b> CGDH I
4. Submit the requirements required based on the assessment conducted. Take note of the release of the document required for the provision of documents/ assistance.	Prepares referrals or submit said documents to DSWD FOV for necessary processing/Provide intervention to client.	Based on assessment		

### 13.7. AVAILMENT OF SERVICES FOR PERSONS WITH DISABILITIES (PWD)

#### ABOUT THE SERVICE:

Among the mandates of the CSWDO is to provide the visually impaired, the hearing impaired and the physically handicapped with devices that will enable them to perform tasks and chores with minimum or no assistance. And provide the benefits based on RA 7277 by providing PWD ID and Booklet.



#### CLIENT GROUPS:

Person with Disabilities (PWDs)



#### REQUIREMENTS:

- For Issuance of PWD ID and Booklets
  1. Filled up DOH Philippine Registry Form for PWD Version 3.0
  2. Updated Original or Photocopied Medical Certificate
  3. Picture (1x1) – 1 pc.
- For provision of Physical Restoration Assistance
  1. Certification from the doctor or attending physician indicating the need for assistive gadgets



**SERVICES SCHEDULES:**



Monday to Friday  
8:00 AM to 5:00 PM



**TOTAL PROCESSING TIME:**

- PWD ID and Booklets – 21 minutes
- Physical Restoration Assistance – 3 hours and 20 minutes



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of the CSWDO	Transaction Time	Total Fess/Charges	Responsible Person
<b>Issuance of PWD ID and Booklets</b>				
1. Write the name & the purpose of the visit on the client's logbook.	Instructs client to fill-in the logbook.	3 minutes	None	<b>RUEL A. DETERALA</b> Social Welfare Aide  <b>NICOLE ANNE M. DURAN</b> Social Welfare Aide
2. Fill out the PWD Registration Form then submit it to the CSWDO personnel.	Assists Client in answering the form.	10 minutes		<b>NICOLE ANNE M. DURAN</b> Social Welfare Aide  <b>JOSIE L. JADIE</b> CGDH I
3. Wait as the CSWDO personnel prepare the ID and Booklets.	Prepares the Booklets and ID.	5 minutes		
4. Claim the ID and Booklets. Sign the logbook.	Claim the Booklets and ID. Records release.	3 minutes		
<b>Provision of Physical Restoration Assistance</b>				
1. Write the name and purpose of the visit on the client's logbook.	Instructs client to fill-in the logbook  Advises schedule of the interview.	5 minutes		<b>RUEL A. DETERALA</b> Social Welfare Aide  <b>NICOLE ANNE M. DURAN</b>



				Social Welfare Aide
2. Extend the necessary assistance during the home visit.  Take note of the schedule of release of the documents required for the provision of the gadget or device needed.	Visits the residence to check status and to further determine needs.  Advises the client of the schedule of release of the documents required for the provision of the gadget or device needed.			<b>NICOLE ANNE M. DURAN</b> Social Welfare Aide
3. Go back to CSWDO on the scheduled date. Signing the documents and receive the physical restoration assistance.	Releases the physical restoration assistance. Records release.	minutes		<b>URICAR D. DIAZ</b> Social Welfare Officer IV  <b>JOSIE L. JADIE</b> CGDH I
4. Extend the necessary information during visits.	Conducts constant follow-ups and home visits to monitor status.			<b>NICOLE ANNE M. DURAN</b> Social Welfare Aide

### 13.8. AVAILMENT OF GROUPIE PROGRAM

#### ABOUT THE SERVICE:

Gender Responsive for Organized and Unified Persons with Disabilities and Indigent Elderlies (GROUPIE) is the 2<sup>nd</sup> among the ten-point agenda of the Local Chief Executive. This program is beneficial for Senior Citizens and Persons with Disabilities and Elderlies. The Office of the City Social Welfare and Development Officer is task to provide assistance intended for the Senior Citizen and Persons with Disabilities. Among the significance program under GROUPIE is the provision of financial assistance to PWDs amounting to One Thousand Pesos (P 1,000.00) per month and Three Hundred Pesos (P 300.00) per month for Senior Citizens.



#### CLIENT GROUPS:

PWDs and Senior Citizens





### REQUIREMENTS:

- Validated PWD ID
- Validated Senior Citizen's ID
- Met the following qualifications:
  - For Senior Citizens
    - ❖ Must be a resident or a registered voter of Sorsogon City
    - ❖ Must be 60 years old and above
    - ❖ Must not be a social pensioner of any National Office, Government Service, Insurance System, Social Security System, AFPMBAL and other non-government institutions/agency
    - ❖ Must have no permanent source of income
    - ❖ Must be bonafide member of the Barangay Senior Citizen Association (BASCA) in their barangay and of Sorsogon City Federation of Senior Citizens Incorporated.
  - For Persons with Disabilities (PWD)
    - ❖ Certificate from the Punong Barangay that the applicant is a resident of said barangay in the City of Sorsogon
    - ❖ Inborn Persons with Disabilities (PWDs) must be included in the complete list of registered members of the Persons with Disabilities (PWDs) of the Office of the City Social Welfare and Development Officer, Sorsogon City
    - ❖ Recommendation from the Barangay Health Worker
    - ❖ Certification from the Punong Barangay that the said person is a PWD



### SERVICES SCHEDULES:

Monday to Friday  
8:00 AM to 5:00 PM



### TOTAL PROCESSING TIME:

33 minutes (queuing time is not included)



### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of the CSWDO	Transaction Time	Total Fees/Charges	Responsible Person
1. The Punong Barangay, BASCA and PWD Presidents endorse the list of qualified beneficiaries.	Briefs client on the service and its requirements.	3 minutes	None	<b>RUEL A. DETERALA</b> Social Welfare Aide  <b>NICOLE ANNE M. DURAN</b> Social Welfare Aide



<p>2. Wait for the home visitation.</p> <p>Cooperate during the interview.</p>	<p>Conducts home visitation and conducts interview</p>	<p>30 minutes</p>		<p><b>RUEL A. DETERALA</b> Social Welfare Aide</p> <p><b>NICOLE ANNE M. DURAN</b> Social Welfare Aide</p>
<p>3. Wait for the result of validation.</p>	<p>If the applicant met the requirements, includes in the List of GROUPIE beneficiaries</p>			<p><b>URICAR D. DIAZ</b> Social Welfare Officer IV</p> <p><b>JOSIE L. JADIE</b> CGDH I</p>
<p>4. Attend during the pay-out</p>	<p>Releases the financial assistance and constant validation</p>			

### 13.9. AVAILMENT OF ACODER PROGRAM

#### ABOUT THE SERVICE:

City Ordinance No. 008, Series of 2022, an ordinance establishing the Assistance for the Care of Offspring or Dependents and Elders Rescue (ACODER) and thereby institutionalizing the program and package of benefits for the abandoned senior citizens and for registered qualified solo mothers in the City is the implementing arm of the services provided by the Office of the City Social Welfare and Development Officer to provide additional benefits to Solo Parents and abandoned Senior Citizens. The following are the assistance:

- Financial assistance to abandoned Senior Citizens and registered solo mothers amounting to P 1,000.00 per month
- Skills and livelihood assistance
- Academic scholarships program
- Housing and relocation assistance program
- Medical assistance
- Preference in public and private employment
- Legal consultation
- Parent Effectiveness Services, Counseling and Interventions



#### CLIENT GROUPS:

Abandoned Senior Citizens  
Abandoned solo parents



#### REQUIREMENTS:

- ACODER ID



**SERVICES SCHEDULES:**

Monday to Friday  
8:00 AM to 5:00 PM



**TOTAL PROCESSING TIME:**

33 minutes (queuing time is not included)



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of the CSWDO	Transaction Time	Total Fees/ Charges	Responsible Person
1. The Punong Barangay, BASCA and PWD Presidents endorse the list of qualified beneficiaries.	Briefs client on the service and its requirements.	3 minutes	None	<b>MA. ROSIE D. DECANO</b> Day Care Worker II  <b>FLORESITA A. DIONEDA</b> PEO III
2. Wait for the home visitation.  Cooperate during the interview and express the type of assistance needed	Conducts home visitation and conducts interview.  Assess the need of the abandoned senior citizens and solo parent	1 hour		<b>MA. ROSIE D. DECANO</b> Day Care Worker II  <b>FLORESITA A. DIONEDA</b> PEO III
3. Wait for the result of validation.	Prepare the referral and inclusion to the list of qualified financial assistance beneficiaries			<b>MA. ROSIE D. DECANO</b> Day Care Worker II  <b>FLORESITA A. DIONEDA</b> PEO III
4. Attend during the pay-out and release of assistance	Releases the financial assistance and constant validation			<b>URICAR D. DIAZ</b> Social Welfare Officer IV  <b>JOSIE L. JADIE</b> CGDH I



### 13.10. AVAILMENT OF SERVICES FOR SENIOR CITIZENS

#### ABOUT THE SERVICE:

Among the mandates of the Office of the CSWD Officer is to provide the senior citizens with devices that will enable them to perform tasks and shores with minimum or no assistance and provide the benefits based on RA 994 by providing SC ID and booklet.



#### CLIENT GROUPS:

Senior Citizens



#### REQUIREMENTS:

- Filled-up Senior Citizens Application Form
- Proof of Age: Birth Certificate, Passport or any valid ID indicating one' birth date (photo or xerox copy only)
- 1 pcs 1x1 IC picture
- 2 pcs 2x2 ID picture
- Proof of citizenship (holder of dual citizenship)



#### SERVICES SCHEDULES:

Monday to Friday  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

- Issuance of Senior Citizens ID and booklet - 28 minutes (queuing time is not included)
- Issuance of physical restoration assistance - 15 minutes (queuing time and actual home visit is not included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of the CSWDO	Transaction Time	Total Fees/ Charges	Responsible Person
<b>Issuance of Senior Citizen's ID and Booklet</b>				
1. Visit the Office of the Senior Citizen's Affair. Write the name and purpose of the visit in the client's logbook,	Asks the client to fill-up the logbook.  Briefs client on the service and its requirements.	3 minutes	None	<b>ARIS T. GARCIA</b> Social Welfare Officer I
2. Fill-out the Senior Citizen's Registration	Provides the Senior Citizen's Registration Form and assist the	20 minutes		<b>ARIS T. GARCIA</b> Social Welfare Officer I



Form and them submit.	client in filling-up the form.  Prepares the Senior Citizen's ID and Booklet			
3. Claim and receive the Senior Citizen's ID and Booklet. Signs the logbook.	Releases the Senior Citizen's ID and Booklet	5 minutes		<b>ARIS T. GARCIA</b> Social Welfare Officer I
<b>Provision of Physical Restoration Assistance</b>				
1. Visit the Office of the City Social Welfare and Development Officer. Write the name and purpose of the visit in the client's logbook,	Asks the client to fill-up the logbook.  Briefs client on the service and its requirements.  Advises the client of the schedule of interview.	5 minutes		<b>RUEL A. DETERALA</b> Social Welfare Aide
2. Extend the necessary assistance during the home visit.  Take note of the schedule of release of the documents required for the provision of the gadget or device needed.	Visits the residence to check status and to further determine needs.  Advises the client of the schedule of release of the documents required for the provision of the gadget or device needed			<b>ARIS T. GARCIA</b> Social Welfare Officer I  <b>URICAR D. DIAZ</b> Social Welfare Officer IV  <b>JOSIE L. JADIE</b> CGDH I
3. Go back to the Office of the City Social Welfare and Development Officer on the scheduled date. Sign the	Releases the physical restoration assistance.  Records the release.	10 minutes		<b>ARIS T. GARCIA</b> Social Welfare Officer I  <b>URICAR D. DIAZ</b> Social Welfare Officer IV  <b>JOSIE L. JADIE</b> CGDH I



documents and receive the physical restoration assistance				
	Conducts constant follow-up and home visits to monitor status			<b>ARIS T. GARCIA</b> Social Welfare Officer I

### 13.11. AVAILMENT OF AID TO INDIVIDUAL IN CRISIS SITUATION (AICS) SERVICES

#### ABOUT THE SERVICE:

It is a safety net to support the recovery of individuals and families from unexpected crisis such as illness or death of a family member, natural and man-made calamities, and other crisis situation. AICS covers the provision of medical, burial, food and non-food assistance to individuals and families in crisis or difficult situation to enable them to meet their requirements for immediate needs. The assistance may be in the form of outright cash and/or referral letters.



#### CLIENT GROUPS:

In crisis individual/family



#### REQUIREMENTS:

- Medical Assistance:
  1. Photocopy of the patient's Medical Prescription/Abstract
  2. Original Copy of Client's Certificate of Indigency from their Barangay
- Burial Assistance:
  1. Original Copy of Client's Certificate of Indigency from their Barangay
  2. Photocopy of the beneficiary's Death Certificate
- Stranded Individual/family Assistance:
  1. Barangay Certification of Indigency
  2. Barangay Blotter Certification testifying that he/she is a stranded individual
- Police Blotter:
  1. Barangay Blotter



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#### SERVICES SCHEDULES:

Monday to Friday  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

30 minutes



## PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of the CSWDO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Write the name and purpose of the visit on the client's logbook.	Briefs client on the service and its requirements.	3 minutes	None	<b>JOYLYN G. ERVAS</b> Day Care Worker I  <b>ROSIE D. DECANO</b> Day Care Worker II
2. Submit to an interview. Give the necessary information and wait as the attending personnel accomplish the AICS form.	Conducts interview and accomplishes the AICS form.	15 minutes		<b>RUEL A. DETERALA</b> Social Welfare Aide
3. Sign the AICS Form.	Process the request.	2 minutes		<b>RUEL A. DETERALA</b> Social Welfare Aide
4. Receive the necessary assistance. Offer referral or financial assistance. Sign documents and logbook.	Provides assistance:  4a. For medical burial, financial and transportation assistance: based on the assessment of the Social Worker  4b. For referrals: Prepares the necessary papers to be given to the individual/agencies concerned for funding and release of assistance	10 minutes for releasing of assistance  20 minutes for the referral		<b>MA. ZYRA D. BERMILLO</b> Social Welfare Officer III  <b>URICAR D. DIAZ</b> Social Welfare Officer IV  <b>JOSIE L. JADIE</b> CGDH I



### 13.12. AVAILMENT OF DISASTER OPERATION SERVICES

#### ABOUT THE SERVICE:

The City Social Welfare and Development Office is at the forefront of relief assistance during natural or man-made calamities such as typhoons, fires and earthquakes. Among others, it distributes relief goods and provides housing materials to families whose houses have been destroyed by calamities.

It also provides financial assistance and referrals to concerned agencies.



#### CLIENT GROUPS:

Victims of natural or man-made calamities



#### REQUIREMENTS:

- Relief Assistance
  1. Inside evacuation center – List of names of evacuees from the evacuation center in-charge
  2. For recovery assistance – List from the Punong Barangay the names of victims of calamity
- Recovery and Rehabilitation
  1. Emergency Shelter Assistance (ESA)
    - 1.1. Victim of Fire
      - 1.1.1. Blotter from the Barangay or from PNP
      - 1.1.2. Photos
      - 1.1.3. Certificate of Indigency
    - 2.1. Victims of Typhoons and other Natural calamities
      - 2.1.1. Barangay Certificate of Indigency
      - 2.1.2. Photos
- Core Shelter Assistance Program (CSAP)
  1. Certificate from the barangay that he/she is a typhoon victim



#### SERVICE SCHEDULES:

Monday to Friday  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

30minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of the CSWDO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Write the name and purpose of the visit on the client's logbook.	Briefs client on the service and its requirements.	5 minutes	None	<b>RUEL A. DETERALA</b> Social Welfare Aide





2. Submit to an interview. Inquire needed requirements for the assistance.	Conducts interview and present the required documents.	15 minutes		<b>RUEL A. DETERALA</b> Social Welfare Aide
3. Provide the necessary documents and sign all the documents/forms	Review documents submitted.  Ensure that the forms are legibly filled up and properly signed by the client.	5 minutes		<b>JOYLYN G. ERVAS</b> Day Care Worker I  <b>FLORESITA A. DIONEDA</b> PEO III
4. Receive the necessary assistance/referral. Sign the client's logbook.	Provides necessary assistance/For CSAP beneficiary, refer/transmit documents to DSWD FOV.	5 minutes		<b>MA. ZYRA D. BERMILLO</b> Social Welfare Officer II  <b>URICAR D. DIAZ</b> Social Welfare Officer IV  <b>JOSIE L. JADIE</b> CGDH I

### 13.13. AVAILMENT OF SOLO PARENT IDENTIFICATION CARD

#### ABOUT THE SERVICE:

The City Social Welfare and Development Office (CSWDO) is the lead agency in the implementation of R. A. 8972 or "The Solo Parent Welfare Act" and are tasked to issue the Solo Parent ID.

Holders of a Solo Parent ID Card are entitled to programs and services offered by various government entities.



#### CLIENT GROUPS:

Solo Parents



#### REQUIREMENTS:

- Barangay Certificate of Residency/Certification testifying that the party concerned is a solo parent in their barangay
- 2 copies 1x1 picture



- Income Tax Return or any document that will establish income level of solo parent like certificate of employment etc. (for employed applicant)
- Birth Certificate of the children below 18 years of age
- Death Certificate of Spouse – in case of widow/widower (if applicable)
- Declaration of nullity decreed by the court in case of annulment/separation (if applicable)



**SERVICE SCHEDULES:**

Monday to Friday  
8:00 AM to 5:00 PM



**TOTAL PROCESSING TIME:**

15 minutes (excluding home visits and validation)



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of the CSWDO	Transaction Time	Total Fees/Charges	Responsible Person
1. Write the name and purpose of the visit on the client's logbook.  Take note of the details in the service briefing.	Instructs client to fill-in the logbook.  Briefs client on the service and its requirements.	5 minutes	None	<b>RUEL A. DETERALA</b> Social Welfare Aide
2. Submit to an interview and provide a sketch of residence for home visit/monitoring. Take note of schedule of home visit.	Conducts an interview and schedules a home visit with the client.	5 minutes		<b>MA. ROSIE D. DECANO</b> Day Care Worker II  <b>FLORESITA A. DIONEDA</b> PEO III
3. Extend the necessary assistance during home visit. Take note of the schedule of release of Solo Parent ID.	Conducts home visit to assess condition. Advises schedule of release of the Solo Parent ID (15 days after home visit and validation)			



4. Proceed to the CSWDO on the scheduled date of release and secure the Solo Parent Identification Card. Sign logbook.	Releases Solo Parent ID.	5 minutes		<b>JOSIE L. JADIE</b> CGDH I
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### 13.14. AVAILMENT OF CERTIFICATE OF INDIGENCY AND PHILHEALTH CERTIFICATE

#### ABOUT THE SERVICE:

A certificate of indigency is required to avail of the services of charitable institutions, government offices and non-government organizations and institutions.

A Philhealth Certificate is used to avail services at Philhealth without paying the monthly dues.



#### CLIENT GROUPS:

Indigent Individuals/Families



#### REQUIREMENTS:

1. Barangay Certification of Residency
2. Certification from City Assessor's Office that the party concerned does not own real property



#### SERVICE SCHEDULES:

Monday to Friday  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

15 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of the CSWDO	Transaction Time	Total Fees/Charges	Responsible Person
1. Write the name and the purpose of the visit on the client's logbook.	Briefs client on the service and its requirements.	2 minutes		<b>JOYLYN G. ERVAS</b> Day Care Worker I



				<b>ROSIE D. DECANO</b> Day Care Worker II
2. Submit yourself to an interview. Cooperate and give all necessary information.	Conducts an interview.	10 minutes		<b>JOYLYN G. ERVAS</b> Day Care Worker I <b>ROSIE D. DECANO</b> Day Care Worker II
3. 4. Wait while the CSWDO staff prepares the Certificate of Indigency.	Prepares Certificate of Indigency.	2 minutes		
5. Secure the Certificate of Indigency and sign logbook. Submit the same to the agency concerned.	Issues Certificate of Indigency.	1 minute		<b>MA. ZYRA D. BERMILLO</b> Social Welfare Officer II  <b>URICAR D. DIAZ</b> Social Welfare Officer IV  <b>JOSIE L. JADIE</b> CGDH I

### 13.15. AVAILMENT OF DAY CARE SERVICE PROGRAM

#### ABOUT THE SERVICE:

This program provides opportunities for the total development of the child through various early childhood care and development activities.

The City Social Welfare and Development Office supervise and monitor all day care centers in the barangays. The City currently has 98 centers.



#### CLIENT GROUPS:

Parents of pre-school children 3-4.11 years old

**REQUIREMENTS:**

Birth Certificate of pre-school children

**SERVICE SCHEDULES:**Monday to Friday  
8:00 AM to 5:00 PM**TOTAL PROCESSING TIME:**

25 minutes

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of the CSWDO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Approach the day care worker in your locality to inquire on the requirements for enrolment.	Briefs client on the service and its requirements.	15 minutes	None	Punong Barangay and/or Child Development Teacher
2. Submit the requirements to the Day Care worker & take note of the schedule of classes.	Advices client of the schedule of classes.	10 minutes		Child Development Teacher
3. Ensure the attendance of the child on the scheduled date of classes.  Participate during supplemental feeding program.				Child Development Teacher



## LIST OF DAY CARE WORKERS IN THE BARANGAY

Bacon District:

Barangay	DCC	Name of Day Care Worker
Balete	Balete	Rhona A. Dulpina
	Calawan	Jenita D. Espeloa
Balogo	Balogo	Abigail B. Saclausa
Bato	Bato	Myla D. Jubilo
	Canarum	Salve N. Broñola
	Sta. Teresita	Rita D. Dreu
Bogña	Bogña	Ma, Theresa D. Deladia
Bon-ot	Bon-ot	Thelma Y. Desalisa
Buenavista	Buenavista	Simon A. Cruz
Cabarbuhan	Cabarbuhan	Gemma B. Talap
Caricaran	Caricaran	Kristine D. Domer
	Danao	Gina P. Domer
Del Rosario	Del Rosario	MA. Rica D. Corral
Gatbo	Gatbo	Lorena D. Deuna
Jamislagan	Jamislagan	Rowena T. Domens
Osiao	Osiao I	Gina D. Doctama
	Osiao II	Rissa D. Diolata
	Tiris	Genevieve D. Tayam
Poblacion	Poblacion I	Ana Mae B. Moraleda
	Poblacion II	Thelma D. Dioneda
Rawis	Rawis	Marciana D. Diaz
Salvacion	Banao	Mercy E. Guyala
	Salvacion	Nemia D. Dollesin
San Isidro	San Isidro I	Veronica D. Domanico
	San Isidro II	Milanie D. Dollison
San Jose	San Jose I	Maritess G. Claveria
	San Jose II	Precilla D. Dreu
San Juan	San Juan I	Consuelo A. Balansay
	San Juan II	Shirley D. Don
San Pascual	San Pascual	Florencia M. Deterala
San Ramon	San Ramon	Leizel C. Dollesin
San Roque	Bancal	Mary Beth D. Balisbis
	Gabao	Concepcion D. Teodoro
	San Roque	Linda D. Labitag
San Vicente	San Vicente	Marilou O. Hubilla
Sawanga	Sawanga	Nida D. Bolaños
Sta. Cruz	Sta. Cruz	Maria D. Deri
Sta. Lucia	Sta. Lucia	Roxanne G. Dechavez
Sto. Domingo	Sto. Domingo	Juana Zita D. Dio
Sto. Niño	Gayong	Rosally D. Escopete
	Sto. Niño	Loida M. Dioneda
Sugod	Sugod	Wendy Liberty E. Deladia



Sorsogon West District:

Barangay	DCC	Name of Day Care Worker
Barayong	Barayong	Mary Joyce Aida R. Permocille
Basud	Basud	Ma. Ruth C. Lasala
Bitan-o	Bitan-o	Teresita J. Tan
Bucalbucalan	Bucalbucalan	Marilou G. Ladub
Buenavista	Buenavista	Ruby Ann J. Lazarte
	Suhi	Ma. Rosy H. Janer
Bulabog	Bulabog	Noemi B. Luares
Cambulaga	Cambulaga	Aniza G. Jardin
Capuy	Capuy	Laura N. Valladolid
Gimaloto	Gimaloto	Norma E. Jalmasco
Guinlajon	GK	Leizyl C. Cervantes
	Campsite	Rhea J. Robino
	Guinlajon	Evelyn A. Lacdao
Macabog	Macabog	Emily S. Lareza
Pamurayan	Pamurayan	Susan L. Arealo
Pangpang	Pangpang I	Joana Paula C. Perez
	Pangpang II	Mary Grace D. Salutem
Panlayaan	Panlayaan	Ma. Janet A. Lasala
Peñafrancia	Peñafrancia	Rosalinda J. Hernandez
Piot	Piot	Marilyn C. Lozano
Rizal	Rizal	Marianne S. Agnote
	Tublijon	Shiela Marie G. Jeresano
Salvacion	Salvacion	Gemma M. Malazarte
San Isidro	San Isidro	Brazilia D. Balisbis
Talisay	Talisay	Lolita A. Lagare
Ticol	Ticol	Nelly J. Labitag
Tugos	Tugos	Ma. Niña F. Enraca

Sorsogon East District:

Barangay	DCC	Name of Day Care Worker
Abuyog	Abuyog I	Susan R. Palle
	Abuyog II	May T. Laguerta
Almendras	Almendras	Rosemarie C. Derla
Balogo	Balogo	Rubirosa L. Perez
	Mahingan	Mary Ann O. Galpo
Bibincahan	Baribag	Marivic F. Guevarra
	Bibincahan I	Jo-an M. Abadingo
	Bibincahan II	Bernadette Lacra
	Bibincahan III	Thelma D. Jaranilla
	Relocation (San Lorenzo)	Christian D. Deniega
	San Lorenzo	Riza V. Dealca
Buhatan	Buhatan I	Daisy D. Deyto
	Buhatan II	Mitchie B. Doctor



Burabod	Burabod	Jason G. Lorin
Cabid-an	Cabid-an	Leizel D. Ronquillo
	NCDC	Eddelyn H. Camata
	Seabreeze	Joan Marjorie B. Gepiga
Marinas	Marinas I	Merlyn J. Lagsit
	Marinas II	Rosemarie M. Hije
Polvorista	Polvorista	Florinda B. Pancho
Salog	Salog	Sonia B. Celestial
Sampalov	Sampaloc	Lea T. Lacar
San Juan- roro	Alinao	Christy J. Labuguin
	San Juan I	Aurelia N. Lacupanto
	San Juan II	Michelle H. Doyog
Sirangan	Sirangan I	Luduvina A. Renoria
	Sirangan II	Marites M. Valladolid
Sulucan	Sulucan	Rubelyn E. Gazo

### 13.16. AVAILMENT OF LIVELIHOOD FINANCIAL LOAN ASSISTANCE

#### ABOUT THE SERVICE:

Livelihood Financial Loan Assistance is given to People’s Organizations, associations, cooperatives, and Bayanihan Centers. This financial assistance is in the form of loan which is payable to the City Government interest-free. The Terms of Payment depend on the capacity of groups/individuals to pay.



#### CLIENT GROUPS:

People’s Organizations, Associations, Cooperatives, Bayanihan Centers, Market Vendors and other marginalized sectors



#### REQUIREMENTS:

##### General Requirements:

- Letter of Application for availing of Financial Loan Assistance
- Project Proposal
- Community Tax Certificate (Cedula)
- Barangay Business Clearance

##### Additional Requirements for Cooperatives:

- Certificate of Accreditation from Sangguniang Panlungsod
- CDA Registration
- Organizational Profile
- Articles of Cooperation and By-laws
- Audited Financial Statement
- Certificate of operation/good standing from CDA

##### Additional Requirements for People’s Organization





- Certificate of Accreditation from Sangguniang Panlungsod
- Bank Account
- SEC/DOLE registration or other registering institutions
- Organizational Profile
- Master list of officers and members
- MOA between City Government and Organization

*Additional Requirements for Food Related Business*

- Business Permit
- Sanitary Permit



**SERVICE SCHEDULES:**

Monday to Friday,  
8:00 AM to 5:00 PM



**TOTAL PROCESSING TIME:**

14 minutes - for Individual applicants

24 minutes – for Cooperative & People’s Organization



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of CSWDO	Transaction Time	Total Fees/ Charges	Responsible Person
1. For individual applicants:  Approach the livelihood coordinator and inquire on how to avail of financial/loan assistance. Secure and fill out application form. Take note of schedule of onsite validation.	Briefs client on the program, provide application forms and schedules onsite validation of project.	5 minutes		<b>MA. ZYRA D. BERMILLO</b> Social Welfare Officer III  <b>URICAR D. DIAZ</b> Social Welfare Officer IV
2. Extend the necessary assistance and provide the needed information	Conducts onsite validation. Informs client if succeeding onsite visit will be necessary and the schedule of said visit.			



during the onsite validation.				
3. If approved, take note of the schedule of the signing of the memorandum of agreement.	Informs the client of the approval or disapproval of the project through a visit. If the project is approved, inform the client of the schedule of the signing of the Memorandum of Agreement.	minutes		
4. On the appointed date, proceed to the Mayor's Office to sign the MOA. After signing, bring the MOA to a notary public for notarization. Pay the appropriate notary fees.	Releases the MOA to the client after signing.	2 minutes		
5. Go back to the CMO to return the notarized MOA. Secure acknowledgment receipt for the MOA.	Receives the MOA and issues acknowledgment. Informs the client of the schedule of release of loan assistance.	2 minutes		
6. Upon receipt of notice, proceed to the CMO, receive the cheque or cash from the authorized disbursing officer and sign the voucher and other disbursement documents.	Issues cheque to the client and secures client's signature on the voucher and other documents.			City Treasurers Office



<p>7. Implement the project as per submitted project proposal, assist the monitoring team who will visit from time to time, and pay the amortization due.</p>	<p>Monitors the Implementation of the project and the payment of loan amortization.</p>			<p><b>MA. ZYRA D. BERMILLO</b> Social Welfare Officer III</p> <p><b>URICAR D. DIAZ</b> Social Welfare Officer IV</p> <p><b>JOSIE L. JADIE</b> CGDH I</p>
<p><b>For People's Organizations:</b></p>				
<p>1. Submit Project Proposal through the concerned department for verification/technical assistance.</p>	<p>Evaluates, verifies, and provides technical assistance on the project proposal.</p>	<p>20 minutes</p>		<p><b>MA. ZYRA D. BERMILLO</b> Social Welfare Officer III</p> <p><b>URICAR D. DIAZ</b> Social Welfare Officer IV</p> <p><b>JOSIE L. JADIE</b> CGDH I</p>
<p>2. Provide information to the Cooperatives Development Specialist and the Department /People's Organization concerned about the proposal. Secure the needed recommendations and submit proposal to the Mayor's Office for approval.</p>	<p>Conducts onsite validation. Informs client if succeeding onsite visit will be necessary and the schedule of said visit.</p>			
<p>3. Wait for the notification of approval or disapproval of proposal. If</p>	<p>Informs the client of the approval or disapproval of the project through a visit. If the project is</p>	<p>5 minutes</p>		



approved, you will be informed of the schedule of the signing MOA. You will also be asked to submit the additional requirements for cooperatives/People's Organization.	approved, inform the client of the schedule of the signing of the Memorandum of Agreement.			
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### 13.17. AVAILMENT OF ASSISTANCE FOR VICTIM OF DOMESTIC VIOLENCE

#### ABOUT THE SERVICE:

The City Gender and Development (GAD) Focal Point System extends assistance to victim of all kinds of domestic violence – physical (rape, acts of lasciviousness, battering), emotional and economic abuse by providing counselling sessions, referral, medical examination, legal and paralegal services.



#### CLIENT GROUPS:

People's Organizations, Associations, Cooperatives, Bayanihan Centers, Market Vendors and other marginalized sectors



#### REQUIREMENTS:

None



#### SERVICE SCHEDULES:

1 Monday to Sunday (24 hours a day)



#### TOTAL PROCESSING TIME:

15 minutes (Client/s interview not included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of CSWDO	Transaction Time	Total Fees/Charges	Responsible Person
1. Go to the Office of the City Social Welfare and Development Officer and report your complaint / problem.	Accomplishes the Client Intake Form.	5 minutes	None	<b>MA. ZYRA D. BERMILLO</b> Social Welfare Officer III



		5 minutes		<b>URICAR D. DIAZ</b> Social Welfare Officer IV
2. Wait while the staff evaluate the case and identifies the necessary actions to be done.	Evaluates the case	10 minutes		<b>MA. ZYRA D. BERMILLO</b> Social Welfare Officer III  <b>URICAR D. DIAZ</b> Social Welfare Officer IV
3. Pay attention while the attending staff gives a briefing on the process and requirements needed for the following: <ul style="list-style-type: none"> <li>• Undergoing medical examination</li> <li>• Securing medical certificate</li> <li>• Filing of case against the abuse</li> </ul>	Briefs the client on the process and the requirements needed for each particular action.	Depends on the readiness of the client to answer query/ies		<b>MA. ZYRA D. BERMILLO</b> Social Welfare Officer III  <b>URICAR D. DIAZ</b> Social Welfare Officer IV  CPO (PNP)
4. Proceed to the concerned office/ agency to secure necessary documents such as: <ul style="list-style-type: none"> <li>• Medical certificate</li> <li>• Certificate of File Action</li> <li>• Brith Certificate</li> <li>• Sworn Statement of Complaint</li> </ul>	Issues referrals and provides necessary assistance in securing documents from concerned offices/ agencies			<b>MA. ZYRA D. BERMILLO</b> Social Welfare Officer III  <b>URICAR D. DIAZ</b> Social Welfare Officer IV  CPO (PNP)
5. File the case to the court	Accompanies the client to the court and assist in filing of case.			<b>MA. ZYRA D. BERMILLO</b> Social Welfare Officer III  <b>URICAR D. DIAZ</b> Social Welfare Officer IV  CPO (PNP)



## 14. Office of the City Treasurer

### 14.1. AVAILMENT OF BUSINESS TAX AND MAYOR'S PERMIT

#### ABOUT THE SERVICE:

All business establishments are required to secure a Business License and Mayor's Permit and pay the corresponding business taxes before the start of operations. The Business License must be renewed from January 1 to 20 every year as mandated by the local tax ordinance unless an extension is issued by the Sangguniang Panlungsod. Penalties are imposed after this period.

Business taxes are assessed and computed based on gross sales or gross receipts from the preceding calendar year. For new operators, Capital Investment is used as basis for the computation of tax. Payments may be made annually, semi-annually or quarterly. Quarterly installments are due every 20<sup>th</sup> day of each quarter.



#### CLIENT GROUPS:

Business establishment owners



#### REQUIREMENTS:

- Sworn Declaration / ITR on or before April 20 of each year
- Community Tax



#### SERVICE SCHEDULE:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

10 minutes (queuing time not included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involve	Action of the Office of the City Treasurer	Transaction Time	Total Fees/ Charges	Responsible Person
1. Present the approved Sworn Declaration and other requirements	Computes the business tax, regulatory fees and other fees.	5 minutes	<ul style="list-style-type: none"><li>• <b>Business Tax</b> Schedule of due Tax per Approved City Tax Code</li><li>• <b>Exercise of Calling</b> P 100.00 / employee</li></ul>	<b>JANICA MAE L. PARAS</b> RCO III  <b>JILL AMABELLE E. LAGUIDAO</b> LRCO III



	<p>Approves the Statement of Account</p>	<ul style="list-style-type: none"> <li>• <b>Mayor's Permit</b> Asset limit / Workforce (schedule of Fees per approved City Tax Code)</li> <li>• <b>CAEI/CEI/ Annual Inspection Fee</b> Per assessed amount of the Office of the City Engineer</li> <li>• <b>CENRO Certification Fee</b> P 150.00</li> <li>• <b>Fire Inspection Fee</b> Based on Line of Business (P 45.00 – P 150.00)</li> <li>• <b>Garbage Fee</b> Based on Line of Business and Area (P 500.00 – P 3,000.00)</li> <li>• <b>Health Card</b> P 100.00/employee</li> <li>• <b>Sanitary Inspection Fee</b> Based on Line of Business and Area (P 75.00 – P 200.00)</li> <li>• <b>Sanitary Fee</b> P 300.00</li> <li>• <b>Locational / Zoning Clearance (Business)</b> Schedule of Fees per approved City Tax Code</li> <li>• <b>Tax Clearance</b> P 150.00</li> </ul>	<p><b>MA. LUISA G. NIEVES</b> LTOO IV</p> <p><b>NANCY D. CABALLERO</b> City Treasurer</p>
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			<ul style="list-style-type: none"> <li>• <b>Business Plate</b> Actual cost of plate</li> <li>• <b>Business Sticker</b> Actual cost of sticker</li> <li>• <b>Barangay Business Clearance</b> Schedule of due tax per approved Barangay Tax Code</li> <li>• <b>Fire Safety Inspection Certificate (FSIC)</b> 15% of regulatory fees</li> <li>• <b>Real Property Taxes</b> Secure Tax Clearance of the properties tagged to the business owner or establishment owned or rented prior to business application</li> <li>• <b>Late Payments</b> Surcharge: 25% + 2% interest monthly</li> </ul>	
2. Pay business taxes and other regulatory fees and charges or client may opt to pay online through <a href="http://sorsogoncity.gov.ph">sorsogoncity.gov.ph</a>	Issues official receipt	5 minutes		<p><b>DORY R. DEUNA</b> Revenue Collection Officer III</p> <p><b>CECILIA D. DE VILLENA</b> Revenue Collection Officer III</p> <p><b>MA. ARLENE L. BANIEL</b> Revenue Collection Officer III</p>





				<p><b>EDWIN D. DERI</b> Revenue Collection Officer III</p> <p><b>JANICA MAE L. PARAS</b> Revenue Collection Officer III</p> <p><b>JENNIFER J. ASUNCION</b> Local Revenue Collection Officer II</p> <p><b>MARILYN L. JARABO</b> LTOO III</p> <p><b>CARLO D. BUSTAMANTE</b> Admin. Asst. II (Clerk IV)</p> <p><b>LILIBETH D. LUSTESTICA</b> Admin. Officer V (Cashier III)</p> <p><b>DYHARA J. MOJARES</b> Ticket Checker</p> <p><b>LORETA D. CORRAL</b> Ticket Checker</p>
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Note: Taxpayers may opt to pay online through [sorsogoncity.gov.ph](http://sorsogoncity.gov.ph)



## 14.2. AVAILMENT OF COMMUNITY TAX CERTIFICATE

### ABOUT THE SERVICE:

A **Community Tax Certificate (CTC)** is proof that an individual is a resident of the city and that his/her salary, business, exercise profession and/or ownership of real properties is subject for the payment of CTC.

A **Corporate Tax Certificate** is an instrument for identification of corporations (juridical entities). Both instrument is subject for payment at the beginning of the year until February 28, after said period a penalty is imposed on the total tax due.



### CLIENT GROUPS:

Individuals, corporations, partnerships, cooperatives, etc



### REQUIREMENTS:

- Identification card for individuals
- SEC and Sworn Declaration / ITR for Corporations, partnerships, cooperatives



### SERVICE SCHEDULE:

Monday to Friday,  
8:00 AM to 5:00PM



### TOTAL PROCESSING TIME:

10 minutes (queuing time not included)



### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Office of the City Treasurer	Transaction Time	Total Fees/ Charges	Responsible Person
1. Present valid ID/ Birth Certificate. Fill-up the personal data slip at the window and submit to Revenue Collector for registration to ETRACS	Receives payment and issues CTC for signature of the client	5 minutes	<ul style="list-style-type: none"> <li>• <b>Individual Basic Community Tax</b> P 5.00 Additional ₱1.00 for every ₱1000.00 arising from income derived from salaries, business, earnings from exercise of profession and income from real property</li> </ul>	<p><b>DORY R. DEUNA</b> Revenue Collection Officer III</p> <p><b>CECILIA D. DE VILLENA</b> Revenue Collection Officer III</p> <p><b>MA. ARLENE L. BANIEL</b> Revenue Collection Officer III</p>



			<ul style="list-style-type: none"> <li>• <b>Basic for Corporate Tax</b> P 500.00 Additional: Income divided by P 5,000.00 multiplied by P 2.00 derived from gross receipts, including dividends/ earnings from business and the assessed value of real properties owned in the Philippines If already secured from national office, please attach a copy.</li> <li>• <b>Late Payment</b> Interest of 2% per month starting March</li> </ul>	<p><b>EDWIN D. DERI</b> Revenue Collection Officer III</p> <p><b>JANICA MAE L. PARAS</b> Revenue Collection Officer III</p> <p><b>JENNIFER J. ASUNCION</b> Local Revenue Collection Officer II</p> <p><b>MARILYN L. JARABO</b> LTOO III</p> <p><b>CARLO D. BUSTAMANTE</b> Admin. Asst. II (Clerk IV)</p> <p><b>DYHARA J. MOJARES</b> Ticket Checker</p> <p><b>LORETA D. CORRAL</b> Ticket Checker</p> <p><b>LILIBETH D. LUSTESTICA</b> Admin. Officer V (Cashier III)</p>
<p>2. Affix signature and Thumbmark on three (3) copies of the Community Tax Certificate and return the same to Revenue Collector</p>	<p>Revenue Collector affix his/her initial for the City Treasurer and releases the CTC</p>	<p>5 minutes</p>		<p><b>DORY R. DEUNA</b> Revenue Collection Officer III</p> <p><b>CECILIA D. DE VILLENA</b> Revenue Collection Officer III</p>



				<p><b>MA. ARLENE L. BANIEL</b> Revenue Collection Officer III</p> <p><b>EDWIN D. DERI</b> Revenue Collection Officer III</p> <p><b>JANICA MAE L. PARAS</b> Revenue Collection Officer III</p> <p><b>JENNIFER J. ASUNCION</b> Local Revenue Collection Officer II</p> <p><b>MARILYN L. JARABO</b> LTOO III</p> <p><b>CARLO D. BUSTAMANTE</b> Admin. Asst. II (Clerk IV)</p> <p><b>DYHARA J. MOJARES</b> Ticket Checker</p> <p><b>LORETA D. CORRAL</b> Ticket Checker</p> <p><b>LILIBETH D. LUSTESTICA</b> Admin. Officer V (Cashier III)</p>
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### 14.3. PAYMENT OF REAL PROPERTY TAXES

#### ABOUT THE SERVICE:

Real properties such as land, buildings, machineries are tax mapped, inspected and assessed by the City Assessor's Office as per actual use. The Real property tax payment is accepted at the Office of the City Treasurer, Land Tax Division. Payment can be made annually, semi-annually and quarterly. For advance payments property owners can avail of up to 20% discount and prompt payment can avail up to 10% discount.



#### CLIENT GROUPS:

Individuals, corporations and other juridical entities



#### REQUIREMENTS:

- Latest Real Property Tax Receipt
- Latest Tax Declaration



#### SERVICE SCHEDULE:

Monday to Friday,  
8:00 AM to 5:00PM



#### TOTAL PROCESSING TIME:

10 minutes (queuing time not included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Office of the City Treasurer	Transaction Time	Total Fees/ Charges	Responsible Person
1. Present to Revenue Collector tax declaration/latest OR for RPT payment	Research to systems tax declaration number and/or latest OR presented by client and inform his/her tax due	5 minutes	Refer to ETRACS for tax due, delinquencies and other information relative to tax payments  For late payment: 20% interest monthly but not exceeding 72%	<b>DORY R. DEUNA</b> Revenue Collection Officer III  <b>CECILIA D. DE VILLENA</b> Revenue Collection Officer III
2. Pay the assessed amount to the revenue collection officer and receive the official receipt	Receives payment, issues OR, affix initial for the City Treasurer. Releases OR to client.	5 minutes		<b>MA. ARLENE L. BANIEL</b>



<p>together with the previous year's official receipt submitted.</p>				<p>Revenue Collection Officer III</p> <p><b>EDWIN D. DERI</b> Revenue Collection Officer III</p> <p><b>JANICA MAE L. PARAS</b> Revenue Collection Officer II</p> <p><b>JENNIFER J. ASUNCION</b> Local Revenue Collection Officer II</p> <p><b>MARILYN L. JARABO</b> LTOO III</p> <p><b>CARLO D. BUSTAMANTE</b> Admin. Asst. II (Clerk IV)</p> <p><b>DYHARA J. MOJARES</b> Ticket Checker</p> <p><b>LORETA D. CORRAL</b> Ticket Checker</p> <p><b>LILIBETH D. LUSTESTICA</b> Admin. Officer V (Cashier III)</p>
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## 14.4. PAYMENT OF TRANSFER TAX

### ABOUT THE SERVICE:

Transfer taxes are paid when transfer of ownership is undertaken due to the execution of deed such as sale, donation, transfer by succession or by any other means of transfer. Copies of Real Property tax declaration, Deed of absolute Sale and/or other applicable document confirming transfer are required by the Revenue Collector for the assessment of the transfer tax due for its transfer.



### CLIENT GROUPS:

Individuals and corporations possessing real properties within the City



### REQUIREMENTS:

- Latest Real Property Tax receipt
- Latest Real Property Tax Declaration
- 1 Deed of sale, donation or other applicable transfer document
- Special Power of Attorney or other Legal Documents for authority to represent



### SERVICE SCHEDULE:

Monday to Friday  
8:00 AM to 5:00PM



### TOTAL PROCESSING TIME:

10 minutes (queuing time not included)



### PROCESS OF AVAILING THE SERVICE

Steps Involved	Action of the Office of the City Treasurer	Transaction Time	Total Fess/ Charges	Responsible Person
1. Submit the requirements to revenue collection officer.	Computes the required fees and inform taxpayer due tax.	5 minutes	<ul style="list-style-type: none"> <li>• <b>Check for the document presented</b> - Latest tax declaration via Deed of Absolute Sale or any applicable document providing evidence of transfer for the amount reflected therein</li> </ul>	<b>DORY R. DEUNA</b> Revenue Collection Officer III
2. Pay the transfer and tax clearance.  Receive the official receipt.	Receives payment and issue an official receipt. Affix initial for the City Treasurer and releases to client.	5 minutes		<b>CECILIA D. DE VILLENA</b> Revenue Collection Officer III
				<b>MA. ARLENE L. BANIEL</b> Revenue Collection Officer III
				<b>EDWIN D. DERI</b> Revenue Collection Officer III



			<p>whichever is higher.</p> <ul style="list-style-type: none"> <li>• <b>Transfer Tax</b> ½ of one percent plus Service Fee of P 100.00</li> <li>• <b>Late Payment</b> <ul style="list-style-type: none"> <li>➤ Surcharge -25% in excess of 60 days from the date of notarial service (RA 7160 sec 135)</li> <li>➤ Additional 2% per month but not exceeding 72%</li> </ul> </li> </ul>	<p><b>JANICA MAE L. PARAS</b> Revenue Collection Officer II</p> <p><b>JENNIFER J. ASUNCION</b> Local Revenue Collection Officer II</p> <p><b>MARILYN L. JARABO</b> LTOO III</p> <p><b>CARLO D. BUSTAMANTE</b> Admin. Asst. II (Clerk IV)</p> <p><b>DYHARA J. MOJARES</b> Ticket Checker</p> <p><b>LORETA D. CORRAL</b> Ticket Checker</p> <p><b>LILIBETH D. LUSTESTICA</b> Admin. Officer V (Cashier III)</p>
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#### 14.5. AVAILMENT OF CERTIFICATION AND PAYMENT OF OTHER FEES

##### ABOUT THE SERVICE:

Certifications, clearances and other clerical services are being paid at the Office of the City Treasurer. Taxpayers/ client must secure order of payment from the concerned offices and presents the same to the designated Revenue Collector.



##### CLIENT GROUPS:

Client/taxpayer



##### REQUIREMENTS:

Order of Payment form concerned offices





**SERVICE SCHEDULE:**

Monday to Friday,  
8:00 AM to 5:00PM



**TOTAL PROCESSING TIME:**

5 minutes (queuing time not included)



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the Office of the City Treasurer	Transaction Time	Total Fees/Charges	Responsible Person
1. Present the order of payment from concerned office to Revenue Collector and pay the corresponding amount	<p>Refer to ETRACS and informs the client of the amount to be paid.</p> <p>Receives payment, affix initial for the City Treasurer and issues official receipt</p>	5 minutes	Refer to ETRACS for fees, chargers, etc.	<p><b>DORY R. DEUNA</b> Revenue Collection Officer III</p> <p><b>CECILIA D. DE VILLENA</b> Revenue Collection Officer III</p> <p><b>MA. ARLENE L. BANIEL</b> Revenue Collection Officer III</p> <p><b>EDWIN D. DERI</b> Revenue Collection Officer III</p> <p><b>JANICA MAE L. PARAS</b> Revenue Collection Officer II</p> <p><b>JENNIFER J. ASUNCION</b> Local Revenue Collection Officer II</p> <p><b>MARILYN L. JARABO</b> LTOO III</p> <p><b>CARLO D. BUSTAMANTE</b> Admin. Asst. II (Clerk IV)</p>



				<p><b>DYHARA J. MOJARES</b> Ticket Checker</p> <p><b>LILIBETH D. LUSTESTICA</b> Admin. Officer V (Cashier III)</p>
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## 14.6. AVAILMENT OF ACCOUNTABLE FORMS

### ABOUT THE SERVICE:

Accountable forms used in the collection of income by the barangay is being secured from the Office of the City Treasurer through an approved purchased documents with check duly signed by the Punong Barangay and released to a bonded Barangay Treasurer. He/She is authorized to purchase accountable forms after he/she had turned-over/remitted previous purchase. Barangay Treasurers are deputized by the City Treasurer to collect CTC.



### CLIENT GROUPS:

Barangay Treasurers of the 64 barangays of Sorsogon City



### REQUIREMENTS:

- Approved purchase documents with check for payment with duly attached Advice
- Liquidation or remittance of previous purchase (issued AF)
- Updated Report of Accountabilities for Accountable Forms (RAAF)



### SERVICE SCHEDULE:

1

Monday to Friday,  
8:00 AM to 5:00PM



### TOTAL PROCESSING TIME:

10 minutes



### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Office of the City Treasurer	Transaction Time	Total Fees/Charges	Responsible Person
1. Submit Record of Collection and deposit to prove that all accountable forms purchased are issued/remitted.	Receives RCD and other proof of deposit	5 minutes	Cost of Accountable Forms vary on kind of Accountable Form	<b>MARILYN L. JARABO</b> LTOO III



Present the check with attached duly approved due for purchase.				
2. Receives the new accountable forms	Releases the accountable forms	5 minutes		<b>MARILYN L. JARABO</b> LTOO III



## 15. Office of the City Veterinarian

### 15.1. AVAILMENT OF VETERINARY HEALTH SERVICES

#### ABOUT THE SERVICE:

One of the missions of the Office of the City Veterinarian is to provide effective and efficient animal health services to animal farmers. These include consultation and treatment of sick animals, vaccination against endemic animal's diseases, vitamin administration, castration and deworming. Animal health services rendered either to walk-in farmers/clients or on schedule visit to different barangays thru Animal Farmers Assistance Center (AFAC)-Mobile Animal Clinic.



#### CLIENT GROUP:

Livestock and Poultry Raisers, Pet Owners and other Clienteles



#### REQUIREMENT:

Personal request of farmer/pet owner or written request from the barangay officials for mass vaccination and deworming.



#### SERVICE SCHEDULES:

1

Monday to Friday  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING:

45 minutes (travel, queuing and actual conduct of service not included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of CVO	Transaction Time	Total Fees/Charges	Responsible Person/s
1. Proceed to the Office of the City Veterinarian and approach the personnel on duty. Sign the clients' logbook.	Requests the client to sign the Clients' Logbook. Interview the client and give brief discussion on the assistance needed. Records all information given by the client.  Refer the client to the City Veterinarian or Veterinary Technician	5 minutes	Please refer to the Revised Sorsogon City Revenue Code of 2024	<b>IRMA M. DISCAYA</b> Livestock Inspector II
2. If the animal/pet being requested for treatment is with the owner, show the pet/animal to the City	Performs physical examination and treatment to the pet/animal.	15 minutes		<b>DR. ALEXANDER A. DESTURA</b> City Veterinarian



<p>Veterinarian or Veterinary Technician.</p> <p>Provide the needed medicine if the medicine is not available.</p> <p>If the request is home/farm visit and conduct of mass deworming, delousing, vaccination and vitamins administration to pet/farm animals in the barangay. Take note of the schedule and provide the necessary data/information.</p>	<p>If medicines are not available, the owner is requested to buy the needed medicine at the AgriVet supply.</p> <p>Sets the schedule of home/farm/barangay visit and request the client to provide sketch of the location of the house /farm.</p>	<p>5 minutes</p>		<p><b>YSMAEL J. DETERA</b> Livestock Inspector I</p>
<p>3. Be present during the farm/home/barangay visit. Provide necessary assistance to the City Veterinarian or Veterinary Technician.</p> <p>Provide the needed medicine if the medicine is not available.</p>	<p>Performs physical examination and treatment to the pet/animal.</p> <p>If medicines are not available, the owner is requested to buy the needed medicine at the AgriVet supply.</p> <p>The City Veterinarian prescribed veterinary medicines needed for the continuous treatment of the sick/injured pet/animal.</p>	<p>15 minutes</p>		<p><b>DR. ALEXANDER A. DESTURA</b> City Veterinarian</p> <p><b>YSMAEL J. DETERA</b> Livestock Inspector I</p>
<p>4. If the activity is Anti-rabies vaccination, request for the</p>	<p>Issue's vaccination certificate</p>	<p>5 minutes</p>		<p><b>DR. ALEXANDER A. DESTURA</b> City Veterinarian</p>



vaccination certificate.				<b>YSMAEL J. DETERA</b> Livestock Inspector I
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## 15.2. AVAILMENT OF ARTIFICIAL INSEMINATION SERVICE FOR LIVESTOCK

### ABOUT THE SERVICE:

Artificial Insemination (AI) Service is another support service program of the LGU Sorsogon City to the livestock raisers. It aims to improve the genetic make-up of local livestock and increase animal production in terms of meat and milk yield. Boar, Cattle and Carabao semen are available at the AI Center located at Techno Demo Farm, Sitio Madan-an, San Juan Roro, Sorsogon City.



#### CLIENT GROUPS:

Livestock Farmers, Entrepreneurs



#### REQUIREMENT:

NONE



#### SERVICE SCHEDULES:

Monday to Friday  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING:

8 minutes (travel, queuing and actual conduct of Artificial Insemination not included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of CVO	Transaction Time	Total Fees/Charges	Responsible Person/s
1. Proceed to the Artificial Insemination (AI) Center or the Office of the City Veterinarian and inquire on the services needed. Sign the clients' logbook.	Brief the client on the services. Conduct interview and records all the information provided by the client.	5 minutes	<ul style="list-style-type: none"> <li><b>Boar Semen</b> P 100.00</li> <li><b>Cattle/Carabao</b> P 600.00</li> <li><b>Catheter (A.I. Service)</b> P 20.00</li> </ul>	<b>YSMAEL J. DETERA</b> Livestock Inspector I
2. Take note of the schedule of visit and provide sketch of farm/home.	Provides the schedule of visit and request the sketch of farm/home.	3 minutes		



	Advise the client to prepare wooden chute where cow and caracow will be inseminated.			
3. During the conduct of AI, be present and prepare the animal and the area where artificial insemination will be conducted. Assist the AI Technician in handling the animal.	<p>Prepares the packaging of boar, bull or carabull semen and paraphernalia for the AI service.</p> <p>Examines and evaluates physically the animal if ready for insemination.</p> <p>Check the animal and the chute if properly secured and conducts actual artificial insemination.</p> <p>Records date of insemination, source of semen used and the age &amp; species of animal served.</p> <p>Advises farmer/client on care and management after A.I. service to animal</p>			
4. Observe the animal if estrus manifest after 21 days. Report at the AI Center if observed.	If AI is not successful, repeat the service.			



### 15.3. AVAILMENT OF TRAINING AND SEMINAR ON ANIMAL PRODUCTION TECHNOLOGY

#### ABOUT THE SERVICE:

Training and seminar on animal production is a technology transfer to equip animal farmers with knowledge and skills on how to increase production and income. These include Swine, Goat, Beef & Dairy, Carabao and Poultry Production; Artificial Insemination on Swine; Feed Formulation and other animal products and by-product processing. The training and seminar will be conducted yearly either in the City Veterinary Office or in the barangays.



#### CLIENTS GROUPS:

Animal Farmers: Entrepreneurs; Animal Products and by Products Processors



#### REQUIREMENT:

Letter of Request or Personal Request (Fill-up Request Form of Training and Seminar)



#### SERVICE SCHEDULES:

Monday to Friday  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING:

12 minutes (queuing, travel time and actual conduct of training not included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of CVO	Transaction Time	Total Fees/Charges	Responsible Person/s
1. Submit letter request to the Office of the City Veterinarian	Receives and evaluates the training request.	1 minute	None	<b>IRMA M. DISCAYA</b> Livestock Inspector II
2. If request is granted, sign in the clients' logbook and take note of the exact venue of training/ seminar.	Confirms the time, date and venue of the training/ seminar.	2 minutes		<b>IRMA M. DISCAYA</b> Livestock Inspector II
3. Attend the training seminar an assist the Office of the City Veterinarian personnel during the conduct of the activity.	Conducts the training/seminar.			<b>IRMA M. DISCAYA</b> Livestock Inspector II <b>YSMAEL J. DETERA</b> Livestock Inspector I





## 15.4. ADOPTION, REDEMPTION AND RELEASE OF IMPOUNDED ANIMAL

### ABOUT THE SERVICE:

One of the regulatory services of the City Government of Sorsogon through the City Veterinary Office, to support to the national advocacy program on stray dog control, Rabies Elimination Program and Responsible Pet Ownership. A penalty is being imposed on animal owner violator.



#### CLIENTS GROUPS:

General Public



#### REQUIREMENT:

- Personal request from pet/animal owner
- Dog Registration Form/Vaccination Certificate
- Proof of Ownership



#### SERVICE SCHEDULES:

Monday to Friday  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING :

For release/redemption of impounded animal	-	13 minutes
For adoption of impounded animal	-	8 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of CVO	Transaction Time	Total Fees / Charges	Responsible Person/s
<b>For release/redemption of impounded animal</b>				
1. Proceed to the City Animal Pound and verify if their animal is presently impounded. If yes, submit the proof of ownership.	Accommodates the client inside the City Animal Pound and request to submit the requirement.	3 minutes	<ul style="list-style-type: none"> <li>• <b>charge for confinement of impounded animals</b> P 20.00 / day</li> <li>• <b>2nd offense (penalty)</b> P 1,000.00</li> </ul>	<b>RYAN DAVE B. NOLEAL</b> Animal Caretaker at City Animal Pound
	Give a brief lecture on the program and the penalty being imposed.  Check if the client has dog	5 minutes		<b>DR. ALEXANDER A. DESTURA</b> City Veterinarian  <b>IRMA M. DISCAYA</b>



	chain or cage, dog registration or any proof that he/she owned the dog.			Livestock Inspector II
2. Once the proof of ownership is established, fill-up and sign the release form. Read carefully the waiver before signing.	Check and validates the release form submitted by the client and issue order of payment.	3 minutes		
3. Proceed to City Treasurer's Office and pay corresponding fee. Submit copy of Official Receipt (OR) to the City Animal Pound, sign the logbook and claim the dog.	Receives photocopy of OR and release the impounded dog.	2 minutes		
<b>For adoption of impounded animal (unclaimed after 3 days)</b>				
1. Proceed to the City Animal Pound, approach the Office of the City Veterinarian personnel and sign adoption form.	Receives the signed adoption form. Interview and evaluate the applicant. If applicant passed, issue order of payment.	3 minutes	<ul style="list-style-type: none"> <li>• for processing of release or adoption documents (in case of adoption) P 500.00</li> </ul>	<b>IRMA M. DISCAYA</b> Livestock Inspector II
2. Proceed to City Treasurer's Office, pay the corresponding fee and present the Official Receipt to the City Animal Pound. Sign in the clients' logbook and	Receives photocopy of OR. Ask for the dog chain or animal cage. Records the animal's information and release the animal.	5 minutes		<b>RYAN DAVE B. NOLEAL</b> Animal Caretaker at City Animal Pound



claim the animal.				
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## 15.5. AVAILMENT OF ANIMAL DISPERSAL

### ABOUT THE SERVICE:

Animal Dispersal Program is one of the Animal Production Services of the City Government of Sorsogon through the City Veterinary Office to assist the local farmers in improving and sustaining the livestock and poultry production in the city and to promote alternative source of livelihood particularly the backyard raisers.



### CLIENTS GROUPS:

Livestock and Poultry Backyard Raisers



### REQUIREMENTS:

- Qualified farmers must attend orientation and trainings/seminars on animal raising
- Community Tax Certificate
- ID picture
- Other documents needed for contract signing



### SERVICE SCHEDULES:

1

Monday to Friday,  
8:00 AM to 5:00 PM



### TOTAL PROCESSING:

20 minutes (queuing not included)



### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of CVO	Transaction Time	Total Fees/Charges	Responsible Person/s
1. Proceed to the Office of the City Veterinarian and inquire personnel about the program/service.	Evaluates the capability of the animal farmer/recipient.  Sets the schedule/date of orientation/training/seminar for the qualified farmers/recipient.	5 minutes	P 5.00/head	<b>YSMAEL J. DETERA</b> Livestock Inspector I
2. Be present during the orientation, training and seminars on Animal Raising.	Conducts the actual orientation, training, seminar on Animal Raising.	1 day		



3. Provide/ submit complete required documents.	Reviews the validity of the requirements of the clients.  Prepares the animal for dispersal, contract and other required documents to be signed by the recipient.	5 minutes		
4. Sign the contract and receive the dispersal animal	Releases the animal for dispersal to the qualified recipients.	5 -10 minutes		

## 15.6. LIVESTOCK TIMBANGAN NG BAYAN

### ABOUT THE SERVICE:

It is a support facility to all livestock raisers, dealers and entrepreneurs in the City of Sorsogon. This facility provides free weighing service to farmers of livestock intended for sale to the market. The Livestock Timbangan ng Bayan will not only ensure farmer of accurate weight of their produced animals but also provide information of the prevailing live weight price of livestock.



### CLIENTS GROUPS:

Livestock Raisers/Dealers, Meat Dealers, Entrepreneurs



### REQUIREMENTS:

None



### SERVICE SCHEDULES:

Monday to Saturday,  
6:00 AM to 10:00 AM; 2:00 PM to 6:00 PM



### TOTAL PROCESSING:

10 minutes (queuing not included)



### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of CVO	Transaction Time	Total Fees/ Charges	Responsible Person/s
1. Approach the Livestock Weighing Scale Operator and	Prepares the animal cage in right position and the weighing scale. Brief the	5 minutes	P 5.00/head	<b>RICO D. DICHE</b> Livestock Weighing Scale Operator



request to use the weighing scale and sign the clients' logbook.	farmer/client the process of weighing.			<b>GINA ARIATE</b> Livestock Weighing Scale Operator
2. Unload the animal/s from the vehicle for weighing and put inside the animal cage. Assist the Livestock Weighing Scale Operator.	Weigh the animal and record the clients/farmers and animal information.			
3. After weighing, load the animal/s in the vehicle and request for Certificate of Actual Live Weight.	Issues Certificate of Actual Live Weight.	5 minutes		

## 15.7. AVAILMENT OF VETERINARY HEALTH CERTIFICATE

### ABOUT THE SERVICE:

Veterinary Animal Health Certificate is one of documents secured by the various clientele for whatever purpose it may serve. City Veterinary Office has technical personnel who is qualified and authorized to certify that the animal is healthy and free from infectious diseases during inspection.

### CLIENTS GROUPS:



Animal Farmer, Pet owners, Entrepreneurs, Researchers and other Client.



### REQUIREMENT:

- Personal or written request by the client
- Actual examination of the animal
- Vaccination and Medication record to support the health status of Animal
- Certificate of Ownership (for large cattle)



### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



### TOTAL PROCESSING :

12 minutes (queuing and travel time not included)



### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of CVO	Transaction Time	Total Fees/ Charges	Responsible Person/s
1. Proceed to the City Veterinary Office and submit request for Veterinary Health Certificate.  Take note of the schedule.	Informs the client about the service and the requirements.  Interviews and inform the client for physical examination schedule of the animal.	10 minutes	P 50.00/ animal	<b>IRMA M. DISCAYA</b> Livestock Inspector II
2. During the conduct of physical examination of animal, be present and assist the City Veterinarian or Veterinary Technician. Secure order of payment and pay corresponding fee at the Office of the City Veterinarian.	Conduct physical examination of the animal. Fill-up the veterinary health certificate and issue order of payment.			<b>IRMA M. DISCAYA</b> Livestock Inspector II Animal Health Service Staff
3. Present the Official Receipt and receive the Veterinary Health Certificate. Sign in the logbook	Issues the Veterinary Health Certificate signed by the City Veterinarian or his authorized representative.	2 minutes		City Veterinarian Animal Health Service Staff



## 15.8. ACCREDITATION AND LICENSING OF MEAT DELIVERY VEHICLE

### ABOUT THE SERVICE:

As mandated in the City Ordinance no. 015 or City Meat Inspection and Regulatory Code and R.A 9296 or Meat Inspection Code of the Philippines all vehicles use for meat delivery within the city should be registered and accredited by the City Veterinary Office to ensure the safety and cleanliness in handling of meat products from meat processing establishment to public market.



### CLIENTS GROUPS:

Met Vendors, Meat Dealers and Meat Shop Operators



### REQUIREMENT :

- Vehicle LTO Registration (photocopy)
- Vehicle LTO Registration Official Receipt
- Accomplished Application Form
- Health Certificate of the Owner & Delivery Personnel
- Photo of the vehicle recently taken
  - i. Front view
  - ii. Side view (left or right)
  - iii. Back view
  - iv. Inside view



### SERVICE SCHEDULES:

1

Monday to Friday  
8:00 AM to 5:00 PM



### TOTAL PROCESSING:

15 minutes



### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of CVO	Transaction Time	Total Fees / Charges	Responsible Person/s
1. Proceed to the Office of the City Veterinarian and request for application form for accreditation of meat delivery vehicle.	Provide the client a short briefing on the service and its requirements. Check and verify the application filled-up by the client.	10 minutes	<ul style="list-style-type: none"><li>• <b>For meat delivery tricycle</b> P 300.00</li><li>• <b>For meat delivery van</b> P 500.00</li></ul>	<b>IRMA M. DISCAYA</b> Livestock Inspector II
2. Submit the requirements and take note of the schedule of vehicle inspection.	Receives the requirements and inform the client of the schedule of vehicle inspection.	3 minutes		



3. During the conduct of inspection, be present and extend necessary assistance needed by the inspection team. Secure order of payment.	Conduct inspection and issues order of payment.			
4. Proceed to the Office of the City Veterinarian and pay the corresponding fee.	Issue's accreditation certificate signed by the City Veterinarian or his authorized representative.	2 minutes		

### 15.9. AVAILMENT OF FOOD ANIMAL FOR SLAUGHTERING AND MEAT DELIVERY SERVICES

#### ABOUT THE SERVICE:

A service facility that provides venue for safe and hygienic slaughtering and conduct of Meat Inspection of all food animals intended for sale and for home consumption within and outside the Sorsogon City.



#### CLIENTS GROUPS:

Meat Vendors, Meat Processors, Butchers and Animal Rasiars



#### REQUIREMENT:

- Slaughter Permit
- Certificate of Ownership and Transfer (Large Animals)
- Business License (Meat intended for sale)
- Containers for collected blood and offals/entrails



#### SERVICE SCHEDULES:

Daily	
Receiving of stocks	3:00 PM to 7:00 PM
Slaughtering time	12:00 MIDNIGH to 6:00 AM
Holidays and other special occasion	6:00 AM to 3:00 PM



#### TOTAL PROCESSING :

For slaughtering of food animals for sale - 6 minutes (queuing time not included)  
 For slaughtering of food animals for home consumption/special occasion - 9 minutes (queuing and travel time not included)

#### TOTAL FEES/CHARGES:

Hog/Sheep/Goat		Cattle and Carabao	
Slaughter Permit	P 20.00/head	Slaughter Permit	P 30.00 /head
Slaughter Fee	P 1.00 / kg live weight	Slaughter Fee	P 1.50/kg live weight





Corral Fee	P 10.00/head	Corral Fee	P 30.00/head
Ante Mortem Fee	P 10.00/head	Ante Mortem Fee	P 8.00/head
Post Mortem Fee	0.50/kg	Post Mortem Fee	P 1.00/kg
Delivery Service Fee	P 20.00/head(<60kls) P 22.50/head(>60kls)	Delivery Service Fee	P 75.00/head
<b>Butchers Fee for Hog/Sheep/Goat</b>		<b>Butchers Fee for Large Cattle</b>	
50 kg	P 25.00	50 kg	P 25.00
51-60 kg	P 30.00	51-60 kg	P 30.00
61-90 kg	P 35.00	61-90 kg	P 35.00
91-120 kg	P 40.00	91-120 kg	P 40.00
120-240 kg	P 45.00	120-240 kg	P 45.00
241-above	P 50.00	241-above	P 50.00



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of CVO	Transaction Time	Responsible Person/s
<b>Slaughter of Food Animals for Sale</b>			
1. Bring the live food animal for slaughter at the City Slaughter House and submit required documents to the receiving officer.	Pre-inspects/asses/ evaluates the health condition of incoming animal.  Checks and record the required documents (Slaughter Permit, Certificate of Ownership and Transfer) and issues certificate that the animal is in good condition.	4 minutes	<b>ARMIDA A. DIESTA</b> Livestock Inspector Aide  <b>YSMAEL J. DETERA</b> Livestock Inspector I
2. Unload the stocks and plastic/stainless containers for blood and entrails.	Receives stocks and plastic/stainless containers.		Animal Keeper
	Conducts Ante Mortem Inspection. Observes the physical condition / behaviour of the animal while on rest and isolates injured animal.		<b>TEODULO C. DIONEDA JR.</b> Meat Inspector II  <b>PETER PAUL L. JERESANO</b> Meat Inspector I
	Performs slaughtering, Post Mortem Inspection, branding		<b>TEODULO C. DIONEDA JR.</b> Meat Inspector II



	and weighing of carcass.		<b>PETER PAUL L. JERESANO</b> Meat Inspector I
3. Proceed to the Revenue Collection booth, pay the required fees and present OR to the Meat Inspector.  Request for the issuance of Meat Inspection Certificate.	Receives the copy of the OR and issues Meat Inspection Certificate.  Releases the meat/ carcass.	2 minutes	<b>TEODULO C. DIONEDA JR.</b> Meat Inspector II  <b>PETER PAUL L. JERESANO</b> Meat Inspector I
4. Load the Meat/ carcass to delivery van and deliver to the Public Market/ Meat Shop.			
<b>Slaughter of Food Animals for Home Consumption/Special Occasion</b>			
1. Proceed to the City Slaughterhouse and request for service vehicle.	Records in the logbook and arrange the schedule of service vehicle.	3 minutes	<b>GERARDO L. GABITO</b> Slaughterhouse Master II  <b>DR. JOSE MARIA G. ALINDOGAN</b> Veterinarian I
2. Bring the live food animal for slaughter at the City Slaughter House and submit required documents to the receiving officer.	Pre-inspects/asses/ evaluates the health condition of incoming animal.  Checks and record the required documents (Slaughter Permit, Certificate of Ownership and Transfer) and issues certificate that the animal is in good condition.	4 minutes	<b>ARMIDA A. DIESTA</b> Livestock Inspector Aide  <b>YSMAEL J. DETERA</b> Livestock Inspector I
3. Unload the stocks and plastic/stainless containers for blood and entrails.	Receives stocks and plastic/stainless containers.		Animal Keeper
	Conducts Ante Mortem Inspection. Observes the physical condition / behaviour of the animal while on		<b>TEODULO C. DIONEDA JR.</b> Meat Inspector II  <b>PETER PAUL L. JERESANO</b> Meat Inspector I



	rest and isolates injured animal.		
	Performs slaughtering, Post Mortem Inspection, branding and weighing of carcass.		<p><b>TEODULO C. DIONEDA JR.</b> Meat Inspector II</p> <p><b>PETER PAUL L. JERESANO</b> Meat Inspector I</p>
<p>4. Proceed to the Revenue Collection booth, pay the required fees and present OR to the Meat Inspector.</p> <p>Request for the issuance of Meat Inspection Certificate.</p>	<p>Receives the copy of the OR and issues Meat Inspection Certificate.</p> <p>Releases the meat/ carcass.</p>	2 minutes	<p><b>TEODULO C. DIONEDA JR.</b> Meat Inspector II</p> <p><b>PETER PAUL L. JERESANO</b> Meat Inspector I</p>
5. Load the Meat/ carcass to the owner's service vehicle.			



## 16. Office of the City Zoning Administrator

### 16.1. AVAILMENT OF LOCATIONAL CLEARANCE/CERTIFICATE FOR BUILDINGS

#### ABOUT THE SERVICE:

All owners/developers who intend to construct, repair, rehabilitate, improve, alternate, extend and renovate their building/structure in their respective properties are required to secure first from the Zoning Administrator a Locational Clearance for Building prior to any development.



#### CLIENT GROUPS:

Property Owners/Developers



#### REQUIREMENTS:

##### I. Basic Requirements:

- One (1) copy of Duly accomplished and notarized **APPLICATION FORM**.
- one (1) copy of Any of the following requirements relative to **right over land**:
  1. **Owner/s Certificate of Title**, if the property is **registered in the name of the applicant (Certified by-Registry of Deeds Office)** issued within 6 months at the time of the application
  2. In the absence of any certificate of title or if property is untitled, submit:
    - 2.1. Certified true copy of the latest **tax declaration**
    - 2.2. Duly notarized **Pro-forma Affidavit** to the effect that:
      - 2.2.1. The applicant is the owner of the property subject of the application;
      - 2.2.2. The reason/s why the property is not yet titled;
      - 2.2.3. The property is free from liens and encumbrances;
      - 2.2.4. The property is not tenanted/tenanted
    - 2.3. Certification from the Office of the Clerk of Court, Regional Trial Court (OCC-RTC) that the property has no pending registration case/decision re: claimant
  3. If the property is **not registered in the name of the applicant**, submit:
    - 3.1. **Owner/s certificate of title (Certified by-Registry of Deeds Office)** issued within 6 months at the time of the application and any of the following:
      - 3.1.1. Duly notarized **deed of sale** or **deed of donation**
      - 3.1.2. Duly notarized **contract of lease/option to buy/contract to sell**
      - 3.1.3. Duly notarized **authorization** to construct within and to use subject parcel of land from registered owner/s
    - 3.2. If without any certificate of title or if property is untitled, submit certified true copy of the latest **tax declaration, certification from OCC-RTC (Pls. refer to 1.2.2.3)** and duly notarized **pro-forma affidavit** of the landowner and any of the following:
      - 3.2.1. Duly notarized **deed of sale** or **deed of donation**
      - 3.2.2. Duly notarized **contract of lease/option to buy/contract to sell**



3.2.3. Duly notarized **authorization** to construct within and to use subject parcel of land from registered owner/s

- **VICINITY MAP** showing the existing land uses within the minimum of 100 meters & 1 kilometer radius from the lot boundary of the project site (N.B. Google map is discouraged)
- **SITE DEVELOPMENT PLAN** (drawn to scale)
  1. Showing the project site lot area boundaries and proposed layout of improvements therein.
  2. With Geodetic Engineer Certification of Non-Encroachment to adjacent /adjoining properties (signed and sealed)
- **FLOOR PLANS** (drawn to scale) signed and sealed by appropriate professional and signed by the owner/applicant
- One (1) set copy of **BILL OF MATERIALS AND COST OF EQUIPMENT**, signed and sealed by appropriate professional and signed by the owner/applicant
- One (1) set copy of **SPECIFICATIONS**, signed and sealed by appropriate professional and signed by the owner/applicant

## II. Additional Requirements

- For Manufacturing projects: **DESCRIPTION OF INDUSTRY** citing among others the following:
  1. Types and volume of raw materials/chemicals used;
  2. Products manufactured or stored;
  3. Average production output/capacity per day/week/month;
  4. Description of process flow or manufacturing processes;
  5. Manpower Requirements
- Sworn Special Power of Attorney for the representative to file/ follow-up application and to claim decision on the application
- Secretary's Certificate / Board Resolution for applications filed by Corporations/ Associations/ Organizations
- Barangay Council Resolution Interposing No Objection on the Project
- Sangguniang Panlungsod Resolution Interposing No Objection on the Project
- Duly Notarized Affidavit of Non-Objection of Nearby and Affected Residents and Establishments
- DPWH **Road Right-of-Way Clearance** for projects located along national road or PEO Clearance if along provincial roads
- Environmental Compliance Certificate / Certificate of Non-Coverage (ECC/CNC) from EMB – DENR for four (4) storeys and above and/or environmentally critical projects
- For Passive Telecommunication Tower Infrastructures (PTTIs) – Height Clearance Permit from Civil Aviation Authority of the Philippines (CAAP)

***N.B. \*Other additional requirements maybe requested upon evaluation of the projects which requires a more exhaustive evaluation.***

***\*No application shall be considered as filed or received unless all the requirements therein are complied with.***

**SERVICE SCHEDULES:**

Monday to Friday,  
8:00 AM to 5:00 PM

**TOTAL PROCESSING TIME:**

25 minutes *(Queuing and travel time not included)*

**TOTAL FEES/CHARGES:**

**ZONING FEE (REGULATORY FEE)** - *(Based on Sorsogon City Zoning Ordinance of 2021 or City Ordinance No. 27, Series of 2021)*

The following are the fees and charges for the processing of locational/ zoning clearance for structures. Buildings:

**A. FOR RESIDENTIAL** structure attached or detached other than apartments/townhouses/ dormitories and subdivision/condominium projects:

Project Cost/Investment Cost	Fee
1. P 100,000.00 and below	P 250.00
2. Over P 100,000 to 200,000.00	P 500.00
3. Over P 200,000.00	P 700.00+ 1/10 of 1% in excess of P 200,000.00

**B. APARTMENTS/TOWNHOUSES**

Project Cost/Investment Cost	Fee
1. P 500,000.00 and below	P 1,300.00
2. Over P 500,000 to 2 million	P 2,000.00
3. Over Two Million	P 3,500.00+ 1/10 of 1% of cost in excess of P 2 million regardless of the number of doors

**C. DORMITORIES**

Project Cost/Investment Cost	Fee
1. P 2 million and below	P 3,500.00
2. Over 2 million	P 3,500.00 + 1/10 of 1% of cost in excess of P 2 million regardless of the number of doors

**D. INSTITUTIONAL**

Project Cost/Investment Cost	Fee
1. Below P 2 million	P 2,700.00
2. Over P 2 million	P 2,700.00 + 1/10 of 1% of cost in excess of P 2 million



**E. COMMERCIAL, INDUSTRIAL AND AGRO-INDUSTRIAL PROJECT**

Project Cost/Investment Cost	Fee
1. Below P 100,000.00	P 1,300.00
2. Over P 100,000.00 – P 500, 000.00	P 2,000.00
3. Over P 500, 000.00 – P 1 million	P 2, 500.00
4. Over P 1 million – P 2 million	P 4, 000.00
5. Over P 2 million	P 7,000.00 + 1/10 of 1% of cost in excess of P 2 million

**F. SPECIAL USES/SPECIAL PROJECTS**

**(Cockpit, Gasoline Station, Cell Sites, Slaughter House, Treatment Plant, etc.)**

Project Cost/Investment Cost	Fee
Below P 2 million	P 7,000.00
Over P 2 million	P 7,000.00 + 1/10 of 1% of cost in excess of P 2 million

**G. ALTERATION / EXPANSION (Affected areas/cost only) Same as the original application.**

**H. Projects/structures having a total project cost/capital investment of not more than Fifty Thousand Pesos (P50, 000.00) shall be exempted from zoning fees but in no case be exempted from filing the required documents for zoning compliance certificate/locational clearance/zoning clearance.**



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the City Zoning Administrator's Office	Transaction Time	Responsible Person/s
1. Secure Checklist of Requirements and Application Form	Provides and briefs the client/s of the requirements and application form.	5 minutes	<p><b>ELBERT L. DUKA</b> Project Evaluation Assistant</p> <p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p>



<p>2. Submit duly accomplished and notarized application form together with the necessary requirements.</p>	<p>Receives application with complete documents and advises client of the schedule of inspection and as when to proceed to CZAO for the release of Order of Payment or Notice of Deficiency</p>	<p>10 minutes</p>	<p><b>ELBERT L. DUKA</b> Project Evaluation Assistant</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p> <p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>JAIME L. JALMASCO JR.</b> CGADH I</p> <p><b>ALFONSO L. TAYO</b> CGDH I / Zoning Administrator</p>
	<p>Conducts ocular site inspection</p>		<p>All Staff</p>
	<p>Prepares ocular/site inspection report.</p>		<p><b>DANIEL P. JAZMIN IV</b> Zoning Inspector I</p> <p><b>ELBERT L. DUKA</b> Project Evaluation Assistant</p> <p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p>
	<p>Reviews and evaluates documents <b>considering inspection result</b></p>		<p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b></p>





	<p>*If documents are in order after evaluation, prepare an order of payment.</p> <p>*If after evaluation found that there are necessary corrections to be made or there is a deficiency in requirements, prepare a Notice of Deficiency.</p>		<p>Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p>
<p>3. Secure an Order of Payment, submit photocopy of OR and receive the Locational/ Zoning Clearance for Building.</p>	<p>Issues Order of Payment.</p> <p>Check's proof of payment.</p> <p>Prepares clearance.</p> <p>Records in the logbook and release Locational/Zoning Clearance for Building.</p>	<p>10 minutes</p>	<p><b>ELBERT L. DUKA</b> Project Evaluation Assistant</p> <p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p> <p><b>JAIME L. JALMASCO JR.</b> CGADH I</p> <p><b>ALFONSO L. TAYO</b> CGDH I / Zoning Administrator</p>

## 16.2. AVAILMENT OF ZONING CLEARANCE FOR PERIMETER FENCE

### ABOUT THE SERVICE:

An owner/developer who intends to construct a fence or work on an existing fence is required to secure from the Office of the Zoning Administrator a Zoning Clearance for Perimeter Fence.



#### CLIENT GROUPS:

Property owners/Developers



#### REQUIREMENTS:

- 1 copy of Duly accomplished and notarized **APPLICATION FORM**
- 1 copy of Any of the following requirements relative to right over land:



1. **Owner/s Certificate of Title**, if the property is registered in the name of the applicant (**Certified by-Registry of Deeds Office**) issued within the last 6 months at the time of application
  2. In the absence of any certificate of title or if property is untitled, submit:
    - 2.1. Certified true copy of the **latest tax declaration**
    - 2.2. Duly notarized **Pro-forma Affidavit** to the effect that:
      - 2.2.1. The applicant is the owner of the property subject of the application;
      - 2.2.2. The reason/s why the property is not yet titled;
      - 2.2.3. The property is free from liens and encumbrances;
      - 2.2.4. The property is tenanted/not tenanted.
    - 2.3. **Certification from the Office of the Clerk of Court, Regional Trial Court (OCC-RTC)** that the property has no pending registration case/decision re: claimant
  3. If the property is **not registered in the name of the applicant**, submit:
    - 3.1. Photocopy of the **owners certificate of title (Certified by-Registry of Deeds Office)** issued within the last 6 months at the time of the application and any of the following:
      - 3.1.1. duly notarized **deed of sale** or **deed of donation**
      - 3.1.2. duly notarized **contract of lease/option to buy/contract to sell**
      - 3.1.3. duly notarized **authorization** to construct within and to use subject parcel of land from registered owner/s
    - 3.2. If without any certificate of title or if property is untitled, submit **certified true copy of the latest tax declaration, certification from OCC-RTC (Pls. refer to 1.2.2.3)** and duly notarized **pro-forma affidavit** of the landowner and any of the following:
      - 3.2.1. duly notarized **deed of sale** or **deed of donation**
      - 3.2.2. duly notarized **contract of lease/option to buy/contract to sell**
      - 3.2.3. duly notarized **authorization** to construct within and to use subject parcel of land from registered owner/s
- **VICINITY MAP** showing the existing land uses within the minimum of 100 meters radius from the lot boundary of the project site (*N.B. Google Map is discouraged*)
  - **SITE DEVELOPMENT PLAN** (drawn to scale)
    1. Showing the project site lot area boundaries and proposed layout of improvements therein.
    2. With Geodetic Engineer Certification of Non-Encroachment to adjacent/ adjoining properties (signed and sealed)
  - 1 set of complete **Perimeter Fence Plans** signed and sealed by appropriate professional and signed by owner/ applicant
  - 1 copy of **Bill of Materials and Cost of Equipment**, Signed & Sealed by Civil Engineer/Architect and Signed by Owner/Applicant.
  - 1 copy of **Specifications** (Signed & Sealed by Civil Engr./Architect and Signed by Owner/Applicant).

## II. Additional Requirements

- For applications filed by **authorized representatives; Sworn Special Power of Attorney** for the representative to file/follow-up application, and to claim decision on the application.



- **Secretary's Certificate / Board Resolution** for applications filed by Corporations/ Associations/ Organizations
- DPWH **Road Right-of-Way Clearance** for projects located along national road or PEO Clearance if along provincial roads

**Note:**

\* **Other additional requirements may be requested, which requires a more exhaustive evaluation of the project**

\* **No application shall be considered as filed or received unless all the requirements therein are complied with.**



**SERVICE SCHEDULES:**

Monday to Friday,  
8:00 AM to 5:00 PM



**TOTAL PROCESSING TIME:**

25 minutes (Queuing and travel time not included)



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the City Zoning Administrator's Office	Transaction Time	Total Fees/ Charges	Responsible Person/s
1. Obtain Checklist of Requirements and Application Form	Provides and briefs the client/s of the requirements and application form.	5 minutes	Zoning fee shall be computed (Length x Height) at Ten Pesos Per Square Meter (P10.00/sq.m.)	<b>ELBERT L. DUKA</b> Project Evaluation Assistant <b>AILYN O. JALMASCO</b> Zoning Officer II <b>MARIA VICTORIA P. PALMA</b> Zoning Officer III <b>EDA J. BON</b> HHRO II <b>ROBERTO J. FIECAS</b> HHRO III



<p>2. Submit duly accomplished and notarized application form together with the necessary requirements.</p>	<p>Receives application with complete documents. Advises client of the schedule of inspection, and as to when to proceed to CZAO for the release of Order of Payment or Notice of Deficiency.</p>	<p>10 minutes</p>		<p><b>ELBERT L. DUKA</b> Project Evaluation Assistant</p> <p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p>
	<p>Conducts ocular site inspection.</p>			<p>All staff</p>
	<p>Prepares ocular/site inspection report.</p> <p>Reviews and evaluates documents considering inspection result</p> <p>*If documents are in order after evaluation, prepare an order of payment.</p> <p>*If after evaluation found that there are necessary corrections to be made or there is a deficiency in requirements, prepare a Notice of Deficiency.</p>			<p><b>ELBERT L. DUKA</b> Project Evaluation Assistant</p> <p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p> <p><b>JAIME L. JALMASCO JR.</b> CGADH I</p> <p><b>ALFONSO L. TAYO</b> CGDH I / Zoning Administrator</p>



<p>3. Secure an Order of Payment, submit photocopy of OR and receive the Zoning Clearance for Perimeter Fence</p>	<p>Issues Order of Payment.</p> <p>Checks proof of payment.</p> <p>Prepares clearance.</p> <p>Records in the logbook and releases Zoning Clearance for Perimeter Fence.</p>	<p>10 minutes</p>		<p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator</p> <p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>JAIME L. JALMASCO JR.</b> CGADH I</p> <p><b>ALFONSO L. TAYO</b> CGDH I / Zoning Administrator</p>
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### 16.3. AVAILMENT OF ZONING /LOCATIONAL CLEARANCE FOR BUSINESS (ZLCB)

#### ABOUT THE SERVICE:

Any person/entity applying for a business and license permit, shall secure a **Zoning/Locational Clearance** from the Zoning Administrator:

- For New Business
- For any changes in the location /activity/ ownership of the area subject of the Locational Clearance

#### CLIENT GROUP:



business owners/operators

#### REQUIREMENTS:



##### I. BASIC REQUIREMENTS

- Duly Accomplished and Notarized Application Form
- Photocopy of DTI/SEC Business Name Registration
- Photocopy of Barangay Business Clearance/Certificate



- Location Plan/ Sketch Map of the location, clearly showing where business premises is located
- Photocopy of Proof of Ownership to use the property as business location
  1. If owned: Latest/Updated Transfer Certificate of title or Tax Declaration
  2. If not owned: Contract of Leas, Memorandum of Agreement, or Written consent of Property Owner along with the photocopy of Transfer Certificate of Title or Tax Declaration

## II. Additional Requirement/s:

- Duly Notarized Affidavit of Non-Objection from nearby and affected residents and establishments/ Homeowner's Association Board Resolution
- Barangay Council Resolution Interposing No Objection on the Business applied or Favorable Endorsement from the Barangay Council
- Endorsement of the Proposed Business by the Sangguniang Panlungsod
- Environmental Compliance Certificate/ Certificate of Non-Coverage (ECC/CNC) from DENR Office
- Secretarie's Certificate/Board Resolution for applications filed by Corporations/Associations/Organizations

### Note:

\* Other additional requirements may be requested, which requires a more exhaustive evaluation of the project

\* No application shall be considered as filed or received unless all the requirements therein are complied with.

### SERVICE SCHEDULE:



Monday to Friday  
8:00 AM to 5:00 PM



### TOTAL PROCESSING TIME:

25 minutes (Queuing and travel time not included)



### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the City Zoning Administrator's Office	Transaction Time	Total Fees/ Charges	Responsible Person/s
1. Secure Checklist of Requirements and Application Form	Briefs the client of the checklist of requirements and application form, and issue the same	5 minutes	Computed at the rate of Zero Point Five (0.5%) based on the capital	<b>ROBERTO J. FIECAS</b> HHRO III  <b>BRYAN J. JASARENO</b> Project Evaluation Officer I  <b>ROMEO G. ALTAREJOS</b>



			investment/gross sales/receipts as per Sorsogon City Zoning Ordinance of 2021 (City Ordinance No. 27, Series of 2021)	<p>Administrative Assistant III (Computer Operator II)</p> <p><b>ELBERT J. DUKA</b> Project Evaluation Assistant</p> <p><b>DANIEL P. JAZMIN IV</b> Zoning Inspector I</p> <p><b>FAYE L. ATIVO</b> Admin. Aide IV (Clerk II)</p>
2. Submit duly accomplished and notarized application form together with the necessary requirements.	Receives application with complete documents and advises client of the scheduled inspection and as when to proceed to CZAO for the release of Order of Payment or Notice of Deficiency.	10 minutes		<p><b>ROBERTO J. FIECAS</b> HHRO III</p> <p><b>BRYAN J. JASARENO</b> Project Evaluation Officer I</p> <p><b>ROMEO G. ALTAREJOS</b> Administrative Assistant III (Computer Operator II)</p> <p><b>ELBERT J. DUKA</b> Project Evaluation Assistant</p> <p><b>DANIEL P. JAZMIN IV</b> Zoning Inspector I</p> <p><b>FAYE L. ATIVO</b> Admin. Aide IV (Clerk II)</p>
	Conducts ocular site inspection.			All staff
	<p>Prepares ocular/site inspection report.</p> <p>Reviews and evaluates documents considering inspection result</p> <p>*If documents are in order after evaluation, prepare an order of payment.</p>			<p><b>DANIEL P. JAZMIN IV</b> Zoning Inspector I</p> <p><b>FAYE L. ATIVO</b> Admin. Aide IV (Clerk II)</p> <p><b>ELBERT J. DUKA</b> Project Evaluation Assistant</p> <p><b>ROMEO G. ALTAREJOS</b> Administrative Assistant III (Computer Operator II)</p>



	<p>*If after evaluation found that there are necessary corrections to be made or there is a deficiency in requirements, prepare a Notice of Deficiency.</p>			<p><b>BRYAN J. JASARENO</b> Project Evaluation Officer I</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p>
<p>3. Obtain the Order of Payment, Present proof of payment and claim the Zoning / Locational Clearance for Business</p>	<p>Issues Order of Payment.</p> <p>Check's proof of payment, prepares clearance and releases Zoning/ Locational Clearance for Business</p>	<p>10 minutes</p>		<p><b>DANIEL P. JAZMIN IV</b> Zoning Inspector I</p> <p><b>ELBERT J. DUKA</b> Project Evaluation Assistant</p> <p><b>BRYAN J. JASARENO</b> Project Evaluation Officer I</p> <p><b>ROMEO G. ALTAREJOS</b> Administrative Assistant III (Computer Operator II)</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p> <p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MA. VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>JAIME L. JALMASCO JR.</b> CGADH I</p> <p><b>ALFONSO L. TAYO</b></p>





				CGDH I/ Zoning Administrator
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#### 16.4. AVAILMENT OF A CERTIFICATE OF SITE ZONING CLASSIFICATION (SZC)

##### ABOUT THE SERVICE:

A Site Zoning Classification is a certification indicating / identifying the zone classification of a certain land as requested by an individual to comply a certain requirement or for record and reference purposes.



##### CLIENT GROUP:

General Public



##### REQUIREMENTS:

- Duly accomplished request form
- Vicinity Map drawn to an appropriate scale indicating clearly and specifically the exact location of the proposed site and existing landmarks within a radius of 500 meters and duly signed by a licensed Geodetic/Civil Engineer or Architect.
- Lot plan drawn to standard scale and duly signed by a licensed Geodetic Engineer
- Photocopy of land title
- Certified photocopy of latest tax declaration



##### SERVICE SCHEDULE:

Monday to Friday  
8:00 AM to 5:00 PM



##### TOTAL PROCESSING TIME:

25 minutes *(Queuing and travel time not included)*



##### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the City Zoning Administrator's Office	Transaction Time	Total Fees/ Charges	Responsible Person
1. Proceed to CZAO and ask for a list of requirements.	Interview client. Provide a list of requirements. Advise client to comeback	5 minutes	<b>Below 5,000 square meters</b> P 100.00	<b>FAYE L. ATIVO</b> Administrative Aide IV (Clerk II)



	when all requirements are complied.		<b>Over 5, 000 square meters</b> 0.25/square meter	<b>AILYN O. JALMASCO</b> Zoning Officer II  <b>MARIA VICTORIA P. PALMA</b> Zoning Officer III  <b>ROBERTO J. FIECAS</b> HHRO III
2. Submit request letter together with complete documents.	Review and evaluate documents presented to determine sufficiency.  Once, completed, inform the client of the schedule of ocular inspection and when to secure the Order of Payment	10 mins.		<b>FAYE L. ATIVO</b> Administrative Aide IV (Clerk II)  <b>AILYN O. JALMASCO</b> Zoning Officer II  <b>MARIA VICTORIA P. PALMA</b> Zoning Officer III  <b>ROBERTO J. FIECAS</b> HHRO III
	Conduct site inspection/ Verify thru GIS plotting  Prepare inspection report / Evaluate the location of property based on the approved Zoning Ordinance  Compute required fees			<b>DANIEL P. JAZMIN IV</b> Zoning Inspector I  <b>ELBERT J. DUKA</b> Project Evaluation Assistant  <b>AILYN O. JALMASCO</b> Zoning Officer II  <b>MARIA VICTORIA P. PALMA</b> Zoning Officer III  <b>EDA J. BON</b> HHRO II  <b>ROBERTO J. FIECAS</b> HHRO III  <b>JAIME L. JALMASCO JR.</b> CGADH I



<p>3. Secure an Order of Payment, submit photocopy of OR and receive the Site Zoning Certificate.</p>	<p>Issue Order of Payment</p> <p>Check proof of payment.</p> <p>Prepare Certification</p> <p>Release/Issue the Site Zoning Certificate</p>	<p>10 mins.</p>		<p><b>FAYE L. ATIVO</b> Administrative Aide IV (Clerk II)</p> <p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p> <p><b>JAIME L. JALMASCO JR.</b> CGADH I</p> <p><b>ALFONSO L. TAYO</b> CGDH I / Zoning Administrator</p>
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### 16.5. AVAILMENT OF OTHER ZONING REQUEST / CERTIFICATIONS

#### ABOUT THE SERVICE:

Other Zoning Certifications as well as data/ information pertaining to land uses are being issued by the Zoning Administrator to an individual upon request for record or reference purposes.



#### CLIENT GROUP:

General Public



#### REQUIREMENTS:

Duly accomplished request form



#### SERVICE SCHEDULE:

Monday to Friday  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

15 minutes



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the City Zoning Administrator	Transaction Time	Total Fees/ Charges	Responsible Person
1. Proceed to CZAO	Interview client. Refer to the person in-charge of the data being requested.	5 minutes	<p><b>Availability to records/ public request</b> P 250.00</p> <p><b>Certificate of No Records on File</b> P 250.00</p> <p><b>Certified True Copy of Documents</b> P150.00</p> <p><b>Land Use/ Zoning Map</b> P200.00 (bond paper size)</p>	<p><b>ELBERT J. DUKA</b> Project Evaluation Assistant</p> <p><b>FAYE E. LOTINO</b> Admin. Aide IV (Clerk II)</p> <p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p>
2. Secure an Order of Payment	Prepare and Issue Order of Payment.	5 minutes		<p><b>FAYE E. LOTINO</b> Admin. Aide IV (Clerk II)</p> <p><b>BRYAN J. JASARENO</b> Project Evaluation Officer I</p> <p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer II</p>
3. Return to CZAO, submit proof of payment and claim certification/ certified copy of documents / land use map	<p>Check proof of payment</p> <p>Prepare Certification/ Certified Copy</p> <p>Issue Certification / certified copy of requested document/</p>	5 mins.		<p><b>FAYE E. LOTINO</b> Admin. Aide IV (Clerk II)</p> <p><b>BRYAN J. JASARENO</b> Project Evaluation Officer I</p> <p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b></p>



	land use/ zoning map			Zoning Officer III  <b>JAIME L. JALMASCO JR.</b> CGADH I  <b>ALFONSO L. TAYO</b> CGDH I / Zoning Administrator
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## 16.6. AVAILMENT OF SIMPLE SUBDIVISION APPROVAL

### ABOUT THE SERVICE:

A registered owner/developer who wishes to subdivide a parcel of land

- a. With or without improvement, or
- b. With no street or open space is delineated in the plan; or
- c. Less than a hectare

for purposes of **sale or to divide among heirs and/or co-owners** is required to secure an approval for Subdivision.



### CLIENT GROUP:

Registered owner/developer



### REQUIREMENTS:

- Duly notarized application Form
- Four (4) sets for the following documents duly sealed and signed by a licensed geodetic engineer.
  1. Subdivision plan (schematic plan) at a scale ranging from 1:200 to 1:2000 showing the proposed layout
  2. Vicinity Map indicating the adjoining land uses, access as well as existing facilities at least within 500 meters from the property boundaries of the project, drawn to any convenient scale
  3. Survey Plan of Lot(s) described on land title(s)
- At least two (2) copies of Certified True Copies of Title(s), certified true copy of tax declaration and current real estate tax receipt.
- Right to use or deed of sale of right-of-way for access road and other utilities when applicable, subject to just compensation for private land;
- Zoning Certificate
- List of names of duly licensed professionals who signed the plans and other similar documents in connection with application filed indicating the following information:
  1. Full Name
  2. Professional license number, date of issue and expiration of its validity



3. Professional tax receipt and date of issue
4. Taxpayer's Identification Number (TIN)

**Note: No application shall be considered as filed or received unless all the requirements therein are complied with.**



**SERVICE SCHEDULE:**

Monday to Friday  
8:00 AM to 5:00 PM



**TOTAL PROCESSING TIME:**

Within 20 working days



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the Zoning Administrator's Office	Transaction Time	Total Fees/ Charges	Responsible Person
1. Proceed to CZAO and ask for a checklist of requirements and application form	Briefs the client on the process, and the requirements needed.	5 minutes	<p><b>Processing Fee</b> P 300.00/ha</p> <p><b>Inspection Fee</b> P 1,000.00/ha</p> <p><b>Affected Areas less than a fixed amount shall be imposed (inclusive of Processing and inspection fees)</b> P 1,000.00</p>	<p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p>
2. File application along with the complete requirements	<p>Receives complete documents.</p> <p>Computes inspection fee and issues Order of Payment.</p>	10 minutes		<p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p>



				<p><b>JAIME L. JALMASCO JR.</b> CGADH I</p> <p><b>ALFONSO L. TAYO</b> CGDH I / Zoning Administrator</p>
3. Pay the required inspection fees at CTO and submit proof of payment at CZAO.	<p>Records proof of payment.</p> <p>Informs client of the schedule for inspection.</p>	5 minutes		<p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p>
4. Accompany the CZAO team during inspection	Conducts inspection	20 minutes		<p><b>ELBERT J. DUKA</b> Project Evaluation Assistant</p> <p><b>DANIEL P. JAZMIN IV</b> Zoning Inspector I</p> <p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p>



	Prepares inspection report and reviews/evaluates as to its compliance with the IRRs of BP 220, Zoning Ordinance & other Subdivision Laws and Regulations			<p><b>DANIEL P. JAZMIN IV</b> Zoning Inspector I</p> <p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p>
	<p>*If conform, prepare an Order of Payment for Processing Fee. Then proceed to Step No. 5.</p> <p>*If didn't conform, reflect the necessary corrections on the plan and if needed, notify the applicant as to its deficiency.</p>			<p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p> <p><b>JAIME L. JALMASCO JR.</b> CGADH I</p> <p><b>ALFONSO L. TAYO</b> CGDH I / Zoning Administrator</p>
5. Obtain Order of Payment for Processing Fee. Pay the required fees at CTO and submit proof of	Issues Order of Payment  Checks Proof of Payment.	5 minutes		<p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p>





payment to CZAO				<p><b>ROBERTO J. FIECAS</b> HHRO III</p> <p><b>JAIME L. JALMASCO JR.</b> CGADH I</p> <p><b>ALFONSO L. TAYO</b> CGDH I / Zoning Administrator</p>
	Reviews documents and make necessary endorsement of technical evaluation to the Sangguniang Panlungsod for confirmation through a resolution/ ordinance.			<p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p>
	*If SP issues an approval, prepare Subdivision Approval (SA). Transmit documents to SP, Chairman of Committee on Land Use and to the Local Chief Executive for their approval/ signature.			<p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ALFONSO L. TAYO</b> CGDH I / Zoning Administrator</p>
6. Receive Subdivision Approval	Issues Subdivision Approval	5 minutes		<p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p>



## 16.7. AVAILMENT OF DEVELOPMENT PERMIT FOR RESIDENTIAL SUBDIVISION

### ABOUT THE SERVICE:

Every registered owner or developer of a parcel of land who wishes to convert the same into a residential subdivision project shall apply to the City Mayor thru the Office of the City Zoning Administrator for the approval of its development plan.



### CLIENT GROUP:

Registered owner/developer



### REQUIREMENTS:

**(Refer to Revised IRR of PD 957 and BP 220)**

- Five (5) sets of subdivision development plan, **prepared, signed and sealed by any licensed and registered Architect, Environmental Planner, Civil Engineer, or Geodetic Engineer**, consisting of the site development plan at any of the following scales: 1:200; 1:1,000; or any scale not exceeding 1:200 showing all proposals including the following:
  1. Roads, easements or right-of-way and roadway width, alignment, gradient and similar data for alley, if any.
  2. Lot numbers, lines and areas and block numbers; and
  3. Site data such as number of residential and saleable lots, typical lot size, parks and playgrounds and open spaces.
- Five (5) sets of the following documents duly signed by a licensed Geodetic Engineer:
  1. Vicinity Map indicating the adjoining land uses, access as well as existing facilities at least within 500 meters from the property boundaries of the project, drawn to any convenient scale.
  2. Topographic Plan to include the following:
    - 2.1. Boundary lines; bearings and distances tie point or reference point, geographic coordinates of the tie point or Bureau of Lands Locational Monument (BLLM);
    - 2.2. Streets, easements, width and elevation of right-of-way within the project and adjacent subdivision/areas.
    - 2.3. Utilities within and adjacent to the proposed subdivision project, location, sizes and invert elevations of sanitary and storm or combined sewers, location of gas lines, fire hydrants, electric and telephone poles and street lights, if any. If water mains and sewers are not within/adjacent to the subdivision, indicate the direction and distance to and size of nearest one, showing invert elevations of sewers, if applicable;
    - 2.4. Ground elevation of the subdivision for ground that slopes less than 2%, indicate spot elevations at all breaks in grade, along all drainage channels and selected points not more than 25 meters apart in all directions; for ground that slopes more than 2%, either indicate contours with an interval of not more than 0.50 meter if



necessary due to irregular land or need for more detailed preparation of plans and construction drawings.

- 2.5. Water courses, marshes, rocks and wooded areas, presence of all preservable trees in caliper diameter of 200 millimeters, houses, barns, shacks and other significant features; and
  - 2.6. Proposed public improvements, highways or other major improvements planned by public authorities for future construction within/adjacent to the subdivision.
- Two (2) Copies of Certified True Copy of Title(s), latest Real Property Tax (RPT) Receipt and Certified True Copy (CTC) of Tax Declaration covering the properties subject of the application.
  - Right to use or deed of absolute sale of right of way for access roads and other utilities when applicable, subject to just compensation for private land.
  - Survey Plan of the Lot(s) described on land title(s), duly signed and sealed by a licensed Geodetic Engineer.
  - Five (5) sets of the following Civil and Sanitary Works Design Engineering Plans / Construction drawings based on applicable engineering code and design criteria to include the following:
    1. Road (geometric and structural) design/plan duly signed and sealed by a licensed Civil Engineer:
      - 1.1. Profile derived from existing topographic map, showing the vertical control, designed grade, curve elements and all information needed for construction,
      - 1.2. Typical Roadway sections showing relative dimensions of pavement, sub base and base preparation, curbs and gutters, sidewalks, shoulders benching and others; and
      - 1.3. Details of miscellaneous structures such as curb and gutter (barrier, mountable and drop), slope protection wall, rip rapping, and retaining wall.
    2. Storm drainage and sanitary sewer system duly signed and sealed by a licensed Sanitary Engineer or Civil Engineer:
      - 2.1. Profile showing the hydraulic gradients and properties of sanitary and storm drainage lines including structures in relation with the road grade line; and
      - 2.2. Details of sanitary and storm drainage lines and miscellaneous structures such as various types of manholes, catch basins, inlets (curb, gutter, and drop), culverts and channel linings.
    3. Site grading plan with the finished contour lines superimposed on the existing ground the limits of earthwork embankment slopes, cut slopes, surface drainage, drainage outfalls and others, duly signed and sealed by a licensed Civil Engineer.



- Five (5) sets of water system layout and details duly signed and sealed by a licensed sanitary engineer or civil engineer. Should a pump motor have a horsepower (HP) rating of 50 HP or more, its pump rating and specifications shall be signed and sealed by a professional Mechanical Engineer.
- Five (5) sets of Water Distribution System Plan and Certificate of Service of Coverage from the local water district or local franchise holder for water supply, whichever is applicable or a Permit to Drill duly approved by the National Water Resources Board (NWRB)
- Five (5) sets of Electrical Plan duly certified by professional Electrical Engineer and a Certificate of Service Coverage from local power distribution utility company, or electric cooperative.
- Certified copy of ECC/CNC duly issued by DENR
- Zoning Certificate
- Earthquake Hazard assessment from Philippine Institute of Volcanology and Seismology
- Traffic Impact Assessment (TIA) for projects 30 hectares and above
- Certified true copy of Tax Declaration covering the property (ies) subject of the application for the year immediately preceding.
- At least 5 copies of following:
  1. Project profile indicating the cost of raw land and its development (total project cost), amortization schedule, sources of financing, cash flow, architectural plan, if any, and work program;
  2. Audited financial statement for the last three (3) preceding years;
  3. Income tax return for the last 3 preceding years;
  4. Certificate of Registration from Securities and Exchange Commission (SEC);
  5. Articles of Incorporation or Partnership;
  6. Corporation by-laws and all implementing amendments; and
  7. For new corporations (3 years and below) statement of capitalization and sources of income and cash flow to support work program.
- Plans, specifications, bills of materials and cost estimates duly signed and sealed by the appropriate licensed professionals.
- List of names of duly licensed professionals who signed the plans and other similar documents in connection with application filed indicating the following information:
  1. Full Name
  2. Professional license number, date of issue and expiration of validity
  3. Professional Tax Receipt and date of issue
  4. Taxpayer's Identification Number (TIN)
- Whenever is applicable, copy of the special/temporary permit from the Professional Regulation Commission (PRC) and of the separate permit from Department of Labor and Employment



(DOLE) for foreign architects who signed on plans required under the Implementing Rules and Regulations of PD 957

- Affidavit of Undertaking to provide Tree Planted Strips Along Internal Road
- Affidavit of Deed of Restriction

**Note: No application shall be considered as filed or received unless all the requirements therein are complied with.**



**SERVICE SCHEDULE:**

Monday to Friday  
8:00 AM to 5:00 PM



**TOTAL PROCESSING TIME:**

- within 20 working days
- Site Inspection - average of one day (dependent on the distance)



**TOTAL FEES/CHARGES:**

**A. Projects under PD 957**

	<b>Regulatory Fee</b>
1. Processing Fee	P 2,500.00/ha or a fraction thereof
2. Additional Fee on Floor Area of Housing Component	P 3.00/ square meter
3. Inspection Fee	P 1,000.00/ha regardless of density
4. Affected Areas less than 1 hectare a fixed amount shall be imposed (inclusive of Processing and Inspection Fees)	P 3,000.00

**B. Projects under BP 220**

	<b>Regulatory Fee</b>
<b>1. Processing Fee</b>	
b. Socialized Housing	P 550.00/ha
c. Economic Housing	P 1,200.00/ha
<b>2. Inspection Fee</b>	
a. Socialized Housing	P 1,000.00/ha
b. Economic Housing	P 1,000.00/ha
3. Affected Areas less than 1 hectare a fixed amount shall be imposed (inclusive of Processing and Inspection Fees)	P 1,500.00/ha



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the Zoning Administrator'	Transaction Time	Responsible Person
1. Proceed to CZAO and ask for a checklist of requirements and application form	Briefs the client on the process, and the requirements needed.	5 minutes	<p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p>
2. File application along with the complete requirements	<p>Receives complete documents.</p> <p>Compute's inspection fee and issues Order of Payment.</p>	10 minutes	<p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p> <p><b>JAIME L. JALMASCO JR.</b> CGADH I</p> <p><b>ALFONSO L. TAYO</b> CGDH I / Zoning Administrator</p>
3. Pay the required inspection fees at CTO and submit proof of payment at CZAO.	<p>Records proof of payment.</p> <p>Informs client of the schedule for inspection.</p>	5 minutes	<p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p>



<p>4. Accompany the CZAO team during inspection</p>	<p>Conducts inspection</p>	<p>20 minutes</p>	<p><b>DANIEL P. JAZMIN IV</b> Zoning Inspector I</p> <p><b>ELBERT L. DUKA</b> Project Evaluation Assistant</p> <p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p>
	<p>Prepares inspection report and reviews/evaluates as to its compliance with the IRRs of BP 220, Zoning Ordinance &amp; other Subdivision Laws and Regulations</p> <p>*If conform, prepare an Order of Payment for Processing Fee. Then proceed to Step No. 5.</p> <p>*If didn't conform, reflect the necessary corrections on the plan and if needed, notify the applicant as to its deficiency.</p>		<p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p>
<p>5. Obtain Order of Payment for Processing Fee. Pay the required fees at CTO and submit proof of payment to CZAO</p>	<p>Issues Order of Payment</p> <p>Checks Proof of Payment.</p> <p>Reviews documents and make necessary</p>	<p>5 minutes</p>	<p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p>



	<p>endorsement of technical evaluation to the Sangguniang Panlungsod for confirmation through a resolution/ ordinance.</p> <p>*If SP issues an approval, prepare Subdivision Approval (SA). Transmit documents to SP, Chairman of Committee on Land Use and to the Local Chief Executive for their approval/ signature.</p>		<p><b>ROBERTO J. FIECAS</b> HHRO III</p> <p><b>JAIME L. JALMASCO JR.</b> CGADH I</p> <p><b>ALFONSO L. TAYO</b> CGDH I / Zoning Administrator</p>
6. Receive PALC/DP for Residential Subdivision	Issues Preliminary Approval and Locational Clearance or Final Approval and Development Permit	5 mins.	<p><b>EDA J. BON</b> HHRO II</p> <p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p>

## 16.8. AVAILMENT OF SUBDIVISION APPROVAL FOR COMMERCIAL AND INDUSTRIAL SUBDIVISION

### ABOUT THE SERVICE:

**COMMERCIAL SUBDIVISION PROJECT:** A registered owner or developer who wishes his / her parcel of land to be partitioned primarily into individual lots for commercial use with or without improvement thereon and offered to the public for sale in cash or in installment terms is required to secure for approval of subdivision development plan.

**INDUSTRIAL SUBDIVISION:** A registered owner or developer who wishes his/ her tract of land to be partitioned into plots, for sale or lease to establishments engaged primarily in industrial production or services, shall need to secure for an approval of its subdivision plan.



### CLIENT GROUP:

Registered owner/developer





## REQUIREMENTS:

(Refer to HLURB guidelines)

- Five (5) sets of Subdivision Development Plan, **prepared, signed and sealed by any licensed and registered Architect, Environmental Planner, Civil Engineer, or Geodetic Engineer**, consisting of the site development plan at any of the following scales: 1:200; 1:1,000; or any scale not exceeding 1:2,000 showing all proposals including the following:
  1. Roads, easements or right-of-way and roadway width, alignment, gradient, and similar data for alleys, if any.
  2. Lot numbers, lines and areas and block numbers
  3. Site data such as number of residential and saleable lots, typical lot size, parks and playgrounds and open spaces.
- Five (5) sets of the following documents duly signed by a licensed geodetic engineer:
  1. Vicinity Map indicating the adjoining land uses, access as well as existing facilities at least within 500 meters from the property boundaries of the project, drawn to any convenient scale.
  2. Topographic Plan to include existing conditions as follows:
    - 2.1. Boundary lines; bearings and distances tie point or reference point, geographic coordinates of the tie point or Bureau of Lands Locational Monument (BLLM)
    - 2.2. Streets, easements, width and elevation of right-of-way within the project and adjacent subdivision/areas.
    - 2.3. Utilities within and adjacent to the proposed subdivision project, location, sizes and invert elevations of sanitary and storm or combined sewers, location of gas lines, fire hydrants, electric and telephone poles and street lights, if any. If water mains and sewers are not within/adjacent to the subdivision, indicate the direction and distance to and size of nearest one, showing invert elevations of sewers, if applicable;
    - 2.4. Ground elevation of the subdivision for ground that slopes less than 2%, Indicate spot elevations at all breaks in grade, along all drainage channels and selected points not more than 25 meters apart in all directions; for ground that slopes more than 2%, either indicate contours with an interval of not more than 0.50 meter if necessary due to irregular land or need for more detailed preparation of plan and construction drawings.



2.5. Water courses, marshes, rocks and wooded areas, presence of all preservable trees in caliper diameter of 200 millimeters, houses, barns, shacks and other significant features.

2.6. Proposed public improvements, highways or other major improvements planned by public authorities for future construction within/adjacent to the subdivision.

- Two (2) Copies of Certified True Copy of Title(s), certified true copy of tax declaration covering the property/ies subject of the application and latest real estate tax receipt.
- Right to use or deed of absolute sale of right of way for access roads and other utilities when applicable, subject to just compensation for private land.
- Zoning Certificate
- Survey Plan of Lot(s) described on land title(s), duly signed and sealed by a licensed geodetic engineer.
- Five (5) sets of the following Civil and Sanitary Works Design Engineering Plans /constructions drawing based on the applicable engineering code and design criteria to include the following:
  1. Road (geometric and structural) design/plan duly signed and sealed by a licensed Civil Engineer:
    - 1.1. Profile derived from existing topographic map, showing the vertical control, designed grade, curve elements and all information needed for construction,
    - 1.2. Typical Roadway sections showing relative dimensions of pavement, sub base and base preparation, curbs and gutters, sidewalks, shoulders benching and others.
    - 1.3. Details of miscellaneous structures such as curb and gutter (barrier, mountable and drop, slope protection wall, rip rapping, and retaining wall,
  2. Storm drainage and sanitary sewer system duly signed and sealed by a licensed Sanitary Engineer or Civil Engineer:
    - 2.1. Profile showing the hydraulic gradients and properties of sanitary storm drainage lines including structures in relation with the road grade line.
    - 2.2. Details of sanitary and storm drainage lines and miscellaneous structures such as various types of manholes, catch basins, inlets (curb, gutter, and drop), culverts and channel linings.
  3. Site grading plan with the finished contour lines superimposed on the existing ground the limits of earthwork embankment slopes, cut slopes, surface drainage, drainage outfalls and others, duly signed and sealed by a licensed Civil Engineer:



- Five (5) sets of water system layout and details duly signed and sealed by a licensed sanitary engineer civil engineer. Should a pump motor have a horsepower (HP) rating of 50 HP or more, its pump rating and specifications shall be signed and sealed by a professional Mechanical Engineer.
- Five (5) sets of Water Distribution System Plan and Certificate of Service of Coverage from the local water district or local franchise holder for water supply, whichever is applicable or a Permit to Drill duly approved by the National Water Resources Board (NWRB)
- Five (5) sets of Electrical Plan duly certified by professional Electrical Engineer and a Certificate of Service Coverage from local power distribution utility company, or electric cooperative.
- Certified copy of ECC/CNC duly issued by DENR
- Zoning Certificate
- Earthquake Hazard assessment from Philippine Institute of Volcanology and Seismology
- Traffic Impact Assessment (TIA) for projects 30 hectares and above
- At least 5 copies of following:
  1. Project profile indicating the cost of raw land and its development (total project cost), amortization schedule, sources of financing, cash flow, architectural plan, if any, and work program;
  2. Audited financial statement for the last three (3) preceding years;
  3. Income tax return for the last 3 preceding years;
  4. Certificate of Registration from Securities and Exchange Commission (SEC);
  5. Articles of Incorporation or Partnership;
  6. Corporation by-laws and all implementing amendments; and
  7. For new corporations (3 years and below) statement of capitalization and sources of income and cash flow to support work program.
- Plans, specifications, bills of materials and cost estimates duly signed and sealed by the appropriate licensed professionals.
- List of names of duly licensed professionals who signed the plans and other similar documents in connection with application filed indicating the following information:
  1. Full Name
  2. Professional license number, date of issue and expiration of validity
  3. Professional Tax Receipt and date of issue
  4. Taxpayer's Identification Number (TIN)
- Whenever is applicable, copy of the special/temporary permit from the Professional Regulation Commission (PRC) and of the separate permit from Department of Labor and Employment (DOLE) for foreign architects who signed on plans required under the Implementing Rules and Regulations of PD 957
- Affidavit of Undertaking to provide Tree Planted Strips Along Internal Road



- Affidavit of Deed of Restriction

**Note: No application shall be considered as filed or received unless all the requirements therein are complied with.**



**SERVICE SCHEDULE:**

Monday to Friday  
8:00 AM to 5:00 PM



**TOTAL PROCESSING TIME:**

- within 20 working days
- Site Inspection - average of one day (dependent on the distance)
- 



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the Zoning Administrator	Transaction Time	Total Fees/Charges	Responsible Person
1. Proceed to CZAO and ask for a checklist of requirements and application form	Briefs the client on the process, and the requirements needed.	5 minutes	<p><b>Final approval and Development Permit</b></p> <p><b>Processing Fee</b> P 700.00/ha</p> <p><b>Inspection Fee</b> P 1,500.00/ha</p> <p><b>Affected Areas less than 1 hectare a fixed amount shall be imposed (inclusive of Processing and Inspections Fees)</b> P 2,000.00</p>	<p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p>
2. File application along with the complete requirements	<p>Receives complete documents.</p> <p>Computes inspection fee and issues Order of Payment.</p>	10 minutes		<p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p>



				<p><b>JAIME L. JALMASCO JR.</b> CGADH I</p> <p><b>ALFONSO L. TAYO</b> CGDH I / Zoning Administrator</p>
3. Pay the required inspection fees at CTO and submit proof of payment at CZAO.	<p>Records proof of payment.</p> <p>Informs client of the schedule for inspection</p>	5 minutes		<p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p>
4. Accompany the CZAO team during inspection	Conducts inspection	20 minutes		<p><b>ELBERT J. DUKA</b> Project Evaluation Assistant</p> <p><b>DANIEL P. JAZMIN IV</b> Zoning Inspector I</p> <p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p>



	<p>Prepares inspection report and review/evaluate as to its compliance with the Zoning Ordinance &amp; other Subdivision Laws and Regulations</p> <p>*If conform, prepare an Order of Payment for Processing Fee. Then proceed to Step No. 5.</p> <p>* If didn't conform, reflect the necessary corrections on the plan and if needed, notify the applicant as to its deficiency.</p>			<p><b>ELBERT J. DUKA</b> Project Evaluation Assistant</p> <p><b>DANIEL P. JAZMIN IV</b> Zoning Inspector I</p> <p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p>
<p>5. Obtain Order of Payment for Processing Fee. Pay the required fees at CTO and submit proof of payment to CZAO</p>	<p>Issues Order of Payment</p> <p>Checks Proof of Payment.</p>	<p>5 minutes</p>		<p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p> <p><b>JAIME L. JALMASCO JR.</b> CGADH I</p> <p><b>ALFONSO L. TAYO</b> CGDH I / Zoning Administrator</p>



	<p>Reviews documents and make necessary endorsement of technical evaluation to the Sangguniang Panlungsod for confirmation through a resolution/ ordinance.</p> <p>*If SP issues an approval, prepare Subdivision Approval (SA). Transmit documents to SP, Chairman of Committee on Land Use and to the Local Chief Executive for their approval/signature.</p>			<p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p> <p><b>JAIME L. JALMASCO JR.</b> CGADH I</p> <p><b>ALFONSO L. TAYO</b> CGDH I / Zoning Administrator</p>
6. Receive PALC/Final Approval of Commercial / Industrial Subdivision.	Issues Preliminary Approval and Locational Clearance or Final Approval and Development Permit	5 mins.		<p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p>

## 16.9. AVAILMENT OF SUBDIVISION APPROVAL FOR FARMLOT SUBDIVISION

### ABOUT THE SERVICE:

Every registered owner or developer of a parcel of land who wishes to convert the same into a farmland subdivision project or a subdivision project primarily intended for agricultural production shall apply to the City Mayor thru the Office of the City Zoning Administrator for the approval of its development plan.



### CLIENT GROUP:

Registered owner/developer



## REQUIREMENTS:

**(Refer to HLURB Guidelines)**

- Five (5) sets of Subdivision Development Plan, **prepared, signed and sealed by any licensed and registered Architect, Environmental Planner, Civil Engineer, or Geodetic Engineer**, consisting of the site development plan at any of the following scales: 1:200; 1:1,000; or any scale not exceeding 1:2,000 showing all proposals including the following:
  1. Roads, easements or right-of-way and roadway width, alignment, gradient, and similar data for alleys, if any.
  2. Lot numbers, lines and areas and block numbers
  3. Site data such as number of residential and saleable lots, typical lot size, parks and playgrounds and open spaces.
- Five (5) sets of the following documents duly signed by a licensed Geodetic Engineer:
  1. Vicinity Map indicating the adjoining land uses, access as well as existing facilities at least within 500 meters from the property boundaries of the project, drawn to any convenient scale.
  2. Topographic Plan to include existing conditions as follows:
    - 2.1. Boundary lines; bearings and distances tie point or reference point, geographic coordinates of the tie point or Bureau of Lands Locational Monument (BLLM)
    - 2.2. Streets, easements, width and elevation of right-of-way within the project and adjacent subdivision/areas.
    - 2.3. Utilities within and adjacent to the proposed subdivision project, location, sizes and invert elevations of sanitary and storm or combined sewers, location of gas lines, fire hydrants, electric and telephone poles and street lights, if any. If water mains and sewers are not within/adjacent to the subdivision, indicate the direction and distance to and size of nearest one, showing invert elevations of sewers, if applicable;
    - 2.4. Ground elevation of the subdivision for ground that slopes less than 2%, Indicate spot elevations at all breaks in grade, along all drainage channels and selected points not more than 25 meters apart in all directions; for ground that slopes more than 2%, either indicate contours with an interval of not more than 0.50 meter if necessary due to irregular land or need for more detailed preparation of plan and construction drawings.
    - 2.5. Water courses, marshes, rocks and wooded areas, presence of all preservable trees in caliper diameter of 200 millimeters, houses, barns, shacks and other significant features.
    - 2.6. Proposed public improvements, highways or other major improvements planned by public authorities for future construction within/adjacent to the subdivision.
- Two (2) Copies of Certified True Copy of Title(s), certified true copy of tax declaration covering the property/ies subject of the application and latest real estate tax receipt.





- Right to use or deed of absolute sale of right of way for access roads and other utilities when applicable, subject to just compensation for private land.
- Survey Plan of Lot(s) described on land title(s), duly signed and sealed by a licensed geodetic engineer.
- Five (5) sets of Civil and Sanitary Works Design Engineering Plans /constructions drawing based on the applicable engineering code and design criteria to include the following:
  1. Road (geometric and structural) design/plan duly signed and sealed by a licensed Civil Engineer:
    - 1.1. Profile derived from existing topographic map, showing the vertical control, designed grade, curve elements and all information needed for construction,
    - 1.2. Typical Roadway sections showing relative dimensions of pavement, sub base and base preparation, curbs and gutters, sidewalks, shoulders benching and others.
    - 1.3. Details of miscellaneous structures such as curb and gutter (barrier, mountable and drop, slope protection wall, rip rapping, and retaining wall,
  2. Storm drainage and sanitary sewer system duly signed and sealed by a licensed Sanitary Engineer or Civil Engineer:
    - 2.1. Profile showing the hydraulic gradients and properties of sanitary storm drainage lines including structures in relation with the road grade line.
    - 2.2. Details of sanitary and storm drainage lines and miscellaneous structures such as various types of manholes, catch basins, inlets (curb, gutter, and drop), culverts and channel linings.
  3. Site grading plan with the finished contour lines superimposed on the existing ground the limits of earthwork embankment slopes, cut slopes, surface drainage, drainage outfalls and others, duly signed and sealed by a licensed Civil Engineer.
- Five (5) sets of water system layout and details duly signed and sealed by a licensed sanitary engineer civil engineer. Should a pump motor have a horsepower (HP) rating of 50 HP or more, its pump rating and specifications shall be signed and sealed by a professional Mechanical Engineer.
- Five (5) sets of Water Distribution System Plan and Certificate of Service of Coverage from the local water district or local franchise holder for water supply, whichever is applicable or a Permit to Drill duly approved by the National Water Resources Board (NWRB)
- Five (5) sets of Electrical Plan duly certified by professional Electrical Engineer and a Certificate of Service Coverage from local power distribution utility company, or electric cooperative.
- Certified copy of ECC/CNC duly issued by DENR
- Zoning Certificate



- Earthquake Hazard assessment from Philippine Institute of Volcanology and Seismology
- Traffic Impact Assessment (TIA) for projects 30 hectares and above
- At least 5 copies of following:
  1. Project profile indicating the cost of raw land and its development (total project cost), amortization schedule, sources of financing, cash flow, architectural plan, if any, and work program;
  2. Audited financial statement for the last three (3) preceding years;
  3. Income tax return for the last 3 preceding years;
  4. Certificate of Registration from Securities and Exchange Commission (SEC);
  5. Articles of Incorporation or Partnership;
  6. Corporation by-laws and all implementing amendments; and
  7. For new corporations (3 years and below) statement of capitalization and sources of income and cash flow to support work program.
- Plans, specifications, bills of materials and cost estimates duly signed and sealed by the appropriate licensed professionals.
- List of names of duly licensed professionals who signed the plans and other similar documents in connection with application filed indicating the following information:
  1. Full Name
  2. Professional license number, date of issue and expiration of validity
  3. Professional Tax Receipt and date of issue
  4. Taxpayer's Identification Number (TIN)
- Whenever is applicable, copy of the special/temporary permit from the Professional Regulation Commission (PRC) and of the separate permit from Department of Labor and Employment (DOLE) for foreign architects who signed on plans required under the Implementing Rules and Regulations of PD 957
- Affidavit of Undertaking to provide Tree Planted Strips Along Internal Road
- Affidavit of Deed of Restriction

**Note: No application shall be considered as filed or received unless all the requirements therein are complied with.**



**SERVICE SCHEDULE:**

Monday to Friday  
8:00 AM to 5:00 PM



**TOTAL PROCESSING TIME:**

- 20 Working days
- Site Inspection - average of one day (dependent on the distance)



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the City Zoning Administrator's Office	Transaction Time	Total Fees/ Charges	Responsible Person
1. Proceed to CZAO and ask for a checklist of requirements and application form	Briefs the client on the process, and the requirements needed.	5 minutes	<b>Processing Fee</b> Php 1,300.00/ha.  <b>Inspection Fee</b> Php 1,500.00/ha.  <b>Affected Areas less than 1 hectare a fixed amount shall be imposed (inclusive of Processing and Inspections Fees)</b>	<b>AILYN O. JALMASCO</b> Zoning Officer II  <b>MARIA VICTORIA P. PALMA</b> Zoning Officer III  <b>EDA J. BON</b> HHRO II  <b>ROBERTO J. FIECAS</b> HHRO III
2. File application along with the complete requirements	Receives complete documents.  Computes inspection fee and issues Order of Payment.	10 mins.	P 2,500.00	<b>AILYN O. JALMASCO</b> Zoning Officer II  <b>MARIA VICTORIA P. PALMA</b> Zoning Officer III  <b>EDA J. BON</b> HHRO II  <b>ROBERTO J. FIECAS</b> HHRO III  <b>JAIME L. JALMASCO JR.</b> CGADH I  <b>ALFONSO L. TAYO</b> CGDH I / Zoning Administrator
3. Pay the required inspection	Records proof of payment.	5 minutes		<b>AILYN O. JALMASCO</b> Zoning Officer II



<p>fees at CTO and submit proof of payment at CZAO.</p>	<p>Informs client of the schedule for inspection.</p>			<p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p>
<p>4. Accompany the CZAO team during inspection</p>	<p>Conducts inspection</p>	<p>20 minutes</p>		<p><b>ELBERT J. DUKA</b> Project Evaluation Assistant</p> <p><b>DANIEL P. JAZMIN IV</b> Zoning Inspector I</p> <p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p>
	<p>Prepares inspection report and reviews/evaluates as to its compliance with the Zoning Ordinance &amp; other Subdivision Laws and Regulations</p> <p>*If conform, prepare an Order of Payment for Processing Fee.</p>			<p><b>DANIEL P. JAZMIN IV</b> Zoning Inspector I</p> <p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b></p>



	<p>Then proceed to Step No. 5.</p> <p>*If didn't conform, reflect the necessary corrections on the plan and if needed, notify the applicant as to its deficiency.</p>			<p>HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p>
<p>5. Obtain Order of Payment for Processing Fee. Pay the required fees at CTO and submit proof of payment to CZAO</p>	<p>Issues Order of Payment</p> <p>Checks Proof of Payment.</p>	<p>5 mins.</p>		<p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p> <p><b>JAIME L. JALMASCO JR.</b> CGADH I</p> <p><b>ALFONSO L. TAYO</b> CGDH I / Zoning Administrator</p>
<p>6. Receive Development Plan for Farmlot Subdivision</p>	<p>Issues Development Permit</p>	<p>5 minutes</p>		<p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p>



## 16.10. AVAILMENT OF DEVELOPMENT PERMIT FOR MEMORIAL PARK/CEMETERY PROJECT

### ABOUT THE SERVICE:

Every registered owner/developer of a parcel of land who wishes to convert the same into a memorial park/cemetery/columbarium shall apply with the City Mayor thru the Office of the City Zoning Administrator for the approval of the memorial park/cemetery/columbari plan.



### CLIENT GROUP:

Registered owner/ developer



### REQUIREMENTS:

***(Refer to HLURB Rules and Regulations for Memorial Parks/Cemeteries and related circular)***

- Five (5) sets of Subdivision Development Plan, **prepared, signed and sealed by any licensed and registered Architect, Environmental Planner, Civil Engineer, or Geodetic Engineer**, consisting of the site development plan at any of the following scales: 1:200; 1:1,000; or any scale not exceeding 1:2,000 showing all proposals including the following:
  1. Roads, easements or right-of-way and roadway width, alignment, gradient, and similar data for alleys, if any.
  2. Lot numbers, lines and areas and block numbers
  3. Site data such as number of residential and saleable lots, typical lot size, parks and playgrounds and open spaces.
- Five (5) sets of the following documents duly signed by a licensed geodetic engineer:
  1. Vicinity Map indicating the adjoining land uses, access as well as existing facilities at least within 500 meters from the property boundaries of the project, drawn to any convenient scale.
  2. Topographic Plan to include existing conditions as follows:
    - 2.1. Boundary lines; bearings and distances tie point or reference point, geographic coordinates of the tie point or Bureau of Lands Locational Monument (BLLM)
    - 2.2. Streets, easements, width and elevation of right-of-way within the project and adjacent subdivision/areas.
    - 2.3. Utilities within and adjacent to the proposed subdivision project, location, sizes and invert elevations of sanitary and storm or combined sewers, location of gas lines, fire hydrants, electric and telephone poles and street lights, if any. If water mains and sewers are not within/adjacent to the subdivision, indicate the direction and distance to and size of nearest one, showing invert elevations of sewers, if applicable;



- 2.4. Ground elevation of the subdivision for ground that slopes less than 2%, Indicate spot elevations at all breaks in grade, along all drainage channels and selected points not more than 25 meters apart in all directions; for ground that slopes more than 2%, either indicate contours with an interval of not more than 0.50 meter if necessary due to irregular land or need for more detailed preparation of plan and construction drawings.
  - 2.5. Water courses, marshes, rocks and wooded areas, presence of all preservable trees in caliper diameter of 200 millimeters, houses, barns, shacks and other significant features.
  - 2.6. Proposed public improvements, highways or other major improvements planned by public authorities for future construction within/adjacent to the subdivision.
- Two (2) Copies of Certified True Copy of Title(s), certified true copy of tax declaration covering the property/ies subject of the application and latest real estate tax receipt.
  - Right to use or deed of absolute sale of right of way for access roads and other utilities when applicable, subject to compensation for private land.
  - Survey Plan of Lot(s) described on land title(s), duly signed and sealed by a licensed geodetic engineer.
  - Five (5) sets of the following Civil and Sanitary Works Design Engineering Plans /constructions drawing based on the applicable engineering code and design criteria to include the following:
    1. Road (geometric and structural) design/plan duly signed and sealed by a licensed Civil Engineer:
      - 1.1. Profile derived from existing topographic map, showing the vertical control, designed grade, curve elements and all information needed for construction,
      - 1.2. Typical Roadway sections showing relative dimensions of pavement, sub base and base preparation, curbs and gutters, sidewalks, shoulders benching and others.
      - 1.3. Details of roadway and miscellaneous structures such as curb and gutter (barrier, mountable and drop, slope protection wall, rip rapping, and retaining wall,
    2. Storm drainage and sanitary sewer system duly signed and sealed by a licensed Sanitary Engineer or Civil Engineer:
      - 2.1. Profile showing the hydraulic gradients and properties of sanitary storm drainage lines including structures in relation with the road grade line.
      - 2.2. Details of sanitary and storm drainage lines and miscellaneous structures such as various types of manholes, catch basins, inlets (curb, gutter, and drop), culverts and channel linings.



3. Site grading plan with the finished contour lines superimposed on the existing ground the limits of earthwork embankment slopes, cut slopes, surface drainage, drainage outfalls and others, duly signed and sealed by a licensed Civil Engineer:
- Five (5) sets of water system layout and details duly signed and sealed by a licensed sanitary engineer civil engineer. Should a pump motor have a horsepower (HP) rating of 50 HP or more, its pump rating and specifications shall be signed and sealed by a professional Mechanical Engineer.
  - Five (5) sets of Water Distribution System Plan and Certificate of Service of Coverage from the local water district or local franchise holder for water supply, whichever is applicable or a Permit to Drill duly approved by the National Water Resources Board (NWRB)
  - Five (5) sets of Electrical Plan duly certified by professional Electrical Engineer and a Certificate of Service Coverage from local power distribution utility company, or electric cooperative.
  - Certified copy of ECC/CNC duly issued by DENR
  - Zoning Certificate
  - Earthquake Hazard assessment from Philippine Institute of Volcanology and Seismology
  - Traffic Impact Assessment (TIA) for projects 30 hectares and above
  - At least 5 copies of following:
    1. Project profile indicating the cost of raw land and its development (total project cost), amortization schedule, sources of financing, cash flow, architectural plan, if any, and work program;
    2. Audited financial statement for the last three (3) preceding years;
    3. Income tax return for the last 3 preceding years;
    4. Certificate of Registration from Securities and Exchange Commission (SEC);
    5. Articles of Incorporation or Partnership;
    6. Corporation by-laws and all implementing amendments; and
    7. For new corporations (3 years and below) statement of capitalization and sources of income and cash flow to support work program.
  - Plans, specifications, bills of materials and cost estimates duly signed and sealed by the appropriate licensed professionals.
  - List of names of duly licensed professionals who signed the plans and other similar documents in connection with application filed indicating the following information:
    1. Full Name
    2. Professional license number, date of issue and expiration of validity
    3. Professional Tax Receipt and date of issue
    4. Taxpayer's Identification Number (TIN)
  - Whenever is applicable, copy of the special/temporary permit from the Professional Regulation Commission (PRC) and of the separate permit from Department of Labor and Employment





(DOLE) for foreign architects who signed on plans required under the Implementing Rules and Regulations of PD 957

**Additional Requirements:**

- Landscaping plan indicating plant/tree species and other natural/man-made landscaping features e.g. lagoon, garden, benches, etc. duly signed and sealed by a licensed landscape architect;
- Permit from the Department of Public Works and Highways (DPWH) when necessary, e.g. when opening an access to a controlled traffic artery;
- Joint affidavit of owner/developer and licensed Environmental Planner that the memorial park/cemetery/columbarium plan conforms to the standards and requirements set by DHSUD IRR and Sorsogon City Zoning Ordinance of 2021 and that development thereof shall be made in accordance with the program submitted to this office;
- Initial/operational clearance from the Department of Health (DOH)



**SERVICE SCHEDULE:**

Monday to Friday  
8:00 AM to 5:00 PM



**TOTAL PROCESSING TIME:**

- within 20 working days
- Site Inspection - average of one day (dependent on the distance)



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the City Zoning Administrator's Office	Transaction Time	Total Fees/ Charges	Responsible Person
1. Proceed to CZAO and ask for a checklist of requirements and application form	Briefs the client on the process, and the requirements needed.	5 minutes	<b>Processing Fee</b> 1. <b>Memorial Projects</b> P 3.00/sq.m.  2. <b>Cemeteries</b> P 1.50/sq.m.  <b>Inspection Fee</b> 1. <b>Memorial Projects</b>	<b>AILYN O. JALMASCO</b> Zoning Officer II  <b>MARIA VICTORIA P. PALMA</b> Zoning Officer III  <b>EDA J. BON</b> HHRO II



			P 1,500.00/sq.m.	<b>ROBERTO J. FIECAS</b> HHRO III
2. File application along with the complete requirements	<p>Receives complete documents.</p> <p>Computes inspection fee and issues Order of Payment.</p>	10 minutes	<b>2. Cemeteries</b> P 1,500.00/sq.m.	<b>AILYN O. JALMASCO</b> Zoning Officer II  <b>MARIA VICTORIA P. PALMA</b> Zoning Officer III  <b>EDA J. BON</b> HHRO II  <b>ROBERTO J. FIECAS</b> HHRO III  <b>JAIME L. JALMASCO JR.</b> CGADH I  <b>ALFONSO L. TAYO</b> CGDH I / Zoning Administrator
3. Pay the required inspection fees at CTO and submit proof of payment at CZAO.	<p>Records proof of payment.</p> <p>Informs client of the schedule for inspection.</p>	5 minutes		<b>AILYN O. JALMASCO</b> Zoning Officer II  <b>MARIA VICTORIA P. PALMA</b> Zoning Officer III  <b>EDA J. BON</b> HHRO II



				<b>ROBERTO J. FIECAS</b> HHRO III
4. Accompany the CZAO team during inspection	Conducts inspection	20 minutes		<b>ELBERT J. DUKA</b> Project Evaluation Assistant  <b>DANIEL P. JAZMIN IV</b> Zoning Inspector I  <b>AILYN O. JALMASCO</b> Zoning Officer II  <b>MARIA VICTORIA P. PALMA</b> Zoning Officer III  <b>EDA J. BON</b> HHRO II  <b>ROBERTO J. FIECAS</b> HHRO III
	Prepares inspection report and reviews/evaluates as to its compliance with the Zoning Ordinance & other Subdivision Laws and Regulations  *If conform, prepare an Order of Payment for Processing Fee. Then proceed to Step No. 5.  *If didn't conform, reflect the necessary corrections on the plan and if needed, notify the applicant as to its deficiency.			<b>DANIEL P. JAZMIN IV</b> Zoning Inspector I  <b>AILYN O. JALMASCO</b> Zoning Officer II  <b>MARIA VICTORIA P. PALMA</b> Zoning Officer III  <b>EDA J. BON</b> HHRO II  <b>ROBERTO J. FIECAS</b> HHRO III



<p>5. Obtain Order of Payment for Processing Fee. Pay the required fees at CTO and submit proof of payment to CZAO</p>	<p>Issues Order of Payment</p> <p>Checks Proof of Payment.</p> <p>Reviews documents and make necessary endorsement of technical evaluation to the Sangguniang Panlungsod for confirmation through a resolution/ ordinance.</p> <p>*If SP issues an approval, prepare Subdivision Approval (SA). Transmit documents to SP, Chairman of Committee on Land Use and to the Local Chief Executive for their approval/ signature.</p>	<p>5 mins.</p>		<p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p> <p><b>JAIME L. JALMASCO JR.</b> CGADH I</p> <p><b>ALFONSO L. TAYO</b> CGDH I / Zoning Administrator</p>
<p>6. Receive Approved PALC/DP for Memorial Park/Cemetery/Columbarium Plan</p>	<p>Issues Development Permit for Memorial Park/Cemetery/Columbarium Plan</p>	<p>5 mins.</p>		<p><b>AILYN O. JALMASCO</b> Zoning Officer II</p> <p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>EDA J. BON</b> HHRO II</p>



## 17. Office of the Secretary to the Sangguniang Panlungsod

### 17.1. AVAILMENT OF LEGISLATIVE DOCUMENTS (CERTIFIED COPIES OF SANGGUNIANG PANLUNGSOD DOCUMENTS AND CERTIFICATIONS)

#### ABOUT THE SERVICE:

Interested individuals may secure certified copies of Sangguniang Panlungsod records thru the Office of the Secretary to the Sangguniang Panlungsod – Records Section documents such as resolutions, ordinances, minutes of sessions and the corresponding transcript thereof. All other documents such as but not limited to certifications and clearances may be procured at the Administrative Section of the same office.



#### CLIENT GROUPS:

- City Government or any of its Departments/Offices
- Barangay Officials
- Interested constituents/juridical entities
- Cooperatives/ POs/GOs/NGOs



#### REQUIREMENT:

Letter of Request



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

10 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the SP	Transaction Time	Total Fees/ Charges	Responsible Persons
1. Proceed to the Office of the Secretary to the Sangguniang Panlungsod, submit letter of intent and convey request for a certified copy of SP document and certification	Receives the letter of intent and accommodate client's request	2 minutes	P 5.00 per page of the document +P 50.00 for certified true copy (payment shall be made upon issuance of the requested documents)	<b>VILMA L. MIRANDA</b> Admin. Aide III (Utility Worker II)
	Conducts research and prepares a copy of the	6 minutes		<b>AILENE G. ALILING</b> Admin. Asst. IV (Bookbinder IV)
				<b>JENNIFER C. JESALVA</b> Admin. Officer II



	requested document.			
2. Receive the copy of the requested document.	Issues a certified copy of the requested document	2 minutes		<b>JENNIFER C. JESALVA</b> Admin. Officer II

Note: Release and procurement of documents depend upon the availability of the requested document. Legislative documents which were executed and consummated within the period prior to the merger of two municipalities may require sufficient time for its release.

Clients may search and view and pre-determine any of the resolutions, ordinances and committee reports they want in hard copies through the SP e-library and tracking system - [sorcity.legtrack.net](http://sorcity.legtrack.net)

## 17.2. FILING OF ADMINISTRATIVE CASES

### ABOUT THE SERVICE:

Aggrieved constituent's vis a vis the services being rendered by barangay elective officials or for the conduct of unbecoming public officials, malfeasance and misfeasance in office, may file their verified administrative complaints to the Office of the Secretary to the Sangguniang Panlungsod.



#### CLIENT GROUPS:

Aggrieved constituents/party



#### REQUIREMENT:

Copy of Verified Complaint, furnished to the Respondents.



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

8 minutes



### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the SP	Transaction Time	Total Fees / Charges	Responsible Person
1. Proceed to the Office of the Secretary to the Sangguniang Panlungsod and file the	Receives the verified complaint of the Complainant in 4 copies and scrutinize the	5 minutes	P150.00	<b>DAN G. ALCALA</b> LLSO V  <b>NEREO RONIE N. SIPOY</b> Asst. Sec. to the SP



<p>verified complaint</p>	<p>documents submitted</p> <p>Includes in the agenda and the Presiding Officer shall rule/order on the matter</p> <p>Calendars Committee Report of the Committee on Barangay Affairs. If not settled, the case will be referred to the Committee of the Whole</p> <p>Issues summons</p>			<p><b>JOCELYN D. REVOLTAR</b> LLSO I</p> <p><b>LAUREN MAY E. SINCUA</b> LLSO III</p>
<p>2. Wait for the notice from the Council for the hearings of the case or Summary Proceedings</p>	<p>Hearing and promulgation of decision</p>			<p><b>DAN G. ALCALA</b> LLSO V</p> <p><b>NEREO RONIE N. SIPOY</b> Asst. Sec. to the SP</p>
<p>3. Receives the decision</p>	<p>Transmits the decision</p>	<p>5 minutes</p>		

Note: Decision on Administrative case depends on the proceedings of the City Council.



### 17.3. ACCREDITATION OF POs, GOs, NGOs AND OTHER SIMILAR ENTITIES

#### ABOUT THE SERVICE:

Cooperatives, PO's, GO's, NGO's and other Civil Society Organizations may apply for accreditation of their organization to the Office of the Secretary to the Sangguniang Panlungsod. Subject however to full compliance and submission of the requirements prescribed therefor.



#### CLIENT GROUPS:

Cooperatives, PO's, GO's, NGO's and other Civil Society Organizations



#### REQUIREMENTS:

- Duly accomplished Application Form for Accreditation (4 sets)
  - Board Resolution
- Certificate of Registration
- List of Current Officers and Members
- Original Sworn Statement stating that the CSO is an independent, non-partisan organization and that it will retain its autonomy while pursuing the advancement of the peoples' interest through its membership in a local special body, after satisfying all the requirements and set criteria, as stated in DILG Memorandum Circular
- Annual Accomplishment Report
- Financial Statement
- Profile indicating the purposes and objectives of our organization
- Latest Copy of the Minutes of the Meeting of the organization.
- For CSOs applying to be members of the Peace and Order Council, Local School or Health Board: Photocopy of profiles of at least three (3) individuals in the organization that will verify their involvement in the peace and order maintenance, health or education sector



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

21 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the SP	Transaction Time	Total Fees/Charges	Responsible Persons
1. Proceed to the Office of the Secretary to the Sangguniang Panlungsod and file the application	Receives the application for accreditation in 4 copies and scrutinize the submitted documents.	5 minutes	P500.00 (Payment shall be made after the approval of the application)	<b>VILMA L. MIRANDA</b> Admin. Aide III (Utility Worker II)





<p>for accreditation in 4 copies.</p>	<p>Includes request in the agenda and the Presiding Officer shall rule/order on the matter.</p> <p>Maybe referred to the Committee on Livelihood, Cooperatives, POs, GOs and NGOs (Committee Hearing)</p>	<p>3 minutes</p>	<p>and issuance of certification)</p>	<p><b>JOCELYN D. REVOLTAR</b> LLSO I</p> <p><b>NEREO RONIE N. SIPOY</b> Asst. Sec. to the SP</p>
<p>2. Wait for the notice from the Committee on Livelihood, Cooperatives, PO's, GO's and NGO's</p>	<p>Committee Hearing</p>			
<p>3. Session Proper</p>	<p>Calendar or inclusion of Committee Report of the Committee on Livelihood, Cooperatives, POs, GOs and NGOs/ Approval</p>			
<p>4. Receive the copy of accreditation</p>	<p>Issues the accreditation document</p>	<p>5 minutes</p>		<p><b>JENNIFER C. JESALVA</b> Admin. Officer II</p>

Note: Issuance of Resolution and Certificate of Accreditation depends on the action of the Council. (Maybe referred to the Committee on Livelihood, Cooperatives, POs, GOs and NGOs.)



## 17.4. AVAILMENT OF LAND RECLASSIFICATION FROM AGRICULTURAL TO NON-AGRICULTURAL USAGE

### ABOUT THE SERVICE:

Any individual/partnership/corporation (public/private) may apply for reclassification of land from agricultural to non-agricultural usages to the Office of the Secretary to the Sangguniang Panlungsod. Subject however to full compliance and submission of the requirements prescribed therefor.



### CLIENT GROUPS:

- Land owners
- City Government of Sorsogon (for housing projects)



### REQUIREMENTS:

- Letter request
- Proof of ownership e.g. Certified true copy of the Original Certificate of Title or Trans of Certificate of Title (OCT/TCT) or other documents establishing ownership certified by the Registry of Deeds.
- Special Power of Attorney (if the applicant is other than the owner of the land or Board Resolution if the owner is a corporation)
- Vicinity map of the area
- Zoning Certification from the City Zoning Administrator's Office.
- Certification from Department of Agriculture (Certificate of Eligibility for Reclassification)
- Certification from the Department of Agrarian Reform (Certificate of Non-CARP Coverage)
- Certification from National Irrigation Administration (NIA) (Certificate of Non-Irrigation Coverage)
- Certification from Philippine Coconut Authority (PCA) (Certificate of Inspection and Verification) – if applicable
- Certification from Sugar Regulatory Administration (SRA) (Certificate of Coverage/Non-Coverage)- if applicable
- Certificate from Bureau of Fisheries and Aquatic Resources (BFAR) (if applicable)
- Other documents the committee or the City Council may prescribe.



### SERVICE SCHEDULES:

1

Monday to Friday,  
8:00 AM to 5:00 PM



### TOTAL PROCESSING TIME:

10 minutes



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the SP	Transaction Time	Total Fees/ Charges	Responsible Persons
<p>1. Proceed to the Office of the Secretary to the Sangguniang Panlungsod to submit the application with complete requirements</p>	<p>Calendars the same for the next regular session/ referral to the Committee on Land Use, Urban Planning and Housing for deliberation</p> <p>Advice the client to wait for the notice of hearing from the committee in-charge</p>	<p>10 minutes</p>	<p>P500.00 (after the approval of the application)</p>	<p><b>VILMA L. MIRANDA</b> Admin. Aide III (Utility Worker II)</p> <p><b>JOCELYN D. REVOLTAR</b> LLSO I</p>
	<p>Prepares the excerpt of the reclassification ordinance as approved by the City Council</p> <p>Signs the documents: SP Secretary, City Vice Mayor and City Mayor</p> <p>Transmittal of the Ordinance to the Sangguniang Panlalwigan for review</p>			<p><b>LAUREN MAY E. SINCUA</b> LLSO III</p> <p><b>ROVAN E. DOMASIAN</b> SP Secretary</p> <p><b>MARK ERIC C. DIONEDA</b> City Vice Mayor</p> <p><b>MA. ESTER E. HAMOR</b> City Mayor</p> <p><b>GWENNIE JOY T. DIONGLAY</b> Admin. Aide III (Utility Worker II)</p> <p><b>GWENNIE JOY T. DIONGLAY</b> Admin. Aide III (Utility Worker II)</p>



	<p>Upon receipt of the review action from the Sangguniang Panlalawigan declaring the ordinance as valid, transmit copies to the applicant and other concerned government agencies</p>			
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Note: Issuance of the excerpt copy of the ordinance depends on the proceedings and actions of the Committee concerned and of the City Council and after the review action by the Sangguniang Panlalawigan

### 17.5. AVAILMENT OF CERTIFICATION OF POSTING (AS REQUESTED e.g. WATER DISTRIBUTION COMPANIES, ELECTRIC COMPANIES, TELECOMMUNICATIONS COMPANIES)

#### ABOUT THE SERVICE:

Any individual/partnership/corporation may apply/request for the issuance of Certification of Posting at the SP Bulletin Board to the Office of the Secretary to the Sangguniang Panlungsod.



#### CLIENT GROUPS:

Proprietors/ Business Sectors / Companies for Public Utilities



#### REQUIREMENTS:

- Letter request
- Document/s to be posted



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

10 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the SP	Transaction Time	Total Fees / Charges	Responsible Persons
1. Proceed to the Office of the Secretary to the Sangguniang	Calendars the same for the next regular session	10 minutes	P500.00 (after the approval of the application)	<b>VILMA L. MIRANDA</b> Admin. Aide III (Utility Worker II)



<p>Panlungsod to submit the letter request along with the document/s to be posted</p>	<p>Advice the client to wait for the notice of hearing from the committee in-charge if applicable</p>			<p><b>JOCELYN D. REVOLTAR</b> LLSO I</p>
	<p>Posting of the documents</p> <p>Issues and transmits the certificate of posting to applicant</p>			<p><b>VILMA L. MIRANDA</b> Admin. Aide III (Utility Worker II)</p> <p><b>GLORIA D. ELONA</b> Admin. Aide III (Utility Worker II)</p>

Note: Issuance of the certification depends on the proceedings and actions of the Committee concerned and of the City Council. (if required)

## 17.6. AVAILMENT OF LEGISLATIVE APPROVAL / CLEARANCE FOR SPECIAL PROJECTS (FUNERAL HOMES, SLAUGHTERHOUSE, ENTERTAINMENT CENTERS AND OTHERS)

### ABOUT THE SERVICE:

Any individual/partnership/corporation (public/private) may apply for the issuance of Legislative Approval/Clearance for special projects to the Office of the Secretary to the Sangguniang Panlungsod. Subject however to full compliance and submission of the requirements prescribed therefor.



### CLIENT GROUPS:

- Proprietors/ Business Sectors
- Government



### REQUIREMENTS:

- Letter request
- Proof of ownership e.g. Certified true copy of the Original Certificate of Title or Trans of Certificate of Title (OCT/TCT) or other documents establishing ownership certified by the Registry of Deeds. (or Lease Contract or other similar contract)
- Special Power of Attorney (if the applicant is other than the owner of the land or Board Resolution if the owner is a corporation)
- Zoning Certification from the City Zoning Administrator's Office.
- Other pertinent documents the Committee or the City Council may prescribe.

**SERVICE SCHEDULES:**Monday to Friday,  
8:00 AM to 5:00 PM**TOTAL PROCESSING TIME:**

15 minutes

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the SP	Transaction Time	Total Fees / Charges	Responsible Persons
1. Proceed to the Office of the Secretary to the Sangguniang Panlungsod to submit the letter request with the requirements.	Calendars the same for the next regular session/referral to the concerned committee/s or deliberation  Advice the client to wait for the notice of hearing from the committee in-charge	10 minutes	P1,000.00 (after the approval of the application)	<b>NEREO RONIE N. SIPOY</b> Asst. Sec. to the SP
	Prepares the excerpt copy of the resolution as approved by the City Council  Signs the documents			<b>LAUREN MAY E. SINCUA</b> LLSO III  <b>ROVAN E. DOMASIAN</b> SP Secretary  <b>MARK ERIC C. DIONEDA</b> City Vice Mayor
2. Receives the approved resolution	Transmit copies of the resolution to the applicant and other concerned government agencies	5 minutes		<b>GWENNIE JOY T. DIONGLAY</b> Admin. Aide III (Utility Worker II)  <b>LAUREN MAY E. SINCUA</b> LLSO III

Note: Issuance of the certification depends on the proceedings and actions of the Committee concerned and of the City Council.



## 17.7. AVAILMENT OF SUBDIVISION SCHEME/PLAN APPROVAL

### ABOUT THE SERVICE:

Any individual/partnership/corporation (public/private) may apply for THE approval of Subdivision Scheme/Plan to the Office of the Secretary to the Sangguniang Panlungsod. Subject however to full compliance and submission of the requirements prescribed therefor.



### CLIENT GROUPS:

- Land owners
- City Government of Sorsogon (for housing projects)



### REQUIREMENTS:

- Letter request
- Proof of ownership e.g. Certified true copy of the Original Certificate of Title or Trans of Certificate of Title (OCT/TCT) or other documents establishing ownership certified by the Registry of Deeds.
- Special Power of Attorney (if the applicant is other than the owner of the land or Board Resolution if the owner is a corporation)
- Subdivision Scheme/Plan & Vicinity map of the area
- Zoning Certification from the City Zoning Administrator's Office.
- Other documents the committee or the City Council may prescribed.



### SERVICE SCHEDULES:

1

Monday to Friday,  
8:00 AM to 5:00 PM



### TOTAL PROCESSING TIME:

15 minutes



### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the SP	Transaction Time	Total Fees/ Charges	Responsible Persons
	Receives the application for Subdivision approval from the Technical Working Group (TWG) – City Zoning Administrator's Office  Calendars the same for the next regular session/referral to	10 minutes		<b>VILMA L. MIRANDA</b> Admin. Aide III (Utility Worker II)  <b>JOCELYN D. REVOLTAR</b> LLSO I



	the concerned committee/s for deliberation			
	Prepares the excerpt copy of the resolution as approved by the City Council  Signs the documents			<b>LAUREN MAY E. SINCUA</b> LLSO III  <b>ROVAN E. DOMASIAN</b> SP Secretary  <b>MARK ERIC C. DIONEDA</b> City Vice Mayor
1. Receives the approved resolution	Transmit copies of the resolution to the applicant and other concerned government agencies	5 minutes		<b>GWENNIE JOY T. DIONGLAY</b> Admin. Aide III (Utility Worker II)

Note: Issuance of the excerpt copy of the Resolution for the approval of the Subdivision Scheme/Plan depends on the proceedings and actions of the Committee concerned and of the City Council.





## 18. Public Employment Service Office

### 18.1. AVAILMENT OF NO OBJECTION CERTIFICATE

#### ABOUT THE SERVICE:

No Objection Certificate (NOC) is being issued to employers applying for Local Recruitment Activity (LRA) and Special Recruitment Activity (SRA) for overseas work.



#### CLIENT GROUPS:

Employers



#### REQUIREMENT:

- Letter of Intent
- Company Profile
- Job Order
- Copy of Registration from PhilJobnet for local employment



#### SERVICE SCHEDULE:

Monday to Friday  
8:00 AM to NOON and 1:00 PM and 5:00 PM



#### TOTAL PROCESSING TIME:

24 minutes (queuing not included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of the PESO Manager	Transaction Time	Total Fees/ charges	Responsible Person
1. Proceed to the Public Employment Service Office. Register in the visitor's logbook.	Issues the visitor's logbook.	1 minute	None	<b>NEIL FRANCIS E. BORJA</b> CTEC/ PESO Staff
2. Submit the needed requirements	Receives the requirement and conduct preliminary assessment	3 minutes		
	Review the submitted documents	3 minutes		<b>HENRY C. GUEMO</b> PESO Manager
	Prepare the No Objection Certificate (NOC) for	15 minutes		<b>NEIL FRANCIS E. BORJA</b> CTEC/ PESO Staff



	signature of PESO Manager and the LCE.  Post the Job Vacancy Notice on PESO Facebook Account and Bulletin Board  Signs the No Objection Certificate			<b>HENRY C. GUEMO</b> PESO Manager  <b>MA. ESTER E. HAMOR</b> City Mayor
	Records the No Objection Certificate in the logbook	1 minute		<b>CARLA ROSE J. DALDE</b> PESO Staff
3. Receives the No Objection Certificate (NOC)	Issues the No Objection Certificate (NOC)	1 minute		<b>CHRISTINE B. PURA</b> PESO Staff

## 18.2. AVAILMENT OF REFERRAL / RECOMMENDATION LETTER

### ABOUT THE SERVICE:

Issuing referral or recommendation is a core function of Public Employment Service Office for residents of Sorsogon City seeking job either local or international employment.



#### CLIENT GROUPS:

Job applicants



#### REQUIREMENT:

- Application Letter / Resume' with picture
- Duly Accomplished National Power Registry System (NMRS) Form



#### SERVICE SCHEDULE:

Monday to Friday  
8:00 AM to NOON and 1:00 PM and 5:00 PM



#### TOTAL PROCESSING TIME:

9 minutes (queuing and job searching and matching not included)



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of the PESO Manager	Transaction Time	Total Fees/ Charges	Responsible Person
<p>1. Proceed to the Public Employment Service Office. Register in the visitor's logbook.</p> <p>Secure and accomplish National Power Registry System (NMRS) Form</p>	<p>Conduct preliminary interview based on the submitted documents and Issues NMRS Form.</p>	<p>5 minutes</p>	<p>None</p>	<p><b>NEIL FRANCIS E. BORJA</b> CTEC/ PESO Staff</p>
<p>2. Submit the duly accomplished NMRS Form and other requirements</p>	<p>Receives the accomplished NMRS form.</p>	<p>1 minute</p>		<p><b>NEIL FRANCIS E. BORJA</b> CTEC/ PESO Staff</p>
<p>3. Do the self-searching with job vacancies and self-matching.</p>	<p>Gives detailed information on job vacancies and conducts matching through interview.</p> <p>If the chosen job vacancies match with the job seeker's choice, referral letter will be prepared.</p>			<p><b>HENRY C. GUEMO</b> PESO Manager</p>
	<p>Prepare the referral/ recommendation letter for signature of PESO Manager and LCE</p> <p>Signs the referral / recommendation letter</p>			<p><b>NEIL FRANCIS E. BORJA</b> CTEC/ PESO Staff</p> <p><b>HENRY C. GUEMO</b> PESO Manager</p> <p><b>MA. ESTER E. HAMOR</b> City Mayor</p>



	Record the referral / recommendation letter to logbook			<b>CARLA ROSE J. DALDE</b> PESO Staff
4. Receives the referral / recommendation letter.	Issues the referral / recommendation letter.	3 minute		<b>CHRISTINE B. PURA</b> PESO Staff

### 18.3. AVAILMENT OF LIVELIHOOD ASSISTANCE

#### ABOUT THE SERVICE:

A capability building program for vulnerable and marginalized workers to improve their socio-economic well-being through provision of starter kit. Recipient is awarded with tool kit as a means to start a business and later become an entrepreneur. Before the tool kit is awarded, the recipient is required to undergo training on simple bookkeeping, values formation and financial literacy.



#### CLIENT GROUPS:

Marginalized, vulnerable and displaced workers including repatriated Overseas Filipino Workers (OFW)



#### REQUIREMENT:

- Certificate of Competency (NC II) or any certification confirming that he/ she performs the job at least two (2) years



#### SERVICE SCHEDULE:

Monday to Friday  
8:00 AM to NOON and 1:00 PM and 5:00 PM



#### TOTAL PROCESSING TIME:

16 minutes (queuing not included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of the PESO Manager	Transaction Time	Total Fees/ Charges	Responsible Person
1. Proceed to the Public Employment Service Office. Register in the visitor's logbook.	Issue the visitor's logbook and National Power Registry System (NMRS) Form	5 minutes	None	<b>NIEL FRANCIS E. BORJA</b> CTEC/ PESO Staff



Secure and accomplish National Power Registry System (NMRS) Form				
2. Submit the duly accomplished NMRS Form and Certificate of Competency or other certification	Receives the accomplished NMRS form and Certificate of Competency or other certification	1 minute		<b>NEIL FRANCIS E. BORJA</b> CTEC/ PESO Staff
3. Submit yourself for preliminary interview and wait for the notification of the approval or disapproval of the of request.	Conduct preliminary interview based on the submitted documents	10 minutes		<b>HENRY C. GUEMO</b> PESO Manager
	Prepare the referral/ recommendation letter to Department of Labor and Employment (DOLE)  Signs the referral / recommendation letter			<b>NEIL FRANCIS E. BORJA</b> CTEC/ PESO Staff  <b>HENRY C. GUEMO</b> PESO Manager
	Record the referral / recommendation letter to logbook			<b>CARLA ROSE J. DALDE</b> PESO Staff
	Submits the referral / recommendation letter and other requirements to Department of Labor and Employment (DOLE)			<b>CHRISTINE B. PURA</b> PESO Staff  <b>ROSALIE L. DOMANICO</b> PESO Staff



## 18.4. AVAILMENT OF TULONG PANGHANAPBUHAY SA ATING MGA DISADVANTAGED/DISPLACE WORKERS (TUPAD)

### ABOUT THE SERVICE:

Tupad is a community-based package of assistance providing emergency employment to disadvantage and displaced workers. Qualified applicants work for ten (10) to twenty (20) days except Saturday, Sunday and holiday.



### CLIENT GROUPS:

Disadvantage and displaced workers



### REQUIREMENT:

- Application Form
- Photocopy of ID
- For Senior Citizens – Fit to Work Certificate issued by Office of the City Health Officer



### SERVICE SCHEDULE:

Monday to Friday  
8:00 AM to NOON and 1:00 PM and 5:00 PM



### TOTAL PROCESSING TIME:

12 minutes (queuing not included)



### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of the PESO Manager	Transaction Time	Total Fees/ Charges	Responsible Person
1. Proceed to the Public Employment Service Office. Register in the visitor's logbook.  Secure and accomplish Application Form	Issue the visitor's logbook and Application Form	1 minute	None	<b>NEIL FRANCIS E. BORJA</b> CTEC/ PESO Staff
2. Submit the duly accomplished Application Form and Photocopy of ID	Receives the accomplished Application Form and Photocopy of ID and other requirements	1 minute		<b>NEIL FRANCIS E. BORJA</b> CTEC/ PESO Staff



<p>If the applicant is senior citizen already, he/she will submit fit to work certificate issued by the Office of the City Health Officer.</p>				
<p>3. Submit for interview and wait for the notification of the approval or disapproval of the of request</p>	<p>Conducts preliminary interview based on the submitted documents</p>	<p>10 minutes</p>		<p><b>HENRY C. GUEMO</b> PESO Manager</p>
	<p>Prepares the transmittal letter to Department of Labor and Employment (DOLE)</p> <p>Signs the referral / recommendation letter</p>			<p><b>NEIL FRANCIS E. BORJA</b> CTEC/ PESO Staff</p> <p><b>HENRY C. GUEMO</b> PESO Manager</p>
	<p>Records the transmittal letter to logbook</p>			<p><b>CARLA ROSE J. DALDE</b> PESO Staff</p>
	<p>Submits the transmittal letter and OSEC FMS Form No. 4 containing the name of applicant and other information and photocopy of ID to Department of Labor and Employment (DOLE)</p>			<p><b>CHRISTINE B. PURA</b> PESO Staff</p> <p><b>ROSALIE L. DOMANICO</b> PESO Staff</p>



## 18.5. AVAILMENT OF GOVERNMENT INTERNSHIP PROGRAM (GIP)

### ABOUT THE SERVICE:

Government Internship Program (GIP) is a special program designed for young enthusiast workers to serve as government employees in the country.



#### CLIENT GROUPS:

Young enthusiast workers



#### REQUIREMENT:

- Application Form
- Bio-data
- Birth Certificate
- Diploma or Transcript of Records



#### SERVICE SCHEDULE:

Monday to Friday  
8:00 AM to NOON and 1:00 PM and 5:00 PM



#### TOTAL PROCESSING TIME:

12 minutes (queuing not included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of the PESO Manager	Transaction Time	Total Fees/ Charges	Responsible Person
1. Proceed to the Public Employment Service Office. Register in the visitor's logbook.  Secure and accomplish Application Form	Issues the visitor's logbook and Application Form	1 minute	None	<b>NEIL FRANCIS E. BORJA</b> CTEC/ PESO Staff
2. Submit the duly accomplished Application Form and other requirements.	Receives the duly accomplished Application Form and other requirements.	1 minute		<b>NEIL FRANCIS E. BORJA</b> CTEC/ PESO Staff
3. Submit for interview and	Conducts preliminary	10 minutes		<b>DOMINIC D. DICHOSO</b> HRMA/ PESO Staff





wait for the notification of the approval or disapproval of the of request	interview based on the submitted documents			
	Reviews all the documents submitted by the qualified applicants			<b>HENRY C. GUEMO</b> PESO Manager
	Records the names of qualified applicants including their educational background			<b>CARLA ROSE J. DALDE</b> PESO Staff
	Prepare the transmittal letter to Department of Labor and Employment (DOLE)  Signs the referral / recommendation letter			<b>NEIL FRANCIS E. BORJA</b> CTEC/ PESO Staff  <b>HENRY C. GUEMO</b> PESO Manager
	Submits the transmittal letter and other documents to Department of Labor and Employment (DOLE)			<b>CHRISTINE B. PURA</b> PESO Staff  <b>ROSALIE L. DOMANICO</b> PESO Staff

## 18.6. AVAILMENT OF SPECIAL PROGRAM FOR EMPLOYEMNT OF STUDENTS (SPES)

### ABOUT THE SERVICE:

SPES is a program initiated by the Department of Labor and Employment (DOLE). It aims to provide employment opportunities to students who want to earn money during summer vacation. SPES aims to help students from low income families to finance their education while gaining work experience.



### CLIENT GROUPS:

Students and Out of School Youths (OSY)

**REQUIREMENT:**

- Application Form
- Birth Certificate
- Certificate of Grades
- Certificate of Indigency / Tax Exemption Certificate
- Picture
- Contract
- Oath of Undertaking

**SERVICE SCHEDULE:**

March, April and May of each year  
Monday to Friday  
8:00 AM to NOON and 1:00 PM and 5:00 PM

**TOTAL PROCESSING TIME:**

19 minutes (queuing, draw lots and submission of requirements are not included)

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of the PESO Manager	Transaction Time	Total Fees/ Charges	Responsible Person
1. Proceed to the Public Employment Service Office. Register in the visitor's logbook.  Secure and accomplish Registration Form	Issues the registration form.	1 minute	None	<b>NEIL FRANCIS E. BORJA</b> CTEC/ PESO Staff
2. Submit the duly accomplished Registration Form.  Submit for interview and wait for notification if you qualify for employment.	Receives the duly accomplished Registration Form.  Conducts preliminary interview	1 minute		<b>DOMINIC D. DICHOSO</b> HRMA/ PESO Staff



	Assess / evaluate all the documents submitted to determine if applicants are qualified			<p><b>DOMINIC D. DICHOSO</b> HRMA/ PESO Staff</p> <p><b>HENRY C. GUEMO</b> PESO Manager</p>
	All qualified applicants will be chosen thru draw lots.			<p><b>HENRY C. GUEMO</b> PESO Manager</p>
3. If notified, proceed to the Public Employment Service Office and request for list of requirements to be complied	Issues list of requirements	2 minutes		<p><b>CARLA ROSE J. DALDE</b> PESO Staff</p>
4. After securing all the requirements, Public Employment Service Office and submit all the requirements and wait for the scheduled orientation	Receives all the requirements and conducts review if there are lacking entries or documents	15 minutes		<p><b>DOMINIC D. DICHOSO</b> HRMA/ PESO Staff</p>
	Submits the documents to Department of Labor and Employment (DOLE) for their assessment and evaluation			<p><b>CHRISTINE B. PURA</b> PESO Staff</p> <p><b>ROSALIE L. DOMANICO</b> PESO Staff</p>



## 18.7. AVAILMENT OF SERVICES OF MIGRANT ADVISORY INFORMATION NETWORK (MAIN) DESK

### ABOUT THE SERVICE:

MAIN Desk mainly caters issues concerning Overseas Filipino Workers (OFW) and relatives. The services includes the facilitation of complaints by OFW or relatives against the employers, recruiters, distribution of cheques to OWWA beneficiaries and responding to the queries of stakeholders.



### CLIENT GROUPS:

OFWs and relatives



### REQUIREMENT:

- Photo copy of Identification Card (ID)
- Case in-take Form



### SERVICE SCHEDULE:

Monday to Friday  
8:00 AM to NOON and 1:00 PM and 5:00 PM



### TOTAL PROCESSING TIME:

17 minutes (queuing and OWWA response are not included)



### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of the PESO Manager	Transaction Time	Total Fees/ Charges	Responsible Person
1. Proceed to the Public Employment Service Office. Register in the visitor's logbook.  Present Identification Card (ID)  Secure case-in-take form and accomplish	Issues the visitor's logbook and case-in-take form.	2 minutes	None	<b>NEIL FRANCIS E. BORJA</b> CTEC/ PESO Staff
2. Submit the duly accomplished case-in-take form and photo copy of ID	Receives the duly accomplished Registration Form and photo copy of ID.	15 minutes		<b>DOMINIC D. DICHOSO</b> HRMA/ PESO Staff



<p>Submit for interview and wait for the notification of Overseas Workers Welfare Administration Regional Office</p>	<p>Conducts preliminary interview base on the submitted case-in-take form</p>			
	<p>Assesses / evaluates the submitted case-in-take form</p> <p>Sends the form to Overseas Workers Welfare Administration Regional Office</p>			<p><b>HENRY C. GUEMO</b> PESO Manager</p>



## 19. Sorsogon City Tourism Culture and the Arts Office

### 19.1. AVAILMENT OF TOUR ASSISTANCE AND OTHER REQUEST

#### ABOUT THE SERVICES:

Any client, may it be foreign or local, may visit the Sorsogon City Tourism, Culture and Arts Office for inquiries, researches and any other various requests related to tourism.



#### CLIENT GROUPS:

Stakeholders, Tourist (local and International)



#### REQUIREMENT:

- Letter Request



#### SERVICE SCHEDULES:

Monday to Friday  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

12 minutes (queuing time not included)



#### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Actions of the SCTCAO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Go to the Sorsogon City Tourism Culture and the Arts Office and submit letter request	Receive letter request. Records and forwards the communication to the department head.	10 Minutes	None	<b>DKA MAE COLLANTES SARAH DIONEDA</b> Receptionist
	Records and attaches routing slip form			<b>DKA MAE COLLANTES SARAH DIONEDA</b> Receptionist
	Reviews and summarizes that client's request			<b>KAREN MAE PORTUGUEZ</b> Tourism Staff
	Forwards the communication to the department head			<b>KAREN MAE PORTUGUEZ</b> Tourism Staff
	The head of office gives appropriate action regarding client's request			<b>JONI ASPHASIA O. JAO</b> CGDH I



	forwards it back to the staff			
	The staff complies with the instruction given by the head of office then forwards it to the receptionist for recording			<b>KAREN MAE PORTUGUEZ</b> Tourism Staff
2. The client will receive the response for the request	Informs the client on the action of the office and records the document in the logbook.	2 minutes		<b>DKA MAE COLLANTES SARAH DIONEDA</b> Receptionist

## 19.2. AVAILMENT OF TECHNICAL ASSISTANCE FOR TOURISM – RELATED ESTABLISHMENT ACCREDITATION

### ABOUT THE SERVICES:

Any client/stakeholder from Tourism-Related Establishments may visit the Sorsogon City Tourism, Culture and Arts Office for inquiries related to their application for accreditation from the Department of Tourism (DOT)



### CLIENT GROUPS:

Tourism – Related Establishment owners (Hotels, Resorts, Restaurants, Coffee Shops, Spa)



### REQUIREMENT:

- Digital copy of scanned copy of Business Permit
- Digital copy of scanned copy of Insurance



### SERVICE SCHEDULES:

Monday to Friday  
8:00 AM to 5:00 PM



### TOTAL PROCESSING TIME:

5 minutes (queuing time not included)



### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Actions of the SCTCAO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Go to the Sorsogon City Tourism Culture	Asks the client to fill-up the request logbook.	3 minutes	None	<b>DKA MAE COLLANTES SARAH DIONEDA</b> Receptionist



and the Arts Office and request for technical assistance.	Interviews the client with regards to the assistance being requested			
2. The client will receive the printed copy of instruction of accreditation process.	Issues the copy of instruction of accreditation process.	2 minutes		<b>DKA MAE COLLANTES</b> <b>SARAH DIONEDA</b> Receptionist





## 20. Barangay Affairs and Public Assistance Division

### 20.1. AVAILMENT OF ACADEMIC SCHOLARSHIP FROM THE CITY SCHOLARSHIP PROGRAM

#### ABOUT THE SERVICE:

This program was enacted through City Ordinance No. 01, Series of 2002 with series of amendments, latest of which is City Ordinance No. 14, Series of 2015.



#### CLIENT GROUPS:

- Less privileged students who are willing to pursue college education



#### REQUIREMENTS/QUALIFICATIONS:

- Filipino Citizen and resident of the City
- Has general weighted average of not lower than 83% and with no failing grade in any subject
- Has passed the qualifying examination given by BAPAD/SCSMC
- Must not be a recipient of any scholarship grant, public or private



#### SERVICE SCHEDULE:

Monday to Friday,  
8:00 AM to NOON and 1:00 PM to 5:00 PM



#### TOTAL PROCESSING TIME:

7 minutes (queuing, conduct of background investigation, checking of the exam and posting of exam result not included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of the Secretariat (BAPAD)	Transaction Time	Total Fees/ Charges	Responsible Person
<b>For Academic Scholars</b>				
1. Proceed to Scholarship-in-Charge/ Sulay sa Futuro Board Secretariat for screening and submit accomplished application form with required documents.	Checks if the client is qualified to avail of the program. If qualified, provides application form.  Receives form with attached documents	5 minutes	None	<b>MA. CHARO D. LOGRONIO</b> Community Affairs Officer IV



	and issues examination permit.			
2. Take the qualifying exam. If passed: Submit ITR/ Certificate of Tax Exemption	Checks the qualifying exam, conducts background investigation and posts passers.  Encodes in the Scholarship Database and issues ID			
3. Claim the benefits	Pays-in financial benefits to beneficiary & pays tuition fee directly to school.	2 minutes		

## 20.2. AVAILMENT OF ALS FINANCIAL GRANT

### ABOUT THE SERVICE:

This program was enacted through City Ordinance No. 15, Series of 2014 and is intended for those who went through Alternative Learning System and has passed the National A & E exam which qualifies an individual to pursue tertiary education.



#### CLIENT GROUP:

Previously enrolled ALS students who passed the A & E Exam



#### REQUIREMENTS:

To avail, one has to:

- Secure a Certification from DepEd-ALS that the client comes from ALS education
- Pass the A & E exam



#### SERVICE SCHEDULE:

Monday to Friday,  
8:00 AM to NOON and 1:00 PM to 5:00 PM



#### TOTAL POCESSING TIME:

20 minutes



### PROCESS OF AVAILING THE SERVICE:

Steps involved	Actions of the Secretariat (BAPAD)	Transaction Time	Total Fees/ Charges	Responsible Person
1. Present to BAPAS the Certificate from DepEd ALS & the A&E Exam Result	Verifies the certificates & advises to enroll	5 minutes	None	<b>MA. CHARO D. LOGRONIO</b> Community Affairs Officer IV
2. Present enrolment form	Encodes in the Scholarship Database and issues ID	15 minutes		
3. Claim benefits	Pays-in financial benefits to beneficiary & pays tuition fee directly to school	5 minutes		

### 20.3. AVAILMENT OF EDUCATIONAL SUBSIDY FOR TERTIARY STUDENTS

#### ABOUT THE SERVICE:

Extended to students who are enrolled in the private tertiary schools in the City. The City provides financial assistance of **TWO THOUSAND PESOS (P 2,000.00)** per semester financial subsidy directly being paid at the school where the student is enrolled.



#### CLIENT GROUP:

College Students from the City who opted to enroll in Private Schools within the City



#### REQUIREMENTS:

- Application Form submitted directly to the school
- Barangay Certification stating residency and has no derogatory record



#### SERVICE SCHEDULE:

Monday to Friday,  
8:00 AM to NOON and 1:00 PM to 5:00 PM



#### TOTAL PROCESSING TIME:

20 minutes



### PROCESS OF AVAILING THE SERVICE:

Steps involved	Actions of the Secretariat (BAPAD)	Transaction Time	Total Fees/ Charges	Responsible Person
1. If availing the service for the first time, proceed to the College Registrar and apply for Educational Subsidy for Tertiary Students.			None	College Registrar
2. Attend the orientation for grantees	Conduct group orientation by school of the program			<b>MA. CHARO D. LOGRONIO</b> Community Affairs Officer IV
3. Schools submit the Masterlist and Bill of Accounts	Prepares voucher & pay by check to private schools			<b>MA. CHARO D. LOGRONIO</b> Community Affairs Officer IV

## 20.4. AVAILMENT OF SOURCED-OUT SCHOLARSHIP

### ABOUT THE SERVICE:

This program is a sole initiative of the City Mayor to add up to the present number of scholarship the City Fund can provide. From time to time, the City Mayor solicits or partners with private group, individuals and organization.



### CLIENT GROUP:

All tertiary/College students



### REQUIREMENT:

- Online application



### SERVICE SCHEDULE/S:

Monday to Friday,  
8:00 AM to NOON and 1:00 PM to 5:00 PM

**TOTAL PROCESSING TIME:**

7 minutes

**PROCESS OF AVAILING THE SERVICE:**

Steps involved	Actions of the Secretariat (BAPAD)	Transaction Time	Total Fees/ Charges	Responsible Person
1. Proceed to Barangay Affairs and Public Assistance Section (BAPAS) and inquire on the availability of Scholarship Program from Outside Source	Orients the client on the available scholarship and assist in the online application	5 minutes	None	<b>MA. CHARO D. LOGRONIO</b> Community Affairs Officer IV
2. Apply online and enrol in school	Advices client thru text of application update	2 minutes		

## 20.5. AVAILMENT OF INTERVENTION, REHABILITATION AND RECOVERY PROGRAMS FOR DRUG DEPENDENTS

**ABOUT THE SERVICE:**

The Sorsogon City Anti-Drug Abuse Council (SCADAC) serves as the focal point through which various organizations and individuals work together in the planning implementation and evaluation of programs on drug abuse prevention and control. It refers the users and pushers to the police and other institutions for corresponding sanctions, rehabilitations and intervention. It provides technical support and keeps records of all activities implemented for documentation and submission to the Dangerous Drugs Board (DDB) and the DILG

**CLIENT GROUPS:**

Persons Who Used Drugs/Recovering Drug Dependents  
Families of victims of drugs and substance abuse

**REQUIREMENTS:**

None

**SERVICE SCHEDULES:**

Monday to Friday  
8:00 AM to NOON and 1:00 PM to 5:00PM

**TOTAL PROCESSING TIME:**

25 minutes

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of the SCADAC	Transaction Time	Total Fees/Charges	Responsible Person
1. Proceed to BAPAS Office to inquire on how to avail of the services and submit to an interview.	Gives information about the service and interviews the client to determine the category on drug use and abuse.  Refers the case to the DDB accredited Physician for diagnosis	15 minutes	None	<b>MA. CHARO D. LOGRONIO</b> Community Affairs Officer IV
2. Wait for the schedule on the kind of intervention	Sets schedule of intervention	5 minutes		
3. Attends required intervention/ rehab	Conducts the proper category intervention General intervention for Low RISK Community BRP for moderate; IOP for mild; Residential Care for severe cases and After the intervention, client should report for After Care.			SCADAC/DDB-Accredited Physician
4. Complete the required session	Conduct graduation/moving-up ceremony  Issue Certificate of Completion	5 minutes		<b>MA. CHARO D. LOGRONIO</b> Community Affairs Officer IV



## 21. Market Operations

### 21.1. AVAILMENT OF LEASE OF A STALL AT THE SORSOGON AND BACON PUBLIC MARKET

#### ABOUT THE SERVICE:

The office of the City Mayor, through the Market Operation Division, operates and supervises the Sorsogon and Bacon Public Market. If there is vacant stall/s or foreclosed stall/s, Market Operations accepts the applications from interested vendors/businessmen.



#### CLIENT GROUPS:

Businessmen, market vendors



#### REQUIREMENTS:

- Letter of Intent
- Applicant must be a resident of Sorsogon City
- Residence Certificate
- Business License
- Mayor's Permit

If the stall to be leased has arrearages, new applicant must settle previous lessee's outstanding balance



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

20 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Market Administrator	Transaction Time	Total Fees/charges	Responsible Person
4. Proceed to the Office of the Market Supervisor and inquire if there are vacant stalls at the Sorsogon Public Market	Answers queries on the availability of stalls.	10 minutes	Computation: previous balance + current balance (c/o Office of the City Treasurer)	<b>CHRISTIAN D. SANCHEZ</b> Market Supervisor  <b>DANILO B. BRIOSO</b> Market Inspector II  <b>ROMMEL J. JAMISOLA</b> Market Inspector I



<p>/Bacon District Public Market.</p>	<p>If available, briefs client on the requirements as well as the terms and conditions of lease</p>			
<p>5. If the clients agree to the terms and conditions, secure and sign lease contract.</p> <p>Proceed to the City Mayor's Office and submit lease contract for the City Mayor's signature.</p> <p>Secure signed lease contract and bring the same to a notary public for notarization. Pay the corresponding notary fees.</p> <p>Proceed to the Treasurer's Office and pay stall rental for the current month. If the stall has arrearages, you will have to settle first the</p>	<p>Issues Lease Contract</p>	<p>5 minutes</p>		<p><b>CHRISTIAN D. SANCHEZ</b> Market Supervisor</p> <p><b>DANILO B. BRIOSO</b> Market Inspector II</p> <p><b>ROMMEL J. JAMISOLA</b> Market Inspector I</p>





outstanding balance.				
6. Present the Official Receipt to the Market Administrator and receive copy of lease contract.		5 minutes		<b>CHRISTIAN D. SANCHEZ</b> Market Supervisor  <b>DANILO B. BRIOSO</b> Market Inspector II  <b>ROMMEL J. JAMISOLA</b> Market Inspector I

## 21.2. AVAILMENT OF RENEWAL OF LEASE CONTRACT

### ABOUT THE SERVICE:

Lease Contract covering Market stalls at the Sorsogon and Bacon Public Market expires on December 31 of every year. Renewal of Lease Contract is mandatory to stall holder in order to continue the operation of their business.



#### CLIENT GROUPS:

Businessmen, market vendors



#### REQUIREMENTS:

- Business License
- Mayor's Permit
- If the stall to be leased has arrearages, new applicant must settle previous lessee's outstanding balance



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

15 minutes



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the Market Administrator	Transaction Time	Total Fees/ Charges	Responsible Person
<p>1. Secure location clearance from the Market Supervisor.</p> <p>Proceed to the City hall and present business license and mayor's permit to the Permit &amp; License Section.</p> <p>Proceed to the Office of the Treasurer. Secure Lease Contract agreement form and sign the renewal of lease contract.</p> <p>Proceed to the City Mayor's Office and submit lease contract for the City Mayor's signature.</p> <p>Secure signed lease contract and bring the same to a notary public for notarization. Pay the corresponding notary fees.</p> <p>Proceed to the Treasurer's Office and pay stall rental for the current month. If the stall has</p>	<p>Issue's location clearance and contract of lease</p>	<p>10 minutes</p>	<p>Computation: previous balance + current balance (c/o Treasurer Office)</p>	<p><b>CHRISTIAN D. SANCHEZ</b> Market Supervisor</p> <p><b>DANILO B. BRIOSO</b> Market Inspector II</p> <p><b>ROMMEL J. JAMISOLA</b> Market Inspector I</p>



arrears, you will have to settle first the outstanding balance.				
2. Receive copy of lease contract. You may now occupy the stall.	Releases copy of lease contract	5 minutes		<p><b>CHRISTIAN D. SANCHEZ</b> Market Supervisor</p> <p>Treasurer's Office</p> <p>Licensing Officer</p>

### 21.3. AVAILMENT OF TESTING AND CALIBRATION OF WEIGHING SCALE

#### ABOUT THE SERVICE:

To protect the welfare of the consumers, The Department of Trade & Industry and other regulatory agencies require that commercial weighing scales are calibrated. The Market Operation Section calibrates weighing scales and after due notice and ample warning, confiscates those found to be defective and in violation of applicable laws.



#### CLIENT GROUP:

- General Public
- Market Vendors



#### REQUIREMENTS:

Registration  
Weighing Scale for calibration



#### SERVICE SCHEDULE:

Monday to Friday  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

20 minutes





3. Present the OR to the Market Administrator and receive the calibrated weighing scale	Release the calibrated weighing scale	5 minutes		<b>CHRISTIAN D. SANCHEZ</b> Market Supervisor
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## 22. BUREAU OF FIRE PROTECTION

### 22.1. AVAILMENT OF FIRE SAFETY INSPECTION CERTIFICATE (FSIC) FOR NEW BUSINESS PERMIT WITH VALID FSIC ISSUED DURING OCCUPANCY PERMIT STAGE

#### ABOUT THE SERVICES:

The Bureau of Fire Protection (BFP), is a national government agency operating under the jurisdiction of the Department of the Interior and Local Government (DILG). It plays a crucial role in safeguarding against fire incidents and committed to:

- Ensure public safety;
- Promote economic development through the prevention and suppression of all kinds of destructive fires; and
- Enforce all laws, rules and regulations to ensure adherence to standard fire prevention and safety measures.

The Fire Safety Inspection Certificate (FSIC) to be issued to client is a pre-requisite document for the issuance of Mayor's Permit and Occupancy Permit.



#### CLIENT GROUPS:

Building Owner/ Tenant/ Authorized Representative



#### REQUIREMENT:

- Certified True Copy of Valid Occupancy Permit
- Photocopy of FSIC for Occupancy Permit
- Assessment of Business Permit Fee / Tax Assessment Bill from Business Permits and Licensing Office
- Copy of Fire Insurance (if any)



#### SERVICE SCHEDULES:

1

Monday to Friday  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

3 hours and 10 minutes



#### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Actions of the BFP	Transaction Time	Total Fees/ Charges	Responsible Person
1. Go to the Bureau of Fire Protection – Sorsogon City and apply for Fire Safety Inspection Certificate (FSIC) using the unified	Check completeness of application and endorse to Fire Code Assessor (FCA). Record to the Official Log Book the name of	10 Minutes	15% of all fees charged by BPLO in granting Business Permit	<b>SFO1 MA BELLA D TRESTIZA</b> Customer Relation Officer



<p>form with complete documentary requirements</p>	<p>applicant and owner of establishment and the time, date of application.</p> <p>In case of lacking requirements, the Customer Relation Officer (CRO) shall immediately inform in writing the applicant of such findings.</p> <p>For invalid Occupancy Permit, the Service Standard for Fire Safety Inspection Certificate (FSIC) for New Business Permit Without Valid Occupancy Permit shall apply.</p>		<p>(Other Fees/ taxes prescribed under RA 9514 and its IRR not assessed and collected during application period will be assessed and collected after regular Fire Safety Inspection)</p>	
<p>2. Wait for the release of Order of Payment Slip (OPS).</p>	<p>Assess Fire Code Fees / Taxes and issue assessment and Order of Payment Slip (OPS).</p>	<p>10 minutes</p>		<p><b>SFO1 MARICEL L LAGADIA</b></p> <p><b>FO3 GEZEL L LASIN</b> Fire Code Assessor</p>
<p>3. Pay the assessed amount and submit copy of payment to Customer Relation Officer (CRO)</p>	<p>Receive payment from applicant and compile copy of receipt of payment.</p>	<p>10 minutes</p>		<p><b>SFO1 MARIA GRACIA E CORRAL</b> Fire Code Collecting Agent</p>
<p>4. Receive Claim Stub (FSIC shall be issued within the day)</p>	<p>Check copy of receipt of payment and record to the logbook the amount paid and Official Receipt Number and date of payment and issue Claim Stub.</p> <p>Verify validity of Occupancy Permit and refer to Chief Fire Safety Enforcement Unit for issuance of Fire Safety</p>	<p>5 minutes</p>		<p><b>SFO1 MA BELLA D TRESTIZA</b> Customer Relation Officer</p>



	Inspection Certificate (FSIC)			
	Review / evaluate the referral of Customer Relation Officer (CRO) and recommend issuance of Fire Safety Inspection Certificate (FSIC).	2 hours		<p><b>SFO1 MARIA CONCEPCION Z DE JESUS</b></p> <p>Chief Fire Safety Enforcement Unit</p>
	Approve and sign three (3) copies of Fire Safety Inspection Certificate (FSIC) for Business Permit	20 minutes		<p><b>SINSP MARIA CELECTE B PANCHO</b></p> <p>City Fire Marshal</p>
	Record in the Official Logbook the Fire Safety Inspection Certificate (FSIC) number, date approved, validity, name of applicant / owner and name of establishment, OR number and amount paid.	10 minutes		<p><b>SFO1 MA BELLA D TRESTIZA</b> Customer Relation Officer</p> <p><b>FO1 ANDREA MAE P JIMENEZ</b></p> <p><b>FO1 ALEXIS ANNE L OIRA</b> Records Custodian</p>
5. Present the claim stub and receive the Fire Safety Inspection Certificate (FSIC)	Release Fire Safety Inspection Certificate (FSIC) to applicant	5 minutes		<p><b>SFO1 MA BELLA D TRESTIZA</b> Customer Relation Officer</p>

Note: FSIC issued during the Occupancy Permit stage is considered valid for purposes of application for FSIC for Business Permit if the Occupancy Permit presented corresponds to the same types of occupancy or nature of operation, location or specific area in a building and address. Otherwise, the applicant is also required to secure a valid Occupancy Permit, which shall be included in the Notice to Comply.





## 22.2. AVAILMENT OF FIRE SAFETY INSPECTION CERTIFICATE (FSIC) FOR NEW BUSINESS PERMIT WITHOUT VALID FSIC ISSUED DURING OCCUPANCY PERMIT STAGE

### ABOUT THE SERVICES:

The Bureau of Fire Protection (BFP), is a national government agency operating under the jurisdiction of the Department of the Interior and Local Government (DILG). It plays a crucial role in safeguarding against fire incidents and committed to:

- Ensure public safety;
- Promote economic development through the prevention and suppression of all kinds of destructive fires; and
- Enforce all laws, rules and regulations to ensure adherence to standard fire prevention and safety measures.

The Fire Safety Inspection Certificate (FSIC) to be issued to client is a pre-requisite document for the issuance of Mayor's Permit and Occupancy Permit.



### CLIENT GROUPS:

Building Owner/ Tenant/ Authorized Representative



### REQUIREMENT:

- Assessment of Business Permit Fee
- Tax Assessment Bill from Business Permits and Licensing Office
- Endorsement from Building Official / Certificate of Completion
- Certified True Copy of Assessment Fee for securing Occupancy Permit from Building Official
- Cope of Fire Insurance Policy (if any)



### SERVICE SCHEDULES:

1

Monday to Friday  
8:00 AM to 5:00 PM



### TOTAL PROCESSING TIME:

40 minutes (conduct of actual inspection not included)



### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Actions of the BFP	Transaction Time	Total Fees/ Charges	Responsible Person
1. Go to the Bureau of Fire Protection – Sorsogon City and apply for FSIC using the unified form with complete	Check completeness of application and endorse to Fire Code Assessor (FCA).	10 Minutes	15% of all fees charged by BPLO in granting Business Permit (Other Fees/ taxes	<b>SFO1 MA BELLA D TRESTIZA</b> Customer Relation Officer



documentary requirements	Record to the Official Log Book the name of applicant and owner of establishment and the time, date of application.  In case of lacking requirements or the Occupancy Permit is not valid, Customer Relation Officer shall immediately inform in writing the applicant of such findings.		prescribed under RA 9514 and its IRR not assessed and collected during application period will be assessed and collected after regular Fire Safety Inspection)	
2. Wait for the release of Order of Payment Slip (OPS).	Assess Fire Code Fees / Taxes and issue assessment and Order of Payment Slip (OPS).	10 minutes		<b>SFO1 MARICEL L LAGADIA</b>  <b>FO3 GEZEL L LASIN</b> Fire Code Assessor
3. Pay the assessed amount and submit copy of payment to Customer Relation Officer (CRO).	Receive payment from applicant and compile copy of receipt of payment.	10 minutes		<b>SFO1 MARIA GRACIA E CORRAL</b> Fire Code Collecting Agent
4. Receive Claim Stub (FSIC for Occupancy and Business Permit will be issued within a maximum of 3 days from application if no violation found during inspection)	Check copy of receipt of payment and record to the logbook the amount paid and Official Receipt Number and date of payment and issue Claim Stub.	5 minutes		<b>SFO1 MA BELLA D TRESTIZA</b> Customer Relation Officer



	Assign Fire Safety Inspector and issue Inspection Order			Chief Fire Safety Enforcement Unit  <b>SINSP MARIA CELECTE B PANCHO</b> City Fire Marshal
Be present during the conduct of ocular inspection.	Conduct Fire Safety Inspection and submit After Inspection Report (AIR) and supporting documents to Chief Fire Safety Enforcement Unit, with appropriate findings and recommendations, such issuance of Fire Safety Inspection Certificate (FSIC) / Notice to Comply as the case maybe.			<b>SFO3 DANILO E DAS</b>  <b>SFO2 JB LORESTO</b>  <b>SFO1 RG ARIAS</b>  <b>FO3 RD BRIONES</b>  <b>FO3 VA DELGADO</b>  <b>FO3 PB FAJARDO</b>  <b>FO3 RJ JINTALAN</b>  <b>FO2 RS FERWELO</b>  <b>FO2 MD OCLEANA</b>  <b>FO2 CD DOCOG</b>  <b>FO1 AP ENDRACA</b>  <b>FO 1 MB MILLAPRE</b> Fire Safety Inspector
	Review/evaluate the findings of Fire Safety Inspection and recommend to City Fire Marshall the issuance of Fire Safety Inspection Certificate (FSIC) / Notice to Comply as the case maybe.			<b>SFO1 MARIA CONCEPCION Z DE JESUS</b> Chief Fire Safety Enforcement Unit
	Final review/evaluation of the Chief Fire Safety			<b>SINSP MARIA CELESTE B PANCHO</b>



	Enforcement Unit's recommendation for disposition			City Fire Marshall
	Approve and sign three (3) copies of Fire Safety Inspection Certificate (FSIC) / Notice to Comply (NTC) as the case maybe.			<b>SINSP MARIA CELECTE B PANCHO</b> City Fire Marshal
	Record in the Official Logbook the Fire Safety Inspection Certificate (FSIC) / Notice to Comply (NTC) number, date approved, validity, name of applicant/owner and name of establishment, OR number and amount paid. Provide duplicate copy of Fire Safety Inspection Certificate (FSIC) / Notice to Comply (NTC) to the designated BFP Records Custodian and Business Permits and Licensing Office.			<b>SFO1 MA BELLA D TRESTIZA</b> Customer Relation Officer  <b>FO1 ANDREA MAE P JIMENEZ</b>  <b>FO1 ALEXIS ANNE L OIRA</b> Records Custodian



<p>5. Return to the Bureau of Fire Protection - Sorsogon City on the date of release of the Fire Safety Inspection Certificate (FSIC) / Notice to Comply (NTC) and present the claim stub.</p> <p>Receive the FSIC/NTC.</p>	<p>Release Fire Safety Inspection Certificate (FSIC) to applicant through the Customer Relation Officer (CRO).</p> <p>Serve copy of Notice to Comply (NTC) to the owner in case there is a violation of the Fire Code, copy furnished Business Permits and Licensing Office.</p>	<p>5 minutes</p>		<p><b>SFO1 MA BELLA D TRESTIZA</b> Customer Relation Officer</p>
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Note: Occupancy Permit is considered valid for the purposes of application for FSIC for Business Permit if the Occupancy Permit presented corresponds to the same types of occupancy or nature of operation, location or specific area in a building and address. The applicant is required to secure a valid Fire Safety Inspection Certificate for Occupancy Permit.

### 22.3. AVAILMENT OF FIRE SAFETY INSPECTION CERTIFICATE (FSIC) RENEWAL FOR BUSINESS PERMIT WITHOUT VALID OR EXPIRED FSIC / WITH EXISTING VIOLATION OF THE FIRE CODE/ INCLUDED IN THE NEGATIVE LIST

#### ABOUT THE SERVICES:

The Bureau of Fire Protection (BFP), is a national government agency operating under the jurisdiction of the Department of the Interior and Local Government (DILG). It plays a crucial role in safeguarding against fire incidents and committed to:

- Ensure public safety;
- Promote economic development through the prevention and suppression of all kinds of destructive fires; and
- Enforce all laws, rules and regulations to ensure adherence to standard fire prevention and safety measures.

The Fire Safety Inspection Certificate (FSIC) to be issued to client is a pre-requisite document for the issuance of Mayor's Permit and Occupancy Permit.



#### CLIENT GROUPS:

Building Owner/ Tenant/ Authorized Representative

**REQUIREMENT:**

- Photocopy of Previous Fire Safety Inspection Certificate (FSIC)
- Assessment of Business Fee/ Tax or Assessment Bill from Business Permits and Licensing Office
- Copy of Fire Insurance Policy (if any)

**SERVICE SCHEDULES:**

Monday to Friday  
8:00 AM to 5:00 PM

**TOTAL PROCESSING TIME:**

40 minutes (conduct of actual inspection not included)

**PROCESS OF AVAILING THE SERVICES:**

Steps Involved	Actions of the BFP	Transaction Time	Total Fees/ Charges	Responsible Person
1. Go to the Bureau of Fire Protection – Sorsogon City and apply for FSIC using the unified form with complete documentary requirements	<p>Check completeness of application and endorse to Fire Code Assessor (FCA).</p> <p>Record to the Official Log Book the name of applicant and owner of establishment and the time, date of application.</p> <p>In case of lacking requirements, Customer Relation Officer shall immediately inform in writing the applicant of such findings.</p>	10 Minutes	15% of all fees charged by BPLO in granting Business Permit (Other Fees/ taxes prescribed under RA 9514 and its IRR not assessed and collected during application period will be assessed and collected after regular Fire Safety Inspection)	<b>SFO1 MA BELLA D TRESTIZA</b> Customer Relation Officer
2. Wait for the release of Order	Assess Fire Code Fees / Taxes and issue assessment and Order of Payment Slip (OPS).	10 minutes		<b>SFO1 MARICEL L LAGADIA</b>



of Payment Slip (OPS).				<b>FO3 GEZEL L LASIN</b> Fire Code Assessor
3. Pay the assessed amount and submit copy of payment to Customer Relation Officer (CRO).	Receive payment from applicant and compile copy of receipt of payment.	10 minutes		<b>SFOI MARIA GRACIA E CORRAL</b> Fire Code Collecting Agent
4. Receive Claim Stub (FSIC will be issued within a maximum period of 2 days from application if no violation found during inspection)	Check copy of receipt of payment and record to the logbook the amount paid and Official Receipt Number and date of payment and issue Claim Stub.	5 minutes		<b>SFO1 MA BELLA D TRESTIZA</b> Customer Relation Officer
	Assign Fire Safety Inspector and issue Inspection Order			Chief Fire Safety Enforcement Unit  <b>SINSP MARIA CELECTE B PANCHO</b> City Fire Marshal
Be present during the conduct of ocular inspection.	Conduct Fire Safety Inspection and submit After Inspection Report (AIR) and supporting documents to Chief Fire Safety Enforcement Unit, with appropriate findings and recommendations, such issuance of Fire Safety Inspection Certificate (FSIC) / Notice to Comply as the case maybe.			<b>SFO3 DANILO E DAS</b>  <b>SFO2 JB LORESTO</b>  <b>SFO1 RG ARIAS</b>  <b>FO3 RD BRIONES</b>  <b>FO3 VA DELGADO</b>  <b>FO3 PB FAJARDO</b>  <b>FO3 RJ JINTALAN</b>



				<p><b>FO2 RS FERWEL0</b></p> <p><b>FO2 MD OCLEANA</b></p> <p><b>FO2 CD D0COG</b></p> <p><b>FO1 AP ENDRACA</b></p> <p><b>FO 1 MB MILLAPRE</b> Fire Safety Inspector</p>
	Review/evaluate the findings of Fire Safety Inspection and recommend to City Fire Marshall the issuance of Fire Safety Inspection Certificate (FSIC) / Notice to Comply as the case maybe.			<p><b>SFO1 MARIA CONCEPCION Z DE JESUS</b> Chief Fire Safety Enforcement Unit</p>
	Final review/ evaluation of the Chief Fire Safety Enforcement Unit's recommendation for disposition			<p><b>SINSP MARIA CELESTE B PANCHO</b> City Fire Marshal</p>
	Approve and sign three (3) copies of Fire Safety Inspection Certificate (FSIC) / Notice to Comply (NTC) as the case maybe.			<p><b>SINSP MARIA CELESTE B PANCHO</b> City Fire Marshal</p>
	Record in the Official Logbook the Fire Safety Inspection Certificate (FSIC) / Notice to Comply (NTC) number, date approved, validity, name of applicant/ owner and name of establishment, OR number and amount paid. Provide duplicate			<p><b>SFO1 MA BELLA D TRESTIZA</b> Customer Relation Officer</p> <p><b>FO1 ANDREA MAE P JIMENEZ</b></p>





	copy of Fire Safety Inspection Certificate (FSIC) / Notice to Comply (NTC) to the designated BFP Records Custodian and Business Permits and Licensing Office.			<b>FO1 ALEXIS ANNE L OIRA</b> Records Custodian
5. Return to the Bureau of Fire Protection - Sorsogon City on the date of release of the Fire Safety Inspection Certificate (FSIC) / Notice to Comply (NTC) and present the claim stub.  Receive the FSIC/NTC.	Release Fire Safety Inspection Certificate (FSIC) to applicant through the Customer Relation Officer (CRO).  Serve copy of Notice to Comply (NTC) to the owner in case there is a violation of the Fire Code, copy furnished Business Permits and Licensing Office.	5 minutes		<b>SFO1 MA BELLA D TRESTIZA</b> Customer Relation Officer

## 22.4. AVAILMENT OF FIRE SAFETY INSPECTION CERTIFICATE (FSIC) FOR RENEWAL OF BUSINESS PERMIT

### ABOUT THE SERVICES:

The Bureau of Fire Protection (BFP), is a national government agency operating under the jurisdiction of the Department of the Interior and Local Government (DILG). It plays a crucial role in safeguarding against fire incidents and committed to:

- Ensure public safety;
- Promote economic development through the prevention and suppression of all kinds of destructive fires; and
- Enforce all laws, rules and regulations to ensure adherence to standard fire prevention and safety measures.

The Fire Safety Inspection Certificate (FSIC) to be issued to client is a pre-requisite document for the issuance of Mayor's Permit and Occupancy Permit.



### CLIENT GROUPS:

Building Owner/ Tenant/ Authorized Representative



### REQUIREMENT:

- Photocopy of Previous Fire Safety Inspection Certificate (FSIC) issued in the immediately preceding year



- Assessment of Business Fee/ Tax or Assessment Bill from Business Permits and Licensing Office
- Copy of Fire Insurance Policy (if any)



**SERVICE SCHEDULES:**

Monday to Friday  
8:00 AM to 5:00 PM



**TOTAL PROCESSING TIME:**

55 minutes (conduct of actual inspection not included)



**PROCESS OF AVAILING THE SERVICES:**

Steps Involved	Actions of the BFP	Transaction Time	Total Fees/ Charges	Responsible Person
1. Go to the Bureau of Fire Protection – Sorsogon City and apply for FSIC using the unified form with complete documentary requirements	<p>Check completeness of application and endorse to Fire Code Assessor (FCA).</p> <p>Record to the Official Log Book the name of applicant and owner of establishment and the time, date of application.</p> <p>In case of lacking requirements, Customer Relation Officer shall immediately inform in writing the applicant of such findings.</p>	10 Minutes	15% of all fees charged by BPLO in granting Business Permit (Other Fees/ taxes prescribed under RA 9514 and its IRR not assessed and collected during application period will be assessed and collected after regular Fire Safety Inspection)	<b>SFO1 MA BELLA D TRESTIZA</b> Customer Relation Officer
2. Wait for the release of Order of Payment Slip (OPS).	Assess Fire Code Fees / Taxes and issue assessment and Order of Payment Slip (OPS).	10 minutes		<b>SFO1 MARICEL L LAGADIA</b>  <b>FO3 GEZEL L LASIN</b>



				Fire Code Assessor
3. Pay the assessed amount and submit copy of payment to Customer Relation Officer (CRO).	Receive payment from applicant and compile copy of receipt of payment.	10 minutes		<b>SFOI MARIA GRACIA E CORRAL</b> Fire Code Collecting Agent
4. Receive Claim Stub	<p>Verify if Fire Safety Inspection Certificate (FSIC) is still valid or no existing violation of the Fire Code or if the establishment is not in the negative list.</p> <p>Check copy of the receipt of payment and record to the Logbook the amount paid and Official Receipt Number and date of payment and issue Claim Stub.</p> <p>A validated FSIC will serve as basis for the Business Permits and Licensing Office to renew the Business Permit.</p>	20 minutes		<b>SFO1 MA BELLA D TRESTIZA</b> Customer Relation Officer
<p>5. Return to the Bureau of Fire Protection - Sorsogon City on the date of release of the Fire Safety Inspection Certificate (FSIC) and present the claim stub.</p> <p>Receive the FSIC. (A new FSIC will be issued if there is no violation during inspection)</p>	<p>Release Fire Safety Inspection Certificate (FSIC) to applicant through the Customer Relation Officer (CRO).</p> <p>Serve copy of Notice to Comply (NTC) to the owner in case there is a violation of the Fire Code, copy furnished</p>	5 minutes		<b>SFO1 MA BELLA D TRESTIZA</b> Customer Relation Officer



**INSPECTION PROCEDURE ONE (1) MONTH BEFORE THE EXPIRATION OF FIRE SAFETY INSPECTION CERTIFICATE**

	Assign Fire Safety Inspector and Issue Inspection Order		<p>Chief Fire Safety Enforcement Unit</p> <p><b>SINSP MARIA CELESTE B PANCHO</b> City Fire Marshal</p>
	Conduct of Fire Safety Inspection and submit After Inspection Report (AIR) and supporting documents to Chief Fire Safety Enforcement Unit, with appropriate findings and recommendations, such as issuance of Fire Safety Inspection Certificate (FSIC) / Notice to Comply (NTC), as the case maybe		<p><b>SFO3 DANILO E DAS</b></p> <p><b>SFO2 JB LORESTO</b></p> <p><b>SFO1 RG ARIAS</b></p> <p><b>FO3 RD BRIONES</b></p> <p><b>FO3 VA DELGADO</b></p> <p><b>FO3 PB FAJARDO</b></p> <p><b>FO3 RJ JINTALAN</b></p> <p><b>FO2 RS FERWELO</b></p> <p><b>FO2 MD OCLEANA</b></p> <p><b>FO2 CD DOCOG</b></p> <p><b>FO1 AP ENDRACA</b></p> <p><b>FO 1 MB MILLAPRE</b> Fire Safety Inspector</p>



	Review / evaluate the Findings of Fire Safety Inspector and recommend to City Fire Marshal the issuance of Fire Safety Inspection Certificate (FSIC)			<b>SFO1 MARIA CONCEPCION Z DE JESUS</b>  Chief Fire Safety Enforcement Unit
	Final review/ evaluation of the Chief Fire Safety Enforcement Unit recommendation for disposition			<b>SINSP MARIA CELESTE B PANCHO</b> City Fire Marshal
	Approve and sign three (3) copies of Fire Safety Inspection Certificate (FSIC) / Notice to Comply (NTC) as the case maybe.			<b>SINSP MARIA CELESTE B PANCHO</b> City Fire Marshal
	Record in the Official Logbook the Fire Safety Inspection Certificate (FSIC) / Notice to Comply (NTC) number, date approved, validity, name of applicant/ owner and name of establishment, OR number and amount paid. Provide duplicate copy of Fire Safety Inspection Certificate (FSIC) / Notice to Comply (NTC) to the designated BFP Records Custodian and Business Permits and Licensing Office. (Serve copy of Notice to Comply (NTC) to the owner in case there is a violation of the Fire Code, copy furnished Business Permits and Licensing Office.			<b>SFO1 MA BELLA D TRESTIZA</b> Customer Relation Officer  <b>FO1 ANDREA MAE P JIMENEZ</b>  <b>FO1 ALEXIS ANNE L OIRA</b> Records Custodian

Note: The Claim Stub shall be stamped: New FSIC will be issued on the date of the expiration of existing FSIC".



# 1. City Information and Communication Technology Office

## 1.1. AVAILMENT OF TECHNICAL ASSISTANCE FOR LED WALL

### ABOUT THE SERVICE:

The City Information and Communication Technology Office accepts upload request for the Led Wall.



### CLIENT GROUPS:

Citizens



### REQUIREMENTS:

- Letter Request
- Duly filled-up LED Wall Request Form



### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



### TOTAL PROCESSING TIME:

8 minutes (uploading of the video at the LED wall is not included)



### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Office of the CICTO	Transaction Time	Total Fees/Charges	Responsible Person
1. Proceed to the Business Permits and Licensing Office and submit the letter request or fill up form			None	<b>Business Permits and Licensing Office</b>
Fill-up the LED wall Request Form and receive the Order of Payment				
Proceed to the Office of the City Treasurer and pay the corresponding amount.				<b>Office of the City Treasurer</b>



2. After payment, proceed to the City Information and Communication Technology Office and present proof of payment.	Validates the proof of payment and confirms the requested time slot of the client.	5 minutes		<b>JOHN JASON L. PALMA</b> CGDH I
3. Submit the video file to CICTO email (sorcicto@gmail.com)	Upload the submitted file to the city LED Wall.	3 minutes		<b>JOHN JASON L. PALMA</b> CGDH I

## 1.2. AVAILMENT OF TECHNICAL SERVICE IN SOFTWARE AND HARDWARE SYSTEMS

### ABOUT THE SERVICE:

The City Information and Communication Technology Office offers technical service, planning and seminars regarding hardware and software systems.



#### CLIENT GROUPS:

Citizens



#### REQUIREMENTS:

- Letter Request



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

3 minutes (render of technical assistance is not included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Office of the CICTO	Transaction Time	Total Fees/Charges	Responsible Person
1. Proceed to the City Information and Communication Technology Office and submit the letter request.	Receives the letter request.	3 minutes	None	<b>JOHN JASON L. PALMA</b> CGDH I
	Informs the client that coordination with regards to the			<b>JOHN JASON L. PALMA</b> CGDH I



	request will be done as soon as the request is approved			
2. If request is granted, assist the resource person during the conduct of the activity	Provide the technical assistance / resource speakership			<b>JOHN JASON L. PALMA</b> CGDH I

### 1.3. AVAILMENT OF GIS MAPPING REQUEST

#### ABOUT THE SERVICE:

The City Information and Communication Technology Office accepts request for GIS mapping.



#### CLIENT GROUPS:

Citizens



#### REQUIREMENTS:

- Letter Request



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

2 minutes (digitization of maps is not included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Office of the CICTO	Transaction Time	Total Fees/Charges	Responsible Person
1. Proceed to the City Information and Communication Technology Office and submit the letter request or fill up form  Fill up the logbook for request.	Receives the letter request.  Maps for the requested will be digitized and will be sent thru e-mail.	2 minutes	None	<b>JOHN JASON L. PALMA</b> CGDH I





## 2. City Internal Audit Services Office

### 2.1. INTERNAL QUALITY AUDIT

#### ABOUT THE SERVICE:

Internal Quality Audit intends to define the controls needed to provide information on whether City Government of Sorsogon's processes: conform to the City Government of Sorsogon's own requirements for its quality management system, the requirements of ISO 9001:2015, and are effectively implemented and maintained.



#### CLIENT GROUPS:

Department heads and various unit heads of the LGU



#### REQUIREMENTS:

Initial Document as stated in the Audit Memorandum



#### SERVICE SCHEDULES:

Every six months (January and July)



#### TOTAL PROCESSING TIME:

25 minutes (conduct of actual audit, corrective action formulation and verification of corrective actions not included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Lead Auditor	Transaction Time	Total Fees/Charges	Responsible Person
1. Wait for the Audit Engagement Memorandum to be Issued as per Audit Calendar.  Confirm the Schedule or Coordinate with the Lead Auditor for Re-schedule	Signs and distributes the Audit Memorandum to all concerned Functional Areas,  Approves the request of client if audit activity is in conflict with the schedule of the client	5 minutes	None	<b>JOHN ERICK N. SIPOY</b> Internal Auditor IV  <b>ATTY. EUNICE N. BERNAL</b> OIC - IAS
2. Submit the required documents stated in the Audit Memorandum	Reviews the audit checklist of the Auditors.	10 minutes		<b>JOHN ERICK N. SIPOY</b> Internal Auditor IV



				<b>ATTY. EUNICE N. BERNAL</b> OIC - IAS
3. Assist and cooperate with the Auditors during the confirmed audit engagement  Confirm or contest the findings (if applicable)	Monitors the activity of the auditors during the conduct of audit  Reviews the audit findings. For confirmed audit findings with NCs detected, issues a request for corrective action			<b>JOHN ERICK N. SIPOY</b> Internal Auditor IV  <b>ATTY. EUNICE N. BERNAL</b> OIC - IAS
4. Formulate a corrective action (if applicable)				<b>JOHN ERICK N. SIPOY</b> Internal Auditor IV  <b>ATTY. EUNICE N. BERNAL</b> OIC - IAS
5. Submit the formulated corrective action (if applicable)	Log in the RFA Log Sheet the formulated actions to have a guide for the possible schedule of verification	5 minutes		<b>JOHN ERICK N. SIPOY</b> Internal Auditor IV  <b>ATTY. EUNICE N. BERNAL</b> OIC - IAS
6. Implement the Corrective Action (if applicable)	Notify the team of the due date of verification of corrections and corrective actions	5 minutes		<b>JOHN ERICK N. SIPOY</b> Internal Auditor IV  <b>ATTY. EUNICE N. BERNAL</b> OIC - IAS
7. Update the Matrix of Risk based on the NC's detected (if necessary)	Issues the summary of the Audit Activity and submit to the LCE			<b>JOHN ERICK N. SIPOY</b> Internal Auditor IV  <b>ATTY. EUNICE N. BERNAL</b> OIC - IAS



## 2.2. INVESTIGATIVE AUDIT

### ABOUT THE SERVICE:

In addition to the planned audits, investigative or unplanned internal audits may be initiated by the Lead Auditor if deemed necessary. Investigative Internal Audit is initiated and based on the following decisions: unusual increase of quality related problems such as customer complaints, products/services which do not conform to requirements are identified by the Department Heads and will require deeper analysis, problem, other than the above items, is encountered Introduction of new products/services, Changes on the quality system, personnel and processes



### CLIENT GROUPS:

Department heads and various unit heads of the LGU



### REQUIREMENTS:

None (Discretion of the Lead Auditor and/or Request Letter from the concerned office)



### SERVICE SCHEDULES:

As Necessary



### TOTAL PROCESSING TIME:

28 minutes (conduct of actual audit, corrective action formulation and verification of corrective actions not included)



### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Lead Auditor	Transaction Time	Total Fees/Charges	Responsible Person
1. If applicable, submit a request letter to the Lead Auditor for conduct of Audit or wait for the Audit Engagement Memorandum to be Issued	Receives the letter request	5 minutes	None	<b>JOHN ERICK N. SIPOY</b> Internal Auditor IV  <b>ATTY. EUNICE N. BERNAL</b> OIC - IAS
	Signs and distributes the Audit Memorandum to the concerned Functional Area	10 minutes		<b>JOHN ERICK N. SIPOY</b> Internal Auditor IV  <b>ATTY. EUNICE N. BERNAL</b> OIC - IAS
2. Submit the required documents stated	Prepares the Audit Checklist	3 minutes		<b>JOHN ERICK N. SIPOY</b> Internal Auditor IV



in the Audit Memorandum				<b>ATTY. EUNICE N. BERNAL</b> OIC - IAS
3. Assist and Cooperate with the Auditor during the confirmed audit engagement  Confirm or contest the findings (if applicable)	Conductst the Audit Activity  Informs the Auditee of the Audit Findings	5 minutes		<b>JOHN ERICK N. SIPOY</b> Internal Auditor IV  <b>ATTY. EUNICE N. BERNAL</b> OIC - IAS
4. Formulate a corrective action (if applicable)	For confirmed audit findings with NCs detected, issues a request for corrective action			<b>JOHN ERICK N. SIPOY</b> Internal Auditor IV  <b>ATTY. EUNICE N. BERNAL</b> OIC - IAS
5. Submit the formulated corrective action (if applicable)	Log in the RFA Log Sheet the formulated actions to have a guide for the possible schedule of verification	5 minutes		<b>JOHN ERICK N. SIPOY</b> Internal Auditor IV  <b>ATTY. EUNICE N. BERNAL</b> OIC - IAS
6. Implement the Corrective Action (if applicable)	Verify the corrections and corrective actions done			<b>JOHN ERICK N. SIPOY</b> Internal Auditor IV  <b>ATTY. EUNICE N. BERNAL</b> OIC - IAS
7. Update the Matrix of Risk based on the NC's detected (if necessary)	Furnish the LCE of the Audit Findings			<b>JOHN ERICK N. SIPOY</b> Internal Auditor IV  <b>ATTY. EUNICE N. BERNAL</b> OIC - IAS



## 3. Office of the City Accountant

### 3.1. PRE-AUDIT SERVICES FOR PAYMENT OF TRAVELLING EXPENSES

#### ABOUT THE SERVICE:

Process travel claims of various government officers and employees



#### CLIENT GROUPS:

LGU employees



#### REQUIREMENTS:

- Disbursement Voucher
- Obligation Request
- Approved Travel order (Original copy)
- Approved Itinerary of Travel (Appendix A)
- Approved Certificate of travel completed (Appendix B)
- Certificate of appearance/participation
- Communication (for training & seminars)
- Travel fare tickets, Boarding Pass (if plane), Invoice/ Proof of Payments
- Hotel Accommodation official receipts/cash invoices (original copy), in case the claim exceeds Daily Travel Expenses (DTE as per EO 77)
- Certification that expenses are necessary by Head of Agency if the expenses exceed the allowed per diems.
- Narrative Report with documentation duly received by the Office of the City Mayor (in case of executive staff) & Office of the City Vice Mayor (in case of legislative staff)



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM 12:00 NOON and 1:00 to 5:00 PM



#### TOTAL PROCESSING TIME:

20 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Office of the City Accountant	Transaction Time	Total Fees/ Charges	Responsible Person
4. Proceed to the Office of the City Accountant and submit all	Posts the allotment transactions in the Registry of Appropriation, Allotment & Obligation	5 minutes	None	<b>MERLIN P. ABAYA</b>



the requirements.	<p>a. 20%, Special Purpose, Continuing Appropriations, DRRM</p> <p>b. Other Offices</p> <p>c. SEF Obligations</p>			<p>Mngt. &amp; Audit Analyst IV</p> <p><b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV</p> <p><b>MA. RINA H. ESCUDERO</b> Admin. Asst. III (Senior Bookkeeper)</p>
	<p>Pre- Audits the transactions - Checks the completeness and accuracy of the supporting documents</p> <p>a. Disbursement Vouchers (GF)</p> <p>b. Disbursement vouchers (SEF)</p> <p>c. Disbursement vouchers (TF)</p>	10 minutes		<p><b>VICENTE RONELO C. GRATUITO</b> Mngt. &amp; Audit Analyst II</p> <p><b>MA. CAROLINA APRIL ESTOPASE</b> Admin. Aide VI (Accounting Clerk III)</p>
	<p>Certifies as to completeness of supporting documents &amp; allotment obligated</p>	5 minutes		<p><b>ATYY. CHRISTINE N. MERALPES</b> CGDH I/ City Accountant</p>

### 3.2. PRE-AUDIT SERVICES FOR CASH ADVANCE – TRAVEL

#### ABOUT THE SERVICE:

Process travel cash advance of various government officers and employees



#### CLIENT GROUPS:

LGU employees



#### REQUIREMENTS:

- Disbursement Voucher
- Obligation request



- Approved Travel Order (photo Copy)
- Approved Itinerary of travel (Appendix A)
- Communication (for training & seminars)



**SERVICE SCHEDULES:**

Monday to Friday,  
8:00 AM 12:00 NOON and 1:00 to 5:00 PM



**TOTAL PROCESSING TIME:**

20 minutes



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the Office of the City Accountant	Transaction Time	Total Fees/Charges	Responsible Person
1. Proceed to the Office of the City Accountant and submit all the requirements.	Post the allotment transactions in the Registry of Appropriation, Allotment & Obligation a. 20%, Special Purpose, Continuing Appropriations, DRRM  b. Other Offices  c. SEF Obligations	5 minutes	None	<b>MERLIN P. ABAYA</b> Mngt. & Audit Analyst IV  <b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV  <b>MA. RINA H. ESCUDERO</b> Admin. Asst. III (Senior Bookkeeper)
	Pre- Audits the transactions. Checks the completeness and accuracy of the supporting documents a. Disbursement Vouchers (GF)  b. Disbursement vouchers (SEF)	10 minutes		<b>VICENTE RONELO C. GRATUITO</b> Mngt. & Audit Analyst II  <b>MA. CAROLINA APRIL ESTOPASE</b>



	c. Disbursement vouchers (TF)			Admin. Aide IV (Accounting Clerk III)
	Certifies as to completeness of supporting documents & allotment obligated	5 minutes		<b>ATTY. CHRISTINE N. MERALPES</b> CGDH I/ City Accountant

### 3.3. PRE-AUDIT SERVICES FOR LIQUIDATION OF CASH ADVANCE FOR TRAVEL

#### ABOUT THE SERVICE:

Check and receive liquidation of cash advance for travel of various government officers and employees.



#### CLIENT GROUPS:

LGU employees



#### REQUIREMENTS:

- Liquidation report
- Travel order (original copy)
- Approved/Revised Itinerary of Travel (Appendix A)
- Approved Certificate of travel completed (Appendix B)
- Certificate of appearance/participation
- Travel fare tickets, Boarding Pass (if plane), Invoice/ Proof of Payments
- Hotel accommodation receipts/invoices (original copy), in case claim exceed Daily Travel Expenses (DTE as per EO 77)
- Certification that expenses are necessary by Head of Agency if the expenses exceed the allowed per diems.
- Narrative Report with documentation duly received by the Office of the City Mayor (in case of executive staff) & Office of the City Vice Mayor (in case of legislative staff)



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM 12:00 NOON and 1:00 to 5:00 PM



#### TOTAL PROCESSING TIME:

15 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Office of the City Accountant	Transaction Time	Total Fees/Charges	Responsible Person
1. Proceed to the Office of	Receives and Pre-Audits the	10 minutes	None	<b>JESSE JEREMY G. ALINDOGAN</b>





the City Accountant and submit all the requirements.	transactions. Checks the completeness and accuracy of the supporting documents a. Liquidation report - all funds			Accountant IV
	Approves the liquidation	5 minutes		<b>ATTY. CHRISTINE N. MERALPES</b> CGDH I/ City Accountant

### 3.4. PRE-AUDIT SERVICES FOR PAYMENT OF GASOLINE CONSUMPTION

#### ABOUT THE SERVICE:

Process payment of gasoline consumption of various city vehicles



#### CLIENT GROUPS:

Supplier



#### REQUIREMENTS:

- Disbursement voucher
- Obligation request
- Purchase request
- Vehicle Trip tickets
- Gas Allocation Slip
- Charge/Sales invoices (original copy)
- Official Receipts/Cash Invoice (original copy) (for reimbursement)



#### SERVICE SCHEDULES:

1

Monday to Friday,  
8:00 AM 12:00 NOON and 1:00 to 5:00 PM



#### TOTAL PROCESSING TIME:

20 minutes

#### TOTAL FEES/CHARGES:

None



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Office of the City Accountant	Transaction Time	Total Fees/Charges	Responsible Person
1. Proceed to the Office of the City Accountant and submit	Posts the allotment transactions in the Registry of Appropriation, Allotment & Obligation	5 minutes	None	



all the requirements.	<p>a. 20%, Special Purpose, Continuing Appropriations, DRRM</p> <p>b. Other Offices</p>			<p><b>MERLIN P. ABAYA</b> Mngt. &amp; Audit Analyst IV</p> <p><b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV</p>
	<p>Pre- Audits the transactions. Checks the completeness and accuracy of the supporting documents</p> <p>a. Disbursement Vouchers (GF)</p> <p>b. Disbursement vouchers (TF)</p>	10 minutes		<p><b>VICENTE RONELO C. GRATUITO</b> Mngt. &amp; Audit Analyst II</p> <p><b>MA. CAROLINA APRIL ESTOPASE</b> Admin. Aide VI (Accounting Clerk III)</p>
	<p>Certifies as to completeness of supporting documents &amp; allotment obligated</p>	5 minutes		<p><b>ATTY. CHRISTINE N. MERALPES</b> CGDH I/ City Accountant</p>

### 3.5. PRE-AUDIT SERVICES FOR PAYMENT OF FINANCIAL ASSISTANCE

#### ABOUT THE SERVICE:

Process payment of financial assistance



#### CLIENT GROUPS:

LGU employees/Barangays/External clients

#### REQUIREMENTS:



- Disbursement voucher
- Obligation request
- Certificate of Eligibility or Case Study Report by CSWDO
- Certificate of Indigency by concerned Barangay Captain
- Government issued ID

***For Medical Assistance (AICS)***



- Medical Certificate / Medical Abstract/ date. Nae with signature and license of attending physician (issued within 6 months)
- Temporary/Final Hospital bill/ Statement of Account (Outstanding Balance
- Prescription with date, signature and license number of attending physician (issued within last 6 months) or Laboratory request with date, signature and license of attending physician (issued within 6 months)

#### **For Educational Assistance**

- Certificate of enrollment/ registration
- School ID of student beneficiary
- Statement of Account
- Any document issued by the school that can be established that student is enrolled

#### **For Funeral/ Burial Assistance**

- Death Certificate or Certification from Tribal Chieftain (for Ips), IMAM (for Moro), and any of the following:
  - Funeral Contract (except for Muslims & Ips performing customary practices)
  - Certificate from the barangay that the family made the casket but they have debt to pay for the materials
  - Transfer Permit (except for Moro and Ips), if the assistance for transfer of cadaver is requested separately or along with other items under funeral services.

#### **For Food Assistance**

- Any of the following, as may be applicable:
  - Any documents/record that can prove the beneficiary is in crisis
  - Referral Letter
  - Any documents that the beneficiary is stranded/ trip ticket
  - Funeral Contract (except for Muslims & Ips performing customary practices)

#### **For Cash Assistance**

- Any one of the following, as may be applicable:
  - Police Report /Blotter
  - BFP Report / Certificate for Fire Victims
  - Referral Letter / Endorsement Letter (from DOJ/ NGOs/ LGUB/ or other concerned agency)
  - Incident Report from LGU
  - Certificate of the client is in need of assistance / other documents in the absence of any of the documents enumerated

**SERVICE SCHEDULES:**

Monday to Friday,  
8:00 AM 12:00 NOON and 1:00 to 5:00 PM

**TOTAL PROCESSING TIME:**

20 minutes

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the Office of the City Accountant	Transaction Time	Total Fees/ Charges	Responsible Person
1. Proceed to the Office of the City Accountant and submit all the requirements.	Posts the allotment transactions in the Registry of Appropriation, Allotment & Obligation <ul style="list-style-type: none"> <li>a. 20%, Special Purpose, Continuing Appropriations, DRRM</li> <li>b. Other Offices</li> </ul>	5 minutes	None	<b>MERLIN P. ABAYA</b> Mngt. & Audit Analyst IV  <b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV
	Pre- Audits the transactions. Checks the completeness and accuracy of the supporting documents <ul style="list-style-type: none"> <li>a. Disbursement Vouchers (GF)</li> <li>b. Disbursement vouchers (TF)</li> </ul>	10 minutes		<b>VICENTE RONELO C. GRATUITO</b> Mngt. & Audit Analyst II  <b>MA. CAROLINA APRIL ESTOPASE</b> Admin. Aide VI (Accounting Clerk III)
	Certifies as to completeness of supporting documents & allotment obligated	5 minutes		<b>ATTY, CHRISTINE N. MERALPES</b> CGDH I/ City Accountant

### 3.6. PRE-AUDIT SERVICES FOR PAYMENT OF FINANCIAL ASSISTANCE UNDER SUSTENIR/ SIMULA'T KATAPUSAN PROGRAM s

**ABOUT THE SERVICE:**

Process payment of financial assistance under the SUSTENIR / SIMULA'T KATAPUSAN PROGRAM



#### CLIENT GROUPS:

LGU employees/External clients



#### REQUIREMENTS:

- Disbursement voucher
- Obligation request
- 2 copies of Certified True Copy of the following documents depending on the purpose of the assistance:
  - **SUSTENIR Assistance Program (Birth)**
    - Certified Photo Copy of the Birth Certificate of child issued by the City Civil Registrar where the child is born
    - Neonatal Card / Newborn Screening
    - Prenatal Check-up of mother / Medical Certificate from Health Center (1<sup>st</sup>, 2<sup>nd</sup> and 3<sup>rd</sup> Trimester)
  - **SUSTENIR Assistance Program (Marriage)**
    - Certified Photo Copy of the Marriage Certificate issued by the City Civil Registrar
    - Photo copy of City ID of the contracting parties
    - Valid ID of the claimant
  - **SUSTENIR Assistance Program (Death)**
    - Certified Photo Copy of the Death Certificate by the City Civil Registrar where the death occurred
    - Photocopy of City ID of the deceased and beneficiary
    - City ID of Claimant (next of kin)
    - Valid ID of Claimant (next of kin)
    - Other requirements:
      - ❖ Birth Certificate (Kapaga nak ang claimant)
      - ❖ Marriage Contract (Kapag kasal)
      - ❖ Authorization Letter (Pinaka malapit na kamag-anak)
      - ❖ Any Valid ID (ng nag authorized)
      - ❖ Original Barangay Certification (nagpapatunay kung kaano-ano ng claimant and patay)
      - ❖ Certificate or Referral (na galing sa doctor or Sorsogon City Health Officer para sa namatay sa Hospital na nasa labas ng Sorsogon City)



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM 12:00 NOON and 1:00 to 5:00 PM



#### TOTAL PROCESSING TIME:

20 minutes



#### PROCESS OF AVAILING THE SERVICE:



Steps Involved	Action of the Office of the City Accountant	Transaction Time	Total Fees/ Charges	Responsible Person
1. Proceed to the Office of the City Accountant and submit all the requirements.	Posts the allotment transactions in the Registry of Appropriation, Allotment & Obligation c. 20%, Special Purpose, Continuing Appropriations, DRRM  d. Other Offices	5 minutes	None	<b>MERLIN P. ABAYA</b> Mngt. & Audit Analyst IV  <b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV
	Pre- Audits the transactions. Checks the completeness and accuracy of the supporting documents c. Disbursement Vouchers (GF)  d. Disbursement vouchers (TF)	10 minutes		<b>VICENTE RONELO C. GRATUITO</b> Mngt. & Audit Analyst II  <b>MA. CAROLINA APRIL ESTOPASE</b> Admin. Aide VI (Accounting Clerk III)
	Certifies as to completeness of supporting documents & allotment obligated	5 minutes		<b>ATTY, CHRISTINE N. MERALPES</b> CGDH I/ City Accountant

### 3.7. PRE-AUDIT SERVICES FOR PROCUREMENT OF GOODS (SMALL VALUE PROCUREMENT)

#### ABOUT THE SERVICE:

Process payment of procured goods using Alternative mode of Procurements (SVP)



#### CLIENT GROUPS:

LGU employees/Supplier



#### REQUIREMENTS:

- Purchase Request (w/PNDF certification in case of medicine) & (includes certification from BAC that it is part of Approved APP)
- Approved Budget for the Contract (DOH index ceiling)
- SB Resolution Authorizing the LCE to enter into a contract w/ the Grantor (for TF)



- MOA between the LGU & the Grantor (for TF)
  - BAC Resolution recommending & justifying to the HOPE the use alternative mode of procurement
  - BAC Certification of Posting in conspicuous places (50k and above ABC)
  - Philgeps Posting of invitation (ABC more than 50k)
  - RFQ from three (3) bona-fide Suppliers
  - Abstract of Quotation duly signed by the BAC
  - Mayor's Permit
  - PhilGEPS Registration
  - Statement of the Supplier that it is "not blacklisted"
  - Sworn Affidavit that the Supplier is not related to the HOPE
  - Income & Business Tax Returns
  - Professional License/Curriculum Vitae (Consulting Services)
  - BAC Resolution recommending Award of contract
  - NOA to Winning Supplier w/ "conforme" & copy of posting in PhilGEPS [except for those w/ ABCs equal to Php 50,000.00 & below]
  - SB Resolution Authorizing the LCE to enter into a contract w/ the winning bidder (for TF)
  - Contract Agreement/PO
  - NTP to the winning Supplier & copy of posting in the PhilGEPS
  - Sales Invoice/OR
  - Delivery Receipt
  - Acceptance and Inspection Report
  - Requisition and Issue Slip for goods
  - ARE/CIS for semi-expendables & equipment
  - Waste material report (for items to be replaced and disposed)
  - Request for Pre-Repair and Post-Repair Inspection Report
  - Acknowledgement Receipts signed by individual recipients (for donated items)
  - Program of Work (for infrastructure projects/repairs of building/structures)
  - Approved APP
  - Letter request for payment
- Additional Requirements in case of Medicines and Drugs and Medical Supplies and Equipment**
- Certificate of Product Registration (CPR) from FDA
  - Certificate of Product Listing (CPL) from FDA
  - Certificate of Good Manufacturing Practice (CGMP) from Manufacturer
  - License to Operate (LTO) from FDA
  - Batch Certificate for Antibiotics and/or Certificate of Test Analysis issued by FDA for all medicines and drugs purchased
- In case of Calamities**
- PAGASA Report
  - Sangguniang Resolution declaring an LGU or a portion thereof under a State of Calamity
  - Utilization Report

**SERVICE SCHEDULES:**

Monday to Friday,  
8:00 AM 12:00 NOON and 1:00 to 5:00 PM

**TOTAL PROCESSING TIME:**

20 minutes

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the Office of the City Accountant	Transaction Time	Total Fees/Charges	Responsible Person
1. Proceed to the Office of the City Accountant and submit all the requirements.	Posts the allotment transactions in the Registry of Appropriation, Allotment & Obligation <ul style="list-style-type: none"> <li>a. 20%, Special Purpose, Continuing Appropriations, DRRM</li> <li>b. Other Offices</li> <li>c. SEF Obligations</li> </ul>	5 minutes	None	<p><b>MERLIN P. ABAYA</b> Mngt. &amp; Audit Analyst IV</p> <p><b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV</p> <p><b>MA. RINA H. ESCUDERO</b> Admin. Asst. III (Senior Bookkeeper)</p>
	Pre- Audits the transactions. Checks the completeness and accuracy of the supporting documents <ul style="list-style-type: none"> <li>a. Disbursement Vouchers (GF)</li> <li>b. Disbursement Vouchers (TF)</li> <li>c. Disbursement Vouchers (SEF)</li> </ul>	10 minutes		<p><b>VICENTE RONELO C. GRATUITO</b> Mngt. &amp; Audit Analyst II</p> <p><b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV</p> <p><b>MA. CAROLINA APRIL ESTOPASE</b> Admin. Aide VI (Accounting Clerk III)</p>





	Certify as to completeness of supporting documents & allotment obligated	5 minutes		<b>ATTY. CHRISTINE N. MERALPES</b> CGDH I/ City Accountant
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### 3.8. PRE-AUDIT SERVICES FOR PROCUREMENT OF SERVICES (SMALL VALUE PROCUREMENT)

#### ABOUT THE SERVICE:

Process payment of procured Services using Alternative mode of Procurements (SVP)



#### CLIENT GROUPS:

LGU employees/supplier



#### REQUIREMENTS:

- Purchase Request (includes certification from BAC that it is part of Approved APP)
- Approved Budget for the Contract
- SB Resolution Authorizing the LCE to enter into a contract w/ the Grantor (for TF)
- MOA between the LGU & the Grantor (for TF)
- BAC Resolution recommending & justifying to the HOPE the use alternative mode of procurement
- BAC Certification of Posting in conspicuous places (50k and above ABC)
- Philgeps Posting of invitation (ABC more than 50k)
- RFQ from three (3) bona-fide Suppliers
- Abstract of Quotation duly signed by the BAC
- Mayor's Permit
- PhilGEPS Registration
- Statement of the Supplier that it is "not blacklisted"
- Sworn Affidavit that the Supplier is not related to the HOPE
- Income & Business Tax Returns
- Professional License/Curriculum Vitae (Consulting Services)
- BAC Resolution recommending Award of contract
- NOA to Winning Supplier w/ "conforme" & copy of posting in PhilGEPS [except for those w/ ABCs equal to Php 50,000.00 & below]
- SB Resolution Authorizing the LCE to enter into a contract w/ the winning bidder (for TF)
- Newspaper/Publication Issue (for advertisements and publications)
- Contract Agreement/PO/Contract of Service
- Accomplishment Report (for professional services)
- Job Order Estimate (for repair of equipment and vehicles)
- Certificate of Repair/Acceptance (for repair of vehicles and equipment)
- Billing Statements (original copy)
- Certified Attendance (for payment of meals and snacks)
- Minutes of the Meeting / Post Activity Report & Picture documentation (for payment of meals)
- Program Design / Letter Invitation (for payment of meals)



- List of Menu Served (for payment of meals and snacks)
- Request for Pre-repair and Post-repair Inspection Report
- Program of Work (for infrastructure projects/ repairs of building/structure)
- ORs/ Cash invoices (original copy) for reimbursements – P 1,000.00 and below
- Approved APP
- Letter Request for Payment

**SERVICE SCHEDULES:**

Monday to Friday,  
8:00 AM 12:00 NOON and 1:00 to 5:00 PM

**TOTAL PROCESSING TIME:**

20 minutes

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the Office of the City Accountant	Transaction Time	Total Fees / Charges	Responsible Person
1. Proceed to the Office of the City Accountant and submit all the requirements.	Posts the allotment transactions in the Registry of Appropriation, Allotment & Obligation <ol style="list-style-type: none"> <li>a. 20%, Special Purpose, Continuing Appropriations, DRRM</li> <li>b. Other Offices</li> <li>c. SEF Obligations</li> </ol>	5 minutes	None	<b>MERLIN P. ABAYA</b> Mngt. & Audit Analyst IV  <b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV  <b>MA. RINA H. ESCUDERO</b> Admin. Asst. III (Senior Bookkeeper)
	Pre- Audits the transactions. Checks the completeness and accuracy of the supporting documents <ol style="list-style-type: none"> <li>a. Disbursement Vouchers (GF)</li> </ol>	10 minutes		<b>VICENTE RONELO C. GRATUITO</b> Mngt. & Audit Analyst II



	b. Disbursement Vouchers (TF)			<b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV
	c. Disbursement Vouchers (SEF)			<b>MA. CAROLINA APRIL ESTOPASE</b> Admin. Aide IV (Accounting Clerk III)
	Certifies as to completeness of supporting documents & allotment obligated	5 minutes		<b>ATTY. CHRISTINE N. MERALPES</b> CGDH I/ City Accountant

### 3.9. PRE-AUDIT SERVICES FOR PROCUREMENT OF GOODS (SHOPPING)

#### ABOUT THE SERVICE:

Process payment of procured regular supplies and equipment using Alternative mode of Procurements (Shopping)



#### CLIENT GROUPS:

LGU employees/Suppliers



#### REQUIREMENTS:

- Purchase Request
- Approved Budget for the Contract (ABC)
- Annual Procurement Plan (APP) – not applicable for Trust Fund
- BAC Resolution recommending procurement thru Shopping and Head of Procuring Entity's Approval pursuant to Section 48, 52 and 54 of the IRR-A of R.A. No. 9184 (as amended)
- Request for Quotations (RFQ) from at least three (3) bona-fide Suppliers [except during unforeseen contingencies requiring immediate purchase under Sec. 52.1 (a) of the IRR when the RFQ may be sent to only one (1) supplier]
- Posting of RFQ for a period of seven (7) calendar days [except when there is an unforeseen contingency requiring immediate purchase under Sec. 52.1 (a) of the IRR or RFQs with ABCs equal to Fifty Thousand Pesos (Php 50,000.00) and below]
- Printout Copy of Advertisement posted in PhilGEPS
- Certification from the Head of BAC Secretariat on the Posting of Advertisement at Conspicuous Places
- Printout Copy of Advertisement in Agency Website, if any
- Abstract of Quotations duly signed by the BAC
- Supplier's PhilGEPS Registration Certificate or Registration No. except for Emergency Cases, Agency to Agency Arrangements, Highly Technical Consultants, Defense Cooperation Agreement, Community Participation and United Nations Agency (Sec. 54.6)
- Statement of the prospective supplier that it is not blacklisted or barred from bidding by the Government or any of its agencies, offices, corporations or LGUs



- Sworn affidavit of the supplier that it is not related to the HOPE by consanguinity or affinity up to the third civil degree
- PS-DBM Certification of Non-Availability, for Procurement of ordinary and regular office supplies and equipment with ABC of ₱250,000.00 and below from outside suppliers (where applicable)
- BAC Resolution recommending award of contract and approval by the HOPE
- Notice of Award to Winning Bidder (NOA) with "Conforme" and copy of posting in the PhilGEPS, the Agency Website, if any, and at Conspicuous Places [except for those with ABCs equal to Fifty Thousand Pesos (Php 50,000.00) and below]
- SB Resolution Authorizing the LCE to enter into a contract with the winning bidder (for Trust Fund)
- Contract Agreement/PO
- Performance Security except for Shopping under Section 52 and Negotiated Procurement under Sections 53.2 (emergency cases), 53.5 (agency-to-agency), 53.9 (small value procurement), 53.10 (lease of real property), 53.12 (community participation) and 53.13 (UN agencies)
- Other Contract documents that maybe required by existing laws and/or the Procuring Entity concerned:
- Notice to Proceed to the Winning Bidder (NTP) and copy of posting in the PhilGEPS and Agency Website, if any
- Sales Invoice
- Delivery Receipt (with Lot No. and Expiry Date in case of purchase of medicines and drugs)
- Acceptance and Inspection Report
- ARE for Semi-expendables and Equipment
- Warranty Security except for Shopping under Section 52 and Negotiated Procurement under Sections 53.2 (emergency cases), 53.5 (agency-to-agency), 53.9 (small value procurement), 53.10 (lease of real property), 53.12 (community participation) and 53.13 (UN agencies)
- Obligation Request (except for disbursements under TF)
- Disbursement Voucher

#### **Additional Requirements in case of Medicines and Drugs and Medical Supplies and Equipment**

- Certificate of Product Registration (CPR) from FDA
- Certificate of Product Listing (CPL) from FDA
- Certificate of Good Manufacturing Practice (CGMP) from Manufacturer
- License to Operate (LTO) from FDA
- Batch Certificate for Antibiotics and/or Certificate of Test Analysis issued by FDA for all medicines and drugs purchased

#### **In case of Calamities**

- PAGASA Report
- Sangguniang Resolution declaring an LGU or a portion thereof under a State of Calamity
- Utilization Report

**SERVICE SCHEDULES:**

Monday to Friday,  
8:00 AM 12:00 NOON and 1:00 to 5:00 PM

**TOTAL PROCESSING TIME:**

20 minutes

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the Office of the City Accountant	Transaction Time	Total Fees/Charges	Responsible Person
1. Proceed to the Office of the City Accountant and submit all the requirements.	Posts the allotment transactions in the Registry of Appropriation, Allotment & Obligation <ul style="list-style-type: none"> <li>a. 20%, Special Purpose, Continuing Appropriations, DRRM</li> <li>b. Other Offices</li> <li>c. SEF Obligations</li> </ul>	5 minutes	None	<b>MERLIN P. ABAYA</b> Mngt. & Audit Analyst IV  <b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV  <b>MA. RINA H. ESCUDERO</b> Admin. Asst. III (Senior Bookkeeper)
	Pre- Audits the transactions. Checks the completeness and accuracy of the supporting documents <ul style="list-style-type: none"> <li>a. Disbursement Vouchers (GF)</li> <li>b. Disbursement Vouchers (TF)</li> </ul>	10 minutes		<b>VICENTE RONELO C. GRATUITO</b> Mngt. & Audit Analyst II  <b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV



	c. Disbursement Vouchers (SEF)			<b>MA. CAROLINA APRIL ESTOPASE</b> Admin. Aide IV (Accounting Clerk III)
	Certifies as to completeness of supporting documents & allotment obligated	5 minutes		<b>ATTY. CHRISTINE N. MERALPES</b> CGDH I/ City Accountant

### 3.10. PRE-AUDIT SERVICES FOR PROCUREMENT OF GOODS (COMPETITIVE BIDDING)

#### ABOUT THE SERVICE:

Process payment of procured goods using Competitive Bidding



#### CLIENT GROUPS:

LGU employees/suppliers



#### REQUIREMENTS:

- Purchase Request (with PNDF Certification in case of procurement of medicines and drugs)
- Approved Budget for the Contract (ABC)
- Annual Procurement Plan (APP)
- Annual Investment Plan (AIP)/20% Development Plan
- Local Disaster Risk Reduction and Management Plan (LDRRMP)
- SB Resolution Authorizing the LCE to enter into a contract with the Grantor (for Trust Fund)
- MOA between the LGU and the Grantor (for Trust Fund)
- Pre-Procurement Conference Notice
- Invitation to observers:
  - a. COA Representative
  - b. Duly recognized private group
  - c. NGO
- Minutes of the Pre-Procurement Conference
- Attendance Sheet
- Invitation to Bid
  - a. Certification from the Head of BAC Secretariat on the Posting of Advertisement at Conspicuous Places
  - b. Printout Copy of Advertisement posted in PhilGEPS
  - c. Printout Copy of Advertisement in Agency Website, if any
- Pre-bid Conference Notice
- Invitation to observers:
  - a. COA Representative
  - b. Duly recognized private group
  - c. NGO
- Minutes of the Pre-bid Conference
- Request for Clarification by Bidder(s), if any



- Supplemental Bid Bulletin, if any (at least 7 CD before the deadline for the submission and receipt of bids) and copy of posting in the PhilGEPS
- Notice of Opening of Bids
- Invitation to observers:
  - a. COA Representative
  - b. Duly recognized private group
  - c. NGO
- Minutes of the Opening of Bids
- Attendance Sheet
- Checklist of Eligibility Requirements for the BAC
- Registration Certificate from SEC, DTI for sole proprietorship, or CDA for cooperatives
- Mayor's Permit (LGU) issued by the City or Municipality where the principal place of business of the prospective bidder is located
- Tax Clearance
- Checklist of Technical Envelope Requirements for the BAC
- Statement of Ongoing Government and Private Contracts, including Contracts Awarded but not yet Started, if any
- Statement Identifying the Bidder's Single Largest Completed Contract similar to the contract to be bid
- Checklist of Financial Envelope Requirements for the BAC
- Financial Statements for the immediately Preceding Year stamped "received" by the BIR
- Computation of the NFCC or Commitment from a Universal or Commercial Bank to extend a Credit Line in favor of the Prospective Bidder
- BAC Certification that the contractor maintains a file of Class "A" documents (in lieu of Class "A" documents)
- Valid Joint Venture Agreement, if any
- Bid Security
- Production/Delivery Schedule
- Manpower Requirements
- After Sales Service/Parts, if applicable
- Omnibus Sworn Statement that:
  - a. The signatory is the sole proprietor or the duly authorized and designated representative;
  - b. He/She has or has been granted the full power and authority to do, execute and perform any and all acts necessary and/or to represent in the bidding;
  - c. The bidder is not "blacklisted" or barred from bidding by the Government of the Philippines or any of its agencies, offices, corporations or LGUs, foreign government/foreign or international financing institution whose blacklisting rules have been recognized by the GPPB;
  - d. Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete and that all statements and information provided therein are true and correct;
  - e. The bidder is authorizing the Head of the Procuring Entity (HOPE) or its duly authorized representative (s) to verify all the documents submitted;



- f. The signatory (if sole proprietorship) is not/None of the officers and members (if partnership or cooperative)/None of the officers, directors, and controlling stockholders is related to the HOPE, members of the BAC, the TWG, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;
- g. The bidder complies with existing labor laws and standards;
- h. The bidder is aware of and has undertaken the following responsibilities as a bidder:
  1. carefully examine all the bidding documents;
  2. acknowledge all conditions, local or otherwise, affecting the implementation of the contract,
  3. made an estimate of the facilities available and needed for the contract to be bid, if any, and
  4. inquire or secure Supplemental/Bid Bulletin(s) issued for the project;
- i. The bidder did not give or pay, directly or indirectly, any commission, amount, fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity.

- Bid Prices in Bill of Quantities in the prescribed Bid Form
- Recurring and Maintenance Costs, if applicable
- Invitation to observers:
  - a. COA Representative
  - b. Duly recognized private group
  - c. NGO
- Abstract of Bid as Read
- Abstract of Bid as Evaluated/Calculated
- Bid Evaluation Report
- Minutes of Bid Evaluation
- Notice from BAC that the Bidder has the Lowest Calculated Bid
- Invitation to observers:
  - a. COA Representative
  - b. Duly recognized private group
  - c. NGO
- Post-Qualification Evaluation Report of the TWG (Winning Bidder)
- Latest Income and Business Tax Returns
- Certificate of PhilGEPS Registration
- Other appropriate licenses and permits required by law and stated in the Bidding Documents
- Notice of Post-Qualification (WB)
- Notice of Post-Disqualification (LB)
- BAC Resolution Declaring LCRB and Recommending Approval/Award
- Notice of Award to Winning Bidder (NOA) with "Conforme" and copy of posting in the PhilGEPS, the Agency Website, if any, and at Conspicuous Places
- SB Resolution Authorizing the LCE to enter into a contract with the winning bidder (for Trust Fund)
- Contract Agreement/Purchase Order and copy of posting in the PhilGEPS and Agency Website, if any





- Conditions of the Contract (General and Special)
- Performance Security and Contractors All Risk Insurance (CARI)
- Other Contract documents that may be required by existing laws and/or the Procuring Entity concerned
- Notice to Proceed to the Winning Bidder (NTP) and copy of posting in the PhilGEPS and Agency Website, if any
- Acceptance and Inspection Report (AIR)
- Sales Invoice (SI) or Delivery Receipt (DR) (with Lot No. and Expiry Date in case of purchase of medicines and drugs)
- Warranty Security for a minimum period of 3 months, in the case of expendable supplies, or a minimum period of 1 year in the case of non-expendable supplies, after acceptance by the procuring entity of the delivered supplies
- Results of Test Analysis, if applicable
- Obligation Request (except for Trust Fund)
- Disbursement Voucher

#### **Additional Requirements in case of Medicines and Drugs and Medical Supplies and Equipment**

- Certificate of Product Registration (CPR) from FDA
- Certificate of Product Listing (CPL) from FDA
- Certificate of Good Manufacturing Practice (CGMP) from FDA
- If the supplier is not the manufacturer, certification from the manufacturer that the supplier is an authorized distributor/dealer of the products/items
- License to Operate (LTO) from FDA
- Batch Certificate for Antibiotics
- In case of motor vehicles, (AO No. 15 dated 5/25/2012) authority to evaluate, recommend and approve purchase from:
  - a. For motor vehicle acquisitions of departments, attached agencies, GOCCs, and GFIs, the evaluating and recommending authority is vested with DBM, while the approving authority is vested with the department secretary concerned
  - b. For motor vehicle acquisitions of LGUs, the approving authority is vested with DILG
  - c. For motor vehicles of other government offices/agencies not covered by the foregoing, the evaluating and recommending authority is vested with DBM, while approving authority is vested with OP

#### **In case of Calamities**

- Utilization Report



#### **SERVICE SCHEDULES:**

Monday to Friday,  
8:00 AM 12:00 NOON and 1:00 to 5:00 PM



#### **TOTAL PROCESSING TIME:**

20 minutes



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the Office of the City Accountant	Transaction Time	Total Fees / Charges	Responsible Person
1. Proceed to the Office of the City Accountant and submit all the requirements.	Posts the allotment transactions in the Registry of Appropriation, Allotment & Obligation <ul style="list-style-type: none"> <li>a. 20%, Special Purpose, Continuing Appropriations, DRRM</li> <li>b. Other Offices</li> <li>c. SEF Obligations</li> </ul>	5 minutes	None	<p><b>MERLIN P. ABAYA</b> Mngt. &amp; Audit Analyst IV</p> <p><b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV</p> <p><b>MA. RINA H. ESCUDERO</b> Admin. Asst. III (Senior Bookkeeper)</p>
If additional documents or clarifications are needed, concern office/personnel will be notified immediately.	Pre- Audits the transactions. Checks the completeness and accuracy of the supporting documents <ul style="list-style-type: none"> <li>a. Disbursement Vouchers (GF)</li> <li>b. Disbursement Vouchers (TF)</li> <li>c. Disbursement Vouchers (SEF)</li> </ul>	10 minutes		<p><b>VICENTE RONELO C. GRATUITO</b> Mngt. &amp; Audit Analyst II</p> <p><b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV</p> <p><b>MA. CAROLINA APRIL ESTOPASE</b> Admin. Aide IV (Accounting Clerk III)</p>
	Certifies as to completeness of supporting documents & allotment obligated	5 minutes		<p><b>ATTY. CHRISTINE N. MERALPES</b> CGDH I/ City Accountant</p>



### 3.11. PRE-AUDIT SERVICES FOR PROCUREMENT OF CIVIL WORKS (COMPETITIVE BIDDING)

#### ABOUT THE SERVICE:

Process payment of infrastructure projects using Competitive Bidding



#### CLIENT GROUPS:

Contractors



#### REQUIREMENTS:

- Purchase Request
- Approved Program of Works and Detailed Estimates
- Derivation of Quantities
- Approved Plans and Specifications
- Cert from the concerned govt officials who prepared and approved the detailed engineering that the detailed engineering surveys and designs have been conducted according to the prescribed agency standards and specifications and that the engineering outputs are adequate for the procurement at hand
- Approved Budget for the Contract (ABC)
- Certificate of Availability of Fund (CAF)
- Authenticated photocopy of the approved Annual Procurement Plan (APP)
- AIP/20% Devt Fund
- Authenticated photocopy of the approved Annual Investment Plan (AIP)/ Local Disaster Risk Reduction and Management Plan (LDRRMFP)
- SB Resolution Authorizing the LCE to enter into a contract/MOA (for Trust Fund)
- MOA between the LGU and the Grantor (for Trust Fund)
- BAC resolution adopting mode of procurement
- Conduct of Pre-Procurement Conference (ABC above ₱5M)
  - Pre-procurement Conference Notice
  - Invitation to observers
    - a. COA Representative
    - b. Duly recognized private group
    - c. NGO
  - Minutes of the Pre-procurement Conference
  - Attendance Sheet
- Advertisement/Posting of Invitation to Bid
  - Invitation to Bid
    - a. Certification from the Head of BAC Secretariat on the Posting of Advertisement at Conspicuous Places
    - b. Printout Copy of Advertisement posted in PhilGEPS
    - c. Printout Copy of Advertisement in Agency Website, if any
- Conduct of Pre-Bid Conference (ABC ₱1M and above)
  - Pre-bid Conference Notice
  - Invitation to observers:
    - a. COA Representative
    - b. Duly recognized private group
    - c. NGO



- Minutes of the Pre-bid Conference
- Attendance Sheet
- Request for Clarification by Bidder(s), if any
- Supplemental Bid Bulletin, if any (at least 7 CD before the deadline for the submission and receipt of bids) and copy of posting in the PhilGEPS
- Conduct of Bid Conference
  - Minutes of the Opening of Bids
  - Attendance Sheet
  - Checklist of Eligibility Requirements for the BAC
- Registration Certificate from SEC, DTI for sole proprietorship, or CDA for cooperatives
- Mayor's Permit (LGU) issued by the City or Municipality where the principal place of business of the prospective bidder is located
- Tax Clearance
- Checklist of Technical Envelope Requirements for the BAC
- Statement of Ongoing Government and Private Contracts, including Contracts Awarded but not yet Started, if any
- Statement Identifying the Bidder's Single Largest Completed Contract similar to the contract to be bid
- Owner's Certificate of Final Acceptance; or the Constructors Performance Evaluation Summary (CPES) Final Rating and/or the Certificate of Completion
- Contractor's PCAB License and Registration
- Contractor's affidavit of site inspection
- Checklist of Financial Envelope Requirements for the BAC
- Financial Statements for the immediately Preceding Year stamped "received" by the BIR
- Computation of the NFCC or Commitment from a Universal or Commercial Bank to extend a Credit Line in favor of the Prospective Bidder
- BAC Certification that the contractor maintains a file of Class "A" documents
- Cert of registration with the BAC of the PE
- Valid Joint Venture Agreement, if any
- Bid Securing declaration
- Organizational Chart for the Contract to be Bid
- List of Contractor's Key Personnel to be assigned to the Contract to be bid, with their Complete Qualification and Experience Data and contractor's letter to the PE
- List of Contractor's Equipment, which are owned, leased, and/or under purchase agreement supported by certification of availability of equipment from the equipment lessor/vendor for the duration of the Project. Receipt/proof of purchase, if owned, purchase agreement for purchase of equipment, if any
- Omnibus Sworn Statement that:
  - a. The signatory is the sole proprietor or the duly authorized and designated representative;
  - b. He/She has or has been granted the full power and authority to do, execute and perform any and all acts necessary and/or to represent in the bidding;
  - c. The bidder is not "blacklisted" or barred from bidding by the Government of the Philippines or any of its agencies, offices, corporations or LGUs, foreign



government/foreign or international financing institution whose blacklisting rules have been recognized by the GPPB;

- d. Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original, complete and that all statements and information provided therein are true and correct;
  - e. The bidder is authorizing the Head of the Procuring Entity (HOPE) or its duly authorized representative (s) to verify all the documents submitted;
  - f. The signatory (if sole proprietorship) is not/None of the officers and members (if partnership or cooperative)/None of the officers, directors, and controlling stockholders is related to the HOPE, members of the BAC, the TWG, and the BAC Secretariat, the head of the Project Management Office or the end-user unit, and the project consultants by consanguinity or affinity up to the third civil degree;
  - g. The bidder complies with existing labor laws and standards;
  - h. The bidder is aware of and has undertaken the following responsibilities as a bidder:
    - carefully examine all the bidding documents;
    - acknowledge all conditions, local or otherwise, affecting the implementation of the contract,
    - made an estimate of the facilities available and needed for the contract to be bid, if any, and
    - inquire or secure Supplemental/Bid Bulletin(s) issued for the project
  - i. The bidder did not give or pay, directly or indirectly, any commission, amount, fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity.
- Bid Prices in Bill of Quantities in the prescribed Bid Form
  - Detailed Estimates including a Summary Sheet indicating the Unit Prices of Construction Materials, Labor Rates and Equipment Rentals used in coming up with the Bid
  - Cash Flow by Quarter and Payment Schedule
  - Invitation to observers:
    - a. COA Representative
    - b. Duly recognized private group
    - c. NGO
  - Abstract of Bid as Read
  - Abstract of Bid as Evaluated/Calculated
  - Bid Evaluation Report
  - Minutes of Bid Evaluation
  - Notice from BAC that the Bidder has the Lowest Calculated Bid
  - Invitation to observers:
    - a. COA Representative
    - b. Duly recognized private group
    - c. NGO
  - Post-Qualification Evaluation Report of the TWG (Winning Bidder)
  - Latest Income and Business Tax Returns
  - Certificate of PhilGEPS Registration
  - Other appropriate licenses and permits required by law and stated in the Bidding Documents



- Notice of Post-Qualification (WB)
- Notice of Post-Disqualification (LB)
- BAC Resolution Declaring LCRB and Recommending Approval/Award
- Notice of Award to Winning Bidder (NOA) with "Conforme" and copy of posting in the PhilGEPS, the Agency Website, if any, and at Conspicuous Places
- Notification of Bidding Results to the Losing Bidders
- SB Resolution Authorizing the LCE to enter into a contract with the winning bidder (for Trust Fund)
- Contract Agreement and copy of posting in the PhilGEPS and Agency Website, if any
- Conditions of the Contract (General and Special Conditions)
- Performance Security and Contractors All Risk Insurance (CARI)
- Construction Schedule (Bar Chart for Construction Activities and S-Curve for Financial Requirements)
- Manpower Utilization Schedule
- Narrative Description of Construction Procedures and Methods
- Equipment Utilization Schedule
- Construction Safety and Health Program approved by DOLE
- PERT/CPM approved by the Procuring Entity
- Other Contract documents that maybe required by existing laws and/or the Procuring Entity concerned
- Notice to Proceed to the Winning Bidder (NTP) and copy of posting in the PhilGEPS and Agency Website, if any
- Certificate from the PE that no government equity was used for the project
- Letter request from contractor for advance/progress/final payment or for substitution in case of release of retention money
- Irrevocable Standby Letter of Credit/Security Bond/Bank Guarantee (*for Advance Payment*)
- Contractors request for agency inspection
- Inspection Report by the Agency's Authorized Engineer (*progress/final billing*)
- Contractor's Affidavit on Payment of Laborers and Materials (*progress/final billing*)
- Statement of Worked Accomplished/Progress Billing
- Statement of Time Elapsed (*progress/final billing*)
- Certificate of Payment (*progress/final billing*)
- Photocopy of vouchers of all previous payments (*progress/final billing*)
- As-Built Plan (*final billing*)
- Results of Test Analysis (*progress/final billing*)
- Certificate of Project Acceptance (*final billing*)
- Certificate of Project Completion (*final billing*)
- Certificate of Project Turnover (*final billing*)
- Pictures, Before, During and After Construction of Items of Work especially the embedded items (*progress/final billing*)
- Clearance from the Provincial Treasurer that the corresponding sand and gravel fees have been paid (*final billing*)



- Copy of turn over documents/transfer of project and facilities such as motor vehicle, laptops, other equipment and furniture included in the contract to concerned government agency (*final billing*)
- Report of Scrap Construction Materials/Waste Materials Report (*final billing*)
- Warranty Security (*final billing*)
- Obligation Request (except for TF)
- Disbursement Voucher

#### **In case of Contract Time Extension**

- Letter Request for contract time extension from the contractor
- Project Engineer's Report/Agency Resident Engineer's Report relative to the request for contract time extension
- Evaluation/recommendation/ justification from the Agency Resident Engineer with the attached summary/computation of the requested time extension including the respective period covered and specific date of occurrence
- Approved Time Extension
- Straight Line Diagram showing the critical activities affected
- Straight Line Diagram showing the contract effectivity, contract expiry and other vital dates of the project such as previously approved time extension
- Copy of previously approved time extension (if any)
- Copy of original contract
- Copy of latest approved PERT/CPM Network Diagram Bar Chart prior to the request for contract time extension
- Conformity of contractor's Bondsman

#### **Additional supporting documents for specific conditions:**

##### **Due to Rainy/Unworkable Days considered unfavorable for the prosecution of the works at the site:**

- Certification/Monthly Weather Report from PAG-ASA
- Pictures/Photographs showing that the site is unworkable
- Project Weather Chart duly signed by the Agency Resident Engineer
- Project Logbook/Summary of Ineffective Working Days
- Breakdown of Pre-determined rainy/unworkable days as provided in the approved original contract
- Summary of Previously Approved Time Extension (s) with the corresponding inclusive dates (if there's any)
- Certification from the Agency stating the balance of pre-determined rainy/unworkable days as provided in the approved original contract or same has already been exhausted

##### **Due to Inaccessibility to Project/Obstruction**

- Exhibit photos of obstructions
- Information on the exclusive dates project was affected and what activities were affected
- Straight Line Diagram showing the location of the obstruction in relation to the project
- Relevant documents such as permit issued, communication, minutes of meeting

**SERVICE SCHEDULES:**

Monday to Friday,  
8:00 AM 12:00 NOON and 1:00 to 5:00 PM

**TOTAL PROCESSING TIME:**

20 minutes

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the Office of the City Accountant	Transaction Time	Total Fees/Charges	Responsible Person
1. Proceed to the Office of the City Accountant and submit all the requirements.	Posts the allotment transactions in the Registry of Appropriation, Allotment & Obligation <ul style="list-style-type: none"> <li>a. 20%, Special Purpose, Continuing Appropriations, DRRM</li> <li>b. Other Offices</li> <li>c. SEF Obligations</li> </ul>	5 minutes	None	<b>MERLIN P. ABAYA</b> Mngt. & Audit Analyst IV  <b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV  <b>MA. RINA H. ESCUDERO</b> Admin. Asst. III (Senior Bookkeeper)
	Pre- Audits the transactions. Checks the completeness and accuracy of the supporting documents <ul style="list-style-type: none"> <li>a. Disbursement Vouchers (GF)</li> <li>b. Disbursement Vouchers (TF)</li> <li>c. Disbursement Vouchers (SEF)</li> </ul>	10 minutes		<b>VICENTE RONELO C. GRATUITO</b> Mngt. & Audit Analyst II  <b>MA. CAROLINA APRIL ESTOPASE</b> Admin. Aide IV (Accounting Clerk III)





	Certifies as to completeness of supporting documents & allotment obligated	5 minutes		<b>CHRISTINE N. MERALPES</b> CGDH I/ City Accountant
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### 3.12. PRE-AUDIT SERVICES FOR PAYMENT OF LABOR THROUGH PAKYAW CONTRACTS

#### ABOUT THE SERVICE:

Process payment of Labor under Pakyaw Contract



#### CLIENT GROUPS:

Pakyaw Group



#### REQUIREMENTS:

- Purchase Request
- Approved Program of Works
- Detailed Estimate of the Project Cost
- Approved Budget for the Contract (ABC)
- Request for Quotations (RFQ) from at least 3 Pakyaw Groups (when there is competition for the award of Pakyaw works)
- Abstract of Quotations duly signed by the BAC
- Minutes of BAC Meeting
- Notice form BAC that the Pakyaw Group has the Lowest Calculated Bid
- BAC Resolution Declaring LCRB and Recommending Approval/Award
- Notice of Award to the winning bidder with "Conforme"
- Pakyaw agreement duly notarized
- Conditions of the Contract (General and Special)
- Notice to Proceed to the winning bidder
- Pakyaw Leader Statement of Worked Accomplished, reviewed by Municipal Engineer and approved by the Local Chief Executive
- Inspection Report by agency authorized Engineer
- Certificate of Acceptance signed by the Local Chief Executive
- Certificate of Project Completion
- Pakyaw Leader's Affidavit that all obligations pertaining to the project is fully paid such as wages of laborer's, etc.
- Pictures, Before, During and After Construction
- Obligation Request (except for TF)
- Disbursement Voucher



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM 12:00 NOON and 1:00 to 5:00 PM

**TOTAL PROCESSING TIME:**

20 minutes

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the Office of the City Accountant	Transaction Time	Total Fees/Charges	Responsible Person
1. Proceed to the Office of the City Accountant and submit all the requirements.	Posts the allotment transactions in the Registry of Appropriation, Allotment & Obligation <ul style="list-style-type: none"> <li>a. 20%, Special Purpose, Continuing Appropriations, DRRM</li> <li>b. Other Offices</li> <li>c. SEF Obligations</li> </ul>	5 minutes	None	<b>MERLIN P. ABAYA</b> Mngt. & Audit Analyst IV  <b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV  <b>MA. RINA H. ESCUDERO</b> Admin. Asst. III (Senior Bookkeeper)
	Pre- Audits the transactions. Checks the completeness and accuracy of the supporting documents <ul style="list-style-type: none"> <li>a. Disbursement Vouchers (GF)</li> <li>b. Disbursement Vouchers (TF)</li> <li>c. Disbursement Vouchers (SEF)</li> </ul>	10 minutes		<b>VICENTE RONELO C. GRATUITO</b> Mngt. & Audit Analyst II  <b>MA. CAROLINA APRIL ESTOPASE</b> Admin. Aide IV (Accounting Clerk III)
	Certifies as to completeness of supporting documents & allotment obligated	5 minutes		<b>ATTY. CHRISTINE N. MERALPES</b> CGDH I/ City Accountant



### 3.13. PREPARATION OF ACCOUNT'S ADVICE

#### ABOUT THE SERVICE:

All checks issued for government payments are supported by Accountant's Advice



#### CLIENT GROUPS:

LGU employees/Suppliers/ Contractors/ External Clients



#### REQUIREMENTS:

- Duly Approved Disbursement Vouchers
- Signed check prepared by Treasurer's Office



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM 12:00 NOON and 1:00 to 5:00 PM



#### TOTAL PROCESSING TIME:

45 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Office of the City Accountant	Transaction Time	Total Fees/ Charges	Responsible Person
1. Proceed to the Office of the City Accountant and submit the duly signed cheques	Prepares Accountant's Advice on duly approved disbursement vouchers with prepared checks	5 minutes per check	None	<b>DINA LAGAMAYO</b> Admin. Aide II
	Approves Accountant's Advice	10 minutes		<b>ATTY. CHRISTINE N. MERALPES</b> CGDH I/ City Accountant
	Submits the advice to LBP/DBP	30 minutes		<b>JONATHAN D. LOPEZ</b> Admin. Asst. III  <b>JOSE ANGELO JAMORALIN</b> Driver



### 3.14. AVAILMENT OF CERTIFICATE OF NET TAKE HOME PAY AND/OR CERTIFIED PAY SLIP

#### ABOUT THE SERVICE:

Certificate of net take home pay and/or certified Pay Slip are requirement/s to avail loan from Pagibig and other financial institutions.



#### CLIENT GROUPS:

LGU employees



#### REQUIREMENTS:

- Duly Filled-up Request Form



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM 12:00 NOON and 1:00 to 5:00 PM



#### TOTAL PROCESSING TIME:

25 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involve	Action of the Office of the City Accountant	Transaction Time	Total Fees/Charges	Responsible Person
1. Proceed to the Office of the City Accountant and submit all the requirements.	Approves the Request Form.	20 minutes	None	<b>ATTY, CHRISTINE N. MERALPES</b> CGDH I/ City Accountant
	Prepares the Certificate of Net Take Home Pay and/or Certified Pay Slip:  a. Permanent Employees  b. Job Orders/ BHWs/ DCWs/ BNS			<b>CLARINA H. DENIEGA</b> Administrative Officer II  <b>ANABEL D. DESUYO</b> Administrative Aide
	Signs and approves the Certificate of Net Take			<b>ATTY, CHRISTINE N. MERALPES</b>



	Home Pay and/or Certified Pay Slip			CGDH I/ City Accountant
2. Receives the Certificate of Net Take Home Pay and/or Certified Pay Slip	Releases Certificate of Net Take Home Pay and/or Certified Pay Slip	5 minutes		<b>CLARINA H. DENIEGA</b> Administrative Officer II  <b>ANABEL D. DESUYO</b> Administrative Aide

### 3.15. PREPARATION OF MONTHLY/ YEAR-END FINANCIAL STATEMENTS OF 64 BARANGAYS

#### CLIENT GROUPS:



Barangays / COA

#### REQUIREMENTS:



- Monthly accounting reports submitted by Barangay Treasurer/Record Keeper
- Year-end Report on status of appropriation, obligation and balances submitted by Barangay Treasurer

#### SERVICE SCHEDULES:



Monday to Friday,  
8:00 AM 12:00 NOON and 1:00 to 5:00 PM

#### TOTAL PROCESSING TIME:



5 to 10 days

#### PROCESS OF AVAILING THE SERVICE:



STEPS INVOLVE	Action of the Office of the City Accountant	Transaction Time	Total Fees/ Charges	Responsible Person
1. Proceed to the Office of the City Accountant and submit all the requirements.	Barangay Treasurer/Record keeper submits all accounts and reports for preparation of journal entries	5-10 days	None	<b>VIVIAN M. DOCTAMA</b> Mngt. & Audit Analyst II  <b>EDNA G. RAVANILLA</b> Mngt. & Audit Analyst I  <b>JOSE EMERSON E. JANER</b> Admin. Officer IV (Mngt. & Audit Analyst II)  <b>LORENA D. TONO</b> Admin. Asst. II (Bookkeeper I)



				<b>DIANA M. GALAN</b> Admin. Asst. II (Senior Bookkeeper)
	Approves the Journal Entry Vouchers			<b>ATTY. CHRISTINE N. MERALPES</b> CGDH I/ City Accountant
	Prepares the various Financial Statements			<b>VIVIAN M. DOCTAMA</b> Mngt. & Audit Analyst II  <b>EDNA G. RAVANILLA</b> Mngt. & Audit Analyst I  <b>JOSE EMERSON E. JANER</b> Admin. Officer IV (Mngt. & Audit Analyst II)  <b>LORENA D. TONO</b> Admin. Asst. II (Bookkeeper I)
	Approves the Financial Statements			<b>ATTY. CHRISTINE N. MERALPES</b> CGDH I/ City Accountant

### 3.16. AVAILMENT OF CERTIFICATIONS AND TECHNICAL ASSISTANCE



**CLIENT GROUPS:**

LGU employees/ Barangays



**REQUIREMENTS:**

- Verbal or oral request



**SERVICE SCHEDULES:**

Monday to Friday,  
8:00 AM 12:00 NOON and 1:00 to 5:00 PM



**TOTAL PROCESSING TIME:**

5 to 10 minutes



**PROCESS OF AVAILING THE SERVICE:**

Action of the Office of the City Accountant	Transaction Time	Total Fees/ Charges	Responsible Person
Discuss and informs issues and concerns related to the mandate of the department	5-10 minutes		<b>ATTY. CHRISTINE N. MERALPES</b> CGDH I/ City Accountant



### 3.17. AVAILMENT OF OTHER CITY TRANSACTIONS



#### CLIENT GROUPS:

LGU employees /External Clients



#### REQUIREMENTS:

- Refer to COA Circular 2012-001 for minimum documentary requirements



#### SERVICE SCHEDULES:

Monday to Friday,  
8:00 AM 12:00 NOON and 1:00 to 5:00 PM



#### TOTAL PROCESSING TIME:

1 hour and 5 minutes



#### PROCESS OF AVAILING THE SERVICE:

Action of the Office of the City Accountant	Transaction Time	Total Fees/ Charges	Responsible Person
Posting of allotment transactions in the Registry of Appropriation, Allotment & Obligation a. 20%, Special Purpose, Continuing Appropriations, DRRM b. Other Offices c. SEF Obligations	5 minutes		<b>MERLIN P. ABAYA</b> Mngt. & Audit Analyst IV <b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV <b>MA. RINA H. ESCUDERO</b> Admin. Asst. III (Senior Bookkeeper)
Pre- Audit of transactions – Check the completeness and accuracy of the supporting documents a. Disbursement Vouchers (GF) b. Disbursement Vouchers (TF) c. Disbursement Vouchers (SEF)	30 minutes		<b>VICENTE RONELO C. GRATUITO</b> Mngt. & Audit Analyst II <b>MA. CAROLINA APRIL ESTOPASE</b> Admin. Aide IV (Accounting Clerk III)
Certify as to completeness of supporting documents & allotment obligated	30 minutes		<b>ATTY. CHRISTINE N. MERALPES</b> CGDH I/ City Accountant



## 4. Office of the City Budget Officer

### 4.1. AVAILMENT OF BUDGET REVIEW AND TECHNICAL ASSISTANCE

#### CLIENT GROUPS:



Barangay Officials

#### SERVICE SCHEDULE:



Monday to Friday,  
8:00 AM to NOON and 1:00 PM to 5:00 PM

#### TOTAL PROCESSING TIME:



Budget Review - 35 minutes  
Technical Assistance - 15 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CBO	Transaction Time	Total Fees/Charges	Responsible Person
<b>Budget Review</b>				
1. Proceed to City Budget Office (CBO) and present the Annual Budget and Supplemental Budget for review	Reviews the Annual and Supplemental Budgets	30 Minutes	None	<b>JINKY E. AQUINO</b> CGDH I/ City Budget Officer
	Endorse the Annual and Supplemental Budget to Sangguniang Panlungsod for Approval	10 minutes		
	Informs the clients for the release of the approved Annual and Supplemental Budget	20 minutes		
2. Receive the approved Annual and Supplemental Budget	Release the approved Annual and Supplemental Budget	5 minutes		<b>PETER PAUL D. SALLAN</b> Administrative Aide IV
<b>Technical Assistance</b>				
1. Proceed to CBO and inquire for the assistance needed (Barangay Budget Report, Receipts and Expenditures	Answers queries and provides technical assistance regarding their barangay budget concerns	15 minutes		<b>JINKY E. AQUINO</b> CGDH I/ City Budget Officer  <b>STEPHANIE J. JARDIN</b> Administrative Aide IV





Worksheets, Statement of Appropriations, Commitments and Balances (SACB) and Registry of Appropriation & Commitment (RAC)				<b>PETER PAUL D. SALLAN</b> Administrative Aide IV
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#### 4.2. AVAILMENT OF BUDGET AVAILABILITY CERTIFICATE



##### CLIENT GROUPS:

Barangay Officials  
City Government Department Heads and Employees  
Attached National Agencies



##### SERVICE SCHEDULE:

Monday to Friday,  
8:00 AM to NOON and 1:00 PM to 5:00 PM



##### TOTAL PROCESSING TIME:

15 minutes



##### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CBO	Transaction Time	Total Fees/Charges	Responsible Person
1. Proceed to CBO and request for Certificate of Budget Appropriation	Receives the request  Prepares and signs the certificate	10 minutes	None	<b>STEPHANIE J. JARDIN</b> Administrative Aide IV  <b>MARIANNE D. LEDESMA</b> CGADH I  <b>JINKY E. AQUINO</b> CGDH I/ City Budget Officer
2. Receive the requested Certificate of Budget Appropriation	Issues the certificate	5 minutes		<b>STEPHANIE J. JARDIN</b> Administrative Aide IV



### 4.3. AVAILMENT OF FINANCIAL PLAN AND ALLOTMENT RELEASE ORDER (ARO)



#### CLIENT GROUPS:

Barangay Officials  
City Government Department Heads and Employees  
Attached National Agencies



#### REQUIREMENTS:

Letter request



#### SERVICE SCHEDULE:

Monday to Friday,  
8:00 AM to NOON and 1:00 PM to 5:00 PM



#### TOTAL PROCESSING TIME:

3 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CBO	Transaction Time	Total Fees/ Charges	Responsible Person
1. Proceed to CBO and submit letter request	Receives the request for release of funds and realignments	3 minutes	None	<b>ALFREDO J. DAYAO JR</b> Administrative Aide I (Utility Worker I)  <b>STEPHANIE J. JARDIN</b> Administrative Aide IV  <b>PETER PAUL D. SALLAN</b> Administrative Aide IV
	Checks and reviews amounts for realignment and if release is feasible			<b>STEPHANIE J. JARDIN</b> Administrative Aide IV  <b>JONNAH G. ALEGRE</b> Administrative Officer IV
	Prepares the document of financial plans and sources of realignments and releases			<b>MARIA COLUMBINA J. LEE</b> Supervising Administrative IV  <b>MARIANNE D. LEDESMA</b> CGADH I
	Submits for verification and signature to the Department Head			<b>JINKY E. AQUINO</b> CGDH I/ City Budget Officer



	Endorse the request to Sangguniang Panlungsod for approval			
	Record the changes of financial plans in the journal			<p><b>STEPHANIE J. JARDIN</b> Administrative Aide IV</p> <p><b>JONNAH G. ALEGRE</b> Administrative Officer IV</p> <p><b>MARIA COLUMBINA J. LEE</b> Supervising Administrative IV</p> <p><b>MARIANNE D. LEDESMA</b> CGADH I</p>

#### 4.4. PROCESSING OF OBLIGATION REQUEST AND PAYROLL



##### CLIENT GROUPS:

Various Offices/ Department? Sections  
Other LGUs  
DepEd/ SEF  
NGAs/NGOs/POs  
Barangay Officials



##### REQUIREMENTS:

- Obligation Request
- Disbursement Request
- Purchase Request
- Purchase Order
- PPMP
- Bills
- MOA
- Inspection Report
- Travel Order
- Payroll
- Certification



##### SERVICE SCHEDULE:

Monday to Friday,  
8:00 AM to NOON and 1:00 PM to 5:00 PM



##### TOTAL PROCESSING TIME:

3 minutes



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the CBO	Transaction Time	Total Fees/Charges	Responsible Person
1. Proceed to CBO and submit Obligation Request together with the requirements	Receives the Obligation request for funding appropriation and recording to Incoming Logbook	3 minutes	None	<p><b>ALFREDO J. DAYAO JR</b> Administrative Aide I (Utility Worker I)</p> <p><b>STEPHANIE J. JARDIN</b> Administrative Aide IV</p> <p><b>PETER PAUL D. SALLAN</b> Administrative Aide IV</p>
	<p>Checks supporting documents, OBR number and records the same to Registry of Accounts for PS, MOOE, Capital Outlay, 20% Development Fund, 5% Calamity Fund, SPPA and SEF</p> <p>For disbursement request and payroll, Obligation Request will be prepared.</p> <p>Purchase Request for supplies shall be earmarked first for appropriation availability</p> <p>Revision of amount, payee or charging account, if any</p>			<p><b>STEPHANIE J. JARDIN</b> Administrative Aide IV</p> <p><b>JONNAH G. ALEGRE</b> Administrative Officer IV</p> <p><b>MARIA COLUMBINA J. LEE</b> Supervising Administrative IV</p> <p><b>MARIANNE D. LEDESMA</b> CGADH I</p>
	Reviews, analyze and signs the obligated transaction for processing and approval of the City Mayor			<p><b>JINKY E. AQUINO</b> CGDH I/ City Budget Officer</p>
	Records the OBR in the outgoing logbook and computer of registry and forward the same to concerned offices.			<p><b>FERNANDO L. JAMISAL JR.</b> Administrative Asst. I (Bookbinder III)</p> <p><b>ALFREDO J. DAYAO JR</b> Administrative Aide I (Utility Worker I)</p>



## 5. Office of the City General Services Officer

### 5.1. DELIVERY OF TANGIBLE MATERIALS, INSPECTION OF DEFECTIVE EQUIPMENT, DISTRIBUTION/DISPOSAL OF AVAILABLE SUPPLIES AND MATERIALS, AND ISSUE PROPERTY ACCOUNTABILITY CLEARANCE

#### ABOUT THE SERVICE:

The Office of the City General Services Officer provides necessary service management of the city's property, supply and records. Take custody of and be accountable for all properties, real or personal, owned by the local government unit and those granted to it in the form of donation, reparation, assistance and counterpart of joint projects. Part of their major output is the delivery, distribution and disposal of supplies and materials and the conduct of inspection of defective equipment as per request.



#### CLIENT GROUPS:

All Departments of the LGU, Barangays, Schools, and other individuals



#### REQUIREMENTS:

- Approved Requisition and Issue Slip
- Request for Pre-repair Inspection



#### SERVICE SCHEDULE:

Monday to Friday,  
8:00 to NOON and 1:00 to 5:00 P.M.



#### TOTAL PROCESSING TIME:

1 working day (includes queuing and travel time)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of CGSO	Transaction Time	Total Fees/Charges	Responsible Persons
<b>For Supplies and materials</b>				
1. Approach a frontline employee and present the request	Receives request and refers you to the head of the office or to the person-in-charge for disposition  If the requested materials and	1 working day (includes queuing and travel time)	None	<b>LOIDA HAGOS</b> Admin. Aide I



	supplies are available, the request will be process within the day			
	If the requested materials and supplies are not available, the head will prepare a letter in reply to the request	1 working day (including delivery of the reply and depending upon the availability of supplies and materials)		<b>GERALD L. MALIGASO</b> CGDH I/ City General Services Officer
<b>For Pre-repair Inspection</b>				
1. Approach a frontline employee and present the request	Receives the request and refers you to the person-in-charge  Provide the necessary form (pre-repair request form) For signature of the requesting department	2 minutes  10 minutes		<b>JOMAR PETERO</b> Clerical Aide  <b>GIOVANNI ELPOS</b> Admin. Officer V (Records Officer III)  <b>GERALD L. MALIGASO</b> CGDH I/ City General Services Officer
2. Return the accomplished form	Receives the form and refers the same to the head or person-in-charge for disposition  Conduct inspection of the defective equipment	2 minutes  30 minutes (excluded queuing and travel time)  15 minutes		<b>LOIDA HAGOS</b> Admin. Aide I  <b>TERENCIO D. ADVINCULA</b> Admin. Officer V (Supply Officer III)  <b>GERALD L. MALIGASO</b> CGDH I/ City General Services Officer



	If for repair, approves and refer the request to CBO for budget			
<b>For Property Accountability Clearance</b>				
1. Approach a frontline employee and present the request/ form	<p>Receives the form and refers the same to the head or person-in-charge for disposition</p> <p>Refer the request to records officer for checking and confirmation and return the request to head</p> <p>Approved and signed the clearance</p> <p>Record and release the same</p>	<p>2 minutes</p> <p>15 minutes</p> <p>1 minute</p> <p>2 minutes</p>		<p><b>MARITES E. VILLASANA</b> Admin. Officer I (Records Officer I)</p> <p><b>GERALD L. MALIGASO</b> CGDH I/ City General Services Officer</p>



## 6. Office of the City Human Resource Management Officer

### 6.1. EMPLOYMENT AT THE CITY GOVERNMENT

#### ABOUT THE SERVICE:

Employment opportunities in the City Government are open to all qualified applicants. Job Vacancies are posted at the bulletin boards of the city hall for the information of the city employees as well as the prospective applicants outside the city government.

Applications for employment should be submitted to the Office of the Mayor or to the Office of the City Human Resource Management Officer.



#### CLIENT GROUPS:

General Public



#### REQUIREMENTS:

- Application Letter addresses to the Local Chief Executive
- Fully accomplished Personal Data Sheet (PDS) with latest passport size ID picture
- Photocopy of transcript of Records
- Photocopy of Certificate of Eligibility/Rating/License
- Other supporting documents if any



#### SERVICE SCHEDULES:

Monday to Friday

8:00 AM to 12 NN and 1:00 PM to 5:00 PM



#### TOTAL PROCESSING TIME:

Inquiries in Job Vacancies – 3 minutes

Receiving of Job Application – 5 minutes

Pre-assessment of Applications – 30 minutes

HRMPSB Evaluation & Selection – 1 hour

Issuance of Appointment – 30 minutes



#### PROCESS OF AVAILING THE SERVICE

Steps Involved	Action of CHRMO	Transaction Time	Total Fees/Charges	Responsible Person
1. Proceed to the City Hall and check the CHRMO Bulletin Board for Notice of Job Vacancies. Applicant may also inquire at the City Human Resource Management Office.	Answer queries on job vacancies	3 minutes	None	<b>SALVACION D. DIONEDA</b> Personnel Aide  <b>ENRICO D. CASTRO</b> Clerical Aide





				<p><b>LOLITA D. LATOSA</b> Administrative Aide III (Utility Worker II)</p> <p><b>ARLENE D. MALAZARTE</b> Administrative Asst. IV (Bookbinder IVI)</p> <p><b>AGNES J. LANUZA</b> Administrative Officer I (Records Officer I)</p> <p><b>ROLLY D. DUGAYO</b> Administrative Officer I (HRMO I)</p> <p><b>DONNABELLE S. PEÑALBA</b> Administrative Officer III (Records Officer II)</p> <p><b>VICTORINO N. DARIA IV</b> Administrative Officer V (HRMO III)</p> <p><b>MAXELINDA D. TAYO</b> CGADH I</p> <p><b>CLAUDIO D. JAZMIN JR.</b> CGDH I/ CHRM Officer</p>
2. Submit an application letter specifying the position applied for	Receives application letter and other requirements	5 minutes		<b>DONNABELLE S. PEÑALBA</b>



together with the requirements.	submitted by the applicant.			Administrative Officer III (Records Officer II)  <b>AGNES J. LANUZA</b> Administrative Officer I (Records Officer I)
3. Submit yourself to a pre-assessment to verify the veracity of the information in the PDS and if they meet the minimum requirements of the position. If you are qualified, you will be notified of the schedule of interview and assessment of the Human Resource Merit Promotion and Selection Board (HRMPSB).	Conducts pre-assessment and evaluates applicant's qualifications.  If qualified, advises applicant for the schedule of interview and assessment to be conducted by the HRMPSB.	30 minutes		<b>CLAUDIO D. JAZMIN JR.</b> CGDH I/ CHRM Officer  <b>MAXELINDA D. TAYO</b> CGADH I  <b>VICTORINO N. DARIA IV</b> Administrative Officer V (HRMO III)  <b>DONNABELLE S. PEÑALBA</b> Administrative Officer III
4. Proceed to the City Hall and provide the necessary information during the interview to be conducted by the Personnel Selection Board/HRMPSB	Conducts interview and assessment.	1 hour		<b>HRMPSB MEMBERS</b>
5. Notice of Issuance of Appointment will be posted at designated places. Those who pass the PSB evaluation and qualified for appointment will have to report at the CHRMO for the requirements. Upon submission of the	Secures requirements and informs applicant of the official date of hiring	30 minutes		<b>CLAUDIO D. JAZMIN JR.</b> CGDH I/ CHRM Officer  <b>DONNABELLE S. PEÑALBA</b> Administrative Officer III (Records Officer II)



requirements, you will be notified of the date of hiring.				<b>AGNES J. LANUZA</b> Administrative Officer I (Records Officer I)
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## 6.2. AVAILMENT OF APPLICATION FOR LEAVE, SERVICE RECORD, CERTIFICATE OF EMPLOYMENT, AUTHORITY TO TRAVEL AND TRAVEL ORDER

### ABOUT THE SERVICE:

The CHRMO is responsible in the management and maintenance of all personnel records. This office ensures that the documents are being kept in a safe and secure place and are being updated regularly.

Various records can be obtained by respective employees upon request.



### CLIENT GROUPS:

LGU Employees, Separated LGU employees and authorized representative (if applicable)



### REQUIREMENTS:

- Duly filled-up Request Form
- Authorization Letter and Valid ID, if requested by a representative



### SERVICE SCHEDULES:

Monday to Friday  
8:00 AM to 12 NN and 1:00 PM to 5:00 PM



### TOTAL PROCESSING TIME:

For availment of Application for Leave	-	5 minutes
For availment of Service Record and Certificate of Employment	-	20 minutes
For availment of Travel Order and Authority to Travel	-	15 minutes
For availment of Clearance from Money and Property Accountabilities	-	15 minutes



### PROCESS OF AVAILING THE SERVICE

Steps Involved	Action of CHRMO	Transaction Time	Total Fees/Charges	Responsible Person
<b>Availment of Application for Leave</b>				
1. Proceed to the Office of the City Human Resource Management Officer and submit duly	Receives Application for Leave and reviews its content.	5 minutes	None	<b>SALVACION D. DIONEDA</b> Personnel Aide



accomplished Application Form				<p><b>ENRICO D. CASTRO</b> Clerical Aide</p> <p><b>LOLITA D. LATOSA</b> Administrative Aide III (Utility Worker II)</p> <p><b>ARLENE D. MALAZARTE</b> Administrative Asst. IV (Bookbinder IVI)</p> <p><b>AGNES J. LANUZA</b> Administrative Officer I (Records Officer I)</p> <p><b>ROLLY D. DUGAYO</b> Administrative Officer I (HRMO I)</p> <p><b>DONNABELLE S. PEÑALBA</b> Administrative Officer III (Records Officer II)</p> <p><b>VICTORINO N. DARIA IV</b> Administrative Officer V (HRMO III)</p> <p><b>MAXELINDA D. TAYO</b> CGADH I</p>
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				<b>CLAUDIO D. JAZMIN JR.</b> CGDH I/ CHRM Officer
	Updates the Leave Card of employee then submit the Application for Leave for signature at the Executive or legislative branch			<b>ROLLY D. DUGAYO</b> Administrative Officer II (HRMO I)  <b>ENRICO D. CASTRO</b> Clerical Aide
<b>Availment of Service Records</b>				
1. Proceed to the Office of the City Human Resource Management Officer and submit duly accomplished Application Form	Receives the request form	2 minutes	None	<b>SALVACION D. DIONEDA</b> Personnel Aide  <b>ENRICO D. CASTRO</b> Clerical Aide  <b>LOLITA D. LATOSA</b> Administrative Aide III (Utility Worker II)  <b>ARLENE D. MALAZARTE</b> Administrative Asst. IV (Bookbinder IVI)  <b>AGNES J. LANUZA</b> Administrative Officer I (Records Officer I)  <b>ROLLY D. DUGAYO</b> Administrative Officer I



				(HRMO I)  <b>DONNABELLE S. PEÑALBA</b> Administrative Officer III (Records Officer II)  <b>VICTORINO N. DARIA IV</b> Administrative Officer V (HRMO III)  <b>MAXELINDA D. TAYO</b> CGADH I  <b>CLAUDIO D. JAZMIN JR.</b> CGDH I/ CHRM Officer
	Prints the updated Service Record for signature by the CHRMO	3 minutes		<b>DONNABELLE S. PEÑALBA</b> Administrative Officer III (Records Officer II)  <b>AGNES J. LANUZA</b> Administrative Officer I (Records Officer I)
<b>Availment of Certificate of Employment and Authority to Travel</b>				
1. Proceed to the Office of the City Human Resource Management Officer and submit duly accomplished Application Form	Receives the request form and conducts short interview, if necessary.	10 minutes	None	<b>SALVACION D. DIONEDA</b> Personnel Aide  <b>ENRICO D. CASTRO</b> Clerical Aide  <b>LOLITA D. LATOSA</b>



				<p>Administrative Aide III (Utility Worker II)</p> <p><b>ARLENE D. MALAZARTE</b> Administrative Asst. IV (Bookbinder IVI)</p> <p><b>AGNES J. LANUZA</b> Administrative Officer I (Records Officer I)</p> <p><b>ROLLY D. DUGAYO</b> Administrative Officer I (HRMO I)</p> <p><b>DONNABELLE S. PEÑALBA</b> Administrative Officer III (Records Officer II)</p> <p><b>VICTORINO N. DARIA IV</b> Administrative Officer V (HRMO III)</p> <p><b>MAXELINDA D. TAYO</b> CGADH I</p> <p><b>CLAUDIO D. JAZMIN JR.</b> CGDH I/ CHRM Officer</p>
	Prints the certificate/document	10 minutes		<b>VICTORINO N. DARIA IV</b>



	<p>for signature by the CHRMO.</p> <p>For Authority to Travel, the printed document will be forwarded to the City Mayor's Office for signature</p>			<p>Administrative Officer V (HRMO III)</p> <p><b>DONNABELLE S. PEÑALBA</b> Administrative Officer III (Records Officer II)</p> <p><b>AGNES J. LANUZA</b> Administrative Officer I (Records Officer I)</p>
<b>Availment of Travel Order</b>				
<p>1. Submit complete data about your travel, to wit:</p> <p>a. Letter of Invitation</p> <p>b. Travel Order Route Slip</p>	<p>Receives and reviews the data. Observing First Come, First Served basis.</p>		<p>None</p>	<p><b>SALVACION D. DIONEDA</b> Personnel Aide</p> <p><b>ENRICO D. CASTRO</b> Clerical Aide</p> <p><b>LOLITA D. LATOSA</b> Administrative Aide III (Utility Worker II)</p> <p><b>ARLENE D. MALAZARTE</b> Administrative Asst. IV (Bookbinder IV)</p> <p><b>AGNES J. LANUZA</b> Administrative Officer I (Records Officer I)</p>





				<p><b>ROLLY D. DUGAYO</b> Administrative Officer I (HRMO I)</p> <p><b>DONNABELLE S. PEÑALBA</b> Administrative Officer III (Records Officer II)</p> <p><b>VICTORINO N. DARIA IV</b> Administrative Officer V (HRMO III)</p> <p><b>MAXELINDA D. TAYO</b> CGADH I</p> <p><b>CLAUDIO D. JAZMIN JR.</b> CGDH I/ CHRM Officer</p>
	Prepares the Travel Order and released to the concerned employee for signature by the immediate supervisor	5 minutes		<p><b>AGNES J. LANUZA</b> Administrative Officer I (Records Officer I)</p> <p><b>SALVACION D. DIONEDA</b> Personnel Aide</p>
<b>Availment of Clearance from Money and Property Accountabilities</b>				
1. Proceed to the Office of the City Human Resource Management Officer and Secure Application Form of Clearance from Money and Property Accountabilities	Receives the request and Conduct interview for the purpose of the clearance.	15 minutes	None	<p><b>SALVACION D. DIONEDA</b> Personnel Aide</p> <p><b>ENRICO D. CASTRO</b> Clerical Aide</p>



				<p><b>LOLITA D. LATOSA</b> Administrative Aide III (Utility Worker II)</p> <p><b>ARLENE D. MALAZARTE</b> Administrative Asst. IV (Bookbinder IV)</p> <p><b>AGNES J. LANUZA</b> Administrative Officer I (Records Officer I)</p> <p><b>ROLLY D. DUGAYO</b> Administrative Officer I (HRMO I)</p> <p><b>DONNABELLE S. PEÑALBA</b> Administrative Officer III (Records Officer II)</p> <p><b>VICTORINO N. DARIA IV</b> Administrative Officer V (HRMO III)</p> <p><b>MAXELINDA D. TAYO</b> CGADH I</p> <p><b>CLAUDIO D. JAZMIN JR.</b> CGDH I/ CHRM Officer</p>
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	If the for Application for Leave particularly for Terminal Claim, Travel abroad and Study Leave purposes is prepared.			<b>ROLLY D. DUGAYO</b> Administrative Officer II (HRMO I)
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## 7. Office of the City Legal Officer

### 7.1. AVAILMENT OF LEGAL SERVICES (OPINIONS/MEMORANDUM)

#### ABOUT THE SERVICE:

The Office of the City Legal Officer renders legal services among concerned individuals, clients and the respective offices of the City Government of Sorsogon in particular the Office of the Local Chief Executive and the Sangguniang Panlungsod through the issuance of legal opinions and memorandum on issues with legal implications and which requires the application of laws, statutes, ordinances and administrative rules and regulations.



#### CLIENT GROUPS:

- The city Government and/or of its departments and offices
- Barangay Officials
- Walk-in clients
- Other offices



#### REQUIREMENTS:

- Copy of the complaint
- Letter of Request/Transmittal/Cover Letter with attachments
- Other supporting documents
- In case of complaints, it must be supported by proof and other documentary evidence



#### SERVICE SCHEDULE:

1

Monday to Friday,  
8:00 AM to 5:00 PM



#### TOTAL PROCESSING TIME:

10 minutes (preparation of legal opinion/reply/legal memorandum is not included)



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CLO	Transaction Time	Total Fees / Charges	Responsible Person
1. Proceed to the Office of the City Legal Officer and submit the written request/complaint and other supporting documents	Receives and enters the request/complaint in the incoming logbook  The written request/complaint will be forwarded to the City Legal officer	5 minutes	None	<b>LUIS ALLAN D. BALANOYOS</b> Admin Aide VI (Clerk II)



	for his appropriate action			
	The City Legal Officer through the legal staff will prepare the legal opinion/ reply/ legal memorandum			<b>ATTY. CYRIL C. OROPESA</b> CGDH I/City Legal Officer
2. Wait for the notification from the Office of the City Legal Officer.	Notifies the client			<b>LUIS ALLAN D. BALANOYOS</b> Admin Aide VI (Clerk II)
3. On the day of the release, o to the Office of the City Legal Officer and receives the legal opinion/ memorandum	Releases the legal opinion/ memorandum to the concerned individual and offices	5 minutes		<b>LUIS ALLAN D. BALANOYOS</b> Admin Aide VI (Clerk II)



## 8. Office of the City Planning and Development Coordinator

### 8.1. AVAILMENT OF MAPS, STATISTICAL DATA, OTHER CITY DATA

#### ABOUT THE SERVICE:

The City Planning and Development Office keeps information about the city and its development plans such as land use plans, city development strategies, city profile, statistics, maps and city governance data. Information about the city is generally requested by investors, people in the business sector, researchers, students, tourists and other concerned agencies.



#### CLIENT GROUPS:

Any interested groups or individuals



#### REQUIREMENTS:

Identification card (if document will be taken outside the office for photocopying)



#### SERVICE SCHEDULE:

Monday to Friday,  
8:00 AM to NOON and 1:00 PM to 5:00 PM



#### TOTAL PROCESSING TIME:

- If data is available - 6 minutes
- If data is not available - 3 minutes
- If for photocopying - 4 minutes
- If payment is required - 6 minutes



#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Office of the CPDC	Transaction Time	Total Fees / Charges	Responsible Person
1. Approach the Officer of the Day (OD), present the request and sign the Visitor's Logbook	Receives the request.	1 minute	<b>For map printing</b> <ul style="list-style-type: none"> <li>• long bond pape               <ul style="list-style-type: none"> <li>➤ solid color P30.00/page</li> <li>➤ outline P 25.00/page</li> </ul> </li> <li>• short bond paper               <ul style="list-style-type: none"> <li>➤ solid color P20.00/page</li> <li>➤ outline P15.00/page</li> </ul> </li> </ul>	<b>BRENDA JOYCE D. DECANO</b> Admin. Asst. III  <b>MICHELLE H. LAGADIA</b> Economic Researcher
If the requested data is not available, take note on where	If the requested data is not available, the OD will refer the client to probable sources of the requested data	2 minutes		



<p>to obtain the data</p> <p>If the requested data is for photocopy, leave a valid identification card and photocopy the documents</p> <p>If requesting for maps in hard copy, printed document, document in CD copy and certification, request for order of payment and proceed to the Office of the City Treasurer to pay and present the OR to CPDO – OD.</p>	<p>If the requested data is available, the OD will access, review and release/e-mail the information/data requested</p> <p>Request for valid identification card and give requested material/s for photocopying</p> <p>Copy OR number and release the requested document.</p>	<p>5 minutes</p> <p>2 minutes</p> <p>5 minutes</p>	<ul style="list-style-type: none"> <li>• big maps             <ul style="list-style-type: none"> <li>➤ solid color 0.40/square inch</li> <li>➤ outline 0.25/square inch</li> </ul> </li> </ul> <p><b>Document printing</b> P 5.00/page</p> <p><b>Document in CD copy</b> P 15.00/cd</p>	<p><b>MARIA MICHELLE B. CINCUA</b> Planning Officer III</p> <p><b>ROY F. ELLI</b> Project Evaluation Officer IV</p> <p><b>JONATHAN R. VALLADOLID</b> Planning Officer IV</p> <p><b>EnP REISSA D. LAROSA – GAMOS</b> CGDH I/CPDC</p>
<p>2. Return the original documents after photocopying.</p>	<p>Returns the ID</p>	<p>1 minute</p>		<p><b>BRENDA JOYCE D. DECANO</b> Admin. Asst. III</p> <p><b>MICHELLE H. LAGADIA</b> Economic Researcher</p> <p><b>MARIA MICHELLE B. CINCUA</b> Planning Officer III</p>



				<p><b>ROY F. ELLI</b> Project Evaluation Officer IV</p> <p><b>JONATHAN R. VALLADOLID</b> Planning Officer IV</p> <p><b>EnP REISSA D. LAROSA – GAMOS</b> CGDH I/CPDC</p>
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## 8.2. AVAILMENT OF CERTIFICATION

### ABOUT THE SERVICE:

The City Planning and Development Office issues certificate to any individual or company applying for land title and other certification



#### CLIENT GROUPS:

Any individual or company



#### REQUIREMENTS:

For land titling

- Letter request
- Tax Declaration
- Spot Map/ Location Map

For other certification

- Letter request



#### SERVICE SCHEDULE:

Monday to Friday,  
8:00 AM to NOON and 1:00 PM to 5:00 PM



#### TOTAL PROCESSING TIME:

8 minutes (travel and queuing time not included)





**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the Office of the CPDC	Transaction Time	Total Fees / Charges	Responsible Person
<p>1. Approach the Officer of the Day and submit the requirements.</p> <p>Take note of the date of inspection.</p>	<p>Receives the requirements and advice the client the schedule of inspection.</p>	<p>3 minutes</p>	<p><b>For Certification</b> P 50.00</p>	<p><b>BRENDA JOYCE D. DECANO</b> Admin. Asst. III</p> <p><b>MICHELLE H. LAGADIA</b> Economic Researcher</p> <p><b>MARIA MICHELLE B. CINCUA</b> Planning Officer III</p> <p><b>ROY F. ELLI</b> Project Evaluation Officer IV</p> <p><b>JONATHAN R. VALLADOLID</b> Planning Officer IV</p> <p><b>EnP REISSA D. LAROSA – GAMOS</b> CGDH I/CPDC</p>
<p>2. Be present on the day of inspection and provide necessary assistance to the inspection team.</p>	<p>Conducts inspection. Advise the client on the date of release of certification.</p>			<p><b>JONATHAN R. VALLADOLID</b> Planning Officer IV</p>
<p>3. On the day of release of certification, request for Order of Payment at the Office of the City Planning and</p>	<p>Issues Order of Payment.</p>	<p>5 minutes</p>		<p><b>BRENDA JOYCE D. DECANO</b> Admin. Asst. III</p>



Development Coordinator and proceed to the Office of the City Treasurer. Pay the corresponding fee.				<b>MICHELLE H. LAGADIA</b> Economic Researcher
4. Present the Official Receipt and receive the Certification.	Copies the Official Receipt number and release the certificate.			<b>MARIA MICHELLE B. CINCUA</b> Planning Officer III  <b>ROY F. ELLI</b> Project Evaluation Officer IV  <b>JONATHAN R. VALLADOLID</b> Planning Officer IV  <b>EnP REISSA D. LAROSA – GAMOS</b> CGDH I/CPDC

### 8.3. AVAILMENT OF TECHNICAL ASSISTANCE AND RESOURCE SPEAKERSHIP

#### ABOUT THE SERVICE:

The City Planning and Development Office provide technical assistance and resource speakership on the linkage between planning and budgeting, the planning process, project proposal preparation, Barangay Profile preparation and CLUP and CDP preparation.



#### CLIENT GROUPS:

Any interested groups, individual and office



#### REQUIREMENTS:

Letter request



#### SERVICE SCHEDULE:

Monday to Friday,  
8:00 AM to NOON and 1:00 PM to 5:00 PM



#### TOTAL PROCESSING TIME:

3 minutes



**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the Office of the CPDC	Transaction Time	Total Fees / Charges	Responsible Person
<p>1. Proceed to CPDO and submit letter request to the Officer of the Day (OD)</p>	<p>Receives the request and request for contact information if not indicated in the letter.</p>	<p>3 minutes</p>	<p>None</p>	<p><b>BRENDA JOYCE D. DECANO</b> Admin. Asst. III</p> <p><b>MICHELLE H. LAGADIA</b> Economic Researcher</p> <p><b>MARIA MICHELLE B. CINCUA</b> Planning Officer III</p> <p><b>ROY F. ELLI</b> Project Evaluation Officer IV</p> <p><b>JONATHAN R. VALLADOLID</b> Planning Officer IV</p> <p><b>EnP REISSA D. LAROSA – GAMOS</b> CGDH I/CPDC</p>
	<p>Inform the client that coordination with regards to the request will be done as soon as the approval of request is granted.</p>			<p><b>BRENDA JOYCE D. DECANO</b> Admin. Asst. III</p> <p><b>MICHELLE H. LAGADIA</b> Economic Researcher</p> <p><b>MARIA MICHELLE B. CINCUA</b> Planning Officer III</p> <p><b>ROY F. ELLI</b> Project Evaluation Officer IV</p> <p><b>JONATHAN R. VALLADOLID</b> Planning Officer IV</p> <p><b>EnP REISSA D. LAROSA – GAMOS</b> CGDH I/CPD</p>



## 8.4. MANAGEMENT OF ICT

### ABOUT THE SERVICE:

The City Planning and Development Office manages the Information and Communication Technology Infrastructure of the City which includes the network, ETRACS Administration, GIS Management, webpage maintenance and enhancement and development of applications.



#### CLIENT GROUPS:

LGU employees



#### REQUIREMENTS:

- Duly accomplished Request Form



#### SERVICE SCHEDULE:

Monday to Friday,  
8:00 AM to NOON and 1:00 PM to 5:00 PM



#### TOTAL PROCESSING TIME:

Depends on the reported error

### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Office of the CPDC	Transaction Time	Total Fees/ Charges	Responsible Person
<b>Detection of Errors</b>				
1. Proceed to CPDO and submit the duly accomplished request form	Receives the request form and forwards the request form to the GIS and ICT in-charge	3 minutes	None	<p><b>BRENDA JOYCE D. DECANO</b> Admin. Asst. III</p> <p><b>MICHELLE H. LAGADIA</b> Economic Researcher</p> <p><b>MARIA MICHELLE B. CINCUA</b> Planning Officer III</p> <p><b>ROY F. ELLI</b> Project Evaluation Officer IV</p> <p><b>JONATHAN R. VALLADOLID</b> Planning Officer IV</p>



				<p><b>EnP REISSA D. LAROSA – GAMOS</b> CGDH I/CPDC</p>
	Trouble shooting of error will be done			
<p><b>Trouble Shooting/ Posting/ Editing of ETRACS Data/ Digitization/ Development and Enhancement</b></p>				
1. Proceed to CPDO and submit the duly accomplished request form.	Receives the request form and forwards the request form to the GIS and ICT in-charge	3 minutes		<p><b>BRENDA JOYCE D. DECANO</b> Admin. Asst. III</p> <p><b>MICHELLE H. LAGADIA</b> Economic Researcher</p> <p><b>MARIA MICHELLE B. CINCUA</b> Planning Officer III</p> <p><b>ROY F. ELLI</b> Project Evaluation Officer IV</p> <p><b>JONATHAN R. VALLADOLID</b> Planning Officer IV</p> <p><b>EnP REISSA D. LAROSA – GAMOS</b> CGDH I/CPDC</p>
	<p><i>For request requiring GIS Maps:</i></p> <p>Maps for the requested location will be digitized an overlay and digitized map will be sent through the email provided.</p>			<p><b>ROY F. ELLI</b> Planning Officer I</p>



	<p><i>For webpage posting:</i></p> <p>Request will be verified. If found compliant and suitable, documents/articles will be posted.</p>			<p><b>ROY F. ELLI</b> Planning Officer I</p>
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## *Pledge of Commitment*

We, the City Government Officials and Employees, in the spirit of genuine public service, commit to empower our constituency by carrying out our sworn duties as civil servants as embodied in this Sorsogon City Citizen's Charter to the best of our capabilities. Guided by our mission of providing people-centered governance, we pledge to deliver the following services:

<b>SERVICE</b>	<b>RESPONSE TIME</b>	<b>RESPONSIBLE OFFICE</b>
Availment of New or Renewal of Mayor's Permit or Business Permit	30 minutes	Business Permits and Licensing Office
Availment of Online Business Application for New and Renewal of Business		Business Permits and Licensing Office
Availment of Mayor's Permit for the Conduct of Parades, Motorcades, Etc.	30 minutes	Business Permits and Licensing Office
Availment of Cessation of Business	30 minutes	Business Permits and Licensing Office
Availment of Permit to Use Multi-purpose Gymnasium	25 minutes	Business Permits and Licensing Office
Availment of the Permit for the Rental of Land and Building of the City Government	25 minutes	Business Permits and Licensing Office
Availment of the Permit for the Display of Signs, Banners, Placards, Streamers, Tarpaulins, Signboards and Billboards	30 minutes	Business Permits and Licensing Office
Availment of Mayor's Clearance	30 minutes	Business Permits and Licensing Office
Availment of Data	30 minutes	Business Permits and Licensing Office
Availment of Certification	30 minutes	Business Permits and Licensing Office
Availment of Permit for Cockpit Personnel	30 minutes	Business Permits and Licensing Office
Issuance of Motorized Tricycle Operator's Permit	30 minutes	Business Permits and Licensing Office
Registration of Private Motorized Tricycle	30 minutes	Business Permits and Licensing Office
Availment of Certified True Copy of Mayor's Permit and Other Documents Issued by the Office	30 minutes	Business Permits and Licensing Office



Availment of Special Permit for Promotional Activities	30 minutes	Business Permits and Licensing Office
Availment of Secretary Fees	10 minutes	Business Permits and Licensing Office
Availment of Technical Assistance for the Establishment and Registration of New Cooperative / Associations	35 minutes	City Cooperatives Development Office
Availment of Mandatory Capacity Building Trainings	15 minutes	City Cooperatives Development Office
Availment of Information/ Queries	25 minutes	City Public Information Office
Availment of Activity Coverage	10 minutes	City Public Information Office
Availment of Financial Assistance	17 minutes	City Urban Poor and Housing Development Office
Availment of Lot or Housing Assistance	17 minutes	City Urban Poor and Housing Development Office
Availment of Assistance	30 minutes	City Youth Development Office
Availment of Fertilizer and Loan Assistance	20 minutes	Office of the City Agriculturist
Availment of Vegetables Seeds and Seedlings	5 minutes for walk - in and 40 minutes for backyard growers and commercial farmers	Office of the City Agriculturist
Availment of Fruit Bearing and Non-bearing Tress Seedlings	20 minutes (travel and queuing time not included)	Office of the City Agriculturist
Availment of Tractor Service	10 minutes (travel and queuing time not included)	Office of the City Agriculturist
Availment of Soil Sample Analysis and Fertilizer Recommendations	5 minutes (travelling, queing and training time not included)	Office of the City Agriculturist





Availment of Tilapia Fingerlings from the City - operated Tilapia Hatchery	23 minutes (travel and queing time not included)	Office of the City Agriculturist
Availment oif Incentive for the Voluntary Turn-over of Accidentally Entangled Marine Turtle and Other Endangered Species	40 minutes (travel and queing time not included)	Office of the City Agriculturist
Availment of Auxiliary Invoice	26 minutes	Office of the City Agriculturist
Availment of Fisherfolk Registration (Fish R)	12 minutes	Office of the City Agriculturist
Availment of Municipal Fishing Vessel Registration (Boat - R)	28 minutes	Office of the City Agriculturist
Availment of Enrollment under the Registry System for Basic Sectors in Agriculture (RSBSA)	28 minutes	Office of the City Agriculturist
Availment of Office Certification	15 minutes (travel and queuing time not included)	Office of the City Agriculturist
Availment of Assistance on Organizing and Capability Building of Farmers / Fisherfolk, Women, Youth into Associations and Cooperatives	25 minutes	Office of the City Agriculturist
Availment of Training on Agriculture and Fishery	5 minutes (travelling, queing and training time not included)	Office of the City Agriculturist
Availment of Technical Assistance on Crop and Animal Production, Inland and Coastal Aquaculture and Mariculture	17 minutes	Office of the City Agriculturist
Availment of On-the-Job Training (OJT) and Work Immersion	20 minutes	Office of the City Agriculturist
Availment of Assistance in the Processing of Claims of Philippine Crop Insurance Corporation and in the Processing of Claims in Case of Loss or Damage of Insured Crop/ Boat	30 minutes	Office of the City Agriculturist
Availment of a New Tax Declaration	35 minutes (processing of	Office of the City Assessor



	documents is not included)	
Availment of a Certified Computer Print-out of the Tax Declaration	25 minutes	Office of the City Assessor
Availment of Certification of No Improvement/ Certificate of No-property and Other Certifications	25 minutes	Office of the City Assessor
Availment of Re-assessment/ Revision/ Cancellation of Assessment of Real Properties	30 minutes (conduct of ocular inspection and processing is not included)	Office of the City Assessor
Availment of Photocopy of Tax Map	25 minutes	Office of the City Assessor
Availment of History of Assessment of Real Property	20 minutes	Office of the City Assessor
Availment of Assessment of Newly Constructed Building and Newly Installed Machinery and Issuance of Updated Tax Declaration	30 minutes (conduct of ocular inspection and processing not included)	Office of the City Assessor
Availment of Birth Registration and Certificate of Live Birth (COLB)	15 to 45 minutes (queuing time not included)	Office of the City Civil Registrar
Availment of Foundling Registration	25 minutes (queuing time not included)	Office of the City Civil Registrar
Registration and Issuance of Death Certificate		
a. On time/delayed registration of death occurred at home	35 minutes	Office of the City Civil Registrar
b. On time/delayed registration of death in the hospital	20 minutes	
Availment of Marriage	30 minutes	Office of the City Civil Registrar
Registration of Marriage Certificate		
a. On-time Registration	15 minutes	Office of the City Civil Registrar
b. Delayed Registration	20 minutes	



Availment of Certified True Transcription Copies of Births, Death and Marriages	30 minutes (queuing not included)	Office of the City Civil Registrar
Processing Petition under Republic Act 9048 (Correction of Clerical Error or Change of Name or Nickname)		Office of the City Civil Registrar
a. For Correction of Clerical Error	30 minutes	
b. For Change of Name	30 minutes	
	(Postal delivery time to the Office of the Civil Registrar General not included)	
Registering of Legal Instruments	20 (queuing not included)	Office of the City Civil Registrar
Issuance of Certification that an Individual has not applied for Marriage License in Sorsogon City	25 minutes (queuing not included)	Office of the City Civil Registrar
Availment of Emergency Response Service	5 minutes queuing and travel time not included)	Office of the City Disaster Risk Reduction and Management Officer
Availment of Training/ Trainers/ Resource Speakers	10 minutes	Office of the City Disaster Risk Reduction and Management Officer
Availment of Hazard Maps, IEC Materials and Other Data	10 minutes	Office of the City Disaster Risk Reduction and Management Officer
Availment of Ocular Inspection and Certification	10 minutes	Office of the City Disaster Risk Reduction and Management Officer
Availment of Building Permit	30 minutes	Office of the City Engineer
Availment of Permits Supplementary to a Building Permit	35 minutes	Office of the City Engineer
Availment of a Certificate of Final Electrical Inspection (CFEI)	25 minutes	Office of the City Engineer



Availment of Occupancy Permit	35 Minutes	Office of the City Engineer
Availment of a Certificate of Annual Electrical Inspection and Certificate of Annual Inspection for Business License and Mayor's Permit	25 minutes	Office of the City Engineer
Availment of Inspection/ Investigation in Response to Environment Related Complaints	25 Minutes (conduct of actual inspection/investigation and Technical Conference is not included)	Office of the City Environment and Natural Resources Officer
Availment of Local Government Unit Certification Interposing No Objection to Projects in Relation to Application for Environmental Compliance Certificate (ECC) and Other Permitting Requirements	35 Minutes (conduct of actual inspection and queuing time is not included)	Office of the City Environment and Natural Resources Officer
Availment of Local Government Unit Certification Interposing No Objection to Proposed Tree Cutting	35 Minutes (conduct of actual inspection and queuing time is not included)	Office of the City Environment and Natural Resources Officer
Availment of City ENRO Certificate for Business Establishment	30 Minutes (conduct of actual inspection and queuing time is not included)	Office of the City Environment and Natural Resources Officer
Availment of Training/ Trainers/ Resource Speakers	15 Minutes (conduct of actual lecture/training is not included)	Office of the City Environment and Natural Resources Officer
Availment of Tree Seedlings	30 Minutes	Office of the City Environment and Natural Resources Officer
Availment of Free Medicines	5 minutes	Office of the City Health Officer



Availment of Medical Certificate (for Enrollment/OJT)	13 minutes	Office of the City Health Officer
Processing of Death Certificates (unattended death)	11 minutes	Office of the City Health Officer
Processing of Death Certificates (hospital deaths)	11 minutes	Office of the City Health Officer
Availment of the Services of the City Ambulance	5 minutes	Office of the City Health Officer
Availment of Anti-rabies Vaccine (new patient)	15 minutes (Excluding waiting time)	Office of the City Health Officer
Availment of Anti-rabies Vaccine (2 <sup>nd</sup> and 3 <sup>rd</sup> dose)	10 minutes (Excluding waiting time)	Office of the City Health Officer
Availment of Permit to Disinter / Exhumation Permit	8 minutes	Office of the City Health Officer
Availment of Medical Consultation	20 minutes	Office of the City Health Officer
Availment of Sanitary Permits	15 minutes	Office of the City Health Officer
Availment of Health Cards	20 minutes	Office of the City Health Officer
Availment of Laboratory Examination Services	depends on the laboratory request	Office of the City Health Officer
Availment of Immunization Services	23 minutes	Office of the City Health Officer
Availment of the Services of the Reproductive Tract & Health Clinic / Social Hygiene Clinic	1 hour 30 minutes	Office of the City Health Officer
Availment of Dental Services	45 minutes	Office of the City Health Officer
Availment of Family Planning Services		Office of the City Health Officer
a. For first time	45 minutes	
b. For those who already availed	35 minutes	
Availment of Anti-tuberculosis Medicines and Services	1 ½ hours	Office of the City Health Officer
Availment of Maternal Care Services	45 minutes	Office of the City Health Officer
Smoking Cessation Clinic Services		Office of the City Health Officer
a. Initial consultation	30 minutes	
b. Follow-up consultation	30 minutes	



Availment of PMO/ PMC Seminar for Couples About to be Married	17 minutes (Actual conduct of PMO/PMC not included)	Office of the City Health Officer
Availment of Counselling/ Referrals	17 minutes	Office of the City Health Officer
Availment of a Social Case Study Report		
a. If home visit is necessary	26 minutes (queuing & travel time not included)	Office of the City Social Welfare and Development Officer
b. If home visit is not necessary	43 minutes	
Availment of Counseling Services		
a. If home visit is necessary	2 hours and 30 minutes (travel time not included)	Office of the City Social Welfare and Development Officer
b. If home visit is not necessary	40 minutes	
Availment of Child/ Minor Rescue Services	20 minutes (queuing & travel time not included)	Office of the City Social Welfare and Development Officer
Availment of Children-in-Conflict with the Law (CICL) Services	Based on assessment	Office of the City Social Welfare and Development Officer
Availment of Alternative Parental Care Services	Based on assessment	Office of the City Social Welfare and Development Officer
Availment of Children in Need of Special Protection (CNSP) / Children at Risk(CAR) Services	25 minutes	Office of the City Social Welfare and Development Officer
Availment of Services for Persons with Disabilities		Office of the City Social Welfare and Development Officer
a. PWD ID and Booklets	21 minutes	
b. Physical Restoration Assistance	3 hours and 20 minutes	
Availment of Aid to Individual in Crisis Situation (AICS) Services	30 minutes	Office of the City Social Welfare and Development Officer
Availment of Disaster Operation Services	30minutes	Office of the City Social Welfare and Development Officer



Availment of Solo Parent Identification Card	15 minutes (excluding home visits and validation)	Office of the City Social Welfare and Development Officer
Availment of Certificate of Indigency	15 minutes	Office of the City Social Welfare and Development Officer
Availment of Day Care Service Program	25 minutes	Office of the City Social Welfare and Development Officer
Availment of Livelihood Financial Loan Assistance		Office of the City Social Welfare and Development Officer
a. Individual applicants	14 minutes	
b. Cooperative and People's Organization	24 minutes	
Availment of Business Tax and Mayor's Permit	10 minutes (queuing time not included)	Office of the City Treasurer
Availment of Community Tax Certificate	10 minutes (queuing time not included)	Office of the City Treasurer
Payment of Real Property Tax	10 minutes (queuing time not included)	Office of the City Treasurer
Payment of Transfer Tax	10 minutes (queuing time not included)	Office of the City Treasurer
Availment of Certification and Payment of Other Fees	5 minutes (queuing time not included)	Office of the City Treasurer
Availment of Accountable Forms	10 minutes	Office of the City Treasurer
Availment of Veterinary Health Services	45 minutes (travel, queuing and actual conduct of service not included)	Office of the City Veterinarian
Availment of Artificial Insemination Service for Livestock	8 minutes (travel, queuing and actual conduct of	Office of the City Veterinarian



	Artificial Insemination not included)	
Availment of Training and Seminar on Animal Production Technology	12 minutes (queuing and travel time not included)	Office of the City Veterinarian
Adoption, Redemption and Release of Impounded Animal		Office of the City Veterinarian
a. For release/ redemption of impounded animal	13 minutes	
b. For adoption of impounded animal	8 minutes	
Availment of Animal Dispersal	20 minutes (queuing not included)	Office of the City Veterinarian
Livestock Timbangan ng Bayan	10 minutes (queuing not included)	Office of the City Veterinarian
Availment of Veterinary Health Certificate	12 minutes (queuing and travel time not included)	Office of the City Veterinarian
Accreditation and Licensing of Meat Delivery Vehicle	15 minutes	Office of the City Veterinarian
Availment of Food Animal for Slaughtering and Meat Delivery Services		Office of the City Veterinarian
a. For slaughtering of food animals for sale	6 minutes (queuing time not included)	
b. For slaughtering of food animals for home consumption/special occasion	9 minutes (queuing and travel time not included)	
Availment of Locational Clearance/ Certificate for Buildings	25 minutes (Queuing and travel time not included)	Office of the City Zoning Administrator
Availment of Zoning Clearance for Perimeter Fence	45 minutes (Queuing and travel time not included)	Office of the City Zoning Administrator
Availment of Zoning/ Locational Clearance for Business (ZLCB)	25 minutes (Queuing and	Office of the City Zoning Administrator





	travel time not included)	
Availment of a Certificate of Site Zoning Classification (SZC)	25 minutes (Queuing and travel time not included)	Office of the City Zoning Administrator
Availment of Other Zoning Request/ Certifications	15 minutes	Office of the City Zoning Administrator
Availment of Subdivision Approval (SA)	Within 20 working days	Office of the City Zoning Administrator
Availment of Subdivision Approval for Residential Subdivision	within 20 working days	Office of the City Zoning Administrator
	Site Inspection - average of one day (dependent on the distance)	
Availment of Subdivision Approval for Commercial and Industrial Subdivision	within 20 working days	Office of the City Zoning Administrator
	Site Inspection - average of one day (dependent on the distance)	
Availment of Subdivision Approval for Farmland Subdivision	within 20 working days	Office of the City Zoning Administrator
	Site Inspection - average of one day (dependent on the distance)	
Availment of Subdivision Approval for Memorial Park/ Cemetery Projects	within 20 working days	Office of the City Zoning Administrator
	Site Inspection - average of one day (dependent on the distance)	
Availment of Legislative Documents (Certified Copies of Sangguniang Panlungsod Documents and Certifications)	10 minutes	Office of the Secretary to the Sangguniang Panlungsod



Filing of Administrative Cases	21 minutes	Office of the Secretary to the Sangguniang Panlungsod
Accreditation of POs, NGOs and Other Similar Entities	21 minutes	Office of the Secretary to the Sangguniang Panlungsod
Availment of Land Reclassification – from Agricultural to Non-Agricultural Usage	10 minutes	Office of the Secretary to the Sangguniang Panlungsod
Availment of Certification of Posting (as requested e.g. water distribution companies, electric companies, telecommunication companies)	10 minutes	Office of the Secretary to the Sangguniang Panlungsod
Availment of Legislative Approval/ Clearance for Special Projects (Funeral Homes, Slaughterhouse, Entertainment Centers and Others)	15 minutes	Office of the Secretary to the Sangguniang Panlungsod
Availment of Subdivision Scheme/ Plan App	15 minutes	Office of the Secretary to the Sangguniang Panlungsod
Availment of No Objection Certificate	24 minutes (queuing not included)	Public Employment Service Office
Availment of Referral / Recommendation Letter	9 minutes (queuing and travel time not included)	Public Employment Service Office
Availment of Livelihood Assistance	16 minutes (queing not included)	Public Employment Service Office
Availment of Tulong Panghanapbuhay sa Ating mga Disadvantaged/Displaced workers (TUPAD)	12 minutes (queing time not included)	Public Employment Service Office
Availment of Government Internship Program (GIP)	13 minutes (queing time not included)	Public Employment Service Office
Availment of Special Program for Employment of Students (SPES)	19 minutes (queing time not included)	Public Employment Service Office
Availment of Services of Migrant Advisory Information Network (MAIN) Desk	17 minutes (queing time not included)	Public Employment Service Office



Availment of Tour Assistance and Other Request	12 minutes (queing time not included)	Sorsogon City Tourism Culture and Arts Office
Availment of Technical Assisytnace for Tourism - Related Establishment Accreditation	5 minutes (queuing time not included)	Sorsogon City Tourism Culture and Arts Office
Availment of Academic Scholarship from City Scholarship Program	7 minutes (queuing, conduct of background investigation, checking of the exam and posting of exam result not included)	Barangay Affairs and Public Assistance Division
Availment of ALS Financial Grant	20 minutes	Barangay Affairs and Public Assistance Division
Availment of Educational Subsidy for Tertiary Students	20 minutes	Barangay Affairs and Public Assistance Division
Availment of Sourced-Out Scholarship	7 minutes	Barangay Affairs and Public Assistance Division
Availment of Intervention, Rehabilitation and Recovery Programs for Drug Dependents	25 minutes	Barangay Affairs and Public Assistance Division
Availment of Lease of a Stall at the Sorsogon and Bacon Public Market	20 minutes	Market Operations
Availment of Renewal of Lease of Contract	15 minutes	Market Operations
Availment of Testing and Calibration of Weighing Scale	20 minutes	Market Operations
Availment of Fire Safety Inspection Certificate (FSIC) for New Business Permit with Valid FSIC Issued During Occupancy Permit Stage	3 hours and 10 minutes	Bureau of Fire Protection
Availment of Fire Safety Inspection Certificate (FSIC) for New Business Permit without Valid FSIC Issued During Occupancy Permit Stage	40 minutes (conduct of actual inspection not included)	Bureau of Fire Protection



Availment of Fire Safety Inspection Certificate (FSIC) for Renewal of Business Permit without Valid or EXPIRED FSIC WITH Existing Violation of the Fire Code/ Included in the Negative List	41 minutes (conduct of actual inspection not included)	Bureau of Fire Protection
Availment of Fire Safety Inspection Certificate (FSIC) for Renewal of Business Permit	55 minutes (conduct of actual inspection not included)	Bureau of Fire Protection
Availment of Technical Assistance for LED Wall	8 minutes (uploading of the video at the LED Wall is not included)	City Information and Communication Technology Office
Availment of Technical Service in Software and Hardware Systems	3 minutes (render of technical assistance not included)	City Information and Communication Technology Office
Availment of Mapping Services	2 minutes (digitization of maps is not included)	City Information and Communication Technology Office
Internal Quality Audit	25 minutes (conduct of actual audit, corrective action formulation and verification of corrective actions not included)	City Internal Audit Services Officer
Investigative Audit	28 minutes (conduct of actual audit, corrective action formulation and verification of	City Internal Audit Services Officer



	corrective actions not included)	
Pre-audit Services for Payment of Travelling Expenses	20 minutes	Office of the City Accountant
Pre-Audit Services for Cash Advance – Travel	20 minutes	Office of the City Accountant
Pre-Audit Services for Liquidation of Cash Advance for Travel	15 minutes	Office of the City Accountant
Pre-audit Services for Payment of Gasoline Consumption	20 minutes	Office of the City Accountant
Pre-Audit Services for Payment of Financial Assistance	20 minutes	Office of the City Accountant
Pre-Audit Services for Procurement of Goods (Small Value Procurement)	20 minutes	Office of the City Accountant
Pre-Audit Services for Procurement of Services (Small Value Procurement)	20 minutes	Office of the City Accountant
Pre-Audit Services for Procurement of Goods (Shopping)	20 minutes	Office of the City Accountant
Pre-Audit Services for Procurement of Goods (Competitive Bidding)	20 minutes	Office of the City Accountant
Pre-Audit Services for Procurement of Civil Works (Competitive Bidding)	20 minutes	Office of the City Accountant
Preparation of Account's Advice	45 minutes	Office of the City Accountant
Pre-Audit Services for Payment of Labor Through Pakyaw Contracts	20 minutes	Office of the City Accountant
Availment of Certificate of Net Take Home Pay	25 minutes	Office of the City Accountant
Preparation of Monthly/ Year-end Financial Statement of 64 Barangays	5 to 10 days	Office of the City Accountant
Availment of Certification and Technical Assistance	5 to 10 minutes	Office of the City Accountant
Availment of Other City Transactions	1 hour and 5 minutes	Office of the City Accountant
Availment of Budget Review and Technical Assistance		Office of the City Budget Officer
a. Budget Review	35 minutes	
b. Technical Assistance	15 minutes	
Availment of Budget Availability Certificate	15 minutes	Office of the City Budget Officer
Availment of Financial Plan and Allotment Release Order (ARO)	3 minutes	Office of the City Budget Officer



Delivery of Tangible Materials, Inspection of Defective Equipment, Distribution / Disposal of Available Supplies and Materials and Issue Property Accountability Clearance	1 working day (includes queuing and travel time)	Office of the City General Services Officer
Employment at the City Government	1 hour and 30 minutes	Office of the City Human Resource Management Officer
Availment of Application for Leave, Service Record, Certificate of Employment, Authority to Travel and Travel Order		Office of the City Human Resource Management Officer
a. Availment of Application for Leave	5 minutes	
b. Availment of Service Record	5 minutes	
c. Availment of Certificate of Employment and Authority to Travel	10 minutes	
d. Availment of Travel Order	5 minutes	
Availment of Legal Services (Opinions/Memorandum)	10 minutes (preparation of legal opinion/reply/legal memorandum is not included)	Office of the City Legal Officer
Availment of Maps, Statistical Data and Other City Data		Office of the City Planning and Development Coordinator
a. If data is available	6 minutes	
b. If data is not available	3 minutes	
c. If for photocopying	4 minutes	
d. If payment is required	6 minutes	
Availment of Certification	8 minutes (travel and queuing time not included)	Office of the City Planning and Development Coordinator
Availment of Technical Assistance and Resource Speakership	3 minutes	Office of the City Planning and Development Coordinator
Management of ICT	Depends on the reported error	Office of the City Planning and Development Coordinator

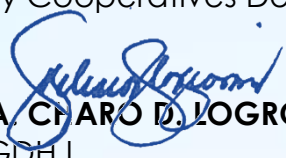


  
**RODEL E. FERRERAS**  
CGDH I

  
**MARIA JULIA C. RAMOS**  
City Cooperatives Development Officer

  
**LIVIA A. LAREZA**  
CGDH I

  
**JOHN ERICK N. SIROY**  
OIC - CPIO

  
**MA. CHARO D. LOGRONIO**  
CGDH I

  
**ADELINE J. DETERA**  
City Agriculturist

  
**OLIMPIO S. ROMERO JR.**  
City Assessor

  
**SALVACION E. MORALEDA**  
City Civil Registrar

  
**LUISITO H. MENDOZA JR.**  
CDRRM Officer

  
**ROEL D. DOMER**  
City Engineer

  
**RONANDO F. GERONA JR.**  
CENR Officer

  
**ROLANDO E. DEALCA**  
OIC - City Health Officer

  
**JOSIE L. JADIE**  
CSWD Officer

  
**NANCY D. CABALLERO**  
City Treasurer

  
**DR. ALEXANDER E. DESTURA**  
City Veterinarian

  
**ALFONSO L. TAYO**  
Zoning Administrator

  
**ROVAN E. DOMASIAN**  
SP Secretary

  
**HENRY C. GUEMO**  
PESO Manager

  
**JONI ASPHASIA O JAO**  
City Tourism Officer

  
**CHRISTIAN D. SANCHEZ**  
Market Administrator

  
**SINSP MARIA CELESTE B. PANCHO**  
Acting City Fire Marshall


  
**JOHN JASON L. PALMA**  
CGDH I

  
**CHRISTINE N. MERALPES**  
City Accountant

  
**JINKY E. AQUINO**  
City Budget Officer

  
**ATTY. EUNICE N. BERNAL**  
OIC - IAS

  
**CLAUDIO D. JAZMIN JR.**  
CHRM Officer

  
**REISSA D. LAROSA - GAMOS**  
CPDC

  
**ATTY. CYRIL C. OROPESA**





  
**GERALD L. MALIGASO**



City Legal Officer

City GS Officer

# Client Satisfaction and Complaint Handling

 <p><b>CITY GOVERNMENT OF SORSOGON</b> Quality Management System <b>ISO 9001:2015</b></p>	<b>SP-04</b>			
	Revision Code: 1	Page 1		
	Date of Effectivity: 04 June 2021			
<b>CLIENT SATISFACTION and COMPLAINT HANDLING</b>				
<p><b>1. PURPOSE</b></p> <p>This procedure intends to provide accurate information on the satisfaction of clients of the services offered by the LGU and to provide details on handling client complaints in order to further and continually improve the process and system being implemented by the organization.</p> <p><b>2. EXPECTED OUTPUTS</b></p> <p>By implementing the controls defined in this procedure, the following specific outputs are expected:</p> <p>2.1 Periodic client satisfaction survey in order to measure the effectivity of the process and system being implemented by the LGU and to measure whether or not developments introduced are able to contribute significantly to the continual improvement of the organization;</p> <p>2.2 Adequate and appropriate response to client complaints including those lodged in Hotline 8888;</p> <p>2.3 Evaluation of effectiveness of action plans to client recommendations, comments, feedbacks and complaints.</p> <p><b>3. SCOPE</b></p> <p>This procedure covers the processes for client satisfaction surveys and handling client complaints as well as the necessary appropriate action plans to be implemented, and evaluation of effectiveness for improvement.</p> <p><b>4. DEFINITION OF TERMS</b></p> <table border="1" style="width: 100%;"> <tr> <td style="width: 30%; text-align: center;"> <p><b>MASTER</b> External Client Copy</p> </td> <td>Refers to the person or entity receiving the services of the LGU</td> </tr> </table>			<p><b>MASTER</b> External Client Copy</p>	Refers to the person or entity receiving the services of the LGU
<p><b>MASTER</b> External Client Copy</p>	Refers to the person or entity receiving the services of the LGU			
Prepared by:  <b>MARIA ESTELITA BASARES – RICERRA</b> Master DICO	Recommended by:  <b>ATTY. MARK GERALD D. GUIRINDOLA</b> Quality Management Representative	Approved by:  <b>MA. ESTELITA B. HAMOR</b> City Mayor		

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Charter

3rd Edition / 2024

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**CLIENT SATISFACTION and COMPLAINT HANDLING**

**Internal Client** Refers to the functional areas of interfacing services to the other functional areas

**Various LGU Departments and Offices** Refers to the functional area that provides services to the external client

**Client Satisfaction** Degree of fulfillment of the requirements to the needs and expectations of the client

**Client complaint** Refers to the dissatisfaction of the client channeled through the survey form, correspondence, email, verbal feedback or other means subject for validation by the organization

**Client Feedback Form** The form used by clients to rate the services given by the department visited

**Client Satisfaction Measurement Survey** The summary of rates generated from clients which form part of client satisfaction

**1. RESPONSIBILITIES**

**Officer of the Day** Handles all client feedback generated after availing services from the concerned area visited



**Focal Person** Handles the Client Satisfaction Measurement Surveys from both internal and external clients

**Department Head** Ensures that client complaint is acted upon – determining the possible root cause;

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 City Mayor



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**CLIENT SATISFACTION and COMPLAINT HANDLING**

Formulates corrective actions with the use of the Corrective Action Report (CAR);  
Responsible of informing the client of the actions taken to resolve the issue.

**QMR/ Top Management**

Ensures that necessary corrective actions are effectively implemented and resources are adequately provided

**6.1 PROCEDURE OUTLINES**

**6.1.1 COMPLAINT HANDLING**

Responsible	Activity	Documents/Materials/ Resources
Client	Filing of complaint (See Section 7.1.1)	Any mode of communication or verbal complaint or those channeled to Hotline 8888
Department Head	Determination of the Validity of the Complaint (See Section 7.1.2)	Routing Slip, Documents relative to the complaint lodged by client
Department Head	Evaluation of Validity of Complaint (See Section 7.1.3)	Documents relative to the complaint lodged by client; various forms of communication

CITY GOVERNMENT OF SORSOGON  
Department Head  
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City Mayor



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**CLIENT SATISFACTION and COMPLAINT HANDLING**

Department Head	Conduct of Investigation and formulation of corrective action (See Section 7.1.4)	Documents relative to the complaint lodged by client; letter replies to client; report to Top Management
Department Head	Informing the Client of the Actions taken (See Section 7.1.5)	

**6.2 PROCEDURE OUTLINE for CLIENT SATISFACTION**

Responsible	Activity	Documents/ Materials/Resources
Client	Availing of services and filling out of Feedback Form (See Section 7.2.1)	Functional Area's Logbook of Visitors and Client Feedback Form
Focal Person	Analysis of Client Feedback Rating (See Section 7.2.2)	Client Feedback Form and Client Satisfaction Measurement Form

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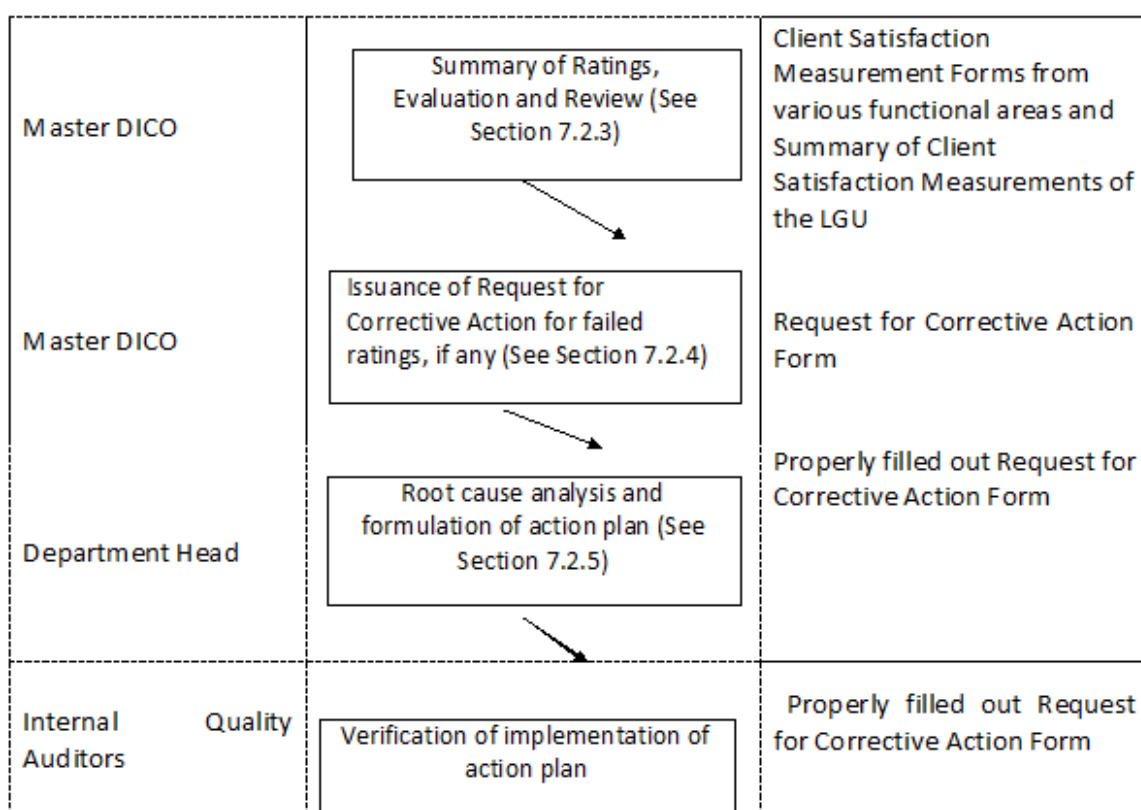
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**CLIENT SATISFACTION and COMPLAINT HANDLING**



**7 PROCEDURE DETAILS**

**CITY 7.1 COMPLAINT HANDLING**

**7.1.1** The client raises a complaint using any mode of communication – letter, email, phone call or the CSC Complaint Form or verbal complaint or those channeled to Hotline 8888, these are usually channeled to the Top Management;

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**CLIENT SATISFACTION and COMPLAINT HANDLING**

- 7.1.1 The issue is forwarded to the Department concerned for verification and appropriate action;
- 7.1.2 The Department concerned evaluates the validity of the complaint;
  - a. It is valid if it covers the processes of the Quality Management System (QMS), the general operations of the LGU and the scope of the Citizen’s Charter;
  - b. It will not be valid if these are purely personal needs and expectations – for example, asking financial help for a birthday celebration etc.
- 7.1.3 The Department Head/Section Chief conducts a thorough investigation to determine the possible corrective actions to address the complaint. This can be done thru various forms of communication such as but not limited to emails and phone calls;
- 7.1.4 After the conduct of investigation, the Department Head/Section Chief shall prepare the necessary action to address the complaint and prepare a report of which to the Top Management;
- 7.1.5 The Department Head/Section Chief shall inform the client who filed the complaint of the actions taken;
- 7.1.6 Should the client be unsatisfied with the action taken, the process will be repeated.

**7.2 CLIENT SATISFACTION**

- 7.2.1 The client, after availing the service of the department visited as stated in the Logbook of Visitors of the Functional Area, fills out the Client Feedback Form which is made available at every office within the City Government. The Client Feedback Form shall contain the following information:
  - a. Client Name;
  - b. Address/Agency of client;
  - c. Office visited;
  - d. Time and date of visit;
  - e. Parameters and levels of degree of satisfaction;
  - f. Weight Factor and Overall Rating;
  - g. Total score and assessment;

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**CLIENT SATISFACTION and COMPLAINT HANDLING**

- a. Blank box for suggestions from clients for the improvement of the services of the LGU.
- 7.1.2** The focal person conducts an analysis of client feedback rating thru the Client Satisfaction Measurement Form which shall state the following:
  - a. Name of the Functional Area;
  - b. Month/s of Evaluation;
  - c. Ratings from at least fifteen (15) clients every month;
  - d. Total Rating and Evaluation;
  - e. Comments and Feedbacks from clients, if any;
  - f. Name and signature of document owner and approving authority.
- 7.1.3** The properly filled out Monthly Client Satisfaction Measurement is submitted to the Master DICO who makes a summary of ratings of all functional areas, its evaluation and if there is a need for root cause analysis or internal audit;
- 7.1.4** Should there be a failed rating, the Master DICO shall issue a Request for Corrective Action to the department concerned and trigger the conduct of a root cause analysis or the conduct of internal audit, if necessary (See SP-03);
- 7.1.5** The Department concerned shall address the failed rating thru the conduct of root cause analysis and the formulation of an action plan which shall be declared along with its timeline in the RFA.
- 7.1.6** The implementation of the action plan shall be verified during the next scheduled internal audit.

**8 CONTROL OF NONCONFORMING OUTPUTS**

When the expected outputs are not achieved, the following measures are to be implemented:

CITY GOVERNMENT OF SORSOGON Non-conforming Output	Corrective Action
Client complaint is not acted upon by the Department <b>MASTER</b> Copy	The complaint will be immediately channeled to Top Management for resolution of actions to be taken.

Prepared by:  <b>MARIA ESTELITA BASARES – RICERRA</b> Master DICO	Recommended by:  <b>ATTY. MARK GERALD D. GUIRINDOLA</b> Quality Management Representative	Approved by:  <b>MA. ESTER E. HAMOR</b> City Mayor
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**CLIENT SATISFACTION and COMPLAINT HANDLING**

9 **COMPUTATION OF CUSTOMER SATISFACTION.** For Client Satisfaction Measurement (both internal and external), the results are analyzed and measured, as follows:

9.1 Degree of Satisfaction is classified into:

- 1 – Not Satisfied
- 2 – Somewhat Satisfied
- 3 – Moderately Satisfied
- 4 – Highly Satisfied

9.2 For LGU internal use, the weight factors are held constant from 3 to 7 as to the degree of importance per parameter which are as follows:

- a. The office visited has clear procedures or processes;
- b. The employee/s provided prompt and accurate service;
- c. The employees are helpful and provided client – focused service;
- d. The office is clean and orderly; and
- e. Our needs and expectations were met.

9.3 The rating is multiplied to the weight factor to come up with the Overall Rating;

9.4 For the Overall Rating, passing score for SATISFIED Clients will be 75 points up; 74 points and below will mean NOT Satisfied

**10 STAKEHOLDERS FEEDBACK.**

The importance of stakeholders such as Civil Society Organizations (CSO) and the Philippine Chamber of Commerce – Sorsogon Chapter are highlighted in their membership in Local Councils such as the City Development Council and the Local Peace and Order Council.

CITY GOVERNMENT OF SORSOGON

Their inputs, comments, suggestions and feedback are manifested in their active participation during council meetings and other conventions.

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City Mayor



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**CLIENT SATISFACTION and COMPLAINT HANDLING**

**7 REVISION HISTORY**

Rev. No.	Nature of Change	Issue Date	Originator	Reviewed by	Approved by
00	? Initial issue	15 January 2021	Master DICO	QMR	City Mayor
01	? General Revision	04 June 2021	Master DICO	QMR	City Mayor

CITY GOVERNMENT OF SORSOGON

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Quality Management Representative

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**MA. ESTER E. HAMOR**  
City Mayor






# Annexes

## ANNEX A

### CDC Resolution Favorably Endorsing the Sorsogon City Citizen's Charter (3<sup>rd</sup> Edition)

  
Republic of the Philippines  
Province of Sorsogon  
City of Sorsogon

**CITY DEVELOPMENT COUNCIL**

Excerpts from the minutes of the meeting of the City Development Council held  
on August 27, 2024 at Victoria's Grill Function Hall, Sitio Gabao, San Roque  
Bacon District, Sorsogon City

**MEMBERS PRESENT /REPRESENTED**

1. Hon. Ma. Ester E. Hamor	-	City Mayor/ Chairman – CDC
2. Hon. Nestor J. Baldon	-	Liga ng mga Barangay President Chairman, Comm. on Budget, Finance and Appropriation
3. PB Rizalino D. Latosa	-	Brgy. Balete, Bacon District
4. PB Ricardo D. Bolima	-	Brgy. Balogo, Bacon District
5. PB Odilon D. Dellosa	-	Brgy. Bato, Bacon District
6. PB Rogelio D. Guemo	-	Brgy. Bognã, Bacon District
7. PB Michael P. Doringo	-	Brgy. Buenavista, Bacon District
8. PB Hilario D. Dioneda	-	Brgy. Cabarbuhan, Bacon District
9. PB Joan D. Dugayo	-	Brgy. Caricaran, Bacon District
10. PB Francisco D. Diaz	-	Brgy. Del Rosario, Bacon District
11. PB Leslie F. Demdam	-	Brgy. Gatbo, Bacon District
12. PB Elmer D. Zacarias	-	Brgy. Jamislagan, Bacon District
13. PB Louie D. Deladia	-	Brgy. Poblacion, Bacon District
14. PB Roderick D. Dicen	-	Brgy. Rawis, Bacon District
15. PB Marianne D. Leosala	-	Brgy. Salvacion, Bacon District
16. PB Mario D. Duka Jr.	-	Brgy. San Isidro, Bacon District
17. PB Ricky D. Brul	-	Brgy. San Jose, Bacon District
18. PB Armando D. Detera	-	Brgy. San Pascual, Bacon District
19. PB Julio D. Dones	-	Brgy. San Ramon, Bacon District
20. PB Rolfo C. Dogillo	-	Brgy. San Roque, Bacon District
21. PB Reymark D. Defeo	-	Brgy. San Vicente, Bacon District
22. PB Erwin D. Elquero	-	Brgy. Sawanga, Bacon District
23. PB Eleanor D. Derilo	-	Brgy. Sta. Cruz, Bacon District
24. PB Williard B. Elli	-	Brgy. Sto. Domingo, Bacon District
25. PB Roy V. De Chavez	-	Brgy. Sta. Lucia, Bacon District
26. PB Noli M. Dioneda	-	Brgy. Sto. Niño, Bacon District
27. PB Edmund D. Albor	-	Brgy. Sugod, Bacon District
28. PB Reynaldo A. Palabay	-	Brgy. Abuyog, East District
29. PB Richard C. Dioneda	-	Brgy. Almendras-cogon, East District
30. PB Melvin L. Hainto	-	Brgy. Balogo, East District
31. PB Guia D. Janer	-	Brgy. Bibincahan, East District
32. PB Edwin A. Divina	-	Brgy. Buhatan, East District
33. PB Lalaine A. Sebello	-	Brgy. Burabod, East District
34. PB Sammy R. Realuyo	-	Brgy. Cabid-an, East District
35. PB Ricardo L. Jestre	-	Brgy. Marinas, East District
36. PB Roel D. Ramos	-	Brgy. Polvorista, East District
37. PB Reggie M. Flores	-	Brgy. Salog, East District
38. PB Noli D. Jañolan	-	Brgy. San Juan – roro, East District
39. PB Paquito D. Eduarte Jr.	-	Brgy. Sirangan, East District
40. PB Teresita A. Dave	-	Brgy. Sulucan, East District
41. PB Sisa M. Lagco	-	Brgy. Barayong, West District
42. PB Eduardo L. Yuson	-	Brgy. Basud, West District
43. PB Roberto L. Maraño	-	Brgy. Bitan-o, West District



44. PB Gerald M. Lachica	-	Brgy. Bucalbucalan, West District
45. PB Nicanor P. Ruiz	-	Brgy. Buenavista, West District
46. PB Nilo J. Janoras	-	Brgy. Bulabog, West District
47. PB Rolando C. Aninipot Sr.	-	Brgy. Cambulaga, West District
48. PB Ramon D. Licup	-	Brgy. Capuy, West District
49. PB Ricky S. Padua	-	Brgy. Gimaloto, West District
50. PB Ruben J. Lagco	-	Brgy. Guinlajon, West District
51. PB Ronaldo T. Laguidao	-	Brgy. Macabog, West District
52. PB Arles A. Janaban	-	Brgy. Pamurayan, West District
53. PB Juanito O. Oriola	-	Brgy. Panlayaan, West District
54. PB Rowena L. Janoras	-	Brgy. Peñafrancia, West District
55. PB Ellen L. Ativo	-	Brgy. Piot, West District
56. PB Roland S. Antonio	-	Brgy. Rizal, West District
57. PB Tita I. Desquitado	-	Brgy. Salvacion, West District
58. PB Elizabeth M. Dayot	-	Brgy. San Isidro, West District
59. PB Teresa G. Duana	-	Brgy. Talisay, West District
60. PB Rolando G. Jaso	-	Brgy. Ticol, West District
61. PB Rogelio J. Jebulan	-	Brgy. Tugos, West District
62. Ramon Arcilla	-	BCFFI
63. Randy L. Buen	-	Kuta Pawa Small Water Impounding
64. Herminio D. Dela Peña	-	SJFIFAA
65. Renie D. Desengaño	-	NPKG
66. Marcelo D. Diaz	-	OFA
67. Quintin D. Dig	-	Bato SHGA
68. Pablo D. Dolosa	-	TFA
69. Susan S. Doroin	-	SAKAPEN
70. Meriam D. Duka	-	CSHGA
71. Elsa D. San Juan	-	BAFA
72. Emmanuel I. Escalo	-	SBAFDA
Represented by: Sonny Gregorio		
73. Margarito L. Especial	-	MABFAS
74. Salvador C. Espineda	-	CAMFISA
75. Fr. George A. Fajardo	-	Caritas Sorsogon Foundation
Represented by: Venus R. Lopez		
76. Sofia L. Garcia	-	SAMANA
77. Perlita Gopez	-	PMFA
78. William J. Grueso	-	BSFA
79. Gloria Jardin	-	CABAMUCO
Represented by: Charlan Celestra		
80. Joel D. Jersey	-	BNFPWA
81. Precioso M. Lumabi	-	SSFAPCO
82. Floribe D. Macapagal	-	SAADECO
83. Maximo Timajo	-	BABIFA

**IN ATTENDANCE :**

- |                                    |   |                                |
|------------------------------------|---|--------------------------------|
| 3. Ms. Reissa D. Larosa - Gamos    | - | Head, CDC Secretariat/<br>CPDC |
| 4. Atty. Mark Gerald D. Guirindola | - | City Administrator             |



**MEMBERS NOT PRESENT /NOT REPRESENTED**

24. Ma. Bernadette G. Escudero	-	Representative, 1 <sup>st</sup> Congressional Dist.
25. PB Domingo A. Detera	-	Brgy. Bon-ot, Bacon District
26. PB Tito D. Dio	-	Brgy. Osiao, Bacon District
27. PB Serapio E. Docog	-	Brgy. San Juan, Bacon District
28. PB Misael H. Larosa	-	Brgy. Sampaloc, East District
29. Shirley T. Bolaños	-	COASTAL CORE
30. Rodolfo Bonete	-	CAFC
31. Ramon B. Dealca	-	SORINTRAFED
32. Henry Delgado	-	SMSB
33. Romeo H. Desalisa	-	Bogña SHGA
34. Beda S. Detera	-	BFFA
35. Noel Diaz	-	SNMDB
36. Redencion Dometita	-	BSSHGA
37. Myrna L. Espadilla	-	PAMOSO
38. Gilbert Floranda	-	BBSFA
39. Alma R. Hebres	-	MAWA
40. Mariano Salde L. Jesoro	-	SAMAGI
41. Rogerio E. Lasalita Jr.	-	SAMMAPA
42. Felix A. Lovitos	-	Metro Sor. Eagles Club
43. Cezar Malazarte	-	BAFISA
44. Elsa Lagamayo – Malecki	-	BREASC
45. Jose Dario B. Peña	-	JODASTSC
46. Caroline M. Ubalde	-	LIKAS

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**Resolution No. 10, Series of 2024**

**RESOLUTION FAVORABLY ENDORSING THE SORSOGON CITY CITIZEN'S CHARTER  
(3<sup>rd</sup> EDITION)**

**WHEREAS**, Section 6 of R.A. 11302 or the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 states that all government agencies including departments, bureaus, offices, instrumentalities or government-owned and/or controlled corporations, or LGUs shall set up their respective current and updated service standards to be known as the Citizen's Charter;

**WHEREAS**, the Tax Code of the City of Sorsogon was updated last February 13, 2024 thru City Ordinance No. 02, Series of 2024 prescribing new rates for fees of various services in the local government unit;

**WHEREAS**, the Citizen's Charter is the official document that will communicate, in simple terms, the service standards or pledge of an agency on the government services being provided to the citizens;

**WHEREAS**, the Citizen's Charter shall also serve as the basis for establishing liability of all erring government employees involved in unnecessary red-taped and corruption; and




**WHEREAS**, the Citizen's Charter is the declaration of commitment of the City Government of Sorsogon in giving the best service to its clientele.

**NOW, THEREFORE**, on the motion of Mr. Quintin D. Dig of Bato SHGA and duly seconded by Ms. Charlan Celestra of CABAMUCO, RESOLVED as it is hereby resolved to approve to favorably endorse the Sorsogon City Citizen's Charter (3<sup>rd</sup> Edition) of the City of Sorsogon

**RESOLVED FURTHER** that the copies of this resolution be submitted to the Sangguniang Panlungsod for approval and the Provincial Planning and Development Coordinator, DILG and other concerned department in the City Government of Sorsogon for information and reference.

**Date Approved:** August 27, 2024

  
**MA. ESTER E. HAMOR**  
City Mayor  
CDC Chairman

I hereby certify to the correctness of the foregoing resolution passed and approved by the City Development Council on August 27, 2024.

  
**EnP REISSA D. LAROSA - GAMOS**  
CGDH I/ CDC Head Secretariat



**ANNEX B**

**Sangguniang Panlungsod Resolution Approving and Adopting the Sorsogon City Citizen's Charter**



Republic of the Philippines  
Province of Sorsogon  
**CITY OF SORSOGON**



*Office of the Sangguniang Panlungsod*

**EXCERPTS FROM THE MINUTES OF THE REGULAR SESSION OF THE EIGHTH CITY COUNCIL HELD ON NOVEMBER 19, 2024 AT THE SANGGUNIANG PANLUNGSOD SESSION HALL, CABID-AN, EAST DISTRICT, SORSOGON CITY.**

**PRESENT:**

**HON. MARK ERIC C. DIONEDA**  
City Vice Mayor/Presiding Officer

**WEST DISTRICT**

Hon. Peter Joseph J. Ravanilla  
Hon. Ma. Teresa D. Perdigon  
Hon. Renalene Mae J. Duka

**EAST DISTRICT**

Hon. Maria Theresa S. Gonzalez  
Hon. Lester R. Lubiano  
Hon. Mark Jayson D. Jamisola  
Hon. Angelu Magda P. Ravanilla

**BACON DISTRICT**

Hon. Reynaldo C. Taladtad  
Hon. Glenn P. Olbes  
Hon. Danilo A. Deladia

**EX-OFFICIO MEMBERS**

Hon. Eugene Matthew D. Lopez

**ABSENT:**

Hon. Bryan J. Pingul – on Official Business  
Hon. Jo Abegail C. Dioneda – on Official Business  
Hon. Nestor J. Baldon – on Official Business

***Resolution No. 767, Series of 2024***

(Author: Hon. Renalene Mae J. Duka)

**RESOLUTION ADOPTING AND APPROVING THE CITY DEVELOPMENT COUNCIL (CDC) RESOLUTION NO. 10, SERIES OF 2024 ENTITLED RESOLUTION FAVORABLY ENDORSING THE SORSOGON CITY CITIZEN'S CHARTER (3<sup>RD</sup> EDITION)**

**WHEREAS,** among the items deliberated during the November 19, 2024 Regular Session of the 8<sup>th</sup> City Council is the Letter from the Office of the Hon. Ma. Ester E. Hamor, City Mayor, Sorsogon City addressed to the Hon. Mark Eric C. Dioneda, City Vice Mayor and the Honorable Members of the Sangguniang Panlungsod thru the SP Secretary dated November 06, 2024 requesting for the adoption and approval of the CDC Resolution No. 010, Series of 2024 entitled, "Resolution adopting and approving the City Development Council (CDC) Resolution No. 10, Series of 2024 entitled resolution favorably endorsing the Sorsogon City Citizen's Charter (3<sup>rd</sup> edition);



**WHEREAS**, the CDC Resolution No. 010, Series of 2024 passed and approved on August 27, 2024 during the Regular Meeting of the City Development Council at Victoria's Grill Function Hall, Sitio Gabao, San Roque, Bacon District, Sorsogon City;

**WHEREAS**, the Citizens Charter is the official document that will communicate the service standards or pledge of an agency on the government services being provided to the citizens;

**WHEREAS**, it also serve as the basis for establishing liability of all erring government employees involved in unnecessary red-taped and corruption; and

**WHEREAS**, the Citizen's Charter is the declaration of commitment of the City Government of Sorsogon in giving the best services to its clientele;

**NOW THEREFORE**, on incidental motion of **Hon. Renalene Mae J. Duka**, duly seconded by **Hon. Eugene Matthew D. Lopez**, resolved as it is hereby resolve to adopt and approve the City Development Council (CDC) Resolution No. 10, Series of 2024 entitled Resolution favorably Endorsing the Sorsogon City Citizen's Charter (3<sup>rd</sup> Edition).

**RESOLVED FINALLY**, that copies of this resolution be furnished to all concerned for their information and guidance.

**DATE APPROVED:** November 19, 2024

I hereby certify to the correctness of the foregoing resolution.

  
**ROVANE E. DOMASIAN**  
Secretary to the Sangguniang Panlungsod

**ATTESTED:**

  
**MARK ERIC C. DIONEDA**  
City Vice Mayor/Presiding Officer



## ANNEX C

### Directory of City Government Official, ARTA, Presidential Complaints Center (PCC) and CSC Contact Center ng Bayan

<p><b>OFFICE OF THE CITY MAYOR</b>  <b>MA. ESTER E. HAMOR</b>  City Mayor  Mobile No. 0970 624 3109  Email : mayor.esterhamor.lhusorcity@gmail.com</p>	<p><b>OFFICE OF THE CITY VICE MAYOR</b>  <b>MARK ERIC C. DIONEDA</b>  City Vice Mayor  Mobile No. 0917 888 2612  Email : vicemayorericdioneda@gmail.com</p>
<p><b>OFFICE OF THE CITY ADMINISTRATOR</b>  <b>ATTY. MARK GERALD D. GUIRINDOLA</b>  City Administrator  Mobile No. 0950 919 2310  Email : sorsogoncity.markguirindola@gmail.com</p>	<p><b>BUSINESS PERMITS AND LICENSING OFFICE</b>  <b>RODEL E. FERRERAS</b>  CGDH I  Mobile No. 0991 612 7436  Email : rodelferreras@gmail.com</p>
<p><b>CITY COOPERATIVES DEVELOPMENT OFFICE</b>  <b>MARIA JULIA C. RAMOS</b>  Cooperatives Officer  Mobile No. 0926 636 5728  Email : mjcleofe@gmail.com</p>	<p><b>CITY INFORMATION AND COMMUNICATION TECHNOLOGY OFFICE</b>  <b>JOHN JASON L. PALMA</b>  CICT Officer  Mobile No. 0917 596 9163  Email : sorcicto@gmail.com</p>
<p><b>CITY INTERNAL AUDIT SERVICE OFFICE</b>  <b>ATTY. EUNICE N. BERNAL</b>  Market Administrator  Mobile No. 0970 624 3109  Email : rowenadoloiras0127@gmail.com</p>	<p><b>CITY PUBLIC INFORMATION OFFICE</b>  <b>JOHN ERICK N. SIPOY</b>  Internal Auditor  Mobile No. 0927 023 9726  Email : johnericnsipoy@gmail.com</p>
<p><b>CITY TOURISM CULTURE &amp; ARTS OFFICE</b>  <b>JONI ASPHASIA O. JAO</b>  City Tourism Officer  Mobile No. 0919 991 2289  Email : Sorsogon.citytourism@gmail.com</p>	<p><b>CITY URBAN POOR AND HOUSING DEVELOPMENT OFFICE</b>  <b>LIVIA A. LAREZA</b>  CGDH I  Mobile No. 0999 601 6362  Email : sorcityurbanpoorhousing@gmail.com</p>
<p><b>CITY YOUTH DEVELOPMENT OFFICE / BARANGAY AFFAIRS &amp; PUBLIC ASSISTANCE DIVISION</b>  <b>MA. CHARO D. LOGRONIO</b>  CGDH I  Mobile No. 0917 133 8785  Email : lydo.sorcicity@gmail.com</p>	<p><b>OFFICE OF THE CITY ACCOUNTANT</b>  <b>ATTY. CHRISTINE N. MERALPES</b>  City Accountant  Mobile No. 0998 5553 691  Email : nbnoeal@yahoo.com</p>
<p><b>OFFICE OF THE CITY AGRICULTURIST</b>  <b>ADELINE J. DETERA</b>  City Agriculturist  Mobile No. 0950 979 6058  Email : sorcityagri@gmail.com</p>	<p><b>OFFICE OF THE CITY ASSESSOR</b>  <b>OLIMPIO S. ROMERO JR.</b>  City Assessor  Mobile No. 0928 280 8173  Email : olimpioromero55@gmail.com</p>



<p><b>OFFICE OF THE CITY BUDGET OFFICER</b>  <b>JINKY E. AQUINO</b>  City Budget Officer  Mobile No. 0917 106 3251  Email : jinkyaquino19@gmail.com</p>	<p><b>OFFICE OF THE CITY CIVIL REGISTRAR</b>  <b>SALVACION E. MORALEDA</b>  City Civil Registrar  Mobile No. 0933 856 2201  Email : ningmoraleda25@gmail.com</p>
<p><b>OFFICE OF THE CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICER</b>  <b>LUISITO H. MENDOZA JR.</b>  CDRRM Officer  Mobile No. 0920 960 5717  Email : louiemendozajr@gmail.com</p>	<p><b>OFFICE OF THE CITY ENGINEER</b>  <b>ENGR. ROEL D. DOMER</b>  City Engineer  Mobile No. 0948 232 4893  Email : boboydomer@gmail.com</p>
<p><b>OFFICE OF THE CITY ENVIRONMENT &amp; NATURAL RESOURCES OFFICER</b>  <b>RONANDO F. GERONA JR.</b>  CENR Officer  Mobile No. 0992 726 0058  Email : cenrolgu_sorcity@yahoo.com</p>	<p><b>OFFICE OF THE CITY GENERAL SERVICES OFFICER</b>  <b>GERALD L. MALIGASO</b>  CGS Officer  Mobile No. 0908 888 2287  Email : ghie1207@yahoo.com</p>
<p><b>OFFICE OF THE CITY HEALTH OFFICER</b>  <b>ROLANDO E. DEALCA</b>  OIC - City Health Officer  Mobile No. 0921 642 6648  Email : olanmd3911@gmail.com</p>	<p><b>OFFICE OF THE CITY HUMAN RESOURCE AND MANAGEMENT OFFICER</b>  <b>CLAUDIO D. JAZMIN JR.</b>  CHRM Officer  Mobile No. 0933 851 5477  Email : oidualc_nimzaj@yahoo.com</p>
<p><b>OFFICE OF THE CITY LEGAL OFFICER</b>  <b>ATTY. CYRIL D. OROPESA</b>  City Legal Officer  Mobile No. 0918 381 2508  Email : Cyril_oropesa@yahoo.com</p>	<p><b>OFFICE OF THE CITY PLANNING AND DEVELOPMENT COORDINATOR</b>  <b>EnP REISSA D. LAROSA - GAMOS</b>  CPDC  Mobile No. 0917 579 1746  Email : cpdosorsogoncity@gmail.com</p>
<p><b>OFFICE OF THE CITY SOCIAL WELFARE AND DEVELOPMENT OFFICER</b>  <b>JOSIE L. JADIE</b>  CSWD Officer  Mobile No. 0919 663 8195  Email : josie_jadie@yahoo.com</p>	<p><b>OFFICE OF THE CITY TREASURER</b>  <b>NANCY D. CABALLERO</b>  City Treasurer  Mobile No. 0919 000 5617  Email : nanzcab_mail@yahoo.com</p>
<p><b>OFFICE OF THE CITY VETERINARIAN</b>  <b>DR. ALEXANDER D. DESTURA</b>  City Veterinarian  Mobile No. 0998 324 5971  Email : alexander_destura@yahoo.com</p>	<p><b>OFFICE OF THE CITY ZONING ADMINISTRATOR</b>  <b>ALFONSO L. TAYO</b>  Zoning Administrator  Mobile No. 0970 314 9982  Email : lindadooc@yahoo.com</p>





<p><b>OFFICE OF THE SECRETARY TO THE SANGGUNIANG PANLUNGSOD</b>  <b>ROVAN E. DOMASIAN</b>          Secretary to the SP          Mobile No. 0966 829 7878          Email : 8thcitycouncil@gmail.com</p>	<p><b>PUBLIC EMPLOYMENT SERVICES OFFICE</b>  <b>HENRY C. GUEMO</b>          PESO Manager          Mobile No. 0907 540 6977          Email : henryguemo335@gmail.com</p>
<p><b>CIVIL SECURITY UNIT/PUBLIC SAFETY OFFICE /SK3</b>  <b>ARNEL H. ANCHINGES</b>          Security Officer IV          Mobile No. 0920 280 5456          Email : sorsogoncitySK3@gmail.com</p>	<p><b>MARKET ADMINISTRATOR</b>  <b>CHRISTIAN D. SANCHEZ</b>          Market Administrator          Mobile No. 0917 133 8785          Email : rowenadoloiras0127@gmail.com</p>
<p><b>BIDS AND AWARDS COMMITTEE</b>  <b>DINA A. DONDONILLA</b>          BAC Head Secretariat          Mobile No. 0920 661 1658          Email: dinadondonilla@yahoo.com</p>	<p><b>BUREAU OF FIRE PROTECTION – SORSOGON CITY</b>  <b>FSINSP MARIA CELESTE F. PANCHO</b>          Acting City Fire Marshall          Mobile No. 0909 456 7636          Email: sorcityfire@yahoo.com</p>
<p><b>RURAL HEALTH UNIT – WEST DISTRICT</b>  <b>DR. NIKKI JADE P. JAMISOLA</b>          Rural Health Physician          Mobile No. 0939 984 1848          Email: njepj08@gmail.com</p>	<p><b>PRESIDENTIAL COMPLAINTS CENTER (PCC)</b>          Telephone No. 8888          Email: 8888complaint@op.gov.ph</p>
<p><b>RURAL HEALTH UNIT – EAST DISTRICT</b>  <b>DR. EPIFANIA P. HALLIG</b>          Rural Health Physician          Mobile No. 0998 549 5706          Email: fanny_halli@yahoo.com</p>	<p><b>CSC CONTACT CENTER NG BAYAN</b>          Mobile No. 09088816565          Email:          email@contactenterngbayan.gov.ph</p>
<p><b>RURAL HEALTH UNIT – BACON DISTRICT</b>  <b>DR. KAREN FAYE N. GARCIA</b>          Rural Health Physician          Mobile No. 0945 253 3834          Email:          karenfaye.garcia1209@gmail.com</p>	<p><b>ARTA</b>          Mobile No. 09692577242;          0928-690-4080          Email: complaints@arta.gov.ph</p>



**ANNEX D**  
**Customer Feedback Form**



**EXTERNAL Client Satisfaction Measurement (ECSM) Survey**

**CLIENT FEEDBACK FORM**

Our Organization in its thrust to continually improve its services to the clients has implemented the Quality Management System (QMS) aligned to ISO 9001:2015. We would therefore like to ask you to contribute to our efforts by stating your **comments or remarks** on our services rendered.

<b>Client Name</b>	
<b>Address / Agency</b>	
<b>Office visited</b>	
<b>Time and Date of Visit</b>	Month _____, Day _____, 2022 / Time: _____ AM/PM

Please select the **degree** of satisfaction for each of the following parameters.

**1 Not Satisfied**   **2 Somewhat satisfied**   **3 Moderately Satisfied**   **4 Highly Satisfied**

No.	Parameters	YOUR Rating	Weight Factor	OVERALL (For LGU use)
1	The Office visited has clear procedures or processes.		4	
2	The employee/s provided prompt and accurate service.		6	
3	The employees are helpful and provided client-focused service.		5	
4	The Office is clean and orderly.		3	
5	Our needs and expectations were met.		7	
<b>Total Score and Assessment (For LGU use)</b>				
Do you have any suggestions for improvement of our services? Please state.				

**Weight Factor** – Degree of Importance from 3 to 7; 7 being the highest

Thank you very much for your contribution in our **Quality Management System (QMS)**.