



S O R S O G O N C I T Y

# CITIZEN'S CHARTER

2<sup>nd</sup> Edition

# Message of the City Mayor

The Sorsogon City Citizen's Charter is the comprehensive guide of the basic services of the City Government of Sorsogon to the people. This ensures transparency and accountability in the delivery of services of the LGU offices, in conformity with Republic Act 11032, otherwise known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018 and its Implementing Rules and Regulations.

The citizen's charter aims to make our clients more adept of the general services and procedures of the different offices in the city government. The charter includes steps involved in availing the service, fees and charges and requirements per department with its corresponding processing time. It also includes persons' in-charge to guide the clients.

I congratulate all the Department Heads and Division Chiefs of the Local Government Unit of Sorsogon City for crafting of the 2<sup>nd</sup> Edition of the Sorsogon City Citizen's Charter.

Let us all continue serving the people and help cut the red tape and prevent corruption.

**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 (2019 – 2022)

Position	Name
City Mayor	Ma. Ester E. Hamor
City Vice-Mayor	Mark Eric C. Dioneda
City Councilor	Danilo A. Deladia
City Councilor	Hilario D. Dioneda
City Councilor	Jo Abegail C. Dioneda
City Councilor	Melchor P. Atutubo
City Councilor	Mary Ellen D. Jamisola
City Councilor	Ralph Walter R. Lubiano
City Councilor	Franco Eric O. Ravanilla
City Councilor	Joven P. Laura
City Councilor	Nestor J. Baldon
City Councilor	Erwin J. Duana
City Councilor	Fernando David Duran III
City Councilor	Ma. Rebecca Aquino
Liga President	Ma. Theresa R. Perdigon
SK City Federation President	Lorenz Abenion

## Organizational Structure

As of June 30, 2021

Permanent, Co Term & Elective	-	453
Contractual/Casual	-	32
Job Orders/ Contract of Service	-	1,268

## 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	20
<b>Infrastructure and Utilities</b>	
Roads and Bridges	Road – 343 km. Bridges – 1.62 km
Power Utilities/Service	1 Electric Cooperative (SORECO 2)
Waterworks	1 Water District (SCWD)
Communication Facilities	
Telephone Carriers	1
Mobile Carriers	2
Cellular Site	5
Post Office	1
Internet Cafe	17
Media Handling Facilities	
Radio Station (W/in City)	10
Cable Network	4
<b>Social Services</b>	
Hospital	
Public	2
Private	4
Health Clinic/s	
Dental	2
Medical	15
Municipal Health Office	4
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 **CITIZEN'S CHARTER**.

**Sangguniang Panlungsod Resolution No. 161-B, Series of 2021, Resolution Adopting and Approving the City Development Council Resolution No. 02, Series of 2021 Entitled “Resolution Favorable Endorsing the Sorsogon City Citizen’s Charter (2<sup>nd</sup> Edition) which was approved on May 25, 2021, 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 Sorsoganons 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. Office of the City Agriculturist

## 1.1. 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:

30 minutes

### TOTAL FEES/CHARGES:

None

### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of the CASO	Transaction Time	Responsible Person
1. Submit letter request to the Office of the City Mayor (cc CASO)	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	Mayor's Office receiving clerk or Agriculturist officer of the day
2. Extend the necessary cooperation during the validation/ confirmation.	Conducts visit. Upon validation, sets the schedule for the orientation of members.		<b>ERLINDA D. DOLEND</b> Cooperative Development Specialist, AEWs
3. Attend the orientation and ensure the attendance of all prospective	Conducts orientation. At the end of the orientation, assists in the formal		<b>MARIA JULIA C. RAMOS</b> Cooperative Development Specialist <b>IAN D. DUKA</b> Agriculturist II

members of the group.	organization of the group.		
4. Set the schedule for a pre-membership education seminar if your organization intends to seek registration from the Cooperative Development Authority (CDA)	Assist in scheduling a pre-membership education seminar from the Cooperative Development Authority (CDA) if organization intends to seek registration from it.	15 minutes	<b>MARIA JULIA C. RAMOS</b> Cooperative Development Specialist

## 1.2. 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
- Sloping Agricultural Land Technology and other farming systems
- Integrated Pest Management
- Organic Agriculture
- Animal Raising
- Coastal Resource Management
- Aquaculture/Mariculture
- Meat and fish Processing
- Pili & Abaca Processing
- FFS
- Handicraft
- Accommodation of OJTs/Work Immersion
- PMES (Pre membership Education Seminar}
- Pre-Marriage Counselling

### CLIENT GROUPS:

Farmers and fisherfolk associations/ cooperatives, youth and women organization and other organized groups

### REQUIREMENT:

Letter of Request

### SERVICE SCHEDULES:

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

**TOTAL PROCESSING TIME:**

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

**TOTAL FEES AND CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of CASO	Transaction Time	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	<b>Agriculturist Officer of the day</b> <b>Main Office</b> (cityhall) <b>Mon.-</b> Chistine Labitag and Arturo Doloiras <b>Tue.-</b> Irma Concepcion & Cynthia Sesbreno <b>Wed.-</b> Edgar Arevalo & Victor Janoras <b>Thur.-</b> Ma. Julia Ramos & Suzette Escanilla <b>Fri. -</b> Christopher Rellora & Teresita Dave <b>Bacon</b> <b>Satellite Office</b> <b>Mon.-</b> Arlet Vereynato <b>Tue-</b> Loubel Almajeda <b>Wed -</b> Agnes Dicen <b>Thur -</b> Medilina Fernando <b>Fri –</b> Carlo Estopace
2. Extend the necessary assistance and cooperation during the visit. Upon confirmation of the request, coordinate with the	Conducts visit and set schedule and venue of training.		<b>AEWs assigned in the venue of training</b> Suzette Blando –

CASO staff as to the schedule and venue of the training.			<b>Abuyog,</b> <b>Buhatan,</b> <b>Cabid-an East</b> Maria Julia Ramos – <b>Balogo</b> <b>Bibincahan,</b> <b>San Juan East</b> Ian Duka – <b>Piot, Capuy</b> <b>West</b> Arturo Doloiras- <b>Ticol,</b> <b>Tugos WEst</b> Irma Concepcion- <b>Pamurayan,</b> <b>Barayong,</b> <b>Gimaloto WEst</b> Teresita Dave – <b>Basud,</b> <b>Macabog,</b> <b>Pangpang</b> <b>WEst</b> Christopher REllora- <b>Penafrancia,</b> <b>Guinlajon,</b> <b>Bulabog West</b> Erlinda Ladimo- <b>Gatbo,</b> <b>Buenavista,</b> <b>Bon-ot,</b> <b>Balogo</b> <b>Sawanga</b> <b>Bacon</b> Agnes Dicen- Manaog- <b>Rawis, Sta.</b> <b>Cruz, Del</b> <b>Rosario, Sto.</b> <b>Domingo, San</b> <b>Juan Bacon</b> Lourdes Belen Almajeda- <b>San Isidro, San</b> <b>Ramon,</b> <b>Jamislagan,</b> <b>San Vicente,</b>
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			<b>Salvacion, Sta. Lucia Bacon</b> Arlet Vereynato- <b>San Roque</b> Roda DEstajo- <b>Cabarbuhan.</b> <b>San Jose,</b> <b>Balete Bacon</b> Carlo Emmanuel Estopace – <b>Sto</b> <b>Nino, Osiao,</b> <b>San Pascual</b> <b>Bacon</b> Medilina Fernando – <b>Carficaran,</b> <b>Bogna,</b> <b>Poblacion</b> <b>Sugod Bacon</b>
3. Ensure that all members of the organization/association will attend and actively participate in the training.	Conducts training.	Processing time will depend upon the topic to be discussed	<b>Training team</b> Adeline Detera, Ian Duka, Agnes Dicen – Orgnic Agriculture and crops Christine Labitag and Ronilo de la Pena – HV Crops Cynthia SEsbreno and Victor Janoras – Fisheries All AEWs above mentioned – rice and other crops Christopher Rellora - Mushroom

### 1.3. AVAILMENT OF ANIMAL DISPERSAL PROGRAM

#### ABOUT THE SERVICE:

The CASO disperses cattle, carabaos and swine to farmers seeking additional income by raising livestock.

Payment term depends on the livestock raised and is specified in the contract signed by the farmer.

#### CLIENT GROUPS:

Farmers and fisherfolk associations/Cooperatives, youth and women organization and others (individual farmer/fisherfolk)

#### REQUIREMENT:

CTC, Picture, Animal Dispersal Contract

#### SERVICE SCHEDULES:

Monday to Friday;

8:00 AM to 5:00 PM

#### TOTAL PROCESSING TIME:

3 days (inclusive of processing, site inspection, and dispersal)

#### TOTAL FEES/CHARGES:

Insurance for cattle and carabao (free)

#### PROCESS OF AVAILING THE SERVICE:

Steps Involve	Actions of CASO	Transaction Time	Responsible Person
1. Proceed to the Office of the City Agriculturist and fill out application form.	Briefs the Client on the program and its requirements.	15 minutes	<b>AEWs assigned in the venue of training</b> Suzette Blando – <b>Abuyog, Buhatan, Cabid-an East</b> Maria Julia Ramos – <b>Balogo Bibincahan, San Juan East</b> Ian Duka – <b>Piot, Capuy West</b> Arturo Doloiras-

			<p><b>Ticol, Tugos West</b> Irma Concepcion- <b>Pamurayan, Barayong, Gimaloto West</b> Teresita Dave – <b>Basud, Macabog, Pangpang West</b> Christopher REllora- <b>Penafrancia, Guinlajon, Bulabog West</b> Erlinda Ladimo- <b>Gatbo, Buenavista, Bon-ot, Balogo Sawanga Bacon</b> Agnes Dicen- Manaog- <b>Rawis, Sta. Cruz, Del Rosario, Sto. Domingo, San Juan Bacon</b> Lourdes Belen Almajeda- <b>San Isidro, San Ramon, Jamislagan, San Vicente, Salvacion, Sta. Lucia Bacon</b> Arlet Vereynato- <b>San Roque</b> Roda DEstajo- <b>Cabarbuhan.</b></p>
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			<b>San Jose,</b> <b>Balete Bacon</b> Carlo Emmanuel Estopace – <b>Sto Nino,</b> <b>Osiao, San</b> <b>Pascual</b> <b>Bacon</b> Medilina Fernando – <b>Carficaran,</b> <b>Bogna,</b> <b>Poblacion</b> <b>Sugod Bacon</b>
<p>2. Submit the accomplished form and the requirement. Submit to an interview and contract briefing.</p> <p>If there is no available stock, your name will be entered in the waiting list of Clients applying for dispersal, take note of the advice when to return to the Office of City Agriculturist to follow up application.</p> <p>If there is an available stock, you will be informed of the schedule of visit for site inspection to validate if you can provide the following:  for swine  suitable housing  adequate budget for Feeds  for cattle and carabao  suitable grazing area</p> <p>Take note of the schedule.</p>	<p>Conducts interview and contracts briefing.</p> <p>If there is no available stock, enters name of client in the waiting list of clients applying for dispersal and advises client when to return to the city</p> <p>If there is an available stock, informs client of the schedule of visit for site inspection to validate the client's ability to provide</p>	<p>30 minutes for interview and contract briefing</p> <p>15 minutes</p>	<b>AEWs assigned in the venue of training</b> Suzette Blando – <b>Abuyog,</b> <b>Buhatan,</b> <b>Cabid-an</b> <b>East</b> Maria Julia Ramos – <b>Balogo</b> <b>Bibincahan,</b> <b>San Juan</b> <b>East</b> Ian Duka – <b>Piot, Capuy</b> <b>West</b> Arturo Doloiras- <b>Ticol, Tugos</b> <b>West</b> Irma Concepcion- <b>Pamurayan,</b> <b>Barayong,</b> <b>Gimaloto</b> <b>West</b> Teresita Dave – <b>Basud,</b> <b>Macabog,</b> <b>Pangpang</b> <b>West</b>

			Christopher REllora- <b>Penafrancia,</b> <b>Guinlajon,</b> <b>Bulabog</b> <b>West</b> Erlinda Ladimo- <b>Gatbo,</b> <b>Buenavista,</b> <b>Bon-ot,</b> <b>Balogo</b> <b>Sawanga</b> <b>Bacon</b> Agnes Dicen- Manaog- <b>Rawis, Sta.</b> <b>Cruz, Del</b> <b>Rosario, Sto.</b> <b>Domingo,</b> <b>San Juan</b> <b>Bacon</b> Lourdes Belen Almajeda- <b>San Isidro,</b> <b>San Ramon,</b> <b>Jamislagan,</b> <b>San Vicente,</b> <b>Salvacion,</b> <b>Sta. Lucia</b> <b>Bacon</b> Arlet Vereynato- <b>San Roque</b> Roda DEstajo- <b>Cabarbuhan.</b> <b>San Jose,</b> <b>Balete Bacon</b> Carlo Emmanuel Estopace – <b>Sto Nino,</b> <b>Osiao, San</b> <b>Pascual</b> <b>Bacon</b> Medilina Fernando – <b>Carficaran,</b> <b>Bogna,</b>
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			<b>Poblacion Sugod Bacon</b>
3. Extend the necessary cooperation and assistance during the site inspection	Conduct site inspection	30 minutes for validation of pen or grazing area	Agriculturist assigned in the Barangay
4. If the site passes the inspection, take note of the date and place of retrieval of animals and documents needed in availing of the dispersal program.	If the site passes the inspection, provides the date and place of retrieval of animals.  Instruct client to complete the documents needed in availing of the dispersal program.	10 minutes	
5. On the agreed date, proceed to the designated place. Sign the contract and receive the animals.	Releases the animal upon contract signing.		
6. Assist and cooperate with CASO personnel who will visit to check on the progress of the dispersal program.	Visits the client to check on the progress of the dispersal program.		

#### **1.4. AVAILMENT OF TECHNICAL ASSISTANCE ON CROP AND ANIMAL PRODUCTION, 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
- Post-harvest management
- Production and Marketing

##### **CLIENT GROUPS:**

Farmers and fisherfolk/ fish farmer

**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)

**TOTAL FEES/CHARGES:** None

**PROCESS OF AVAILING THE SERVICE**

Steps involved	Actions of CASO	Transaction Time	Responsible Person
1. Approach the agriculturist assigned to the Barangay or proceeds to the Office of the City Agriculturist to request the appropriate technical assistance and submit for interview and provide requested information.	Briefs client on the service and its requirements and conduct interview.	15 minutes	<b>AEWs assigned in the venue of training</b> Suzette Blando – <b>Abuyog, Buhatan, Cabid-an East</b> Maria Julia Ramos – <b>Balogo Bibincahan, San Juan East</b> Ian Duka – <b>Piot, Capuy West</b> Arturo Doloiras- <b>Ticol, Tugos West</b> Irma Concepcion- <b>Pamurayan, Barayong, Gimaloto West</b> Teresita Dave – <b>Basud, Macabog, Pangpang West</b> Christopher REllora- <b>Penafrancia, Guinlajon,</b>

			<b>Bulabog</b> <b>West</b> Erlinda Ladimo- <b>Gatbo,</b> <b>Buenavista,</b> <b>Bon-ot,</b> <b>Balogo</b> <b>Sawanga</b> <b>Bacon</b> Agnes Dicen- Manaog- <b>Rawis, Sta.</b> <b>Cruz, Del</b> <b>Rosario, Sto.</b> <b>Domingo,</b> <b>San Juan</b> <b>Bacon</b> Lourdes Belen Almajeda- <b>San Isidro,</b> <b>San Ramon,</b> <b>Jamislagan,</b> <b>San Vicente,</b> <b>Salvacion,</b> <b>Sta. Lucia</b> <b>Bacon</b> Arlet Vereynato- <b>San Roque</b> Roda DEstajo- <b>Cabarbuhan.</b> <b>San Jose,</b> <b>Balete Bacon</b> Carlo Emmanuel Estopace – <b>Sto Nino,</b> <b>Osiao, San</b> <b>Pascual</b> <b>Bacon</b> Medilina Fernando – <b>Carficaran,</b> <b>Bogna,</b> <b>Poblacion</b> <b>Sugod Bacon</b>
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2. Provide a sketch of the location of your farm/house and take note of the schedule of farm visit.	Schedules a farm visit	2 minutes	Agriculturist Officer of the day
3. Assist the agriculturist during the onsite visit. Take note of the diagnosis and advice.	Evaluates Client's needs and provides the appropriate technical assistance.		Technical Team

### 1.5. AVAILMENT OF INFORMATION ON SEEDS AVAILABILITY

#### ABOUT THE SERVICE:

The Office of the City Agriculturist provides information on the availability and prices of seeds for rice, corn, vegetables, high value of crops, fish fry/fingerlings, seaweeds and other marine products.

The information may be provided by the Agriculturist assigned to a particular barangay.

#### CLIENT GROUPS:

Farmers & fisherfolks

#### SERVICE SCHEDULES:

Monday to Friday,

8:00 AM to 5:00 PM

#### TOTAL PROCESSING TIME:

20 minutes

#### TOTAL FEES AND CHARGES:

None

#### PROCESS OF AVAILING THE SERVICE:

Steps involved	Actions of OCA	Transaction Time	Responsible Person
1. Approach an agriculturist assigned in the barangay or proceeds to the City Agriculture Office. Sign the client logbook and state the nature of your inquiry.	Receives client's request	5 minutes	<b>AEWs assigned in the venue of training</b> Suzette Blando – <b>Abuyog, Buhatan, Cabid-an East</b>
2. Listen Attentively to what the Agriculturist has to say	Provides the information being requested	15 minutes	Maria Julia Ramos – <b>Balogo Bibincahan, San Juan East</b>

			<p>Ian Duka –  <b>Piot, Capuy  West</b>  Arturo  Doloiras- <b>Ticol,  Tugos WEst</b>  Irma  Concepcion-  <b>Pamurayan,  Barayong,  Gimaloto WEst</b>  Teresita Dave  – <b>Basud,  Macabog,  Pangpang  WEst</b>  Christopher  REllora-  <b>Penafrancia,  Guinlajon,  Bulabog West</b>  Erlinda  Ladimo-  <b>Gatbo,  Buenavista,  Bon-ot,  Balogo  Sawanga  Bacon</b>  Agnes Dicen-  Manaog-  <b>Rawis, Sta.  Cruz, Del  Rosario, Sto.  Domingo, San  Juan Bacon</b>  Lourdes Belen  Almajeda-  <b>San Isidro, San  Ramon,  Jamislagan,  San Vicente,  Salvacion, Sta.  Lucia Bacon</b>  Arlet  Vereynato-  <b>San Roque</b>  Roda DEstajo-  <b>Cabarbuhan.  San Jose,  Balete Bacon</b></p>
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			Carlo Emmanuel Estopace – <b>Sto Nino, Osiao, San Pascual Bacon</b> Medilina Fernando – <b>Carficaran, Bogna, Poblacion Sugod Bacon</b>
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## 1.6. 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  
Schools

### REQUIREMENT:

Farm/Farm Land

### 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 (travel, queuing and site validation no Included	-	40 minutes

### TOTAL FEES/CHARGES:

None

### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of OCA	Transaction Time	Responsible Person
1. Approach the agriculturist assigned to the barangay or proceeds to the Office of the City Agriculturist	Briefs the client on the service and its requirements.	10 minutes	<b>AEWs assigned in the venue of training</b> Suzette Blando – <b>Abuyog, Buhatan, Cabid-an East</b>

to request for vegetable seeds.			<p>Maria Julia Ramos – <b>Balogo Bibincahan, San Juan East</b></p> <p>Ian Duka – <b>Piot, Capuy West</b></p> <p>Arturo Doloiras- <b>Ticol, Tugos WEst</b></p> <p>Irma Concepcion- <b>Pamurayan, Barayong, Gimaloto WEST</b></p> <p>Teresita Dave – <b>Basud, Macabog, Pangpang WEst</b></p> <p>Christopher REllora- <b>Penafancia, Guinlajon, Bulabog West</b></p> <p>Erlinda Ladimo- <b>Gatbo, Buenavista, Bon-ot, Balogo Sawanga Bacon</b></p> <p>Agnes Dicen-Manaog- <b>Rawis, Sta. Cruz, Del Rosario, Sto. Domingo, San Juan Bacon</b></p> <p>Lourdes Belen Almajeda- <b>San Isidro, San Ramon, Jamislagan, San Vicente, Salvacion, Sta. Lucia Bacon</b></p> <p>Arlet Vereynato- <b>San Roque</b></p> <p>Roda DEstajo- <b>Cabarbuhan. San Jose, Balete Bacon</b></p> <p>Carlo Emmanuel Estopace – <b>Sto Nino, Osiao, San Pascual Bacon</b></p> <p>Medilina Fernando – <b>Carficaran, Bogna, Poblacion Sugod Bacon</b></p>
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<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 commercial farmers: Submit yourself to an interview. Provide a sketch of the location of your farm and takes note of the schedule for the ocular inspection.</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>3. Assist the agriculturist during the ocular inspection. Take note of the advice/ instructions on cropping activities and on the schedule to return the City Agriculture office to secure the seeds.</p>	<p>Conduct ocular inspection. Gives advice/instruction on cropping activities and when to return to City Agriculture Office to secure the seeds.</p>		
<p>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>	

### **1.7. 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)
- Barangay Clearance
- Barangay Cedula
- Barangay Certification of Boat ownership
- Picture of the boat and the boat owner

**TOTAL PROCESSING TIME:**

28 minutes

**TOTAL FEES/CHARGES:**

Payment of corresponding fees depends upon the boat/engine horsepower or a fixed amount for non-motorized boat

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of CASO	Transaction Time	Responsible Person
1. Client to proceed to the City Agricultural Services Office, request for MFV Registration Application Form and submit requirements.	Receives the requirement, briefs/inform the client about the service and requirements needed and schedule the date, time and place of fishing boat admeasurement	20 minutes	CASO personnel
2. Client pays the computed amount	Issues Official Receipt to client	3 minutes	CASO personnel
3. Received the Registration Certificate and sign the logbook	Prepares, sign and release the Registration Certificate	5 minutes	CASO Personnel  <b>ADELINE J. DETERA</b> City Agriculturist <b>MEDILINA E. FERNANDO</b> CGADH I

## 1.8. 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

### TOTAL FEES/CHARGES:

Payment of corresponding fees depends upon the product to be shipped out (volume and classification)

### PROCESS OF AVAILING THE SERVICE

Steps Involved	Actions of CASO	Transaction Time	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	CASO Personnel
2. Submit yourself to an interview. Provide pertinent data, including classification, volume and destination of marine products to be transported. These will serve as the bases for the amount of payment.	Interview's client. Compute's fee/s to be paid and provide order of payment.	15 minutes	CASO Personnel
3. Pay the computed amount. Secure an official receipt.	Issues official receipt.	3 minutes	CASO Personnel
4. Claim auxiliary invoice and sign logbook.	Releases auxiliary invoice and records release.	3 minutes	Agriculturist Officer of the day.

## 1.9. 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)

### TOTAL FEES/CHARGES:

None

### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of CASO	Transaction Time	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	AEWs
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		AEWs

## 1.10. AVAILMENT OF TILAPIA FINGERLINGS

### 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)

### TOTAL FEES/CHARGES:

None

### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of OCA	Transaction Time	Responsible Person
1. Submit letter request to the City Agriculture Office.	Briefs the client on the service and its requirements.	10 minutes	AEW/OD
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.	Sets schedule of site inspection with the client.	5 minutes	AEW/OD
3. Extend the necessary assistance during the site visit.	Conducts site inspection. Inform client when the fingerlings can be obtained. Instructs client to bring the necessary materials for hauling.		City Agriculturist/ Agriculturist for fisheries
4. Follow-up for the availability of fingerlings	Informs clients on schedule of dispersal activity	5 minutes	City Agriculturist /Agriculturist for fisheries.
5. Sign the acknowledgement receipt upon release	Records issuance.	3 minutes	Agriculturist / Officer of the Day

### **1.11. 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)

#### **TOTAL FEES/CHARGES:**

None

#### **PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Actions Of CASO</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
1. Inform CASO about the accidentally caught endangered specie	Interviews & records the name & location of fisherfolk.	10 minutes	AEWs/Officer of the Day
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		AEWs
	Prepares documents for payment of incentive	30 minutes	

## **1.12. 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

### **TOTAL FEES/CHARGES:**

None

### **PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Action Of CASO</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
1. Approach CASO Personnel for an interview	Orient the client about the service, interviews the client	10 minutes	CASO Personnel
2. Signing of documents	Signs the document	1 minute	CASO Personnel
3. Photo Documentation	Takes a photo of the client to complete the registry	1 minute	CASO Personnel

### 1.13. AVAILMENT OF ASSISTANCE IN THE PROCESSING OF CLAIMS OF PHILIPPINE CROP INSURANCE CORPORATION

**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

**SERVICE SCHEDULE:**

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

**TOTAL PROCESSING TIME:**

30 minutes

**TOTAL FEES/ CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions Of CASO	Transaction Time	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	AEWs
2. Submit yourself for an interview	Interviews the clients, filled out the PCIC form	15 minutes	AEWs
3. Submit the required documents.	Submits / pick up documents by PCIC Personnel assigned in the province		AEWs

### 1.14. AVAILMENT OF 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 - none

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)

**TOTAL FEES/ CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions Of CASO	Transaction Time	Responsible Person
1. Approach the City Agriculturist Office. Register I the logbook.	Interview's client if included in the master list and Orients about the service	5 minutes	Officer of the Day
2. Be present during the conduct of validation and ocular inspection	Validation and ocular inspection if needed		Assigned AEW in the Barangay
3. Receive the requested certification. Sign the logbook.	Prepares, sign and release the requested certification.	10 minutes	<b>ERLINDA D. DOLENDO</b> Cooperative Development Specialist I  <b>ADELINE J. DETERA</b> City Agriculturist

**1.15. AVAILMENT OF FRUIT BEARING AND NON-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)

**TOTAL FEES/ CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions Of CASO	Transaction Time	Responsible Person
1. Submit letter of Request	Receives and orient the client about the service	10 minutes	CASO personnel
2. Assist the personnel of the City Agriculturist during the site inspection and evaluation/ validation	Conducts site inspection and evaluation/validation		AEW assigned in the barangay
3. Receive the requested seedling	Approves and release the client/s request	10 minutes	<b>ADELINE J. DETERA</b> City Agriculturist

**1.16. 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, while the farmer provides the fuel during operation at the farm.

**CLIENT GROUPS:**

Individual farmer, 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)

**TOTAL FEES and CHARGE:**

None

**PROCESS OF AVAILING THE SERVICE**

Steps Involved	Actions of CASO	Transaction Time	Responsible Person
1. Submit letter request	Orient about the service. If the client agrees to shoulder the fuel during the tractor operation the office will schedule the site inspection	5 minutes	CASO Personnel
2. Assist the personnel 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		Tractor inspection
	Approves the request for tractor services	5 minutes	<b>ADELINE J. DETERA</b> City Agriculturist Tractor operator
3. Scheduling of the tractor operation	Tractor operation		Tractor Operator

**1.17. 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

**SERVICE SCHEDULE:**

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

**TOTAL PROCESSING TIME:**

20 minutes

**TOTAL FEES AND CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Actions of CASO</b>	<b>Transaction Time</b>	<b>Responsible person</b>
1. Submit letter of Request and attend the orientation	Receives and orient the client about the service	10 minutes	<b>ADELINE J. DETERA</b> City Agriculturist
2. Report on the dates of scheduled OJT/ Immersion	Supervise the students		<b>ADELINE J. DETERA</b> City Agriculturist and other Staff
3. Issuance of Certificate of Completion	Issues Certificate of Completion	10 minutes	<b>ADELINE J. DETERA</b> City Agriculturist

## 2. Office of the City Assessor

### 2.1. 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 Sale or Deed of Donation or Transfer of Rights or Extra-Judicial Settlement, etc.
- Certificate Authorizing Registration
- Real Property Tax Clearance/ Land Taz Receipt
- Official Receipt of Transfer Tax Payment and service fee (Transfer tax is computed at fifty (50%) of one percent of the total consideration involved in the acquisition of the property or the fair market value whichever is higher)
- Title (if there is Title)/ Certificate of N title
- Publication
- Secretary Certificate / Board Resolutions
- NIA Certification (if rice irrigated)
- DAR Clearance (if titled and Agricultural)
- Special Power of Attorney

#### SERVICE SCHEDULES:

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

#### TOTAL PROCESSING TIME:

35 minutes (processing of documents is not included)

#### TOTAL FEES/CHARGES:

₱50 service fee per real property unit of transaction

**PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Action of the OCA</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
1. If availing of the service of the first time proceed to the Office of the City Assessor, secure application forms and other requirements and make clarificatory inquiries.	Provides the client a short briefing on the service and its requirements. (Checklist of requirements)	5 minutes	<b>MA. GLENDA MACAPAGAL</b> LAOO IV  <b>PERLA D. HUBILLA</b> LAOO III  <b>AIRA L. JAMISOLA</b> LAOO I  <b>ELLA J. GUANSING</b> Assessment Clerk III  <b>IRIN F. HERRERA</b> Admin. Aide IV (Bookbinder II)  <b>MHARIJOE E. CULABA</b> Admin. Aide II (Messenger)
Submit the requirements for verification.	Evaluates the submitted documents to verify its completeness.	20 minutes	<b>OLIMPIO S. ROMERO JR.</b> CGDH I/ City Assessor
2. Proceed to City Treasurer's Office for Payment and present Official Receipt to Office of the City Assessor.	Receives the photocopy of Official Receipt	5 minutes	<b>PERLA D. HUBILLA</b> LAOO III  <b>AIRA L. JAMISOLA</b> LAOO I  <b>ELLA J. GUANSING</b> Assessment Clerk III  <b>IRIN F. HERRERA</b> Admin. Aide IV (Bookbinder II)
Sign the logbook and get the claim stub.	Issues the claim stub to the client and inform the client about the release of the Tax Declaration		
3. On the day of the release, claim the Owner's Copy of the Tax Declaration and sign the logbook.	Receives the claim stub and releases the Owner's Copy of the New Tax Declaration	5 minutes	<b>PERLA D. HUBILLA</b> LAOO III  <b>AIRA L. JAMISOLA</b> LAOO I  <b>ELLA J. GUANSING</b> Assessment Clerk III  <b>IRIN F. HERRERA</b> Admin. Aide IV (Bookbinder II)

			<b>MHARIJOE E. CULABA</b> Admin. Aide II (Messenger)
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Client is informed or notified thru text about the release of the Owner's Copy of the New Tax Declaration

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

### ABOUT THE SERVICE:

The tax declaration serves as a permanent record of every real property unit (land, building, and machinery) as basis for payment of Real Property Taxes. Real Property Owners can be provided computer print- outs of their FAAS for their own records.

### CLIENT GROUPS:

Real property owners

### REQUIREMENTS:

Request Form

### SERVICE SCHEDULES:

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

### TOTAL PROCESSING TIME:

25 minutes

### TOTAL FEES/CHARGES:

₱40.00 per real property unit

### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the OCA	Transaction Time	Responsible Person
1. Request 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	<b>PERLA D. HUBILLA</b> LAOO III  <b>AIRA L. JAMISOLA</b> LAOO I  <b>ELLA J. GUANSING</b> Assessment Clerk III  <b>IRIN F. HERRERA</b> Admin. Aide IV (Bookbinder II)  <b>MHARIJOE E. CULABA</b> Admin. Aide II (Messenger)



**TOTAL PROCESSING TIME:**

25 minutes

**TOTAL FEES/CHARGES:**

Certification Fee 150.00 per real property unit

**PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Action of the OCA</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
<p>1. Secure and fill-up the request form for Certification of No Improvement or of No Property.</p> <p>Proceed to the City Treasurer's Office, pay the required fees.</p>	Verifies records and print the document	10 minutes	<p><b>MA. GLENDA MACAPAGAL</b> LAOO IV</p> <p><b>PERLA D. HUBILLA</b> LAOO III</p> <p><b>AIRA L. JAMISOLA</b> LAOO I</p> <p><b>ELLA J. GUANSING</b> Assessment Clerk III</p> <p><b>IRIN F. HERRERA</b> Admin. Aide IV (Bookbinder II)</p> <p><b>MHARIJOE E. CULABA</b> Admin. Aide II (Messenger)</p>
2. Present the Official Receipt to the Office of the City Assessor	Generates and print the Certification thru ETRACS	5 minutes	<p><b>MA. GLENDA MACAPAGAL</b> LAOO IV</p> <p><b>PERLA D. HUBILLA</b> LAOO III</p> <p><b>AIRA L. JAMISOLA</b> LAOO I</p> <p><b>ELLA J. GUANSING</b> Assessment Clerk III</p> <p><b>IRIN F. HERRERA</b> Admin. Aide IV (Bookbinder II)</p> <p><b>MHARIJOE E. CULABA</b> Admin. Aide II (Messenger)</p>

	Signs the Certified Copy of Tax Declaration	5 minutes	<b>OLIMPIO S. ROMERO JR.</b> CGDH I/ City Assessor
3. Receive the requested document and sign logbook	Issues the certification	5 minutes	<b>MA. GLENDA MACAPAGAL</b> LAOO IV  <b>PERLA D. HUBILLA</b> LAOO III  <b>AIRA L. JAMISOLA</b> LAOO I  <b>ELLA J. GUANSING</b> Assessment Clerk III  <b>IRIN F. HERRERA</b> Admin. Aide IV (Bookbinder II)  <b>MHARIJOE E. CULABA</b> Admin. Aide II (Messenger)

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

## **2.4. 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)

**TOTAL FEES/CHARGES:**

Inspection Fee P100.00/P150.00 depends on distance and location of the property.

**PROCESS OF AVAILING THE SERVICES:**

Steps Involved	Action of the OCA	Transaction Time	Responsible Person
<p>1. Proceed to the Office of the City Assessor and present the letter request.</p> <p>Proceed to the Office of the City Treasurer and pay the required fees.</p>	Receives the letter request and issues Order of payment for inspection fee.	10 minutes	<p><b>MA. GLENDA MACAPAGAL</b> LAOO IV</p> <p><b>PERLA D. HUBILLA</b> LAOO III</p> <p><b>AIRA L. JAMISOLA</b> LAOO I</p> <p><b>ELLA J. GUANSING</b> Assessment Clerk III</p> <p><b>IRIN F. HERRERA</b> Admin. Aide IV (Bookbinder II)</p> <p><b>MHARIJOE E. CULABA</b> Admin. Aide II (Messenger)</p> <p><b>EDLEN A. MIRANDA</b> LAOO II</p>
<p>2. Present the photocopy of the Officer Receipt.</p>	Receives the photocopy of the OR and inform the client for scheduled visit.	10 minutes	<p><b>PERLA D. HUBILLA</b> LAOO III</p> <p><b>AIRA L. JAMISOLA</b> LAOO I</p> <p><b>ELLA J. GUANSING</b> Assessment Clerk III</p> <p><b>IRIN F. HERRERA</b> Admin. Aide IV (Bookbinder II)</p> <p><b>MHARIJOE E. CULABA</b> Admin. Aide II (Messenger)</p>

	Instruct the Inspection Team to conduct ocular inspection (Schedule of Inspection is every Tuesday and Thursday)		<b>OLIMPIO S. ROMERO JR.</b> CGDH I/ City Assessor
3. Be present during the conduct of ocular inspection	Conducts ocular inspection and notifies the client when to get the corrected assessment		<b>LEONILO D. DOLLENTE</b> LAOO III  <b>PERLA D. HUBILLA</b> LAOO III  <b>ARJAY A. JAMISOLA</b> Admin. Aide III (Driver I)  <b>IRIN F. HERRERA</b> Admin. Aide IV (Bookbinder II)  <b>MHARIJOE E. CULABA</b> Admin. Aide II (Messenger)  <b>OLIMPIO S. ROMERO JR.</b> CGDH I/ City Assessor
4. Receive the corrected or revised Tax Declaration and sign the logbook.	Releases the corrected/ revised tax declaration.	10 minutes	<b>PERLA D. HUBILLA</b> LAOO III  <b>AIRA L. JAMISOLA</b> LAOO I  <b>ELLA J. GUANSING</b> Assessment Clerk III  <b>ARJAY A. JAMISOLA</b> Admin. Aide III (Driver I)  <b>IRIN F. HERRERA</b> Admin. Aide IV (Bookbinder II)  <b>MHARIJOE E. CULABA</b> Admin. Aide II (Messenger)

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

## **2.5. 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

### **TOTAL FEES/CHARGES:**

Service fee P50.00

### **PROCESS OF AVAILING THE SERVICES:**

<b>Steps Involved</b>	<b>Action of the OCA</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
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	<b>LEONILO D. DOLLENTE</b> LAOO III  <b>PERLA D. HUBILLA</b> LAOO III  <b>ARJAY A. JAMISOLA</b> Admin. Aide III (Driver I)  <b>IRIN F. HERRERA</b> Admin. Aide IV (Bookbinder II)  <b>MHARIJOE E. CULABA</b> Admin. Aide II (Messenger)

2. Present the Official Receipt	Print-outs or photo copies the Tax Map thru PIM or QGIS	5 minutes	<p><b>LEONILO D. DOLLENTE</b> LAOO III</p> <p><b>PERLA D. HUBILLA</b> LAOO III</p> <p><b>ARJAY A. JAMISOLA</b> Admin. Aide III (Driver I)</p> <p><b>IRIN F. HERRERA</b> Admin. Aide IV (Bookbinder II)</p> <p><b>MHARIJOE E. CULABA</b> Admin. Aide II (Messenger)</p>
3. Receive the requested copy of Tax Map. Sign the Logbook.	Issues copy of Tax Map	5 minutes	<p><b>LEONILO D. DOLLENTE</b> LAOO III</p> <p><b>PERLA D. HUBILLA</b> LAOO III</p> <p><b>ARJAY A. JAMISOLA</b> Admin. Aide III (Driver I)</p> <p><b>IRIN F. HERRERA</b> Admin. Aide IV (Bookbinder II)</p> <p><b>MHARIJOE E. CULABA</b> Admin. Aide II (Messenger)</p> <p><b>ROBEL JOHN C. JOSUE</b> Admin. Aide II (Bookbinder I)</p>

## 2.6. 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

### SERVICE SCHEDULES:

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

### TOTAL PROCESSING TIME:

20 minutes

### TOTAL FEES/CHARGES:

Research Fee	-	P50.00
History of Assessment	-	P 150.00
Certified Photocopy	-	P 40.00

### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Action of the OCA	Transaction Time	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	<b>EDLEN A. MIRANDA</b> LAOO II  <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>EDLEN A. MIRANDA</b> LAOO II  <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	Receives the claim stub and releases the History of Assessment and certified photocopy.	5 minutes	<b>EDLEN A. MIRANDA</b> LAOO II  <b>AIDA H. DESDIR</b>

photocopy and sign the logbook.			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.*

## **2.7. 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)

### **TOTAL FEES/CHARGES:**

Service fee P50.00

### **PROCESS OF AVAILING THE SERVICES:**

Steps Involved	Action of the OCA	Transaction Time	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 Treasurer and pay the required fees.	Receives the letter or photocopy of building permit and issues order of payment for the inspection.	10 minutes	<b>PERLA D. HUBILLA</b> LAOO III  <b>AIRA L. JAMISOLA</b> LAOO I  <b>ELLA J. GUANSING</b> Assessment Clerk III  <b>IRIN F. HERRERA</b> Admin. Aide IV (Bookbinder II)



			<b>ELLA J. GUANSING</b> Assessment Clerk III  <b>ARJAY A. JAMISOLA</b> Admin. Aide III (Driver I)
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*Client is informed or notified thru text about the release of the Owner's Copy of the New Tax Declaration*

### 3. Office of the City Civil Registrar

#### 3.1. 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.

##### SERVICE SCHEDULE:

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

##### TOTAL PROCESSING TIME:

15 to 45 minutes (queuing time not included)

##### 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

#### **TOTAL FEES/CHARGES:**

- |  |   |          |
|--|---|----------|
| • On-time registration                     | - | P80.00   |
| • Beyond 30 days but not exceeding 1 year  | - | P 100.00 |
| • Beyond 1 year but not exceeding 20 years | - | P 200.00 |
| • Beyond 20 years                          | - | P 300.00 |

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the CCRO	Transaction Time	Responsible Person
Registration of children born at home (married, on time & delayed registration)			
1. Fill out and submit application and requirements for birth registration and provide needed information during the interview.	Reviews / checks completeness of supporting documents  Prepares Certificate of Live Birth (COLB)	5 minutes	CCRO Staff
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 proof of receipt.	Records and issues the COLB	4 minutes	
On time registration of children born in private hospital/maternity clinic (married parents) 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 the Official Receipt.	Assigns registry number to COLB and releases the duly registered COLB.	3 minutes	CCRO Staff
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 the hospital authorities.	Reviews the documents for completeness of entries and signature and supporting documents.	10 minutes	CCRO Staff
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	

### **3.2. 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

#### **SERVICE SCHEDULE:**

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

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

25 minutes (queuing time not included)

#### **REQUIREMENTS:**

- Certificate of Foundling
- Affidavit of the Finder

- Certification of the Punong Barangay or Police Authority regarding the report made by the finder

**TOTAL FEES/CHARGES:**

- On-time registration - P80.00
- More than 1 month but less than one year - P130.00
- One year but less than 20 years - P230.00
- 20 years & above - P330.00

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the CCRO	Transaction Time	Responsible Person
1. Proceed to the Office of the Civil Registrar and submit the requirements for registration. Submit for interview and provide necessary information/s.  Pay the corresponding fee at the Office of the City Treasurer.	Receives the documents and conducts interview.  Prepares Certificate of foundling and instructs clients to review the document.  Issues Order of Payment.	20 minutes	<b>JOSEPH GIL D. ESCALANTE</b> Admin. Asst. V (Computer Operator III)  <b>ANALIZA O. ESCALANTE</b> Registration Officer III
2. Present the Official Receipt and claim the Certificate of Foundling.	Receives the copy of Official Receipt, records the issuance and issues Certificate of Foundling.	4 minutes	

### 3.3. 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

**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

**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

**TOTAL FEES/CHARGES:**

• Burial Permit	-	P100.00
• Transfer of Cadaver	-	P 100.00
• More than 1 month but less than one year	-	P130.00
• One year but less than 20 years	-	P230.00
• 20 years & above	-	P330.00

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the CCRO	Transaction Time	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	CCRO Staff
2. Review the Death Certificate prepared and affix signature on the space provided.  Upon receipt of the Unregistered Death Certificate, go to the embalmer and Health Officer and have the Death Certificate signed.  Proceed to the Office of the City Treasurer and pay	Issues a copy of the accomplished but unregistered death certificate.	5 minutes	CCRO Staff

the corresponding fee.			
3. Present the Official Receipt at the Office of the City Civil Registrar and submit the signed Death Certificate.  Wait as the Registration Officer records the document.	Records and assigns registry number to Certificate of Death.	10 minutes	CCRO staff
4. Claim the duly registered Death Certificate.	Issues registered Death Certificate and records the issuance.	5 minutes	
<b>On-time /delayed registration of deaths at the hospital</b>			
1. Submit the duly accomplished Death Certificate prepared by the hospital authorities in three (3) copies at the Office of the City Civil Registrar.  Upon receipt of the Unregistered Death Certificate, go to the embalmer and Health Officer and the have the Death Certificate signed.  Proceed to the Office of the City Treasurer and pay the corresponding fee.	Receives and reviews the duly accomplished death certificate.	5 minutes	CCRO staff
2. Present the Official Receipt at the Office of the City Civil Registrar and submit the signed Death Certificate.  Wait as the Registration Officer records the document.	Records and assigns registry number to Certificate of Death.	10 minutes	CCRO staff

3. Claim the duly registered Death Certificate.	Issues registered Death Certificate and records the issuance.	5 minutes	
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### **3.4. 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.

#### **SERVICE SCHEDULE:**

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

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

30 minutes

#### **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

#### **TOTAL FEES/CHARGES:**

##### ***To be paid at the Office of the City Treasurer***

- |  |   |          |
|--|---|----------|
| • Pre-marriage Counselling             | - | P 150.00 |
| • Application Fee for Marriage License | - | P 350.00 |
| • Additional Fee for Marriage License  | - | P 100.00 |
| • Solemnization Fee                    | - | P 400.00 |

**To be paid at the Office of the City Civil Registrar**

- Marriage License

- P 2.00

**PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Action of the CCRO</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
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.  After the interview, both parties should sign the application form.	Receives and reviews the submitted document/s.  Conducts interview to both parties.  Inform the client to pay the corresponding amount at the Office of the City Treasurer.	20 minutes	<b>EMMA D. JALMANZAR</b> Senior Admin. Asst. II (Computer Operator IV)
2. Proceed to the Office of the City Treasurer and pay the corresponding fee.			<b>EMMA D. JALMANZAR</b> Senior Admin. Asst. II (Computer Operator IV)
3. Present the Official Receipt at the Office of the City Civil Registrar and submit the documents.  Wait for 10-day posting period.	Receives the documents and informs the clients on the date of release of marriage license.	5 minutes	<b>EMMA D. JALMANZAR</b> Senior Admin. Asst. II (Computer Operator IV)
4. Return to the Office of the Civil Registrar on the date of release and claim the marriage license.  Upon release of the marriage license, sign the logbook as proof of receipt.	Issues marriage license.	5 minutes	<b>EMMA D. JALMANZAR</b> Senior Admin. Asst. II (Computer Operator IV)

### 3.5. 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

#### SERVICE SCHEDULE:

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

#### TOTAL PROCESSING TIME:

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

#### REQUIREMENTS:

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

#### TOTAL FEES/CHARGES:

- |  |   |          |
|--|---|----------|
| • Registration Fee                         | - | P 100.00 |
| • More than 1 month but less than one year | - | P130.00  |
| • One year but less than 20 years          | - | P230.00  |
| • 20 years & above                         | - | P330.00  |

#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CCRO	Transaction Time	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	CCRO Staff
2. Proceed to the Office of the City Treasurer and pay the corresponding fee. Present the			CCRO Staff

Official Receipt to the Registration Officer and claim the Marriage Certificate.			
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	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	

### **3.6. 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)

#### **SERVICE SCHEDULE:**

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

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

30 minutes (queuing not included)

**REQUIREMENTS:****TOTAL FEES/CHARGES:**

- I. Issuance of Birth/Marriage Certificate for the following purposes:  
(Maximum of 2 copies) please add P 30.00 for documentary stamp
- Travel Abroad/Securing Passport - P 200.00
  - Establishing of Citizenship - P 200.00
  - Retirement - P 150.00
  - Claim (Issuance) - P 150.00
  - Settlement of Estates - P 150.00
  - Employment - P 100.00
  - Board Examination - P 100.00
  - Reference - P 100.00
  - Enrolment for Elementary - P 50.00
  - Enrolment for Secondary - P 75.00
  - Enrolment for College - P 150.00
  - Baptismal - P 50.00
  - For other purpose not stated above - P 100.00
- II. Birth Records Not Available - P 100.00
- III. Birth Records Destroyed - P 100.00
- IV. Issuance of Death Certificate for the following purposes:  
(Maximum of 2 copies) please add P 30.00 for documentary stamp
- Claims - P 150.00
  - Settlement of Estates - P 150.00
  - For other purpose not stated above - P 100.00
- V. Death Records Not Available - P 100.00
- VI. Death Records Destroyed - P 100.00
- VII. Marriage Records for the following purposes:
- Travel Abroad - P 200.00
  - Local Purposes - P 100.00
  - Personal File - P 100.00
- VIII. Marriage Records Not Available - P 100.00
- IX. Marriage Records Destroyed - P 100.00

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	Action of the CCRO	Transaction Time	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	CCRO Staff
2. Proceed to the Office of the City Treasurer and pay the corresponding fee.  Present the Official Receipt to the Registration Officer.	Prepares the certification and records the details of the OR.	5 minutes	CCRO Staff
3. Claim the certified true transcription copies of the document.	Issues the duly signed document/certification.	5 minutes	CCRO Staff

### **3.7. PROCESSING 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).

**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 -

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

**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

**TOTAL FEES/CHARGES:**

1. Filing Fee for petition for Change of First Name, Sex & Date of Birth - P 3,000.00
  - 1.1. Service Fee - P 500.00
2. Filing for correction of clerical errors - P 1,000.00
  - 2.1. Service Fee - P 500.00
3. Service for Migrant petitioner for correction of clerical error - P 500.00
4. Service Fee for Migrant Petitioner for Change of First Name - P 1,000.00

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the CCRO	Transaction Time	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	<b>ANALIZA O. ESCALANTE</b> Registration Officer III  <b>MA. THERESA D. CASALJAY</b> Admin. Aide IV
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>Inform 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>	5 minutes	<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>
6. Follow-up at NSO Manila the request for annotated Certificate of Live Birth on security paper three (3) 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.			
<b>For Change of First Name</b>			
1. Secure checklist of documents at the Office of the Civil Registrar	Gives briefing about the service.	5 minutes	<b>ANALIZA O. ESCALANTE</b>

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	Registration Officer III  <b>MA. THERESA D. CASALJAY</b> Admin. Aide IV  <b>SALVACION E. MORALEDA</b> CGDH I/ City Civil Registrar
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.	Prepares the petition	10 minutes	<b>ANALIZA O. ESCALANTE</b> Registration Officer III  <b>MA. THERESA D. CASALJAY</b> Admin. Aide IV  <b>SALVACION E. MORALEDA</b> CGDH I/ City Civil Registrar
4. After the termination, of the two-week 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.  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.	Prepares the approved petition for mailing	10 minutes	<b>ANALIZA O. ESCALANTE</b> Registration Officer III  <b>MA. THERESA D. CASALJAY</b> Admin. Aide IV  <b>SALVACION E. MORALEDA</b> CGDH I/ City Civil Registrar

<p>5. Follow-up the approval of petition results at the Office of the City Civil Registrar after two to three months.</p> <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 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 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>If the petition is impugned, received the motion for reconsideration and transmit the OCRG.</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>
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### 3.8. 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

**SERVICE SCHEDULE:**

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

**TOTAL PROCESSING TIME:**

20 (queuing not included)

**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 instrument of the father (if not...)

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

**TOTAL FEES/CHARGES:**

- Affidavit of Acknowledgment/admission of paternity P 100.00

- AUSF (RA No. 9255) P 100.00
- Affidavit of Legitimation P 100.00
- Affidavit and/or Oath of allegiance regarding wife and children of naturalized Filipino Citizens or Election of Citizenship P 200.00

#### **PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Action of the CCRO</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
1. Submit requirement and provide the needed information during the interview.  Secure Order of Payment. Proceed to the Office of the City Treasurer and pay the corresponding fees.	Review's requirements and interviews the client, instructs the client to pay fees.	10 minutes	CCRO staff
2. Return to City Civil Registrar's Office and present the official receipt.  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	Records the documents and informs the client of the date of release.  Releases the certified true copies of the Certificate of Live Birth	5 minutes  5 minutes	CCRO staff

### **3.9. 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

#### **SERVICE SCHEDULE:**

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

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

25 minutes (queuing not included)

#### **REQUIREMENTS:**

Barangay certification

CENOMAR

**TOTAL FEES/CHARGES:**

Certification Fee – P20.00

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the CCRO	Transaction Time	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>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)

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

### 4.1. 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

#### REQUIREMENTS:

#### SERVICE SCHEDULES:

24/7

#### TOTAL PROCESSING TIME:

5 minutes queuing and travel time not included)

#### TOTAL FEES/CHARGES:

None

#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CDRMO	Transaction Time	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	<b>REYNALDO PICASO</b> Dispatch Officer
	Forward the report to Operation & Warning Division or other concerned agencies.	1-2 minutes	<b>REYNALDO PICASO</b> Dispatch Officer
	Dispatch of Response Team/s	1-2 minutes	<b>NOEL BALDE</b> Dispatch Officer

### 4.2. 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

**TOTAL FEES/CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the CDRMO	Transaction Time	Responsible Person
1. Submit a Letter Request	Receive, record and forward the Letter Request to Concerned Person / Division / Unit	2 minutes	<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

**4.3. 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:**

Accomplished request form

**SERVICE SCHEDULES:**

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

**TOTAL PROCESSING TIME:**

10 minutes

**TOTAL FEES/CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the CDRMO	Transaction Time	Responsible Person
1. Submit accomplished form	Receive accomplished request form and forward to the concerned Person / Division / Unit	2 minutes	<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>BIM B. DINEROS</b> LDRMO III

**4.4. 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

**TOTAL FEES/CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Action of the CDRMO</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
1. Submit Letter Request	Receive letter request and forward it to Planning Division	2 minutes	<b>HELEN R. JALASCO</b> Admin. Staff
	Evaluate the letter request, interview the requesting party (if necessary) and schedule the conduct of inspection	8 minutes	<b>BIM B. DINEROS</b> LDRMO III

## 5. Office of the City Engineer

### 5.1. 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
- 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

**TOTAL FEES/CHARGES:**

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)

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the City Engineer's Office	Transaction Time	Responsible Person/s
Pre-evaluation of Documentary Requirements			
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	<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 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

## **5.2. 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
- Fencing Plan – 4 copies
- Bill of Materials and Cost Estimates – 4 copies
- Specifications – 4 copies

- Lot Plan with Certification of a Geodetic Engineer that the proposed fence will not encroach on adjoining properties.
- Transfer Certificate Title (TCT) / Original Certificate Title (OCT) – 1 copy
- Deed of Sale/Lease Contract/Contract to Sell, if the OCT/TCT is not in the name of the owner / applicant – 1 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:

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

#### 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:

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

#### Temporary Sidewalk Enclosure and Occupancy Permit

This permit is secured prior to the construction and repair of sidewalks.

Requirements:

- Temporary Sidewalk Connection and Occupancy Permit Form (NCB Form No. B-05) – 3 copies
- Sketch Plan of sidewalk to be constructed / repaired or enclosed.

#### Scaffolding Permit

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

Requirements:

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

#### Sign Permit

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

Requirements:

- 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 – 4 copies duly signed and sealed and notarized
- Structural Analysis – 1 copy duly signed and sealed.
- 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)
- Specifications and Cost Estimates – 4 copies duly signed and sealed
- Certified true copy of Latest Tax Declaration – 1 copy
- Certificate of Real Property tax payment / Current Tax Receipt – 1 copy
- 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:

- Accomplished Excavation and Ground Preparation Permit Form – 3 copies
- Foundation Plan with detailed drawings sketch Plan – 3 copies

#### **SERVICE SCHEDULES:**

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

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

35 minutes

#### **TOTAL FEES/CHARGES:**

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)

#### **PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the City Engineer's Office	Transaction Time	Responsible Person/s
Pre-evaluation of Documentary Requirements			
1. Accomplish the forms and submit the same along with other requirements	Assesses and evaluates the submitted documents	20 minutes	<b>SHERYLL H. LAGCO</b> Building Inspector  <b>MARIA SALOME D. JOLO</b> Engineer I
2. After the documents have been found to be complete and 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, 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
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### 5.3. 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 Occupancy Permit

#### 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
- Electrical Specifications
- Bill of Materials and Cost Estimates

#### SERVICE SCHEDULES:

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

#### TOTAL PROCESSING TIME:

25 minutes

#### FEES:

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)

**PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Action of the City Engineer's Office</b>	<b>Transaction Time</b>	<b>Responsible Person/s</b>
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	<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

**5.4. 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
- One (1) copy of approved plan and specifications
- 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

#### **TOTAL FEES/CHARGES:**

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)

#### **PROCESS OF AVAILING THE SERVICES:**

Steps Involved	Action of the City Engineer's Office	Transaction Time	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	<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

## **5.5. 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 Completion

*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 duly signed and sealed of a duly license Professional (Arch, CE, PEE, PME, RMP, SE)
- Certificate of Final Electrical Inspection, if any

**SERVICE SCHEDULES:**

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

**TOTAL PROCESSING TIME:**

25 minutes

**TOTAL FEES/CHARGES:**

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)

**PROCESS OF AVAILING THE SERVICES:**

Steps Involved	Action of the City Engineer's Office	Transaction Time	Responsible Person/s
Pre-evaluation of Documentary Requirements			
1. Submit Application Forms and Documentary Requirements	Receives documents and verifies completeness	5 minutes	<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	10 minutes	<b>SHERYLL H. LAGCO</b> Building Inspector  <b>MARIA SALOME D. JOLO</b> Engineer I

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

### 6.1. AVAILMENT OF INPECTION / INVESTIGATION IN RESPONSE TO ENVIRONMENT 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)

#### TOTAL FEES/CHARGES:

None

#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CENR Officer	Transaction Time	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	5 minutes	<b>FRANZ LUIGI H.LUGENA</b> Environmental Mngt. Specialist II
	Forward the letter to the CENR Officer and 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>EUNICE N. BERNAL</b> Environmental Mngt. Specialist II

	<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><b>RONANDO F. GERONA JR.</b> CGDH I/ CENR Officer,</p> <p><b>FRANZ LUIGI H.LUGENA</b> Environmental Mngt. Specialist II</p> <p><b>EUNICE N. BERNAL</b> Environmental Mngt. Specialist II</p>
2. Be present during the conduct of investigation/ inspection and provide additional information	<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 the complaint, furnishing the same to the respondent/s.</p>		<p><b>RONANDO F. GERONA JR.</b> CGDH I/ CENR Officer,</p> <p><b>FRANZ LUIGI H.LUGENA</b> Environmental Mngt. Specialist II</p> <p><b>EUNICE N. BERNAL</b> Environmental Mngt. Specialist II</p>
3. Attend the Technical Conference (TC) along with respondents	<p>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>		<p><b>RONANDO F. GERONA JR.</b> CGDH I/ CENR Officer</p>

			<b>FRANZ LUIGI H.LUGENA</b> Environmental Mngt. Specialist II  <b>EUNICE N. BERNAL</b> Environmental Mngt. Specialist II
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## 6.2. 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)

### TOTAL FEES/CHARGES:

P 500.00 (cf Section 1c, Article A, Chapter III of amended Tax Code of 2011)

**PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Action of the CENR Officer</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
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	<b>FRANZ LUIGI H.LUGENA</b> Environmental Mngt. Specialist II  <b>EUNICE N. BERNAL</b> Environmental Mngt. Specialist II
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>FRANZ LUIGI H.LUGENA</b> Environmental Mngt. Specialist II  <b>EUNICE N. BERNAL</b> Environmental Mngt. Specialist II  <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 and prepares report.  a. If the project poses no immediate and grave danger to the public, prepares and submits Certification to the City Mayor's Office for signing  b. If the project poses immediate and grave danger to the public, prepare letter denying the request for certification.		<b>FRANZ LUIGI H.LUGENA</b> Environmental Mngt. Specialist II  <b>EUNICE N. BERNAL</b> Environmental Mngt. Specialist II  <b>RONANDO F. GERONA JR.</b> CGDH I/ CENR Officer  <b>MA. ESTER E. HAMOR</b> City Mayor

4. Return to the Office of the CENRO after 3 days from date of inspection to follow up the request  Proceed to the Office of the City Treasurer and pay the required fees.	If the certification is signed, issues order of payment.  If the request is denied, releases the letter denying the request for certification.	5 minutes	<b>FRANZ LUIGI H.LUGENA</b> Environmental Mngt. Specialist II  <b>EUNICE N. BERNAL</b> Environmental Mngt. Specialist II
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	<b>FRANZ LUIGI H.LUGENA</b> Environmental Mngt. Specialist II  <b>EUNICE N. BERNAL</b> Environmental Mngt. Specialist II

### **6.3. 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 DENTR 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)

**TOTAL FEES/CHARGES:**

P 100.00 per tree (cf Section 1a, Article A, Chapter III of amended Tax Code of 2011)

**PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Action of the CENR Officer</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
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	<b>FRANZ LUIGI H.LUGENA</b> Environmental Mngt. Specialist II  <b>EUNICE N. BERNAL</b> Environmental Mngt. Specialist II
2. Submit application together with the requirements.	Check the submitted requirements:  a. If complete, receives the application forward to CENR Officer to confirm the schedule of inspection. Staff informs the client/s.  b. If incomplete, returns the application to the client/s for completion	10 minutes	<b>FRANZ LUIGI H.LUGENA</b> Environmental Mngt. Specialist II  <b>EUNICE N. BERNAL</b> Environmental Mngt. Specialist II  <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 and prepares report  a. If the request is meritorious, prepares and submits certification to the Office of the City Mayor for signing  b. If the request is not meritorious, prepares letter denying the request for certification.		<b>FRANZ LUIGI H.LUGENA</b> Environmental Mngt. Specialist II  <b>EUNICE N. BERNAL</b> Environmental Mngt. Specialist II  <b>RONANDO F. GERONA JR.</b> CGDH I/ CENR Officer  <b>MA. ESTER E. HAMOR</b>

			City Mayor
4. Return to the Office of the CENRO after 3 days from date of inspection to follow up the request.  Proceed to the Office of the City Treasurer and pay the required fees.	If the certification is signed, issues order of payment.  If the request is denied, releases the letter denying the request for certification.	5 minutes	<b>FRANZ LUIGI H.LUGENA</b> Environmental Mngt. Specialist II  <b>EUNICE N. BERNAL</b> Environmental Mngt. Specialist II
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	<b>FRANZ LUIGI H.LUGENA</b> Environmental Mngt. Specialist II  <b>EUNICE N. BERNAL</b> Environmental Mngt. Specialist II

\*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.

#### **6.4. 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 complaint 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)

**TOTAL FEES/CHARGES:**

P 100.00 (cf Section 1b, Article A, Chapter III of amended Tax Code of 2011)

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the CENR Officer	Transaction Time	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	<b>FRANZ LUIGI H.LUGENA</b> Environmental Mngt. Specialist II  <b>EUNICE N. BERNAL</b> Environmental Mngt. Specialist II
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 and issues Order of Payment  b. If incomplete, documents will be returned to client for completion.	15 minutes	<b>FRANZ LUIGI H.LUGENA</b> Environmental Mngt. Specialist II  <b>EUNICE N. BERNAL</b> Environmental Mngt. Specialist II  <b>RONANDO F. GERONA JR.</b> CGDH I/ CENR Officer
3. 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.	10 minutes	<b>FRANZ LUIGI H.LUGENA</b> Environmental Mngt. Specialist II  <b>EUNICE N. BERNAL</b> Environmental Mngt. Specialist II

## 6.5. 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)

### TOTAL FEES/CHARGES:

None

### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CENR Officer	Transaction Time	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.	5 minutes  10 minutes	<b>FRANZ LUIGI H.LUGENA</b> Environmental Mngt. Specialist II  <b>EUNICE N. BERNAL</b> Environmental Mngt. Specialist II
2. Assist CENRO Personnel during the conduct of training/lecture	Conducts the lecture/training on scheduled date.		<b>FRANZ LUIGI H.LUGENA</b> Environmental Mngt. Specialist II

			<b>EUNICE N. BERNAL</b> Environmental Mngt. Specialist II
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## 6.6. 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

### TOTAL FEES/CHARGES:

None

### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CENR Officer	Transaction Time	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 and contact details of requesting party.  Wait for the response.	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	<b>FRANZ LUIGI H.LUGENA</b> Environmental Mngt. Specialist II  <b>EUNICE N. BERNAL</b> Environmental Mngt. Specialist II
2. Proceed to City Forestry Nursery to receive the seedlings	Nursery personnel receives the letter. Instruct the client to sign in the logbook and releases the requested seedlings.	20 minutes	<b>FRANZ LUIGI H.LUGENA</b> Environmental Mngt. Specialist II

			<b>EUNICE N. BERNAL</b> Environmental Mngt. Specialist II
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## 7. Office of the City Health Officer

### 7.1. 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

#### SERVICE SCHEDULES:

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

#### TOTAL PROCESSING TIME:

5 minutes

#### REQUIREMENTS:

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

#### TOTAL FEES/CHARGES:

None

#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	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	<b>MARIA ELAINE T. NATO</b> Pharmacist III  <b>AIMEE D. TENERIFE</b> Pharmacist I
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>MARIA ELAINE T. NATO</b> Pharmacist III  <b>AIMEE D. TENERIFE</b> Pharmacist I
3. Sign the patient's logbook as proof that you received the medicines	Dispenses medicine. Takes patient information and requests patient to sign the logbook.	1 minute	<b>MARIA ELAINE T. NATO</b> Pharmacist III  <b>AIMEE D. TENERIFE</b> Pharmacist I

	Keeps original copy of the prescription.		
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## **7.2. AVAILMENT OF MEDICAL CERTIFICATE (FOR ENROLLMENT/OJT)**

### **ABOUT THE SERVICE:**

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

### **CLIENT GROUPS:**

Students

### **SERVICE SCHEDULES:**

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

### **TOTAL PROCESSING TIME:**

13 minutes

### **REQUIREMENTS:**

Laboratory and other requirement as per assessment

### **TOTAL FEES/CHARGES:**

P50.00 (as per Revenue Code of 2011)

### **PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Action of the CHO</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
1. Accomplish the request form	Issues request form	1 minute	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 submit photocopy of Official Receipt to the Office of the City Health Officer	Issues medical certificate form, records official receipt	1 minute	Clerk/Nurse on duty

Sign duplicate copy of medical certificate form	Receives duplicate copy of the medical certificate form	1 minute	Clerk/Nurse on Duty
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### 7.3. SIGNED 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

#### SERVICE SCHEDULES:

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

#### TOTAL PROCESSING TIME:

11 minutes

#### 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

#### TOTAL FEES/CHARGES:

P100.00 (for transfer of cadaver permit, if applicable)  
(as per Revenue Code of 2011)

#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	Responsible Person
1. Present four (4) copies of death certificate to the CHO staff	Receives death certificate	1 minute	Clerk/Nurse on duty
2. Supply the necessary information to the physician	Determines cause of death based on information provided by the relative/s	3 minutes	City Health Officer/District Health Officer
	Records death certificate, get one copy for file	3 minutes	Clerk/Nurse on duty
(If the deceased will be interred in a	Issue's order of payment, prepares	3 minutes	Clerk/Nurse on Duty

cemetery outside Sorsogon City but within Sorsogon Province)* secure an order of payment and pay Transfer of Cadaver Fee at the Treasurer's Office	Transfer of Cadaver Permit		
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

#### 7.4. SIGNED DEATH CERTIFICATES (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

##### SERVICE SCHEDULES:

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

##### TOTAL PROCESSING TIME:

11 minutes

##### 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

##### TOTAL FEES/CHARGES:

P100.00 (for transfer of cadaver permit, if applicable)

##### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	Responsible Person
1. Present three (3) copies of death certificate to the CHO staff	Receives death certificate	1 minute	Clerk/Nurse on duty
2. Supply the necessary information to the physician	Determines cause of death based on	3 minute	<b>ROLANDO E. DEALCA, MD</b>

	information provided by the relative/s		Rural Health Physician
	Records death certificate, gets one copy for file	3 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	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	1 minute	Clerk/Nurse on Duty

## 7.5. 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

### SERVICE SCHEDULES:

Mondays to Sundays

### TOTAL PROCESSING TIME:

5 minutes

### REQUIREMENTS:

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

### TOTAL FEES/CHARGES:\*

- P300.00 (within Sorsogon City)
- P700.00 (Sorsogon City to Sorsogon)
- P1,500.00 (Legazpi City)

\*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

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the CHO	Transaction Time	Responsible Person
1. Fill out ambulance request form	Issue's ambulance request form, orients requesting party on policies of availing of the services	2 minutes	Clerk/Nurse on duty
2. Secure order of payment and pay the necessary fees at the Office of the City Treasurer	Issue's order of payment	1 minute	Clerk/Nurse on Duty
3. Wait for the office staff to contact driver on duty; provide contact number to driver	Contact's driver, provides requesting party's contact number	1 minute	Clerk/Nurse on duty
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

**7.6. 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

**SERVICE SCHEDULES:**

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

**TOTAL PROCESSING TIME:**

15 minutes (Excluding waiting time)

**REQUIREMENTS:**

Referral from barangay health station/health center

**TOTAL FEES/CHARGES:**

P50.00 per session (as per Revenue Code of 2011)

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the CHO	Transaction Time	Responsible Person
1. Provide the necessary information during the interview/assessment	Interview's patient and assesses degree of animal bite	3 minutes	ABTC Coordinator/Nurse on Duty
2. Secure order of payment and pay the necessary fees at the Office of the City Treasurer	Issue's order of payment; issues number	1 minute	ABTC Coordinator/Nurse on Duty
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

**7.7. 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

**SERVICE SCHEDULES:**

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

**TOTAL PROCESSING TIME:**

10 minutes (Excluding waiting time)

**REQUIREMENTS:**

PEP card

**TOTAL FEES/CHARGES:**

P50.00 (per dose)  
(per Revenue Code of 2011)

**PROCESS OF AVAILING THE SERVICE**

Steps Involved	Action of the CHO	Transaction Time	Responsible Person
Present your PEP Card, secure order of payment and pay the necessary fees at the Office of the City Treasurer	Receives PEP card; issues order of payment	1 minute	ABTC Coordinator/Nurse on Duty
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
Undergo evaluation	Evaluates patient's progress	3 minutes	ABTC Coordinator/Nurse on Duty
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

**7.8. 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

**SERVICE SCHEDULES:**

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

**TOTAL PROCESSING TIME:**

8 minutes

**REQUIREMENTS:**

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

**TOTAL FEES/CHARGES:**

P100.00 (as per Revenue Code of 2011)

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the CHO	Transaction Time	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	CHO staff
2. Pay permit to disinter/exhumation 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> Rural Health Physician
4. Receive copy of the permit to disinter/exhumation permit	Issues duly signed permit to disinter	1 minute	CHO staff

**7.9. 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

**SERVICE SCHEDULES**

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

**TOTAL PROCESSING TIME :**

20 minutes

**REQUIREMENTS:**

None

**TOTAL FEES/CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Action of the CHO</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
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 record and refers patient to the District Health Officer	5 minutes	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	<b>EPIFANIA P. HALLIG, MD</b> Rural Health Physician – East  <b>NIKKI JADE JAMISOLA, MD</b> Rural Health Physician – West  <b>KAREN FAYE N. NAVA, MD</b> Rural Health Physician – Bacon
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 I

**7.10. AVAILMENT OF SANITARY PERMITS****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

**SERVICE SCHEDULES:**

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

**TOTAL PROCESSING TIME :**

15 minutes

**REQUIREMENTS:**

Duly filled out application for sanitary permit form

**TOTAL FEES/CHARGES:**

P300.00 plus other regulatory fees

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the CHO	Transaction Time	Responsible Person
1. Go to the District Health Office and secure application form and checklist of requirements for securing sanitary permit	Issues application form and checklist of requirements	3 minutes	<b>MARIO D. DON</b> Sanitation Inspector I  <b>RAYMOND N. GALLINERA</b> Sanitation Inspector I  <b>MARILOU D. ARNALDO</b> Sanitation Inspector III
2. Upon completion of the requirements, go back to the District Health Office and submit stool and/or sputum samples. Wait for the advice as to release of exam results.	Obtains sputum sample (for nonfood) and stool and sputum sample (for food establishments); advises clients of the release of examination results	5 minutes	<b>MARIO D. DON</b> Sanitation Inspector I  <b>RAYMOND N. GALLINERA</b> Sanitation Inspector I  <b>MARILOU D. ARNALDO</b> Sanitation Inspector III
3. Return to the CHO to secure laboratory results. If there are no adverse findings, you will be issued a sanitary permit.	Issues sanitary permit	5 minutes	<b>MARIO D. DON</b> Sanitation Inspector I  <b>RAYMOND N. GALLINERA</b> Sanitation Inspector I

If there are findings, you will be issued a temporary sanitary permit valid for 30 days	Issues temporary sanitary permit and advises client on corrective measures		<b>MARILOU D. ARNALDO</b> Sanitation Inspector III
4. Receive permit and secure signature of the CHO/DHO	Signs and issues the sanitary permit	2 minutes	<b>MARIO D. DON</b> Sanitation Inspector I  <b>RAYMOND N. GALLINERA</b> Sanitation Inspector I  <b>ROLANDO E. DEALCA, MD</b> Rural Health Physician

## 7.11. 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

### SERVICE SCHEDULES:

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

### TOTAL PROCESSING TIME:

20 minutes

### REQUIREMENTS:

- Stool and sputum samples (for food handlers)
- Sputum sample (for nonfood handlers) or
- Laboratory results of fecalysis/sputum microscopy

### TOTAL FEES/CHARGES:

P50.00 (health card only)

P85.00 (health card and sputum microscopy)

P115.00 (health card, fecalysis and sputum microscopy)  
(per Revenue Code of 2011)

**PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Action of the CHO</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
1. Go to the District Health Office and present requirements	Receives requirements	5 minutes	<b>MARIO D. DON</b> Sanitation Inspector I  <b>RAYMOND N. GALLINERA</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>MARIO D. DON</b> Sanitation Inspector I  <b>RAYMOND N. GALLINERA</b> Sanitation Inspector I  <b>MARILOU D. ARNALDO</b> Sanitation Inspector III
3. Receive Health Card	Signs and Releases health card	2 minutes	<b>MARIO D. DON</b> Sanitation Inspector I  <b>RAYMOND N. GALLINERA</b> Sanitation Inspector I  <b>MARILOU D. ARNALDO</b> Sanitation Inspector III  <b>ROLANDO E. DEALCA, MD</b> Rural Health Physician

**7.12. 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

**SERVICE SCHEDULES:**

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

**TOTAL PROCESSING TIME:**

Depends on the laboratory request

**REQUIREMENTS:**

Referral from DHO or RHM

**TOTAL FEES/CHARGES**

Fecalysis	P 50.00
CBC	P
Urinalysis	P 50.00
Sputum Microscopy	P 35.00

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the CHO	Transaction Time	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	<b>SHARON T. ANCHINGES</b> Medical Technologist III  <b>FERDINAND G. VILLOSO</b> Medical Technologist III  <b>PABLO D. AYO, JR.</b> Medical Technologist III
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	<b>SHARON T. ANCHINGES</b> Medical Technologist III  <b>FERDINAND G. VILLOSO</b> Medical Technologist III  <b>PABLO D. AYO, JR.</b> Medical Technologist III
<i>Depending on the specimens to be evaluated, results can be secured from 1 hour to 1 day upon</i>		<i>Blood typing 5 mins.</i> <i>CBC 30 mins.</i>	

<i>submission of specimen</i>		<i>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	<b>SHARON T. ANCHINGES</b> Medical Technologist III  <b>FERDINAND G. VILLOSO</b> Medical Technologist III  <b>PABLO D. AYO, JR.</b> Medical Technologist III

### 7.13. 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

#### SERVICE SCHEDULES:

Every first week of the month

#### TOTAL PROCESSING TIME:

23 minutes

#### REQUIREMENTS:

Under Five Card, Home-Based Maternity Record

#### TOTAL FEES/CHARGES:

None

#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	Responsible Person
1. Go to your barangay health station and inquire about the	Provides schedule of immunization	3 minutes	Barangay Health Worker

schedule of immunization			
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 previous immunization: present UFC/record of immunization For pregnant women: present record of previous immunization, if any	Records necessary information about the patient  Secures record of immunization  Conducts interview, records all pertinent data	5 minutes	Rural Health Midwife/Public Health Nurse
3. Submit yourself and/or your child/children for immunization	Administers vaccination/ Immunization	5 minutes	RHM
4. Submit your child/children for weighing	Records child's weight	5 minutes	RHM
5. After the immunization, ask the midwife/nurse for post-immunization instructions. Also inquire about the next schedule of immunization, if applicable	Gives instructions and advises client of the next schedule of immunization	5 minutes	RHM/PHN

#### **7.14. AVAILMENT OF THE SERVICES OF THE REPRODUCTIVE TRACT & HEALTH 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. 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

**TOTAL FEES/CHARGES:****PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the CHO	Transaction Time	Responsible Person
1. Go to the RTHC 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	30 minutes	RTHC medical aide/nurse/medical technologist
2. Present your ID and register in the logbook. Provide the necessary data during the interview.	Conducts interview and briefs the client on the examination procedures	30 minutes	Medical Technologist/ Medical Officer
Undergo examination.	Conducts examination; informs client of state of release of results of medical and laboratory exams	30 minutes	Medical Technologist
3. On the appointed date, go back to the RTHC to get the results of the examination. If there are adverse findings, you will be given medical	Releases the results of the examinations  Conducts medical treatment	30 minutes	RTHC staff

advice and medication If result is negative, you will be issued a pink card To ensure that you are free of STI, submit yourself to regular examination	Releases health card		
4. Subject to health counseling	Conducts health counseling on STI cases	30 minutes	RTHC staff

### 7.15. 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

#### TOTAL FEES/CHARGES:

P75 per tooth

#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	Responsible Person
1. Go to the District Health Office and register your name in the logbook. Submit yourself to BP screening.	Receives client, takes client's blood pressure.	5 minutes	<b>EVA D. JAMOLIN</b> Dental Aide
If your BP is normal and you are cleared for	Records patient data; issues call number	5 minutes	<b>REA D. JEBULAN</b> Dental Aide

extraction, supply the necessary information in the patient intake form. You will be given a call number. Wait for your number to be called.			
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. ROSA, 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 I

## 7.16. 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

### TOTAL FEES/CHARGES:

None

**PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Action of the CHO</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
1. Go to the District Health Office and state your request for information and/or counselling and Register your name in the logbook	Accommodates client and Secures client's signature in the logbook	5 minutes	<b>SHIELA MARIE L. GUMBA</b> Population Program Officer III
2. Go through counseling session and receive IEC materials as reference	Conducts counseling and hands out reference materials	20 minutes	Nurse coordinator Midwife
3. For those requesting DMPA injection for the first time:  Approach the midwife/nurse on duty to inquire about DMPA Provide the information needed during the initial interview/taking of medical history	Accommodates client and answers queries on DMPA  Conducts interview. Records medical history and determines whether client will not have adverse reaction to DMPA	20 minutes	Nurse
For those who have already availed of DMPA Present your DMPA card and wait as the midwife/nurse validates your schedule  Proceed to the nurses' station for the administration of DMPA injection  Register your name in the logbook and wait for advice as to your next appointment	Reviews client's DMPA card and validates schedule; takes and records client's blood pressure  Administers DMPA injection  Advises client of the next appointment	10 minutes  5 minutes  5 minutes	Nurse Coordinator

## 7.17. 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

### TOTAL FEES/CHARGES:

None

### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	Responsible Person
1. Go to the Barangay Health Station, inquire about requirements. Provide the necessary information during the initial interview and during taking of medical history.	Answers queries on TB treatment. Conducts interview and records client's medical history. Refers client to the district health office if the case warrants immediate attention.	5 minutes	Midwife
2. Proceed to the rural health unit/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 (3) sputum specimens taken	Obtains from client sputum samples for microscopy. Advises	5 minutes (per visit)	Midwife/Nurse Coordinator/District Health Officer

for 2 to 3 consecutive days.	client of the date of release of results*		
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	1 hour	Nurse Coordinator

### 7.18. 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

#### TOTAL FEES/CHARGES:

None

#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CHO	Transaction Time	Responsible Person
1. Go to the Barangay Health Station and provide	Accommodates client and logs pertinent data on the HBMR card.	15 minutes	Midwife

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			

## 7.19. 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

### TOTAL FEES/CHARGES

None

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

Steps Involved	Action of the CHO	Transaction Time	Responsible Person
Go to the Smoking Cessation Clinic and provide pertinent data.	Accommodates client and logs pertinent data on the client logbook.	5 minutes	Clerk on duty
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
You will receive treatment/Intervention plan on quitting smoking. You will also be advised of the follow-up schedule.	Provides treatment/ intervention plan and discusses the plan with the client. Gives treatment schedule and advises client on the schedule of the next consultation.	15 minutes	<b>SOPHIA D. DEMATERA</b> Nurse II

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

<b>Steps Involved</b>	<b>Action of the CHO</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
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	Clerk on duty
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
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

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

### 8.1. 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

#### TOTAL FEES/CHARGES:

None

#### PROCESSING OF AVAILING THE SERVICE:

Steps Involved	Actions of the CSWDO	Transaction Time	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	<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. ROSY L. ABAY</b> Social Welfare Officer III</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>	

## 8.2. 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

**TOTAL FEES/CHARGES:**

None

**PROCESSING OF AVAILING THE SERVICE:**

Steps Involved	Actions of the CSWDO	Transaction Time	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	<b>RUEL A. DETERALA</b> Social Welfare Aide  <b>NICOLE ANNE M. DURAN</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 necessary, provide a sketch of the location of your house and take note of the schedule.	If home visit is not necessary, a clear plan for the concern is established and recorded for follow-up next counseling session  Schedules the home visit with the client.  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	10 minutes  3 minutes  2 hours	<b>MA. ROSY L. ABAY</b> Social Welfare Officer III  <b>MA. ZYRA D. BERMILLO</b> Social Welfare Officer II  <b>ARIS T. GARCIA</b> Social Welfare Officer I  <b>JOSIE L. JADIE</b> CGDH I

### 8.3. 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)

#### TOTAL FEES/CHARGES:

None

#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of the CSWDO	Transaction Time	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  <b>NICOLE ANNE M. DURAN</b> Social Welfare Aide
2. Submit to an interview & express the concern to the staff.	Review the documents presented as to the minority of the subject. Conducts initial interview.  Instructs the client to put on to the record his/her concern to the CPS WCPD.	15 minutes	<b>URICAR D. DIAZ</b> Social Welfare Officer IV  <b>MA. ROSY L. ABAY</b> Social Welfare Officer III
3. Accompany the rescue team together with the PNP – WCPD to the area where	Propose a strategic plan to the rescue team for the smooth retrieval of the minor.	3 minutes	<b>MA. ZYRA D. BERMILLO</b> Social Welfare Officer II

the minor/child is located.	<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>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>		<p><b>ARIS T. GARCIA</b> Social Welfare Officer I</p> <p><b>JOSIE L. JADIE</b> CGDH I</p>
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#### **8.4. AVAILMENT OF CHILDREN-IN-CONFLICT WITH THE LAW (CICL) SERVICES**

##### **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:**

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

**TOTAL PROCESSING TIME:**

Based on assessment

**TOTAL FEES/CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of the CSWDO	Transaction Time	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	<b>RUEL A. DETERALA</b> Social Welfare Aide  <b>NICOLE ANNE M. DURAN</b> Social Welfare Aide
2. Submit the pertinent documents in relation to the case; for interview	Review/verifies the documents presented – NSO Birth Certificate of the minor; Police records, School Records, Legal Documents  Conducts interview to the minor and to the accompanying relative/s  Below 15 years of age intervention 15 years and above Conducts assessment using the tool for assessment of discernment.	2 hours	<b>URICAR D. DIAZ</b> Social Welfare Officer IV

	<p>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 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>	As per assessment/ based on the treatment plan	<p><b>MA. ROSY L. ABAY</b> Social Welfare Officer III</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>
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## 8.5. 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



	surrendered child 3 years old and above) <i>Relative  adoption/Domestic  adoption</i> Refer to Family Court Prepare family and child study report once the court issued a request <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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## 8.6. 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:

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

### TOTAL PROCESSING TIME:

25 minutes

### TOTAL FEES/CHARGES:

None

### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of the CSWDO	Transaction Time	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	<b>RUEL A. DETERALA</b> Social Welfare Aide

	Advises schedule of interview.		<b>NICOLE ANNE M. DURAN</b> Social Welfare Aide
2. Give all the necessary data and cooperate during the interview.	Conducts the interview.	15 minutes	<b>URICAR D. DIAZ</b> Social Welfare Officer IV  <b>MA. ROSY L. ABAY</b> Social Welfare Officer III  <b>MA. ZYRA D. BERMILLO</b> 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.		
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	
			<b>ARIS T. GARCIA</b> Social Welfare Officer I  <b>JOSIE L. JADIE</b> CGDH I

## 8.7. AVAILMENT OF SERVICES FOR PERSONS WITH DISABILITIES (PWDs)

### 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

#### TOTAL FEES/CHARGES:

None

#### PROCESS OF AVAILING THE SERVICE:

PROCESS OF AVAILING THE SERVICE:			
Steps Involved	Actions of the CSWDO	Transaction Time	Responsible Person
Issuance of PWD ID and Booklets			
1. Write the name & the purpose of the visit on the client's logbook.	Instructs client to fill-in the logbook.	3 minutes	<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>JOSIE L. JADIE</b> CGDH I  <b>NICOLE ANNE M. DURAN</b> Social Welfare Aide
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	
Provision of Physical Restoration Assistance			
1. Write the name and purpose of the visit on the client's logbook.	Instructs client to fill-in the logbook	5 minutes	<b>RUEL A. DETERALA</b> Social Welfare Aide

	Advises schedule of the interview.		<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>URICAR D. DIAZ</b> Social Welfare Officer IV  <b>JOSIE L. JADIE</b> CGDH I  <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>NICOLE ANNE M. DURAN</b> Social Welfare Aide
4. Extend the necessary information during visits.	Conducts constant follow-ups and home visits to monitor status.		<b>URICAR D. DIAZ</b> Social Welfare Officer IV  <b>JOSIE L. JADIE</b> CGDH I

## 8.8. 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

#### **SERVICES SCHEDULES:**

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

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

30 minutes

#### **TOTAL FEES/CHARGES:**

None

#### **PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Actions of the CSWDO</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
1. Write the name and purpose of the visit on the client's logbook.	Briefs client on the service and its requirements.	3 minutes	<b>ROSIE D. DECANO</b> Day Care Worker II  <b>JOYLYN G. ERVAS</b> Day Care Worker I
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  <b>NICOLE ANNE M. DURAN</b> Social Welfare Aide
3. Sign the AICS Form.	Process the request.	2 minutes	<b>RUEL A. DETERALA</b> Social Welfare Aide  <b>NICOLE ANNE M. DURAN</b> Social Welfare Aide
4. Receive the necessary assistance. Offer referral or financial assistance. Sign	Provides assistance:  4a. For medical burial, financial and transportation assistance: based on	10 minutes for releasing of assistance	

documents and logbook.	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	20 minutes for the referral	
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## 8.9. 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

**TOTAL FEES/CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Actions of the CSWDO</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
1. Write the name and purpose of the visit on the client's logbook.	Briefs client on the service and its requirements.	5 minutes	<b>RUEL A. DETERALA</b> Social Welfare Aide  <b>NICOLE ANNE M. DURAN</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  <b>NICOLE ANNE M. DURAN</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>URICAR D. DIAZ</b> Social Welfare Officer IV  <b>MA. ROSY L. ABAY</b> Social Welfare Officer III  <b>MA. ZYRA D. BERMILLO</b> Social Welfare Officer II  <b>ARIS T. GARCIA</b> Social Welfare Officer I  <b>JOSIE L. JADIE</b> CGDH I
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	

## 8.10. 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)

### TOTAL FEES/CHARGES:

None

### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of the CSWDO	Transaction Time	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	<b>RUEL A. DETERALA</b> Social Welfare Aide  <b>NICOLE ANNE M. DURAN</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. ROSY L. ABAY</b> Social Welfare Officer 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)		<b>JOSIE L. JADIE</b> CGDH I
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

### 8.11. AVAILMENT OF CERTIFICATE OF INDIGENCY

#### 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.

#### 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

**TOTAL FEES/CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Actions of the CSWDO</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
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>ROSIE D. DECANO</b> Day Care Worker II  <b>JOYLYN G. ERVAS</b> Day Care Worker I
2. Submit yourself to an interview. Cooperate and give all necessary information.	Conducts an interview.	10 minutes	<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	<b>JOYLYN G. ERVAS</b> Day Care Worker I
5. Secure the Certificate of Indigency and sign logbook. Submit the same to the agency concerned.	Issues Certificate of Indigency.	1 minute	<b>JOSIE L. JADIE</b> CGDH I

**8.12. 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-schooler

**SERVICE SCHEDULES:**

Monday to Friday

8:00 AM to 5:00 PM

**TOTAL PROCESSING TIME:**

25 minutes

**TOTAL FEES/CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of the CSWDO	Transaction Time	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	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	Teresita D. Vicente
	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. Desalia
Buenavista	Buenavista	Simon a. Cruz
Cabarbuhan	Cabarbuhan	Gemma B. Talap
Caricaran	Caricaran	Damsel B. Dino
	Danao	Gina D. Domer
Del Rosario	Del Rosario	Ma. Rica D. Corral
Gatbo	Gatbo	Norissa L. Deniega
Jamislagan	Jamislagan	Rowena T. Domens
Osiao	Osiao I	Teresita D. Domo
	Osiao II	Rissa D. Diolata
	Tiris	Gina D. Doctama
Poblacion	Poblacion I	Ana Mae B. Moraleda
	Poblacion II	Thelma d. Dioneda
Rawis	Rawis	Marciana D. Diaz
Salvacion	Banao	Mercy E. Guyala
	Salvacion	Nemia N. Dollesin
San Isidro	San Isidro I	Veronica D. Domanico
	San Isidro II	Milane D. Dollison
San Jose	San Jose I	Marites 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	Flocerfida M. Deterala
San Ramon	San Ramon	Liezel 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	Letecia D. Bico
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

As of December 2020

*Sorsogon West District:*

<b>Barangay</b>	<b>DCC</b>	<b>Name of Day Care Worker</b>
Barayong	Barayong	Catherine Rocha
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. Jalamasco
Guinlajon	GK	Leonisa J. Alzaga
	Campsite	Rhea J. Robino
	Guinlajon	Evelyn A. Lacdao
Macabog	Macabog	Gereza D. Gonzales
Pamurayan	Pamurayan	Susan L. Arealo
Pangpang	Pangpang I	Ma. Juliet C. Coronel
	Pangpang II	Jessamin M. Milagrosa
Panlayaan	Panlayaan	Ma. Janet A. Lasala
Peñafrancia	Peñafrancia	Rosalinda J. Hernandez
Piot	Piot	Marilyn C. Lozano
	Sagcahan	Angela Dela Rosa
Rizal	Rizal	Delia L. Dawat
	Tublijon	Zenaida D. Esquierra
Salvacion	Salvacion	Gemma M. Malazarte
San Isidro	San Isidro	Brazilla D. Balisbis
Talisay	Talisay	Lolita A. Lagare
Ticol	Ticol	Nelly J. Labitag
Tugos	Tugos	Marites J. Belano

As of December 2020

*Sorsogon East District:*

<b>Barangay</b>	<b>DCC</b>	<b>Name of Day Care Worker</b>
Abuyog	Abuyog I	Susan R. Palle
	Abuyog II	May T. Laguerta
Almendras	Almendras	Rosemarie C. Derla
Balogo	Balogo	Rubirosa L. Perez
	Mahingan	Trinidad L. Sarmiento
Bibincahan	Baribag	Marivic Guevarra
	Bibincahan I	Mae Ann Boringot
	Bibincahan II	Evelyn D. Eli
	Bibincahan III	Thelma D. Jaranilla
	Relocation (San Lorenzo)	Christina Deniega
	San Lorenzo	Lorena D. Sañez
Buhatan	Buhatan I	Daisy D. Deyto
	Buhatan II	Nova Ladesma
Burabod	Burabod	Eddelyn H. Camata

Cabid-an	Cabid-an	Liezel D. Ronquillo
	NCDC	Eddelyn H. Camata
	Seabreeze	Joan Marjorie B. Gepiga
Marinas	Marinas I	Merlyn S. Lagsit
	Marinas II	Pamela L. Policarpio
Polvorista	Polvorista	Florinda Pancho
Salog	Salog	Sonia B Celestial
Sampalov	Sampaloc	Rosa Y. Hapa
San Juan- roro	Alinao	Christy Labuguin
	San Juan I	Aurelia Lacupanto
	San Juan II	Nilda D. Herrera
Sirangan	Sirangan I	Ludivina A. Renoria
	Sirangan II	Marites M. Valladolid
Sulucan	Sulucan	Thelma F. Guevarra

As of December 2020

### 8.13. 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

**TOTAL FEES/CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Actions of CSWDO	Transaction Time	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>FLORESITA A. DIONEDA</b> PEO III  Social Welfare Assistant
2. Extend the necessary assistance and provide the needed information during the onsite validation.	Conducts onsite validation. Informs client if succeeding onsite visit will be necessary and the schedule of said visit.		
3. If approved, take note of the schedule of the signing of the	Informs the client of the approval or disapproval of the project through a visit. If the project is approved,		

memorandum of agreement.	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
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.	Monitors the Implementation of the project and the payment of loan amortization.		<b>FLORESITA A. DIONEDA</b> PEO III  <b>JOSIE L. JADIE</b> CGDH I
<b>For People's Organizations:</b>			
1. Submit Project Proposal through the	Evaluates, verifies, and provides technical assistance on the project proposal.		<b>FLORESITA A. DIONEDA</b> PEO III

concerned department for verification/technical assistance.		20 minutes	<b>JOSIE L. JADIE</b> CGDH I
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.	Conducts onsite validation. Informs client if succeeding onsite visit will be necessary and the schedule of said visit.		
3. Wait for the notification of approval or disapproval of proposal. If 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.	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.	5 minutes	

## 9. Office of the City Treasurer

### 9.1. 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 in 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 for its tax are 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
- Community Tax

#### SERVICE SCHEDULE:

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

#### TOTAL PROCESSING TIME:

10 minutes (queuing time not included)

#### TOTAL FEES/CHARGES:

##### *Business Taxes*

Schedule of due tax per approved City Tax Code

Mayor's Permit- based on the line of business

Sanitary fee- uniform rate of	P 300.00
Fire Inspection Fee-	10% of regulatory fees
Physical exam (health card)-	P 50.00/ employee
Exercise of Calling-	P 50.00/employee
Tax Clearance-	P 150.00
Business Plate-	P 250.00
Business Sticker-	P 30.00
Garbage Fee-	Depending on the type of Business per area from P 100.00 – P 1,000.00

*For late payments:*

Surcharge: 25% + 2% interest monthly

**PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involve</b>	<b>Action of the Office of the City Treasurer</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
1. Present the approved Sworn Declaration and other requirements	Computes the business tax and other regulatory fees	5 minutes	<p><b>JILL AMABELLE E. LAGUIDAO</b> LTOO I</p> <p><b>MA. LUISA G. NIEVES</b> LTOO III</p>
2. Pay business taxes and other regulatory fees and charges.	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 II</p> <p><b>JENNIFER J. ASUNCION</b> Revenue Collection Officer II</p> <p><b>MARILYN L. JARABO</b> Revenue Collection Officer I</p> <p><b>CARLO D. BUSTAMANTE</b> Admin. Asst. II (Clerk IV)</p> <p><b>LILIBETH D. LUSTESTICA</b> Admin. Officer I (Cashier I)</p>

			<b>DYHARA J. MOJARES</b> Ticket Checker
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## 9.2. 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

### SERVICE SCHEDULE:

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

### TOTAL PROCESSING TIME:

10 minutes (queuing time not included)

### TOTAL FEES/ CHARGES:

Individual Basic Community Tax - P 5.00  
Additional P1.00 for every P1000.00 arising from income derived from salaries, business, earnings from exercise of profession and income from real property

Basic for Corporate Tax - P 500.00

Add: Income divided by P 5,000.00 multiplied by P 2.00

### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Office of the City Treasurer	Transaction Time	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	Receive payment and issues CTC for signature of the client	5 minutes	<b>DORY R. DEUNA</b> Revenue Collection Officer III

			<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  <b>JANICA MAE L. PARAS</b> Revenue Collection Officer II  <b>JENNIFER J. ASUNCION</b> Revenue Collection Officer II  <b>MARILYN L. JARABO</b> Revenue Collection Officer I  <b>CARLO D. BUSTAMANTE</b> Admin. Asst. II (Clerk IV)  <b>LILIBETH D. LUSTESTICA</b> Admin. Officer I (Cashier I)
2. Affix signature and Thumbmark on three (3) copies of the Community Tax Certificate and return the same to Revenue Collector	Revenue Collector affix his/her initial for the City Treasurer and releases the CTC	5 minutes	<b>DORY R. DEUNA</b> Revenue Collection Officer III  <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
			<b>JANICA MAE L. PARAS</b> Revenue Collection Officer II
			<b>JENNIFER J. ASUNCION</b> Revenue Collection Officer II
			<b>MARILYN L. JARABO</b> Revenue Collection Officer I
			<b>CARLO D. BUSTAMANTE</b> Admin. Asst. II (Clerk IV)
			<b>LILIBETH D. LUSTESTICA</b> Admin. Officer I (Cashier I)

### 9.3. 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 done annually, semi-annually and quarterly basis. For advance payments property owners can avail of up to 20% discount.

**CLIENT GROUPS:**

Individuals, corporations and other juridical entities

**REQUIREMENTS:**

Latest Real Property Tax Receipt

Order of Payment (RPTOP)

**SERVICE SCHEDULE:**

Monday to Friday,

8:00 AM to 5:00PM

**TOTAL PROCESSING TIME:**

10 minutes (queuing time not included)

**TOTAL FEES/ CHARGES:**

Refer to ETRACS for tax due, delinquencies and other information relative to tax payments

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the Office of the City Treasurer	Transaction Time	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	<b>DORY R. DEUNA</b> Revenue Collection Officer III
2. Pay the assessed amount to the revenue collection officer and receive the official receipt together with the previous year's official receipt submitted.	Receives payment, issues OR, affix initial for the City Treasurer. Releases OR 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  <b>JANICA MAE L. PARAS</b> Revenue Collection Officer II

			<b>JENNIFER J. ASUNCION</b> Revenue Collection Officer II
			<b>MARILYN L. JARABO</b> Revenue Collection Officer I
			<b>CARLO D. BUSTAMANTE</b> Admin. Asst. II (Clerk IV)
			<b>LILIBETH D. LUSTESTICA</b> Admin. Officer I (Cashier I)

#### 9.4. 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

##### SERVICE SCHEDULE:

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

##### TOTAL PROCESSING TIME:

10 minutes (queuing time not included)

**TOTAL FEES/ CHARGES:**

Check for document presented – Latest tax declaration via Deed of Absolute Sale or any applicable document providing evidence of transfer for the amount reflected therein whichever is higher.

Transfer Tax- ½ of one percent plus Service Fee of P 50.00

*For Late Payment*

Surcharge -25% in excess of 60 days from the date of notarial service (RA 7160 sec 135)

Add: 2% per mo. But not to exceeding 72% in the excess of 60 days from the date of notarial service

**PROCESS OF AVAILING THE SERVICE**

<b>Steps Involved</b>	<b>Action of the Office of the City Treasurer</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
1. Submit the requirements to revenue collection officer.	Computes the required fees and inform taxpayer due tax.	5 minutes	<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  <b>JANICA MAE L. PARAS</b> Revenue Collection Officer II  <b>JENNIFER J. ASUNCION</b> Revenue Collection Officer II

			<b>MARILYN L. JARABO</b> Revenue Collection Officer I  <b>CARLO D. BUSTAMANTE</b> Admin. Asst. II (Clerk IV)  <b>LILIBETH D. LUSTESTICA</b> Admin. Officer I (Cashier I)
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## 9.5. 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 secure order of payment from concerned offices and presents the same to the Revenue Collector or 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)

### TOTAL FEES/ CHARGES:

Refer to ETRACS for fees, chargers, etc.

### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Office of the City Treasurer	Transaction Time	Responsible Person
1. Present the order of payment from concerned office to Revenue Collector and pay the corresponding amount	Receives payment. Refer to ETRACS and informs the client of the amount to be paid.	5 minutes	<b>DORY R. DEUNA</b> Revenue Collection Officer III  <b>CECILIA D. DE VILLENA</b> Revenue Collection Officer III

	Receives payment, affix initial for the City Treasurer and issues official receipt		<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> Revenue Collection Officer II</p> <p><b>MARILYN L. JARABO</b> Revenue Collection Officer I</p> <p><b>CARLO D. BUSTAMANTE</b> Admin. Asst. II (Clerk IV)</p> <p><b>LILIBETH D. LUSTESTICA</b> Admin. Officer I (Cashier I)</p>
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## 9.6. AVAILMENT OF ACCOUNTABLE FORMS

### ABOUT THE SERVICE:

Accountable forms used in the collection of income from the barangay government is being secured from the Office of the City Treasurer through an approved purchased documents with check duly signed by the Punong Barangay 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 baranagys 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:**

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

**TOTAL PROCESSING TIME:**

10 minutes

**TOTAL FEES/ CHARGES:**

Cost of Accountable Forms vary on kind of AF

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the Office of the City Treasurer	Transaction Time	Responsible Person
1. Submit Record of Collection and deposit to prove that all accountable forms purchased are issued/remitted.  Present the check with attached duly approved due for purchase.	Receives RCD and other proof of deposit	5 minutes	<b>MARILYN L. JARABO</b> Revenue Collection Officer I
2. Receives the new accountable forms	Releases the accountable forms	5 minutes	<b>MARILYN L. JARABO</b> Revenue Collection Officer I

## 10. Office of the City Veterinarian

### 10.1. 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:

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

#### TOTAL PROCESSING:

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

#### TOTAL FEES/CHARGES:

(Please refer to the Revised Sorsogon City Revenue Code of 2011)

#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of CVO	Transaction Time	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	<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 Veterinarian or Veterinary Technician.	Performs physical examination and treatment to the pet/animal.	15 minutes	<b>DR. ALEXANDER A. DESTURA</b> City Veterinarian

<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>	5 minutes	<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>	15 minutes	<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 vaccination certificate.</p>	<p>Issue's vaccination certificate</p>	5 minutes	<p><b>DR. ALEXANDER A. DESTURA</b> City Veterinarian</p> <p><b>YSMAEL J. DETERA</b> Livestock Inspector I</p>

## 10.2. 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)

### TOTAL FEES/CHARGES:

Php. 100.00 – Boar Semen

Php 600.00 – Cattle/Carabao

Php. 20.00 – Catheter (A.I. Service)

### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of CVO	Transaction Time	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	<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.  Advise the client to prepare wooden chute where cow and caracow will be inseminated.	3 minutes	
3. During the conduct of AI, be present and prepare the animal	Prepares the packaging of boar, bull or carabull		

and the area where artificial insemination will be conducted. Assist the AI Technician in handling the animal.	<p>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.		

### **10.3. 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 and travel time not included)

#### **TOTAL FEES/CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Action of CVO</b>	<b>Transaction Time</b>	<b>Responsible Person/s</b>
1. Submit letter request to the Office of the City Veterinarian	Receives and evaluates the training request.	1 minute	<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 and 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

**10.4. 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:**

**TOTAL PROCESSING :**

For release/redemption of impounded animal - 13 minutes

For adoption of impounded animal - 8 minutes

**TOTAL FEES/CHARGES:**

- |              |   |   |
|--------------|---|---|
| Php 500.00   | - | for processing of release or adoption documents (in case of adoption) |
| Php 20.00    | - | charge for confinement of impounded animals per day basis             |
| Php 1,000.00 | - | 2nd offense (penalty).  |

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of CVO	Transaction Time	Responsible Person/s
For release/redemption of impounded animal			
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	<b>ARNEL PURA</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 chain or cage, dog registration or any proof that he/she owned the dog.	5 minutes	<b>DR. ALEXANDER A. DESTURA</b> City Veterinarian  <b>IRMA M. DISCAYA</b> 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	
For adoption of impounded animal (unclaimed after 3 days)			
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	<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	Receives photocopy of OR. Ask for the dog chain or animal cage. Records the animal's information and release the animal.	5 minutes	<b>ARNEL PURA</b> Animal Caretaker at City Animal Pound

clients' logbook and claim the animal.			
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## 10.5. 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:

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

### TOTAL PROCESSING :

20 minutes (queuing not included)

### TOTAL FEES/CHARGES:

Php 5.00/head

### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of CVO	Transaction Time	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	<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	5 minutes	

	other required documents to be signed by the recipient.		
4. Sign the contract and receive the dispersal animal	Releases the animal for dispersal to the qualified recipients.	5 -10 minutes	

## 10.6. 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)

### TOTAL FEES/CHARGES:

Php 5.00/head

### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of CVO	Transaction Time	Responsible Person/s
1. Approach the Livestock Weighing Scale Operator and request to use the weighing scale and sign the clients' logbook.	Prepares the animal cage in right position and the weighing scale. Brief the farmer/client the process of weighing.	5 minutes	<b>NOEL DELGADO</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.		<b>GINA ARIATE</b> Livestock Weighing Scale Operator

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	
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## 10.7. AVAILMENT OF VETERINARY HEALTH CERTIFICATE

### ABOUT THE SERVICE:

Veterinary Animal Health Certificate is one of documents secured by the various clienteles 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)

### TOTAL FEES/CHARGES:

Php 50.00/animal

### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of CVO	Transaction Time	Responsible Person/s
1. Proceed to the City Veterinary Office and submit request for Veterinary Health Certificate.  Take note of the schedule.	<p>Informs the client about the service and the requirements.</p> <p>Interviews and inform the client for physical examination schedule of the animal.</p>	10 minutes	<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	Conduct physical examination of the animal. Fill-up the veterinary health		<b>IRMA M. DISCAYA</b> Livestock Inspector II

Veterinary Technician. Secure order of payment and pay corresponding fee at the Office of the City Veterinarian.	certificate and issue order of payment.		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

## 10.8. 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:

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

### TOTAL PROCESSING:

15 minutes

### TOTAL FEES/CHARGES:

For meat delivery tricycle - P 300.00  
for meat delivery van - P 500.00

### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of CVO	Transaction Time	Responsible Person/s
1. Proceed to the Office of the City Veterinarian	Provide the client a short briefing on the service	10 minutes	IRMA M. DISCAYA

and request for application form for accreditation of meat delivery vehicle.	and its requirements. Check and verify the application filled-up by the client.		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	

## 10.9. 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 Raisers

### 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 MIDNIGHT 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:**

<b>Hog/Sheep/Goat</b>		<b>Cattle and Carabao</b>	
Slaughter Permit	P 22.50/head	Slaughter Permit	P 45.00/head
Slaughter Fee	P 22.50/head	Slaughter Fee	P 45.00/head
Corral Fee	P 22.50/head	Corral Fee	P 45.00/head
Ante Mortem Fee	P 7.50/head	Ante Mortem Fee	P 15.00/head
Post Mortem Fee	0.50/head	Post Mortem Fee	P 1.00/head
Delivery Service Fee	P 22.50/head(<60kls) P 22.50/head(>60kls)	Delivery Service Fee	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:**

<b>Steps Involved</b>	<b>Action of CVO</b>	<b>Transaction Time</b>	<b>Responsible Person/s</b>
<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>IRMA M. DISCAYA</b> Livestock Inspector II  <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>EDGAR D. ERLANO</b> Slaughterhouse Master III  <b>GERARDO L. GABITO</b> Slaughterhouse Master II
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>IRMA M. DISCAYA</b> Livestock Inspector II  <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 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 and weighing of carcass.		<b>TEODULO C. DIONEDA JR.</b> Meat Inspector II  <b>PETER PAUL L. JERESANO</b> Meat Inspector I
4. 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
5. Load the Meat/ carcass to the owner's service vehicle.			

## 11. Office of the City Zoning Administrator

### 11.1. AVAILMENT OF LOCATIONAL CLEARANCE/CERTIFICATE OF ZONING COMPLIANCE

#### ABOUT THE SERVICE:

A **Locational Clearance/Certificate of Zoning Compliance** is a declaration issued by the Zoning Administrator to all projects that are allowed under the provisions of the Zoning Ordinance as well as other standards, rules and regulations on land use.

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:

##### 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. Photocopy of the **Certificate of Title**, if the property is **registered in the name of the applicant (Certified by-Registry of Deeds Office)**
  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. Photocopy of the **owners certificate of title (Certified by-Registry of Deeds Office)** 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 for projects of local and national significance, respectively.
- **SITE DEVELOPMENT PLAN** showing the project site lot area boundaries and proposed layout of improvements therein.
- **Environmental Compliance Certificate/Certificate of Non-Coverage (ECC/CNC) from DENR Office.**

## 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
- one (1) copy of **Bill of Materials and Cost of Equipment** Signed & Sealed by Civil Engr./Architect and Signed by Owner/applicant.
- one (1) copy of **Specifications** (Signed & Sealed by Civil Engr./Architect and Signed by Owner/applicant).
- One (1) copy of **Location Plan/Vicinity Map, Site Development Plan, Perspective (Sheet #1)** w/ Geodetic Engr. Certification of Non-Encroachment to adjacent/adjoining properties.
- One (1) set of complete **Building Plans**
- 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.
- Brgy. Council Resolution Interposing No Objection on the Project (*if necessary*)
- Sangguniang Panlungsod Resolution Interposing No Objection on the Project (*if necessary*)
- Duly Notarized Affidavit of Non-Objection of Nearby and Affected Residents and Establishments
- For Commercial Projects- ECC/CNC shall be required for Four (4) Storeys and above.

***N.B. \*Other additional requirements maybe requested upon evaluation of the projects which requires a more exhaustive evaluation such as funeral establishments, cell sites, poultry/piggery, pollutive and hazardous industries, etc.***

***\*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 Comprehensive Zoning Ordinance*)

*There shall be collected zoning fee for the issuance of Certificate of Zoning Compliance/Locational Clearance/Zoning Clearance from persons/entities required to secure the same, computed based on the total project cost/capital investment.*

**A. FOR RESIDENTIAL** structure attached or detached other than apartments/townhouses/ dormitories and subdivision/condominium projects:

<b>Project Cost/Investment Cost</b>	<b>Fee</b>
1. P 100,000.00 and below	P 200.00
2. Over P 100,000 to 200,000.00	P 400.00
3. Over P 200,000.00	P 500.00+ 1/10 of 1% in excess of P 200,000.00

**B. APARTMENTS/TOWNHOUSES**

<b>Project Cost/Investment Cost</b>	<b>Fee</b>
1. P 500,000.00 and below	P 1,000.00
2. Over P 500,000 to 2 Million	P 1,500.00
3. Over Two Million	P 2,500.00+ 1/10 of 1% of cost in excess of P 2 Million regardless of the number of doors

**C. DORMITORIES**

<b>Project Cost/Investment Cost</b>	<b>Fee</b>
1. P 2 Million and below	P 2,500.00
2. Over 2 Million	P 2,500.00 + 1/10 of 1% of cost in excess of P 2 Million regardless of the number of doors

**D. INSTITUTIONAL**

<b>Project Cost/Investment Cost</b>	<b>Fee</b>
1. Below P 2 Million	P 2,000.00
2. Over P 2 Million	P 2,500.00 + 1/10 of 1% of cost in excess of P 2 Million

**E. COMMERCIAL, INDUSTRIAL AND AGRO-INDUSTRIAL PROJECT**

<b>Project Cost/Investment Cost</b>	<b>Fee</b>
1. Below P 100,000.00	P 1,000.00
2. Over P 100,000.00 – P 500, 000.00	P 1, 500.00
3. Over P 500, 000.00 – P 1 Million	P 2, 000.00

4. Over P 1 Million – P 2 Million	P 3, 000.00
5. Over P 2 Million	P 5,000.00 + 1/10 of 1% of cost in excess of P 2 Million

#### **F. SPECIAL USES/SPECIAL PROJECTS**

**(Gasoline Station, Cell Sites, Slaughter House, Treatment Plant, etc.)**

<b>Project Cost/Investment Cost</b>	<b>Fee</b>
Below P 2 Million	P 5,000.00
Over P 2 Million	P 5,000.00 + 1/10 of 1% of cost in excess of P 2 Million

**G. EXTENSION / EXPANSION/ ADDITIONAL STRUCTURES (Affected areas/cost only)**  
Same as original application.

**H. For any other type of projects/additional structures subject to or intended for repair, renovation, alteration, improvement other than extension/expansion/additional structures – Zoning fee shall be Fifty Percent (50%) of fees imposed computed at cost repair, renovation, alteration, improvement and the like.**

**I. 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:**

<b>Steps Involved</b>	<b>Action of the City Zoning Administrator's Office</b>	<b>Transaction Time</b>	<b>Responsible Person/s</b>
1. Secure Checklist of Requirements and Application Form	Provides and briefs the client/s of the requirements and application form.	5 minutes	<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  <b>JAIME L. JALMASCO</b> CGADH I

			<b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
2. Submit duly accomplished and notarized application form together with the necessary requirements.	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	10 minutes	<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  <b>JAIME L. JALMASCO</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
	Conducts ocular site inspection		All Staff
	Prepares ocular/site inspection report.		<b>DANIEL P. JAZMIN IV</b> Zoning Inspector I  <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  <b>JAIME L. JALMASCO</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
	Reviews and evaluates documents <b>considering inspection result</b>  *If documents are in order after evaluation, prepare an order of payment.  *If after evaluation found that there are necessary corrections to be made or there is a deficiency in requirements, prepare a Notice of Deficiency.		<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</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I Zoning Administrator
3. Secure an Order of Payment, submit photocopy of OR and receive the Locational/ Zoning Clearance for Building.	Issues Order of Payment.	10 minutes	<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  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator

	Check's proof of payment.		
	Records in the logbook and release Locational/Zoning Clearance for Building.		<b>AILYN O. JALMASCO</b> Zoning Officer II  <b>MARIA VICTORIA P. PALMA</b> Zoning Officer III  <b>JAIME L. JALMASCO</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator

## 11.2. 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. Photocopy of the Certificate of Title, if the property is registered in the name of the applicant (Certified by-Registry of Deeds Office)
  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)** 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 I.2.2.3) and duly notarized
- 3.3. **pro-forma affidavit** of the landowner and any of the following:
  - 3.3.1. duly notarized **deed of sale or deed of donation**
  - 3.3.2. duly notarized **contract of lease/option to buy/contract to sell**
  - 3.3.3. 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
- **SITE DEVELOPMENT PLAN** showing the project site lot area boundaries and proposed layout of improvements therein.

## II. Additional Requirements

- 1 copy of **Bill of Materials and Cost of Equipment** Signed & Sealed by Civil Engr./Architect and Signed by Owner/Applicant.
- 1 copy of **Specifications** (Signed & Sealed by Civil Engr./Architect and Signed by Owner/Applicant).
- 1 copy of **Location Plan/Vicinity Map, Site Development Plan, Perspective (Sheet #1)** w/ Geodetic Engr. Certification of Non-Encroachment to adjacent/adjoining properties.
- 1 set of complete **Perimeter Fence Plans**
- 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.

**Note: 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:

45 minutes (Queuing and travel time not included)

### TOTAL FEES/CHARGES:

Zoning fee shall be computed (Length x Height) at Ten Pesos Per Square Meter (P10.00/sq.m.)

### 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	Provides and briefs the client/s of the requirements and application form.	5 minutes	<b>ELBERT L. DUKA</b> Project Evaluation Assistant

and Application Form			<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</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
2. Submit duly accomplished and notarized application form together with the necessary requirements.	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.	10 minutes	<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  <b>JAIME L. JALMASCO</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
	Conducts ocular site inspection.		All staff
	Prepares ocular/site inspection report.		<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  <b>JAIME L. JALMASCO</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
	Reviews and evaluates documents considering inspection result  *If documents are in order after evaluation, prepare an order of payment.  *If after evaluation found that there are necessary corrections to be made or there is a deficiency in requirements, prepare a Notice of Deficiency.		<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>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
3. Secure an Order of Payment, submit photocopy of OR and receive the Zoning Clearance for Perimeter Fence	Issues Order of Payment.          Check's proof of payment.   Records in the logbook and releases Zoning	10 minutes	<b>AILYN O. JALMASCO</b> Zoning Officer II  <b>EDA J. BON</b> HHRO II  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator   <b>AILYN O. JALMASCO</b> Zoning Officer II

	Clearance for Perimeter Fence.		<p><b>MARIA VICTORIA P. PALMA</b> Zoning Officer III</p> <p><b>JAIME L. JALMASCO</b> CGADH I</p> <p><b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator</p>
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### 11.3. AVAILMENT OF ZONING /LOCATIONAL CLEARANCE FOR BUSINESS (ZLCB)

#### ABOUT THE SERVICE:

Any person/entity applying for a **NEW** business and license permit, including those who are changing the (a) nature; (b) location of their business; and (c) as well as those whose ownership has been transferred to another person or entity shall secure a **Zoning/Locational Clearance** from the Zoning Administrator.

***\*For those who are renewing their business and license permit, kindly present your application and previous Mayor's Permit and Zoning/Locational Clearance for Business (ZLCB) to CZAO personnel for verification and record purposes.***

#### 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
- Vicinity/Sketch Map/Location Map
- Photocopy of Proof of Ownership to use the property as business location
  1. Transfer Certificate of Title (if owned)
  2. Photocopy of Contract of Lease (if renting)
  3. Other documents for the use of Property
- Duly Notarized Affidavit of Non Objection from nearby and affected residents and establishments (if necessary)
- Brgy. Council Resolution Interposing No Objection on the Business applied or Favorable Endorsement from the Brgy. Council (if necessary)
- Sangguniang Panlungsod Interposing No Objection on the Proposed Business (if necessary)
- Permit to Operate from Concerned Government Agency (if necessary)

## II. Additional Requirement/s:

For projects which require a more exhaustive evaluation such as pollutive and hazardous industries, etc.

### SERVICE SCHEDULE:

Monday to Friday

8:00 AM to 5:00 PM

### TOTAL PROCESSING TIME:

25 minutes (*Queuing and travel time not included*)

### TOTAL FEES/CHARGES:

Computed at the rate of Zero Point Five (0.5%) based on the capital investment/gross sales/receipts  
(as per Amended Sorsogon City Tax Code 2011)

### 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	Briefs the client of the checklist of requirements and application form, and issue the same	5 minutes	<b>BRYAN J. JASARENO</b> Project Evaluation Officer I  <b>ROMEO G. ALTAREJOS</b> Administrative Assistant III (Computer Operator II)  <b>ELBERT J. DUKA</b> Project Evaluation Assistant  <b>DANIEL P. JAZMIN IV</b> Zoning Inspector I  <b>FAYE L. ATIVO</b> Admin. Aide IV (Clerk II)
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	<b>MARIA VICTORIA P. PALMA</b> Zoning Officer III  <b>AILYN O. JALMASCO</b> Zoning Officer II  <b>BRYAN J. JASARENO</b> Project Evaluation Officer I  <b>ROMEO G. ALTAREJOS</b> Administrative Assistant III (Computer Operator II)  <b>ELBERT J. DUKA</b> Project Evaluation Assistant

			<b>DANIEL P. JAZMIN IV</b> Zoning Inspector I  <b>FAYE L. ATIVO</b> Admin. Aide IV (Clerk II)
	Conducts ocular site inspection.		All staff
	Prepares ocular/site inspection report.		<b>DANIEL P. JAZMIN IV</b> Zoning Inspector I  <b>ELBERT J. DUKA</b> Project Evaluation Assistant <b>ROMEO G. ALTAREJOS</b> Administrative Assistant III (Computer Operator II)  <b>EDA J. BON</b> HHRO II  <b>ROBERTO J. FIECAS</b> HHRO III  <b>MANUEL B. BARRAMEDA</b> Driver II
	Reviews and evaluates documents considering inspection result  *If documents are in order after evaluation, prepare an order of payment.  *If after evaluation found that there are necessary corrections to be made or there is a deficiency in requirements, prepare a Notice of Deficiency.		<b>DANIEL P. JAZMIN IV</b> Zoning Inspector I  <b>ELBERT J. DUKA</b> Project Evaluation Assistant  <b>BRYAN J. JASARENO</b> Project Evaluation Officer I  <b>ROMEO G. ALTAREJOS</b> Administrative Assistant III (Computer Operator II)  <b>FAYE L. ATIVO</b> Admin. Aide IV (Clerk II) <b>MA. VICTORIA P. PALMA</b> Zoning Officer III  <b>AILYN O. JALMASCO</b> Zoning Officer II  <b>JAIME L. JALMASCO</b> CGADH I

			<b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
3. Secure an Order of Payment, submit photocopy of OR and receive the Zoning /Locational Clearance for Business	Issues Order of Payment.          Check's proof of payment, records in the logbook, and releases Zoning/Locational Clearance for Business.	10 minutes	<b>DANIEL P. JAZMIN IV</b> Zoning Inspector I  <b>ELBERT J. DUKA</b> Project Evaluation Assistant  <b>BRYAN J. JASARENO</b> Project Evaluation Officer I  <b>ROMEO G. ALTAREJOS</b> Administrative Assistant III (Computer Operator II)  <b>MA. VICTORIA P. PALMA</b> Zoning Officer III  <b>BRYAN J. JASARENO</b> Project Evaluation Officer I  <b>ROMEO G. ALTAREJOS</b> Administrative Assistant III (Computer Operator II)  <b>FAYE L. ATIVO</b> Admin. Aide IV (Clerk II)

#### **11.4. AVAILMENT OF A CERTIFICATE OF SITE ZONING CLASSIFICATION (SZC)**

##### **ABOUT THE SERVICE:**

A Site Zoning Classification is 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
- Certified photocopy of land title or any proof of ownership, or right over the property
- 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*)

**TOTAL FEES/CHARGES:**

Below 5,000 square meters = P 100.00

Over 5, 000 square meters = 0.05/square meter

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the City Zoning Administrator's Office	Transaction Time	Responsible Person
1. Proceed to CZAO and ask for a list of requirements.	Interview client. Provide a list of requirements. Advise client to comeback when all requirements are complied.	5 mins.	<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</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
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>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</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
	Conduct site inspection.		<b>MANUEL B. BARRAMEDA</b> Driver II  <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</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
	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>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



## 11.5. AVAILMENT OF OTHER ZONING REQUEST / CERTIFICATIONS

### ABOUT THE SERVICE:

Other Zoning Certifications 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

### TOTAL FEES/CHARGES:

Certification of Town Plan/Zoning Ordinance Approval to include	-	P 150.00 Others
• Availability to records/public request	-	P 200.00
• Certificate of No Records on File	-	P 200.00
• Certification with/without Subdivision Approval/Development Permit	-	P 200.00

### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the City Zoning Administrator	Transaction Time	Responsible Person
1. Proceed to CZAO	Interview client. Refer to the person in-charge of the data being requested.	5 mins.	<b>ELBERT J. DUKA</b> Project Evaluation Assistant  <b>FAYE E. LOTINO</b> Admin. Aide IV (Clerk II)  <b>AILYN O. JALMASCO</b> Zoning Officer II  <b>MARIA VICTORIA P. PALMA</b> Zoning Officer III
2. Secure an Order of Payment and present OR	Prepare and Issue Order of Payment.	5 mins.	<b>AILYN O. JALMASCO</b> Zoning Officer II  <b>MARIA VICTORIA P. PALMA</b> Zoning Officer II

			<b>JAIME L. JALMASCO</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
3. Receive certification	Issue Certification	5 mins.	<b>AILYN O. JALMASCO</b> Zoning Officer II  <b>MARIA VICTORIA P. PALMA</b> Zoning Officer III

### **11.6. AVAILMENT OF SUBDIVISION APPROVAL (SA) AMONG HEIRS AND/OR CO-OWNERS**

#### **ABOUT THE SERVICE:**

A registered owner/developer who wishes to subdivide a parcel of land 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)
- Two (2) Certified True Copies of Title(s) or other proof of ownership, tax declaration and current real estate tax receipt.
- Authorization if the applicant is not the real owner of the lot subject for Subdivision.

**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

**TOTAL FEES/CHARGES:**

Projects Under BP 220

<b>Approval of Subdivision Plan</b>		<b>Regulatory Fee</b>
1. Preliminary Approval and Locational Clearance		
<b>Processing Fee</b>		
a. Socialized Housing		Php 75.00/ha.
b. Economic Housing		Php 150.00/ha.
<b>Inspection Fee</b>		
a. Socialized Housing		Php 200.00/ha.
b. Economic Housing		Php 500.00/ha.
2. Final Approval and Development Permit		
<b>Processing Fee</b>		
a. Socialized Housing		Php 500.00/ha.
b. Economic Housing		Php 1,000.00/ha.
<b>Inspection Fee</b> (Projects already inspected for PALC may not be charged inspection fee)		
a. Socialized Housing		Php 200.00/ha.
b. Economic Housing		Php 500.00/ha.

**PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Action of the Zoning Administrator's Office</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
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 mins.	<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</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator

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 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> <p><b>ROBERTO J. FIECAS</b> HHRO III</p> <p><b>JAIME L. JALMASCO</b> CGADH I</p> <p><b>ALFONSO L. TAYO JR.</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 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> <p><b>ROBERTO J. FIECAS</b> HHRO III</p> <p><b>JAIME L. JALMASCO</b> CGADH I</p> <p><b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator</p>
4. Accompany the CZAO team during inspection	Conducts inspection	20 mins.	<p><b>MANUEL B. BARRAMEDA</b> Driver 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>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</b> CGADH I</p> <p><b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator</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><b>JAIME L. JALMASCO</b> CGADH I</p> <p><b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator</p>
	*If conform, prepare an Order of Payment for Processing Fee. Then proceed to Step No. 5.		<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></p>

			HHRO III  <b>JAIME L. JALMASCO</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
	*If didn't conform, reflect the necessary corrections on the plan and if needed, notify the applicant as to its deficiency.		<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</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
5. Obtain Order of Payment for Processing Fee. Pay the required fees at CTO and submit proof of payment to CZAO	Issues Order of Payment  Checks Proof of Payment.	5 mins.	<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</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
	Reviews documents and make necessary endorsement of		<b>AILYN O. JALMASCO</b> Zoning Officer II

	technical evaluation to the Sangguniang Panlungsod for confirmation through a resolution/ordinance.		<b>MARIA VICTORIA P. PALMA</b> Zoning Officer III  <b>EDA J. BON</b> HHRO II  <b>ROBERTO J. FIECAS</b> HHRO III  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
	*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.		<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>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
6. Receive Subdivision Approval Among Heirs or Co-owners	Issues Subdivision Approval	5 mins.	<b>AILYN O. JALMASCO</b> Zoning Officer II  <b>MARIA VICTORIA P. PALMA</b> Zoning Officer III  <b>EDA J. BON</b> HHRO II

### 11.7. AVAILMENT OF SUBDIVISION APPROVAL 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)**

### **A. For Optional Application for Preliminary Subdivision Development Plan**

- Five (5) sets of site development plan (schematic plan) at a scale ranging from 1:200 to 1:2000 showing the proposed layout of streets, lots, parks and playgrounds and other features in relation to existing conditions in the area **prepared, signed and sealed by any licensed and registered architect, environmental planner, civil engineer, or geodetic engineer.**
- 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 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.
    - 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), or other proof of ownership, intent to sell and authority to develop duly notarized, certified true copy of tax declaration, and current 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.
- Compliance to requirements of Section 18 of Republic Act 7279.
- Survey Plan of Lot(s) described on land title(s), duly signed and sealed by a licensed geodetic engineer.

#### **B. For Application for Subdivision Development Permit**

- All requirements for application for preliminary subdivision development plan
- 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 1:2000 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 Civil and Sanitary Works Design duly signed and sealed by a licensed civil engineer:
  1. road (geometric and structural) design/plan
    - 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
    - 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
- 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.
  - Certified true copy of Tax Declaration covering the property (ies) subject of the application for the year immediately preceding.
  - At least 5 copies of project description for projects having an area of 1 hectare and above to include the 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 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.
  - Clearance/Permit/Certification from Other Agencies applicable to Project
    1. ECC/CNC
    2. Conversion Order (DAR)
    3. PNR
    4. TRANSCO
    5. Permit to Drill from NWRB
    6. SCWD
    7. SORECO II
  - Traffic Impact assessment for projects 30 hectares and above
  - List of names of duly licensed professionals who signed the plans and other similar documents in connection with application filed.

**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>Approval of Subdivision Plan</b>	<b>Regulatory Fee</b>
1. Preliminary Approval and Locational Clearance (PALC)/Preliminary Subdivision Development Plan (PSDP)	Php 250.00/ha. or a fraction thereof
1.1 Inspection Fee	Php 1,000.00/ha. regardless of density
2. Final Approval and Development Permit	Php 2,000.00/ha. regardless of density
2.1 Additional Fee on Floor Area of houses and building sold with lot	Php 2.00/square meter
2.2. Inspection Fee (not applicable for projects already inspected for PALC application)	Php 1,000.00/ha regardless of density

**B. Projects under BP 220**

<b>Approval of Subdivision Plan</b>	<b>Regulatory Fee</b>
1. Preliminary Approval and Locational Clearance	
<b>Processing Fee</b>	
a. Socialized Housing	Php 75.00/ha.
b. Economic Housing	Php 150.00/ha.
<b>Inspection Fee</b>	
a. Socialized Housing	Php 200.00/ha.
b. Economic Housing	Php 500.00/ha.
2. Final Approval and Development Permit	
<b>Processing Fee</b>	
a. Socialized Housing	Php 500.00/ha.
b. Economic Housing	Php 1,000.00/ha.
<b>Inspection Fee</b> (Projects already inspected for PALC may not be charged inspection fee)	
a. Socialized Housing	Php 200.00/ha.
b. Economic Housing	Php 500.00/ha.

**PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Action of the Zoning Administrator'</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
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 mins.	<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</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
2. File application along with the complete requirements	Receives complete documents.  Compute's inspection fee and issues Order of Payment.	10 mins.	<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>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
3. Pay the required inspection fees at CTO and submit proof of payment at CZAO.	Records proof of payment.  Informs client of the schedule for inspection.	5 mins.	<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</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator

4. Accompany the CZAO team during inspection	Conducts inspection	20 mins.	<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><b>JAIME L. JALMASCO</b> CGADH I</p> <p><b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator</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><b>JAIME L. JALMASCO</b> CGADH I</p> <p><b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator</p>

	*If conform, prepare an Order of Payment for Processing Fee. Then proceed to Step No. 5.		<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</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
	*If didn't conform, reflect the necessary corrections on the plan and if needed, notify the applicant as to its deficiency.		<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</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
5. Obtain Order of Payment for Processing Fee. Pay the required fees at CTO and submit proof of payment to CZAO	Issues Order of Payment  Checks Proof of Payment.	5 mins.	<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</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
	Reviews documents and make necessary endorsement of technical evaluation to the Sangguniang Panlungsod for confirmation through a resolution/ordinance.		<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</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
	*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.		<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>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
6. Receive PALC/DP for Residential Subdivision	Issues Preliminary Approval and Locational Clearance or Final Approval and Development Permit	5 mins.	<b>AILYN O. JALMASCO</b> Zoning Officer II  <b>MARIA VICTORIA P. PALMA</b> Zoning Officer III

			<b>EDA J. BON</b> HHRO II
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## **11.8. AVAILMENT OF SUBDIVISION APPROVAL FOR COMMERCIAL AND INDUSTRIAL SUBDIVISION**

### **ABOUT THE SERVICE:**

**COMMERCIAL SUBDIVISION PROJECT:** A registered owner or developer who wishes his 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 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)**

#### **A. For Approval of Preliminary Development Plan**

- Five (5) sets of site development plan (schematic plan) at a scale ranging from 1:200 to 1:2000 showing the proposed layout of streets, lots, parks and playgrounds and other features in relation to existing conditions in the area **prepared, signed and sealed by any licensed and registered architect, environmental planner, civil engineer, or geodetic engineer.**
- 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:
    - 1.1. Boundary lines; bearings and distances tie point or reference point, geographic coordinates of the tie point or Bureau of Lands Locational Monument (BLLM)
    - 1.2. Streets, easements, width and elevation of right-of-way within the project and adjacent subdivision/areas.
    - 1.3. 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 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;

- 1.4. Ground elevation of the subdivision for ground that slopes less than 2%. 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.
  - 1.5. 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.
  - 1.6. 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), or other proof of ownership, intent to sell and authority to develop duly notarized, certified true copy of tax declaration, and current 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.

#### **B. For Application for Approval of Final Development Plan**

- All requirements for application for preliminary subdivision development plan
- 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 1:2000 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 Civil and Sanitary Works Design duly signed and sealed by a licensed civil engineer:
  1. road (geometric and structural) design/plan

- 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
    - 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
- 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.
  - At least 5 copies of project description for projects to include the 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 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.
  - Clearance/Permit/Certification from Other Agencies applicable to Project
    1. ECC/CNC
    2. Conversion Order (DAR)
    3. PNR

4. TRANSCO
5. Permit to Drill from NWRB
6. SCWD
7. SORECO II

- List of names of duly licensed professionals who signed the plans and other similar documents in connection with application filed.
- Joint affidavit of owner/developer and licensed environmental planner that the industrial estate/subdivision conforms to the standards and requirements set by HLURB and Comprehensive Zoning Ordinance and that development thereof shall be made in accordance with the program submitted to this office

**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:**

Approval of Industrial/Commercial Subdivision	Regulatory Fee
1. Preliminary Approval and Locational Clearance (PALC)	Php 300.00/ha.
1.1 Inspection Fee	Php 1,000.00/ha. regardless of location
2. Final Approval and Development Permit	Php 5,000.00/ha. regardless of locations
2.1 Inspection Fee (not applicable for projects already inspected for PALC application)	Php 5,000.00/ha. regardless of locations

**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 mins.	<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</b> CGADH I
2. File application along with the complete requirements	Receives complete documents.  Compute's inspection fee and issues Order of Payment.	10 mins.	<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</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
3. Pay the required inspection fees at CTO and submit proof of payment at CZAO.	Records proof of payment.  Informs client of the schedule for inspection	5 mins.	<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>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
4. Accompany the CZAO team during inspection	Conducts inspection	20 mins.	<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

			<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</b> CGADH I</p> <p><b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator</p>
	Prepares inspection report and review/evaluate 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><b>JAIME L. JALMASCO</b> CGADH I</p> <p><b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator</p>
	*If conform, prepare an Order of Payment for Processing Fee. Then proceed to Step No. 5.		<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>

			<b>ROBERTO J. FIECAS</b> HHRO III  <b>JAIME L. JALMASCO</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
	*If didn't conform, reflect the necessary corrections on the plan and if needed, notify the applicant as to its deficiency.		<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</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
5. Obtain Order of Payment for Processing Fee. Pay the required fees at CTO and submit proof of payment to CZA0	Issues Order of Payment  Checks Proof of Payment.	5 mins.	<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</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
	Reviews documents and make necessary		<b>AILYN O. JALMASCO</b>

	endorsement of technical evaluation to the Sangguniang Panlungsod for confirmation through a resolution/ordinance.		<p>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</b> CGADH I</p> <p><b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator</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 JR.</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>

## 11.9. 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 farmlot 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)**

#### A. Preliminary Approval of Farmlot Subdivision Plan

- Five (5) sets of site development plan (schematic plan) at a scale ranging from 1:200 to 1:4000 showing the proposed layout of streets, lots, parks and playgrounds and other features in relation to existing conditions in the area **prepared, signed and sealed by any licensed and registered architect, environmental planner, civil engineer, or geodetic engineer.**
- Five (5) sets of Vicinity Map in the scale 1:10,000 showing the relationship of the site to existing land uses, community facilities, or development which may directly or indirectly influence it; main traffic arteries; land marks and other relevant features of the community where the project is located, duly signed by a licensed geodetic engineer.
- Two (2) Copies of Certified True Copy of Title(s), or other proof of ownership, intent to sell and authority to develop duly notarized, certified true copy of tax declaration, and current 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.

#### B. For Application for Approval of Final Farmlot Subdivision Development Permit

- All requirements for application for preliminary subdivision development plan
- 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; 1:4,000; indicating the following:
  1. Street layout, right-of-way, alignments, similar data for alleys, if any.
  2. Other right-of-way or easements: alignments, width and purpose.
  3. Location of utilities: Drainage System, possible sources of water supply and possible sources of power, power distribution system if local power utility is available.
  4. Lot lines, lot numbers, lot areas, block numbers.

5. Size data: Number of farmlots, schedule of dimensions and areas according to use classifications, e.g. roads, parks, playgrounds, common areas, water sources, saleable lots, etc.
- Five sets of Topographic Plan, signed and sealed by a licensed geodetic engineer, to include existing conditions as follows:
    1. Boundary lines; bearings and distances
    2. Easements: Locations, width, elevations, alignments, purposes.
    3. Streets adjacent to the subdivision: Access, name, width, elevations, paving-surface material; any legally established center line elevations; walks, curbs, gutters, culverts, etc.
    4. Utilities adjacent to the farmlot subdivision: Utility lines, roads/highways, railroad tracks, towers, etc. If utilities are not adjacent to the subdivision, indicate the direction and distance to, and the invert elevation of nearest one.
    5. Ground elevations: Spot elevation at all breaks in grade, along drainage channels and at selected points (not more than 20.00 meters apart) including contour lines at intervals sufficient for planning and detailed engineering designs shall be indicated.
    6. Other conditions on the land: Water courses, marshes, rock outcrop, wooded areas, isolated preservable trees, houses, and other significant features.
  - Civil and sanitary work designs
    1. Five (5) copies of road design/plan and details of miscellaneous structures such as various types of manholes, catch basins, inlets, culverts and channel linings signed and sealed by a licensed civil engineer
    2. Five (5) copies of sanitary and storm drainage lines duly signed and sealed by licensed sanitary engineer;
  - Five (5) copies of site grading plans duly signed and sealed by licensed civil engineer
  - Five (5) copies of water system layout
  - Five (5) copies of electrical distribution plan duly signed and sealed by professional electrical engineer
  - Survey Plan of the lot(s) as described in TCT(s)
  - At least 2 copies of certified true copy of title(s), or other proof of ownership, intent to sell and authority to develop duly notarized, certified true copy of tax declaration, and current real estate tax receipts
  - 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.
  - Clearance/Permit/Certification from Other Agencies applicable to Project
    1. PNR
    2. TRANSCO
    3. Permit to Drill from NWRB
    4. SCWD
    5. SORECO II
  - Project study
  - Plans specifications, bill of materials and cost estimate 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.

**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)

**TOTAL FEES/CHARGES:**

Approval of Farmlot Subdivision	Regulatory Fee
1. Preliminary Approval and Locational Clearance (PALC)	Php 200.00/ha.
Inspection Fee	Php 500.00/ha.
2. Final Approval and Development Permit	Php 1,000.00/ha.
Inspection Fee (Projects already inspected for PALC application may not be charged inspection fee)	Php 500.00/ha

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the City Zoning Administrator's Office	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 mins.	<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</b> CGADH I
2. File application along with the complete requirements	Receives complete documents.  Compute's inspection fee and issues Order of Payment.	10 mins.	<b>AILYN O. JALMASCO</b> Zoning Officer II  <b>MARIA VICTORIA P. PALMA</b> Zoning Officer III

			<p><b>EDA J. BON</b> HHRO II</p> <p><b>ROBERTO J. FIECAS</b> HHRO III</p> <p><b>JAIME L. JALMASCO</b> CGADH I</p> <p><b>ALFONSO L. TAYO JR.</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 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> <p><b>ROBERTO J. FIECAS</b> HHRO III</p> <p><b>JAIME L. JALMASCO</b> CGADH I</p> <p><b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator</p>
4. Accompany the CZAO team during inspection	Conducts inspection	20 mins.	<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>

			<b>ROBERTO J. FIECAS</b> HHRO III  <b>JAIME L. JALMASCO</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
	Prepares inspection report and reviews/evaluates as to its compliance with the IRRs of BP 220, Zoning Ordinance & other Subdivision Laws and Regulations		<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  <b>JAIME L. JALMASCO</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
	*If conform, prepare an Order of Payment for Processing Fee. Then proceed to Step No. 5.		<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</b> CGADH I

			<b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
	*If didn't conform, reflect the necessary corrections on the plan and if needed, notify the applicant as to its deficiency.		<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</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
5. Obtain Order of Payment for Processing Fee. Pay the required fees at CTO and submit proof of payment to CZAO	Issues Order of Payment  Checks Proof of Payment.	5 mins.	<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</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
	Reviews documents and make necessary endorsement of technical evaluation to the Sangguniang		<b>AILYN O. JALMASCO</b> Zoning Officer II  <b>MARIA VICTORIA P. PALMA</b> Zoning Officer III

	Panlungsod for confirmation through a resolution/ordinance.		<b>EDA J. BON</b> HHRO II  <b>ROBERTO J. FIECAS</b> HHRO III  <b>JAIME L. JALMASCO</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
	*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.		<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>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
6. Receive PALC/Final Approval and DP for Farmlot Subdivision	Issues Preliminary Approval and Locational Clearance or Final Approval and Development Permit	5 mins.	<b>AILYN O. JALMASCO</b> Zoning Officer II  <b>MARIA VICTORIA P. PALMA</b> Zoning Officer III  <b>EDA J. BON</b> HHRO II

#### **11.10. AVAILMENT OF SUBDIVISION APPROVAL FOR MEMORAIL PARK/CEMETERY PROJECT / COLUMBARIUM**

##### **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/columbarium plan.

##### **CLIENT GROUP:**

Registered owner/ developer

## **REQUIREMENTS:**

### ***(Refer to HLURB Rules and Regulations for Memorial Parks/Cemeteries)***

#### **A. For Approval of the Preliminary Development Plan**

- Initial/operational clearance from the Department of Health to establish a memorial park/cemetery/columbarium as required by PD 856
- Five (5) sets of site development plan (schematic plan) at a scale ranging from 1:200 to 1:2000 duly signed and sealed by a licensed environmental planner, should be accessible to Persons with Disabilities (PWDs) in accordance with BP 344 otherwise known as the Accessibility Law and the Magna Carta for disabled persons (RA7277) reflecting therein the layout of streets, pathways, plots, parking areas, support facilities, signages, and other features in relation to existing site condition.
- Five (5) sets of the following documents duly signed by a licensed geodetic engineer:
  1. Vicinity Map/location map at a scale of 1:10,000. with a radius of 500 meters from the project site indicating existing utilities such as main traffic arteries, drainage system and outfall, etc. and community facilities like church, school, and housing areas among others.
  2. Topographic Plan to include existing conditions as follows:
    - 2.1. Boundary lines; bearings and distances;
    - 2.2. Streets, and easements, right-of-way width and elevation on and adjacent to the project;
    - 2.3. Ground elevation/ contour of the site; for ground that slopes less than 2%, indicate spot elevations at all breaks in grade, along all drainage channels and at selected points not more than 30 meters apart in all directions; for ground that slopes more than 2%, indicate contours with an interval of not more than 0.50 for more detailed preparation of plans and construction drawings.
    - 2.4. Other conditions on the land. water courses, marshes, rocks, outcrops, wooded areas, isolated preservable trees 0.30 meters or more in diameter, houses and other significant features.
    - 2.5. Proposed public improvements, highways or other major improvements planned by public authorities for future construction on or near the project.
- Two (2) Copies of Certified True Copy of Title(s), or other proof of ownership, intent to sell and authority to develop duly notarized, certified true copy of tax declaration, and current 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.

- Certified True copy of Environmental Compliance Certificate (ECC) or Certificate of Non-Coverage (CNC) duly issued by the Department of Environmental and Natural Resources (DENR)
- Certified True Copy of Conversion Order or Exemption Clearance from the Department of Agrarian Reform (DAR)
- Survey Plan of Lot(s) described on land title(s), duly signed and sealed by a licensed geodetic engineer.

**B. For Application for Final Memorial Park/Cemetery/Columbarium Plan**

- All requirements for application for preliminary subdivision development plan
- Five (5) sets of Final Memorial Park/Cemetery/Columbarium Plan consisting of the site development plan at any of the following scales: 1:200 or 1:1,000 or any scale not exceeding 1:2,000 indicating the following duly signed and sealed by a licensed environmental planner:
  1. Layout of roads right-of-way width and gradient, easements and similar data for alleys, if any;
  2. Plot boundaries, numbers, total land area and block numbers; (verified survey returns of mother title, sections and blocks including number of lots per block in each section and technical descriptions of road lots, open spaces, facilities and amenities
  3. Site data, total land area, number of saleable plots, typical plot size, areas allocated for roads and pathways, and other facilities and amenities.
- Five (5) sets of Engineering plans duly signed and sealed by a licensed civil engineer based on applicable Engineering Code and Design Criteria in accordance with the following:
  1. Profile derived from existing topographic map duly signed and sealed by a geodetic engineer showing the vertical control, designed grade, curb elements and all information needed for construction.
  2. Typical roadway sections showing relative dimensions and slopes of pavement, gutters, sidewalks, shoulders, benching and others
  3. Details of roadway showing the required thickness of pavements, sub-grade treatment and sub-base on the design analysis.
- Five (5) sets of Storm drainage plans duly signed and sealed by a licensed sanitary engineer or civil engineer.
  1. Profile showing the hydraulic gradients and properties of sanitary storm drainage lines including structures in relation with the road grade line.

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.
- Five (5) sets of centralized or combined storm and sewer system layout duly signed and sealed by a  
licensed sanitary engineer
  - Five (5) sets of Site grading plan duly signed and sealed by a licensed civil engineer(*Plans with the finished contour lines superimposed on the existing ground the limits of earthwork embankment, slopes, cut slopes, surface drainage, drainage outfalls and others.*)
  - Five (5) sets of Electric Plan and specifications duly signed and sealed by a licensed professional electrical engineer and duly approved by the city electrical engineer.
  - Five (5) sets of 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.
  - Summary of Project Study indicating market, source/s of fund, statement of income, cash flow and work program.
  - Certified true copy of Title or other evidence of Ownership or intent to sell and authority to develop signed by the owner, Tax Declaration and current real estate tax receipt.
  - Clearance/Permit/Certification from Other Agencies applicable to Project
    1. ECC/CNC
    2. Conversion Order (DAR)
    3. PNR
    4. TRANSCO
    5. NWRB
      - 5.1. Clearance stating that the memorial park/cemetery is not located on ground where the water table is not higher than 4.50 meters below the ground surface
      - 5.2. Water permit whenever a well within the project site shall be dug.
      - 5.3. Permit to operate the well
    6. SCWD
    7. SORECO II
    8. DPWH (when necessary)
    9. DOH (Initial and operational clearances)

- Joint affidavit of owner/developer and licensed environmental planner that the memorial park/cemetery/columbarium plan conforms to the standards and requirements set by HLURB and Comprehensive Zoning Ordinance and that development thereof shall be made in accordance with the program submitted to this office
- List of names of duly licensed professionals who signed the plans and other similar documents in connection with application filed.
- SP Resolution stating the necessity of the project in relation to the needs of the locality.
- Brgy. Council Resolution Interposing No Objection on the Project
- Duly Notarized Affidavit of Non-Objection of Nearby and Affected Residents and Establishments

#### **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:**

<b>Approval of Memorial Park/Cemetery/Columbarium</b>	<b>Regulatory Fee</b>
<b>Preliminary Approval and Locational Clearance (PALC)</b>	
Processing Fee	
a. Memorial Projects	Php 500.00/ha.
b. Cemeteries	Php 200.00/ha.
c. Columbarium	Php 2,500.00/ha.
Inspection Fee	
a. Memorial Projects	Php 1,000.00/ha.
b. Cemeteries	Php 500.00/ha.
c. Columbarium	Php 12.00/sq.m. of GFA
<b>Final Approval and Development Permit</b>	
Processing Fee	
a. Memorial Projects	Php 2.00/sq.m.
b. Cemeteries	Php 1.00/sq.m.
c. Columbarium	Php 200.00/floor
	Php 4.00/sq.m. of GFA
	Php 5.00/sq.m. of Land Area
<b>Inspection Fee</b> (not applicable for projects already inspected for PALC application)	
a. Memorial Projects	Php 1,000.00/ha.
b. Cemeteries	Php 500.00/ha.
c. Columbarium	Php 12.00/sq.m. of GFA

**PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Action of the City Zoning Administrator's Office</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
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 mins.	<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</b> CGADH I
2. File application along with the complete requirements	Receives complete documents.  Compute's inspection fee and issues Order of Payment.	10 mins.	<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</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
3. Pay the required inspection fees at CTO and submit proof of payment at CZAO.	Records proof of payment.  Informs client of the schedule for inspection.	5 mins.	<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</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
4. Accompany the CZAO team during inspection	Conducts inspection	20 mins.	<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  <b>JAIME L. JALMASCO</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
	Prepares inspection report and reviews/evaluates as to its compliance with the IRRs of BP 220, Zoning Ordinance & other Subdivision Laws and Regulations		<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

			<b>JAIME L. JALMASCO</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
	*If conform, prepare an Order of Payment for Processing Fee. Then proceed to Step No. 5.		<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</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
	*If didn't conform, reflect the necessary corrections on the plan and if needed, notify the applicant as to its deficiency.		<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</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
5. Obtain Order of Payment for Processing Fee. Pay the	Issues Order of Payment	5 mins.	<b>AILYN O. JALMASCO</b> Zoning Officer II

required fees at CTO and submit proof of payment to CZA0	Checks Proof of Payment.		<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</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
	Reviews documents and make necessary endorsement of technical evaluation to the Sangguniang Panlungsod for confirmation through a resolution/ordinance.		<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</b> CGADH I  <b>ALFONSO L. TAYO JR.</b> CGDH I / Zoning Administrator
	*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.		<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>ALFONSO L. TAYO JR.</b>

			CGDH I / Zoning Administrator
6. Receive Approved PALC/DP for Memorial Park/Cemetery/ Columbarium Plan	Issues Preliminary Approval and Locational Clearance or Final Approval and Development Permit for Memorial Park/Cemetery/Columbarium Plan	5 mins.	<b>AILYN O. JALMASCO</b> Zoning Officer II  <b>MARIA VICTORIA P. PALMA</b> Zoning Officer III  <b>EDA J. BON</b> HHRO II

## 12. Office of the Secretary to the Sangguniang Panlungsod

### 12.1. 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

*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.*

#### TOTAL FEES/CHARGES:

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)

#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the SP	Transaction Time	Responsible Persons
1. Proceed to the Office of the Secretary to the Sangguniang	Receives the letter of intent and	2 minutes	<b>VILMA L. MIRANDA</b> Admin. Aide III (Utility Worker II)

Panlungsod, submit letter of intent and convey request for a certified copy of SP document and certification	accommodate client's request		<b>AILENE G. ALILING</b> Admin. Asst. IV (Bookbinder IV)
	Conducts research and prepares a copy of the requested document.	6 minutes	<b>JENNIFER C. JESALVA</b> Admin. Officer II
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

## 12.2. FILING OF ADMINISTRATIVE CASES

### ABOUT THE SERVICE:

Aggrieved constituent's vis a vis the services being rendered by barangay elective officials 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:

21 minutes

### TOTAL FEES/CHARGES:

P150.00

### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the SP	Transaction Time	Responsible Person
1. Proceed to the Office of the Secretary to the Sangguniang Panlungsod and file the verified complaint	Receives the verified complaint of the Complainant in 4 copies and scrutinize the documents submitted	5 minutes	<b>DAN G. ALCALA</b> LLSO V
	Includes in the agenda and the	3 minutes	<b>NERIO RONIE N.SIPOY</b> Asst. Sec. to the SP

	Presiding Officer shall rule/order on the matter		
	Calendars Committee Report of the Committee on Barangay Affairs. If not settled, the case will be referred to the Committee of the Whole	5 minutes	<b>JOCELYN D. REVOLTAR</b> LLSO I
	Issues summons	3 minutes	<b>LAUREN MAY E. SINCUA</b> LLSO III
2. Wait for the notice from the Council for the hearings of the case or Summary Proceedings	Hearing and promulgation of decision		<b>DAN G. ALCALA</b> LLSO V
			<b>NERIO RONIE N.SIPOY</b> Asst. Sec. to the SP
3. Receives the decision	Transmits the decision	5 minutes	

Note: Decision on Administrative case depends on the proceedings of the City Council.

### **12.3. ACCREDITATION OF POs, GOs, NGOs AND OTHER SIMILAR ENTITIES**

#### **ABOUT THE SERVICE:**

Cooperatives, PO's, GO's, NGO's and other similar entities 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 juridical entities

#### **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 Local School or Health Board:  
Photocopy of profiles of at least three (3) individuals in the organization that will verify their involvement in the health or education sector

**SERVICE SCHEDULES:**

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

**TOTAL PROCESSING TIME:**

21 minutes

**TOTAL FEES/CHARGES:**

P500.00 (Payment shall be made after the approval of the application and issuance of certification)

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the SP	Transaction Time	Responsible Persons
1. Proceed to the Office of the Secretary to the Sangguniang Panlungsod and file the application for accreditation in 4 copies.	Receives the application for accreditation in 4 copies and scrutinize the submitted documents.	5 minutes	<b>VILMA L. MIRANDA</b> Admin. Aide III (Utility Worker II)
	Includes request in the agenda and the Presiding Officer shall rule/order on the matter.	3 minutes	<b>JOCELYN D. REVOLTAR</b> LLSO I
	Maybe referred to the Committee on Livelihood, Cooperatives, POs, GOs and NGOs (Committee Hearing)	5 minutes	<b>NERIO RONIE N.SIPOY</b> Asst. Sec. to the SP
2. Wait for the notice from the Committee on Livelihood, Cooperatives, PO's, GO's and NGO's	Committee Hearing		
3. Session Proper	Calendar or inclusion of Committee Report of the Committee on Livelihood, Cooperatives, POs, GOs and NGOs/ Approval		

4. Receive the copy of accreditation	Issues the accreditation document	5 minutes	<b>JENNIFER C. JESALVA</b> Admin. Officer II
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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.)

## **12.4. 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:**

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

**TOTAL PROCESSING TIME:**

10 minutes

**TOTAL FEES/CHARGES:**

P500.00 (after the approval of the application)

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the SP	Transaction Time	Responsible Persons
1. Proceed to the Office of the Secretary to the Sangguniang Panlungsod to submit the application with complete requirements	<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>	10 minutes	<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>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>		<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>

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

## **12.5. 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

### **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

### **TOTAL FEES/CHARGES:**

P500.00 (after the approval of the application)

### **PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Action of the SP</b>	<b>Transaction Time</b>	<b>Responsible Persons</b>
1. Proceed to the Office of the Secretary to the Sangguniang Panlungsod to submit the letter request along with the document/s to be posted	Calendars the same for the next regular session  Advice the client to wait for the notice of hearing from the committee in-charge	10 minutes	<b>VILMA L. MIRANDA</b> Admin. Aide III (Utility Worker II)  <b>JOCELYN D. REVOLTAR</b> LLSO I
	Posting of the documents		<b>VILMA L. MIRANDA</b>

			Admin. Aide III (Utility Worker II)
	Issues and transmits the certificate of posting to applicant		<b>GLORIA D. ELONA</b> Admin. Aide III (Utility Worker II)

Note: Issuance of the certification depends on the proceedings and actions of the Committee concerned and of the City Council.

## **12.6. 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

### **TOTAL FEES/CHARGES:**

P1,000.00 (after the approval of the application)

**PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Action of the SP</b>	<b>Transaction Time</b>	<b>Responsible Persons</b>
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	<b>NERIO 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.

**12.7. 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:**

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

**TOTAL PROCESSING TIME:**

15 minutes

**TOTAL FEES/CHARGES:**

(after the approval of the application)

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the SP	Transaction Time	Responsible Persons
	<p>Receives the application for Subdivision approval from the Technical Working Group (TWG) – City Zoning Administrator's Office</p> <p>Calendars the same for the next regular session/referral to the concerned committee/s for deliberation</p>	10 minutes	<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 copy of the resolution as approved by the City Council</p> <p>Signs the documents</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>
1. Receives the approved resolution	Transmit copies of the resolution to the applicant and	5 minutes	<b>GWENNIE JOY T. DIONGLAY</b>

	other concerned government agencies		Admin. Aide III (Utility Worker II)
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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

## 13. Public Employment Service Office

### 13.1. SCREENING, MATCHING & ISSUANCE OF REFERRAL LETTER FOR LOCAL EMPLOYMENT

#### ABOUT THE SERVICE:

Public Employment Service Office is mandated to carry out full and equal employment opportunities for all.

Referral is a process of directing pre-screened jobseekers to employers with vacancies matching their qualification.

#### CLIENT GROUPS:

Job seekers

#### REQUIREMENT:

Resume and other credentials

#### SERVICE SCHEDULE:

Monday to Friday

8:00 AM to NOON and 1:00 PM and 5:00 PM

#### TOTAL PROCESSING TIME:

24 minutes (queuing and job searching and matching not included)

#### TOTAL FEES/CCHARGES:

None

#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of the PESO Manager	Transaction Time	Responsible Person
1. Proceed to the Public Employment Service Office. Register in the visitor's logbook.  Secure and accomplish National Power Registry System (NMRS) Form	Conduct preliminary interview based on the submitted documents and Issues NMRS Form.	5 minutes	<b>DOMINIC D. DICHOSO</b> Admin. Asst. II (HRM Assistant)
2. Submit the fully accomplished NMRS.	Receives the accomplished NMRS form.	1 minute	
3. Do the self-searching with job vacancies and self-matching.	Gives detailed information on job vacancies and conducts matching through interview.  If the chosen job vacancies match with the job seeker's	15 minutes	<b>HENRY C. GUEMO</b> PESO Manager

	choice, referral letter will be prepared.		
4. Receives the referral letter.	Issues the referral letter.	3 minutes	<b>HENRY C. GUEMO</b> PESO Manager

### 13.2. PROVISION OF LIVELIHOOD ASSISTANCE TO INDIVIDUAL REFERRAL AND WALK-IN CLIENTS

#### ABOUT THE SERVICE:

A capability building program for vulnerable and marginalized workers to improve their socio-economic well-being through the provision of starter kit. Recipient is awarded with tool kit as a means to start a business and later on become an entrepreneur. Before the tool kit is given, 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 Employment/Skills Training (NCII) or certificate showing that he/she performs the job for at least 2 years  
One (1) 1x1 latest picture

#### SERVICE SCHEDULE:

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

#### TOTAL PROCESSING TIME:

24 minutes (queuing and job searching and matching not included)

#### TOTAL FEES/CCHARGES:

None

#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of the PESO Manager	Transaction Time	Responsible Person
1. Proceed to the Public Employment Service Office. Register in the visitor's logbook.  Secure and accomplish National Power Registry System (NMRS) Form	Conduct preliminary interview based on the submitted documents and Issues NMRS Form.	5 minutes	<b>HENRY C. GUEMO</b> PESO Manager

2. Submit the fully accomplished NMRS.	Receives the accomplished NMRS form.	1 minute	
3. Do the self-searching with job vacancies and self-matching.	<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>	15 minutes	
4. Receives the referral letter.	Issues the referral letter.	3 minutes	<b>HENRY C. GUENO</b> PESO Manager

## 14. Barangay Affairs and Public Assistance Division

### 14.1. 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.

#### 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

#### CLIENT GROUPS:

- Less privileged students who are willing to pursue college education

#### 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)

#### TOTAL FEES/CHARGES:

None

#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Actions of the Secretariat (BAPAD)	Transaction Time	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.	5 minutes	<b>MA. CHARO D. LOGRONIO</b> Community Affairs Officer IV

	Receives form with attached documents 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	

## 14.2. 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.

### REQUIREMENTS:

To avail, one has to:

- Secure a Certification from DepEd-ALS that the client comes from ALS education
- Pass the A & E exam

### CLIENT GROUP:

Previously enrolled ALS students who passed 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

### TOTAL FEES/CHARGES:

None

### PROCESS OF AVAILING THE SERVICE:

Steps involved	Actions of the Secretariat (BAPAD)	Transaction Time	Responsible Person
1. Present to BAPAS the Certificate from DepEd ALS & the A&E Exam Result	Verifies the certificates & advises to enroll	5 minutes	<b>MA. CHARO D. LOGRONIO</b>

2. Present enrolment form	Encodes in the Scholarship Database and issues ID	15 minutes	Community Affairs Officer IV
3. Claim benefits	Pays-in financial benefits to beneficiary & pays tuition fee directly to school	5 minutes	

### 14.3. 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.

#### REQUIREMENTS:

- Application Form submitted directly to the school
- Barangay Certification stating residency and has no derogatory record

#### CLIENT GROUP:

College Students from the City who opted to enroll in Private Schools within the City

#### SERVICE SCHCEDULE:

Monday to Friday,  
8:00 AM to NOON and 1:00 PM to 5:00 PM

#### TOTAL POCESSING TIME:

20 minutes

#### TOTAL FEES/CHARGES:

None

#### PROCESS OF AVAILING THE SERVICE:

Steps involved	Actions of the Secretariat (BAPAD)	Transaction Time	Responsible Person
1. If availing the service for the first time, proceed to the College Registrar and apply for Educational Subsidy for Tertiary Students.			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

#### 14.4. 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.

##### REQUIREMENT:

- Online application

##### CLIENT GROUP:

All tertiary/College students

##### SERVICE SCHCEDULE/S:

Monday to Friday,  
8:00 AM to NOON and 1:00 PM to 5:00 PM

##### TOTAL POCESSING TIME:

7 minutes

##### TOTAL FEES/CHARGES:

None

##### PROCESS OF AVAILING THE SERVICE:

Steps involved	Actions of the Secretariat (BAPAD)	Transaction Time	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	<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	

#### **14.5. 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

##### **FEES:**

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:**

<b>Steps Involved</b>	<b>Actions of the SCADAC</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
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	<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

## 15. Local Youth Development Office

### 15.1. 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

#### FEES:

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 BAPAD	Transaction Time	Responsible Person
<b>1. Registration of Youth Group</b> Proceed to LYDO 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	<b>MARK LOUIE E. BUENDEVER</b> Admin Aide III
<b>2. Proposal of Activity</b> Proceed to the LYDO to inquire on how to avail the services.	Orients the client about the services.  Conducts interview and register the youth organization.	1 day	<b>MARK LOUIE E. BUENDEVER</b> Admin Aide III

	Evaluates the proposal and suggest activities/ details on the conduct of the proposed activity.		
<b>3. Coordination with LYDC</b> Proceed to BAPAD and inquire on how to avail the services.	Orients the client about the services and extends necessary assistance.		<b>MA. CHARO D. LOGRONIO</b> Community Affairs Officer IV  <b>MARK LOUIE E. BUENDEVER</b> Admin Aide III
<b>4. Library Service</b> Proceed to LYDO and inquire on how to avail the services.			<b>MARK LOUIE E. BUENDEVER</b> Admin Aide III
<b>5. Tie – up Projects</b> Proceed to BAPAD and inquire on how to avail the services.			<b>MA. CHARO D. LOGRONIO</b> Community Affairs Officer IV

## 16. Market Operations

### 16.1. 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:

- 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

#### TOTAL FEES/CHARGES:

Computation: previous balance + current balance (c/o Office of the City Treasurer)

#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Market Administrator	Transaction Time	Responsible Person
4. Proceed to the Office of the Market Supervisor and inquire if there are vacant stalls at the Sorsogon Public Market /Bacon District Public Market.	Answers queries on the availability of stalls.  If available, briefs client on the requirements as well	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

	as the terms and conditions of lease		
<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 outstanding balance.</p>	Issues Lease Contract	10 minutes	<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>
<p>6. Present the Official Receipt to the Market Administrator and receive copy of lease contract.</p>		5 minutes	<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>

## 16.2. AVAILMENT OF RENEWAL OF LEASE CONTRACT

### ABOUT HE 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 a 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

### TOTAL FEES/CHARGES:

Computation: previous balance + current balance (c/o Treasurer Office)

### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Market Administrator	Transaction Time	Responsible Person
1. Secure location clearance from the Market Supervisor.  Proceed to the City hall and present business license and mayor's permit to the Permit & License Section.  Proceed to the Office of the Treasurer. Secure Lease Contract agreement form and sign the renewal of lease contract.	Issue's location clearance and contract of lease	10 minutes	<b>CHRISTIAN D. SANCHEZ</b> Market Supervisor  <b>DANILO B. BRIOSO</b> Market Inspector II  <b>ROMMEL J. JAMISOLA</b> Market Inspector I

<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 outstanding balance.</p>			
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>

### 16.3. 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

#### REQUIREMENTS:

Weighing Scale for calibration

#### SERVICE SCHEDULE:

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

20 minutes

- Registration Fee ₱ 70.00
- Service Fee ₱ 50.00

[illegible]

## 17. Permits and Licensing Division

### 17.1. 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)
- Occupancy (if New Building) (Photocopy)

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

- Locational Clearance (to be issued by the City Public Market Administrator, photocopy)
- Contract of Lease (to be issued by the City Public Market Administrator, photocopy)

#### SPECIAL 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, 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)
- 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)

**SPECIAL 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

**TOTAL FEES/CHARGES:****Business Tax****1. For New Business**

1/30 of 1% of the Capital Investment (Based on the City Revenue Code of 2013)

**2. For Renewal of business**

Tax is based on the Gross Receipts/Sales and classification) (Based on City Revenue Code of 2013)

**3. Regulatory Fees**

Please refer to the respective Citizen's Charter of every regulatory offices

**PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Action of the PLD</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
1. Secure and fill out the business application form and attach the initial basic requirements for submission to by the receiving PLS personnel	Reviews the accomplished business application form and have complied with the initial basic requirements and other regulatory requirements (if already available) and input the data for transmission to CTO using the Enhanced Tax Revenue and Collection System (ETRACS)	5 Minutes	<b>FRITZIE MAE B. BEJISON</b> Licensing Officer I  <b>ROMA J. LASAY</b> Licensing Inspector I  <b>FERDINAND D. MARBELLA</b> Licensing Officer III
2. Proceed to the CTO for the Assessment Record and proceed to the BFP for the FSIC and pay the corresponding Tax, fees and charges (if applicable) and thereafter secure the Order of Payment from the PLD			<b>JILL AMABELLE E. LAGUIDAO</b> LTOO I  <b>MA. LUISA G. NIEVES</b> LTOO III  <b>MA. ARLENE L. BANIEL</b> Revenue Collection Officer III

			<p><b>EDWIN D. DERI</b> Revenue Collection Officer III</p> <p><b>JANICA MAE L. PARAS</b> 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>CECILIA D. DE VILLENA</b> Revenue Collection Officer III</p> <p><b>CARLO D. BUSTAMANTE</b> Admin. Asst. II</p> <p><b>DORY R. DEUNA</b> Revenue Collection Officer III</p> <p><b>FOI ALEXIS ANNE DIRA</b> Community Relations Officer</p>
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			<b>SFOI ALMA M. DETERA</b> Assessor  <b>SFOI MARICEL L. LAGADIA</b> Assessor  <b>SFOI MARIA GRACIA E CORRAL</b> Collecting Agent  <b>SFOI MA. BELLA TRESTIZA</b> Releasing/ CRO
3. Present the OR to PLD and the complete regulatory requirements and special requirement (if applicable)	Releases the Mayor's Permit	25 Minutes	<b>ZENAIDA D. EBIO</b> License Inspector I

## **17.2. 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:**

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

### **TOTAL PROCESSING TIME:**

30 minutes

**TOTAL FEES/CHARGES:**

TYPE OF ACTIVITY	WITHIN THE CITY PROPER	NOT WITHIN THE CITY PROPER
Business-related Parade	Php500.00	Php250.00
Public/Private Association's Parade	Php100.00	Php50.00
Rally	Php100.00	Php50.00
Other Forms and kind	Php100.00	PHP50.00
Parade activities during Festivities	A lump sum of Php1000.00	

**Based on the Revised City Revenue Code of 2013****PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the PLD	Transaction Time	Responsible Person
1. Submit application letter addressed to the City Mayor			City Mayor/City Administrator
2. Proceed to the Permits and Licensing Office and present the received/ acknowledged application letter  Secure Order of Payment and pay corresponding amount at the Office of the City Treasurer	Secures and validates presented application letter duly acknowledged by the Office of the City Mayor	10 Minutes	<b>FRITZIE MAE B. BEJISON</b> Licensing Officer I  <b>ROMA J. LASAY</b> Licensing Inspector I  <b>FERDINAND D. MARBELLA</b> Licensing Officer III
3. Present OR at PLD and receive the Permit	Issues Order Payment and releases the Permit	20 Minutes	<b>ZENAIDA D. EBIO</b> License Inspector I  <b>ROMUALDO R. LACEDA</b> License Inspector I

### 17.3. 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)

#### SERVICE SCHEDULES:

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

#### TOTAL PROCESSING TIME:

30 minutes

#### TOTAL FEES/CHARGES:

- Tax on Gross Sales/Receipts
- P 180.00 - Certification Fee

#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the PLD	Transaction Time	Responsible Person
1. Informs the Permits and Licensing Division 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	<b>FRITZIE MAE B. BEJISON</b> Licensing Officer I  <b>ROMA J. LASAY</b> Licensing Inspector I  <b>FERDINAND D. MARBELLA</b> Licensing Officer III
2. After the inspection, the client proceeds to the Permits and Licensing Section and	Receives the Mayor's Permit and the business plate and		

surrenders the Mayor's Permit and Business Plate  Secure Order of Payment and pay corresponding amount at the Office of the City Treasurer	prepares the Certification	10 Minutes	<b>FRITZIE MAE B. BEJISON</b> Licensing Officer I  <b>ROMA J. LASAY</b> Licensing Inspector I  <b>FERDINAND D. MARBELLA</b> Licensing Officer III
3. Present OR at PLD and receive the Certification	Issues Order of Payment and  Releases the Certification	15 Minutes	<b>ZENAIDA D. EBIO</b> License Inspector I  <b>ROMUALDO R. LACEDA</b> License Inspector I

#### **17.4. 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:**

30 minutes

##### **TOTAL FEES/CHARGES:**

ACTIVITIES	Day Time Rate	Night Time Rate
Conventions/Seminar/Private Use	350.00/hr	550.00/hr.
Plays and Cultural Shows	450.00/hr	650.00/hr.
Paid Concerts	450.00/hr.	650.00/hr.

Recreational Sports Activities	250.00/hr.	350.00/hr.
Activities of Charitable/Religious Organizations	300.00/hr.	500.00/hr.
Public School Activities	FREE	FREE
Private School Activities	400.00/hr.	500.00/hr.
Government/Public Schools	300.00/hr.	500.00/hr.
Other Activities/Government Sponsored Activities (National Government Agencies, GOCCs and other LGUs)	300.00/hr.	450.00/hr.
Official Barangay Related Activities	FREE	FREE
Corporate Social Responsibility Activities (e.g. Medical and Dental Mission, Gift Giving, etc.)	FREE	FREE

#### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Action of the PLD	Transaction Time	Responsible Person
1. Submit application letter addressed to the City Mayor or the City Administrator		5 minutes	Office of the City Mayor/ City Administrator's Staff
2. Proceed to the PLD and present the approved application letter  Secure Order of Payment and pay corresponding amount at the Office of the City Treasurer	Secures and validates presented application letter duly approved by the Office of the Mayor/City Administrator	5 Minutes	<b>FRITZIE MAE B. BEJISON</b> Licensing Officer I  <b>ROMA J. LASAY</b> Licensing Inspector I  <b>FERDINAND D. MARBELLA</b> Licensing Officer III
3. Present OR to PLD and received the Permit	Releases the Permit	20 Minutes	<b>ZENAIDA D. EBIO</b> License Inspector I  <b>ROMUALDO R. LACEDA</b> License Inspector I

## 17.5. 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:

30 minutes

### TOTAL FEES/CHARGES:

KIND OF REAL PROPERTY	AMOUNT OF FEES
Land (per sq.m.) (a) Located in commercial/industrial area (b) Located in residential Area © Others	Php 50.00/sq.m./mo 30.00/sq.m./mo 25.00/sq.m./mo
Building (per sq.m.of floor area) (a) Located in commercial/industrial area (b) Located in residential area © Others	Php4.00/sq.m./day 3.00/sq.m./day 2.00/sq.m./day

### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Action of the PLD	Transaction Time	Responsible Person
1. Submits an application letter addressed to the City Mayor		5 minutes	Assigned staff of the City Mayor/City Administrator
2. Proceeds to the Permits and Licensing Division and presents the acknowledges application letter by the Office of the City Mayor/Office of the City Administrator	Secures and validates presented application letter duly acknowledged by the Office of the Mayor/City Administrator	5 Minutes	<b>FRITZIE MAE B. BEJISON</b> Licensing Officer I  <b>ROMA J. LASAY</b> Licensing Inspector I

Secure Order of Payment and pay corresponding amount at the Office of the City Treasurer	Issues Order of Payment		<b>FERDINAND D. MARBELLA</b> Licensing Officer III
3. Present OR to PLD and received the Permit	Releases the Permit	20 Minutes	<b>ZENAIDA D. EBIO</b> License Inspector I  <b>ROMUALDO R. LACEDA</b> License Inspector I

## **17.6. 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:**

30 minutes

### **TOTAL FEES/CHARGES:**

<b>Kind of Advertising Material</b>	<b>Amount of Fees</b>
Placard	Php25.00/sq. foot per piece plus removal fee of Php10.00 per piece
Banner	Php25.00/sq. foot per piece plus removal fee of Php10.00 per piece
Streamers/Tarpaulins	Php25.00/sq. foot per piece plus removal fee of Php10.00 per piece
Signs	Php25.00/sq. foot per piece plus removal fee of Php10.00 per piece
Signboards	Php50.00/sq. ft. per unit plus removal fee of Php10.00 per piece

Billboards	Php50.00/sq. ft. per unit plus removal fee of Php300.00 per unit and cash bond of Php100,000.00
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#### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Action of the PLD	Transaction Time	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>		5 minutes	City Mayor's/City Administrator's Office
<p>2. Upon approval of the Office of the City Mayor/ Office of the City Administrator, proceed to the Permits and Licensing Division and present the received or acknowledged letter-request together with the required attachments</p> <p>Secure Order of Payment and pay corresponding amount at the Office of the City Treasurer</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>	10 minutes	<p><b>FRITZIE MAE B. BEJISON</b> Licensing Officer I</p> <p><b>ROMA J. LASAY</b> Licensing Inspector I</p> <p><b>FERDINAND D. MARBELLA</b> Licensing Officer III</p>
3. Present OR at PLD 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	<p><b>ZENAIDA D. EBIO</b> License Inspector I</p> <p><b>ROMUALDO R. LACEDA</b> License Inspector I</p>

## 17.7. 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

### TOTAL FEES/CHARGES:

P 180.00

### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Action of the PLD	Transaction Time	Responsible Person
1. Submit to the Permits and Licensing Section the requirements listed above  Secure Order of Payment and pay corresponding amount at the Office of the City Treasurer	Secures and verifies the submitted requirements and gives the Order of Payment to the client	10 Minutes	<b>FRITZIE MAE B. BEJISON</b> Licensing Officer I  <b>ROMA J. LASAY</b> Licensing Inspector I  <b>FERDINAND D. MARBELLA</b> Licensing Officer III

2. Present OR at PLD and receive the Permit	Prepares the permit. Releases the Permit	20 Minutes	<b>ZENAIDA D. EBIO</b> License Inspector I  <b>ROMUALDO R. LACED</b> License Inspector I
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## 17.8. AVAILMENT OF SPECIAL PERMIT FOR DELIVERY TRUCKS/JEEPNEY/CARS/TRICYCLE

### ABOUT THE SERVICE:

Serves as a special permit for delivery trucks to enter/exit the City Proper within the prescribed time allowed and observing the rush hour policy

### CLIENT GROUPS:

Delivery Truck/Jeepney/Cars/Tricycle Owners

### REQUIREMENTS:

- Official Receipt (from LTO)
- Certificate of Registration (from LTO)

### SERVICE SCHEDULES:

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

### TOTAL PROCESSING TIME:

30 minutes

### TOTAL FEES/CHARGES:

Kind of Vehicle	Fees
4-Wheeler Truck/Van	Php550.00
6-Wheeler Truck	Php600.00
10-Wheeler Truck	Php750.00
Jeepney/Crewcab	Php500.00
Car	Php400.00
Motorized Tricycle	Php180.00

### Additional Fees

Cost of Sticker	Php30.00
Tax Clearance	Php150.00

### PROCESS OF AVAILING THE SERVICES:

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

## 17.9. 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

**TOTAL FEES/CHARGES:**

None

**PROCESS OF AVAILING THE SERVICES:**

Steps Involved	Action of the PLD	Transaction Time	Responsible Person
1. Submit to the Permits and Licensing 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	<b>FRITZIE MAE B. BEJISON</b> Licensing Officer I  <b>ROMA J. LASAY</b> Licensing 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  <b>ROMUALDO R. LACED</b> License Inspector I

**17.10. 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

**TOTAL FEES/CHARGES:**

Php 180.00

**PROCESS OF AVAILING THE SERVICES:**

Steps Involved	Action of the PLD	Transaction Time	Responsible Person
1. Submit to the Permits and Licensing 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	<b>FRITZIE MAE B. BEJISON</b> Licensing Officer I  <b>ROMA J. LASAY</b> Licensing 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  <b>ROMUALDO R. LACEDA</b> License Inspector I

## 17.11. 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

### TOTAL FEES/CHARGES:

KIND OF COCKPIT PERSONNEL	P	AMOUNT
1. Promoter/Host	P	1,000.00
2. Pit Manager	P	250.00
3. Referee	P	1,000.00
4. Bet Taker	P	250.00
5. Bet Manager "Maciador/Kasador"	P	250.00
6. Gaffer "Mananari"	P	500.00
7. Cashier	P	250.00
8. Derby (Matchmaker)	P	200.00
9. Cock Injury Attendant		1,000.00

### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Action of the PLD	Transaction Time	Responsible Person
1. Submit to the Permits and Licensing 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	<b>FRITZIE MAE B. BEJISON</b> Licensing Officer I  <b>ROMA J. LASAY</b> Licensing 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	<b>ZENAIDA D. EBIO</b> License Inspector I  <b>ROMUALDO R. LACEDA</b> License Inspector I
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## 17.12. AVAILMENT OF PERMIT FOR THE CONDUCT OF COCKFIGHTING

### ABOUT THE SERVICE:

It is issued based on the Resolution passed by the Sangguniang Panglunsod granting the authority to conduct the cockfighting.

### CLIENT GROUPS:

General public

### REQUIREMENTS:

- Resolution passed by the Sangguniang Panglunsod granting the authority to conduct the cockfighting
- Official Receipt issued the City Treasurer's Office as proof of payment

### SERVICE SCHEDULES:

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

### TOTAL PROCESSING TIME:

30 minutes

### TOTAL FEES/CHARGES:

KIND OF COCKFIGHTS	P	AMOUNT
(a) Special Cockfights (Pintakasi/Encontrada)/day	P	500.00
(b) Special Derby Assessment from Promoters of:		
One-Cock Derby	P	500.00
Two-Cock Derby	P	750.00
Three-Cock Derby	P	1000.00
Four-Cock Derby	P	1500.00
Five to Ten-Cock Derby	P	2000.00
© For every winning cock		
Regular	P	10.00
Derby	P	100.00

### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Action of the PLD	Transaction Time	Responsible Person
1. Submit to the Permits and Licensing the	Accepts the letter-request and		

requirements and secure Order of Payment.  Secure Order of Payment and pay corresponding amount at the Office of the City Treasurer	verifies the purpose stated therein.  Issues Order of Payment  Prepares the Permit/License.	20 minutes	<b>FRITZIE MAE B. BEJISON</b> Licensing Officer I  <b>ROMA J. LASAY</b> Licensing 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  <b>ROMUALDO R. LACEDA</b> License Inspector I

### 17.13. 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 Panglunsod to operate their motorized tricycle (for hire).

#### CLIENT GROUPS:

Motorized Tricycle Operators

#### REQUIREMENTS:

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

#### SERVICE SCHEDULES:

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

#### TOTAL PROCESSING TIME:

30 minutes

#### TOTAL FEES/CHARGES:

FEES	P	AMOUNT
Mayor's Permit Fee	P	200.00/year
MTOP Filing Fee	P	120.00

Sticker Fee	P	40.00
Sup & reg. Fee	P	75.00
Roadworthy	P	25.00
Total	P	460.00

#### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Action of the PLD	Transaction Time	Responsible Person
1. Submit to the Permits and Licensing 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	<b>FRITZIE MAE B. BEJISON</b> Licensing Officer I  <b>ROMA J. LASAY</b> Licensing 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  <b>ROMUALDO R. LACEDA</b> License Inspector I

#### 17.14. 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:

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

##### TOTAL PROCESSING TIME:

30 minutes

**TOTAL FEES/CHARGES:**

<b>FEES</b>	<b>P</b>	<b>AMOUNT</b>
Registration Fee	P	500.00
Documentary Stamp	P	30.00
Certification Fee	P	37.00
Roadworthy	P	25.00
Total	P	592.00

**PROCESS OF AVAILING THE SERVICES:**

<b>Steps Involved</b>	<b>Action of the PLD</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
1. Submit to the Permits and Licensing 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	<b>FRITZIE MAE B. BEJISON</b> Licensing Officer I  <b>ROMA J. LASAY</b> Licensing 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  <b>ROMUALDO R. LACEDA</b> License Inspector I

**17.15. 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:**

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

**TOTAL PROCESSING TIME:**

30 minutes

**TOTAL FEES/CHARGES:**

P 30.00/copy

**PROCESS OF AVAILING THE SERVICES:**

Steps Involved	Action of the PLD	Transaction Time	Responsible Person
1. Submit to the Permits and Licensing the requirements  Secure Order of Payment and pay corresponding amount at the Office of the City Treasurer	Assess the requirements submitted  Issues Order of Payment  Prepares the document.	5 minutes	<b>FRITZIE MAE B. BEJISON</b> Licensing Officer I  <b>ROMA J. LASAY</b> Licensing 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  <b>ROMUALDO R. LACEDA</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
5. Please accomplish the feedback form before you leave

## 18. City Gender and Development/Balay Bukas Palad

### 18.1. AVAILMENT OF ASSISTANCE FOR VICTIMS OF DOMESTIC VIOLENCE

#### ABOUT THE SERVICES:

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 counseling sessions, referral medical examination, legal and paralegal services.

#### CLIENT GROUPS:

Residents of Sorsogon City

#### REQUIREMENT:

Barangay Certification of Residency

#### SERVICE SCHEDULES:

Monday to Sunday (24 hours a day)

#### TOTAL PROCESSING TIME:

15 minutes (client/s interview not included)

#### TOTAL FEES/CHARGES:

None

#### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Actions of the GADFPS	Transaction Time	Responsible Person
1. Go to the GADFPS / Balay Bukas Palad and convey your complaints problem.	Accomplishes Intake Form	5 Minutes	<b>MA. ROSY L. ABAY</b> SWO III
2. Wait while the staff evaluate the case and identifies the necessary actions to be done.	Evaluates the case	10 minutes	<b>MA. ROSY L. ABAY</b> SWO III
3. Pay attention while the attending staff gives a briefing on the processes and requirements needed for the following: Undergoing medical examination Securing medical certificate Filing of case against the abuser.	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. ROSY L. ABAY</b> SWO III  CPO(PNP)
4. Proceed to the concerned	Issues referrals and provides		<b>MA. ROSY L. ABAY</b> SWO III

office/agency to secure necessary documents such as : Medical Certificate Certificate of File Action Birth Certificate Sworn Statement of Complaint.	necessary assistance in securing documents from concerned offices /agencies		CPO(PNP)
5. File the case to the Court	Accompanies the client to the court and assists in the filing of case.		<b>MA. ROSY L. ABAY</b> SWO III  CPO(PNP)

## 18.2. AVAILMENT OF TEMPORARY SHELTER TO VICTIMS OF DOMESTIC VIOLENCE

### ABOUT THE SERVICES:

The Balay Bukas Palad (Crisis Center for Women and Children) extends assistance to victims of violence by providing them temporary shelter/ protective custody including the provision the basic needs (food, clothing, medicines)

### CLIENTS GROUPS:

Residents of Sorsogon City

### REQUIREMENTS:

Bonafide resident of the city

### SERVICES SCHEDULES:

Monday to Sunday (24 Hours a day)

### TOTAL PROCESSING TIME:

10 minutes

### TOTAL FEES CHARGES:

None

### PROCESS OF AVAILING THE SERVICES:

Steps Involved	Actions of the GADFPS	Transaction Time	Responsible Person
1. Go to the Balay Bukas Palad(Crisis Center for Women and Children) and state your intent to avail of the temporary	Evaluate whether client is eligible to avail of the Temporary Shelter Assistance. If client is eligible accomplishes the admission slip	5 Minutes	<b>MA. ROSY L. ABAY</b> SWO III

Shelter Assistance.			
2. Sign the Admission Slip	Secures other necessary signature to complete the Admission Form	2 Minutes	<b>MA. ROSY L. ABAY</b> SWO III
3. Wait for the attending staff to give your room assignment.	Accompanies the client to his/her room and brief him/her of the house rules and regulations implemented by Balay Bukas Palad.	3 Minutes	<b>MA. ROSY L. ABAY</b> SWO III

## 1. Office of the City Accountant

### 1.1. 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)
- Hotel Accommodation official receipts/cash invoices (original copy)
  - (not needed if per diem is claimed)
- Certification that expenses are necessary by Head of Agency if the expenses exceed the allowed per diems.

#### SERVICE SCHEDULES:

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	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	<b>MERLIN P. ABAYA</b> Mngt. & Audit Analyst IV  <b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV

	c. SEF Obligations		<b>MELANIE B. GREFALDIA</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)  c. Disbursement vouchers (TF)	10 minutes	<b>VICENTE RONELO C. GRATUITO</b> Mngt. & Audit Analyst II  <b>APRIL CAROLINE ESTOPASE</b> Admin. Aide VI
	Certifies as to completeness of supporting documents & allotment obligated	5 minutes	<b>CHRISTINE N. MERALPES</b> CGDH I/ City Accountant

## 1.2. 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

### TOTAL FEES/CHARGES:

None

**PROCESS OF AVAILING THE SERVICE:**

<b>Steps Involved</b>	<b>Action of the Office of the City Accountant</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
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 <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	<b>MERLIN P. ABAYA</b> Mngt. & Audit Analyst IV  <b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV  <b>MELANIE B. GREFALDIA</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 (SEF)</li> <li>c. Disbursement vouchers (TF)</li> </ul>	10 minutes	<b>VICENTE RONELO C. GRATUITO</b> Mngt. & Audit Analyst II  <b>APRIL CAROLINE ESTOPASE</b> Admin. Aide VI
	Certifies as to completeness of supporting documents & allotment obligated	5 minutes	<b>CHRISTINE N. MERALPES</b> CGDH I/ City Accountant

**1.3. PRE-AUDIT SERVICES FOR LIQUIDATION OF CASH ADVANCE FOR TRAVEL****ABOUT THE SERVICE:**

Process travel cash advance of various government officers and employees

**CLIENT GROUPS:**

LGU employees

**REQUIREMENTS:**

- Liquidation report
- Obligation request
- 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)

**SERVICE SCHEDULES:**

Monday to Friday,  
8:00 AM 12:00 NOON and 1:00 to 5:00 PM

**TOTAL PROCESSING TIME:**

15 minutes

**TOTAL FEES/CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the Office of the City Accountant	Transaction Time	Responsible Person
1. Proceed to the Office of the City Accountant and submit all the requirements.	Receives and Pre- Audits the transactions. Checks the completeness and accuracy of the supporting documents a. Liquidation report - all funds	10 minutes	<b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV
	Approves the liquidation	5 minutes	<b>CHRISTINE N. MERALPES</b> CGDH I/ City Accountant

**1.4. 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:**

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:**

<b>Steps Involved</b>	<b>Action of the Office of the City Accountant</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
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 a. 20%, Special Purpose, Continuing Appropriations, DRRM  b. Other Offices	5 minutes	<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 a. Disbursement Vouchers (GF)  b. Disbursement vouchers (TF)	10 minutes	<b>VICENTE RONELO C. GRATUITO</b> Mngt. & Audit Analyst II  <b>APRIL CAROLINE ESTOPASE</b> Admin. Aide VI
	Certifies as to completeness of supporting documents & allotment obligated	5 minutes	<b>CHRISTINE N. MERALPES</b> CGDH I/ City Accountant

## 1.5. 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
- Photocopy of medical certificate, doctor's prescription (for medical assistance) and death certificate (for burial assistance)

### SERVICE SCHEDULES:

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	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 a. 20%, Special Purpose, Continuing Appropriations, DRRM  b. Other Offices	5 minutes	<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 a. Disbursement Vouchers (GF)  b. Disbursement vouchers (TF)	10 minutes	<b>VICENTE RONELO C. GRATUITO</b> Mngt. & Audit Analyst II  <b>APRIL CAROLINE ESTOPASE</b> Admin. Aide VI

	Certifies as to completeness of supporting documents & allotment obligated	5 minutes	<b>CHRISTINE N. MERALPES</b> CGDH I/ City Accountant
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## **1.6. 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)
- Certified Attendance (for payment of meals and snacks)
- List of menu served (for payment of meals and snacks)

**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

**TOTAL FEES/CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the Office of the City Accountant	Transaction Time	Responsible Person
1. Proceed to the Office of the City Accountant and submit all the requirements.	<p>Posts the allotment transactions in the Registry of Appropriation, Allotment &amp; Obligation</p> <p>a. 20%, Special Purpose, Continuing Appropriations, DRRM</p> <p>b. Other Offices</p> <p>c. SEF Obligations</p>	5 minutes	<p><b>MERLIN P. ABAYA</b> Mngt. &amp; Audit Analyst IV</p> <p><b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV</p> <p><b>MELANIE B. GREFALDIA</b></p>

			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 (TF)  c. Disbursement Vouchers (SEF)	10 minutes	<b>VICENTE RONELO C. GRATUITO</b> Mngt. & Audit Analyst II <b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV  <b>APRIL CAROLINE ESTOPASE</b> Admin. Aide VI
	Certify as to completeness of supporting documents & allotment obligated	5 minutes	<b>CHRISTINE N. MERALPES</b> CGDH I/ City Accountant

### 1.7. 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)
- Waste material report (for items to be replaced and disposed)
- Request for Pre-Repair and Post-Repair Inspection Report
- Program of Work (for infrastructure projects/repairs of building/structures)
- ORs/Cash Invoices (original copy) for reimbursements – P1,000 and below

**SERVICE SCHEDULES:**

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	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	<b>MERLIN P. ABAYA</b> Mngt. & Audit Analyst IV  <b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV  <b>MELANIE B. GREFALDIA</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> </ul>	10 minutes	<b>VICENTE RONELO C. GRATUITO</b>

	b. Disbursement Vouchers (TF)  c. Disbursement Vouchers (SEF)		Mngt. & Audit Analyst II  <b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV  <b>APRIL CAROLINE ESTOPASE</b> Admin. Aide VI Mngt. & Audit Analyst I
	Certifies as to completeness of supporting documents & allotment obligated	5 minutes	<b>CHRISTINE N. MERALPES</b> CGDH I/ City Accountant

## 1.8. 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

**TOTAL FEES/CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the Office of the City Accountant	Transaction Time	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	<b>MERLIN P. ABAYA</b> Mngt. & Audit Analyst IV  <b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV  <b>MELANIE B. GREFALDIA</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>JESSE JEREMY G. ALINDOGAN</b> Accountant IV  <b>APRIL CAROLINE ESTOPASE</b> Admin. Aide VI

	Certifies as to completeness of supporting documents & allotment obligated	5 minutes	<b>CHRISTINE N. MERALPES</b> CGDH I/ City Accountant
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## **1.9. 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 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
  - 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

**TOTAL FEES/CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the Office of the City Accountant	Transaction Time	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	5 minutes	

	a. 20%, Special Purpose, Continuing Appropriations, DRRM  b. Other Offices  c. SEF Obligations		<b>MERLIN P. ABAYA</b> Mngt. & Audit Analyst IV  <b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV  <b>MELANIE B. GREFALDIA</b> Admin. Asst. III (Senior Bookkeeper)
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 a. Disbursement Vouchers (GF)  b. Disbursement Vouchers (TF)  c. Disbursement Vouchers (SEF)	10 minutes	<b>VICENTE RONELO C. GRATUITO</b> Mngt. & Audit Analyst II  <b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV  <b>APRIL CAROLINE ESTOPASE</b> Admin. Aide VI
	Certifies as to completeness of supporting documents & allotment obligated	5 minutes	<b>CHRISTINE N. MERALPES</b> CGDH I/ City Accountant

### 1.10. 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
- Contractors 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 contractors 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

**TOTAL FEES/CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the Office of the City Accountant	Transaction Time	Responsible Person
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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>20%, Special Purpose, Continuing Appropriations, DRRM</li> <li>Other Offices</li> <li>SEF Obligations</li> </ol>	5 minutes	<b>MERLIN P. ABAYA</b> Mngt. & Audit Analyst IV  <b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV  <b>MELANIE B. GREFALDIA</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>Disbursement Vouchers (GF)</li> <li>Disbursement Vouchers (TF)</li> <li>Disbursement Vouchers (SEF)</li> </ol>	10 minutes	<b>VICENTE RONELO C. GRATUITO</b> Mngt. & Audit Analyst II  <b>APRIL CAROLINE ESTOPASE</b> Admin. Aide VI
	Certifies as to completeness of supporting documents & allotment obligated	5 minutes	<b>CHRISTINE N. MERALPES</b> CGDH I/ City Accountant

### 1.11. 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

**TOTAL FEES/CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the Office of the City Accountant	Transaction Time	Responsible Person
	Prepares Accountant's Advice on duly approved disbursement vouchers with prepared checks	5 minutes per check	<b>DINA LAGAMAYO</b> Admin. Aide II
	Approves Accountant's Advice	10 minutes	<b>CHRISTINE N. MERALPES</b> CGDH I/ City Accountant
	Submits the advice to LBP/DBP	30 minutes	<b>JONATHAN D. LOPEZ</b> Admin. Asst. III

**1.12. 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 from 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

**TOTAL FEES/CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the Office of the City Accountant	Transaction Time	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	<b>MERLIN P. ABAYA</b> Mngt. & Audit Analyst IV  <b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV  <b>MELANIE B. GREFALDIA</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>APRIL CAROLINE ESTOPASE</b> Admin. Aide VI

	c. Disbursement Vouchers (SEF)		
	Certifies as to completeness of supporting documents & allotment obligated	5 minutes	<b>CHRISTINE N. MERALPES</b> CGDH I/ City Accountant

### 1.13. AVAILMENT OF CERTIFICATE OF NET TAKE HOME PAY

#### ABOUT THE SERVICE:

Certificate of net take home pay is a requirement 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

#### TOTAL FEES/CHARGES:

None

#### PROCESS OF AVAILING THE SERVICE:

Steps Involve	Action of the Office of the City Accountant	Transaction Time	Responsible Person
1. Proceed to the Office of the City Accountant and submit all the requirements.	Approves the Request Form. Prepares the Certificate of Net Take Home Pay Certificate.	20 minutes	<b>CHRISTINE N. MERALPES</b> CGDH I/ City Accountant
2. Receives the Certificate of Net Take Home Pay.	Signs and releases the Certificate of Net Take Home Pay.	5 minutes	

### 1.14. 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

**TOTAL FEES/CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

STEPS INVOLVE	Action of the Office of the City Accountant	Transaction Time	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	<b>RINA ESCUDERO</b> Admin. Asst. III  <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>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>GINA N. DUAZO</b> Senior Bookkeeper
	Approves the Financial Statements		<b>CHRISTINE N. MERALPES</b> CGDH I/ City Accountant

### 1.15. 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

**TOTAL FEES/CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

Action of the Office of the City Accountant	Transaction Time	Responsible Person
Discuss and informs issues and concerns related to the mandate of the department	5-10 minutes	<b>CHRISTINE N. MERALPES</b> CGDH I/ City Accountant

### 1.16. AVAILMENT OF OTHER CITY TRANSACTIONS

**CLIENT GROUPS:**

LGU employees /External Clients

**REQUIREMENTS:**

- Refer to COA Circular 2012-001 for minimum documentary requirements
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**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

**TOTAL FEES/CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

<b>Action of the Office of the City Accountant</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
Posting of 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	<b>MERLIN P. ABAYA</b> Mngt. & Audit Analyst IV  <b>JESSE JEREMY G. ALINDOGAN</b> Accountant IV  <b>MELANIE B. GREFALDIA</b> Admin. Asst. III (Senior Bookkeeper)
Pre- Audit of transactions – Check 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>	30 minutes	<b>VICENTE RONELO C. GRATUITO</b> Mngt. & Audit Analyst II  <b>APRIL CAROLINE ESTOPASE</b> Admin. Aide VI
Certify as to completeness of supporting documents & allotment obligated	30 minutes	<b>CHRISTINE N. MERALPES</b> CGDH I/ City Accountant

## 2. Office of the City Budget Officer

### 2.1. 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

**REQUIREMENTS:****TOTAL FEES/CHARGES:**

None

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the CBO	Transaction Time	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	<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 Worksheets, Statement of	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

Appropriations, Commitments and Balances (SACB) and Registry of Appropriation & Commitment (RAC)			<b>PETER PAUL D. SALLAN</b> Administrative Aide IV
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## 2.2. 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

### REQUIREMENTS:

### TOTAL FESS/ CHARGES:

None

### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CBO	Transaction Time	Responsible Person
1. Proceed to CBO and request for Certificate of Budget Appropriation	Receives the request  Prepares and signs the certificate	10 minutes	<b>STEPHANIE J. JARDIN</b> Administrative Aide IV  <b>MARIANNE D. LEDESMA</b> Admin. Asst. II (Budgeting Assistant)  <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

## 2.3. AVAILMENT OF FINANCIAL PLAN AND ALLOTMENT RELEASE ORDER (ARO)

### 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:

3 minutes

### REQUIREMENTS:

Letter request

### TOTAL FESS/ CHARGES:

None

### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the CBO	Transaction Time	Responsible Person
1. Proceed to CBO and submit letter request	Receives the request for release of funds and realignments	3 minutes	<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>MARIA COLUMBINA J. LEE</b> Supervising Administrative IV
	Prepares the document of financial plans and sources of realignments and releases		<b>JONNAH G. ALEGRE</b> Administrative Officer IV  <b>MARIANNE D. LEDESMA</b> Administrative Assistant II  <b>STEPHANIE J. JARDIN</b> Administrative Aide IV
	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		<b>MARIA COLUMBINA J. LEE</b>

			Supervising Administrative IV  <b>JONNAH G. ALEGRE</b> Administrative Officer IV  <b>MARIANNE D. LEDESMA</b> Administrative Assistant II  <b>STEPHANIE J. JARDIN</b> Administrative Aide IV
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### 3. Office of the City General Services Officer

#### 3.1. 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)

##### TOTAL FESS/CHARGES:

None

##### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of CGSO	Transaction Time	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 supplies are available, the request will be process within the day	1 working day (includes queuing and travel time)	<b>DAISY N, ANSON</b> Admin. Officer III (Supply Officer II)

	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	<p>Receives the request and refers you to the person-in-charge</p> <p>Provide the necessary form (pre-repair request form) For signature of the requesting department</p>	<p>2 minutes</p> <p>10 minutes</p>	<p><b>DAISY N. ANSON</b> Admin. Officer III (Supply Officer II)</p> <p><b>TERENCIO D. ADVINCULA</b> Admin. Officer V (Supply Officer III)</p> <p><b>GERALD L. MALIGASO</b> CGDH I/ City General Services Officer</p>
2. Return the accomplished form	<p>Receives the form and refers the same to the head or person-in-charge for disposition</p> <p>Conduct inspection of the defective equipment</p> <p>If for repair, approves and refer the request to CBO for budget</p>	<p>2 minutes</p> <p>30 minutes (excluded queuing and travel time)</p> <p>15 minutes</p>	<p><b>DAISY N. ANSON</b> Admin. Officer III (Supply Officer II)</p> <p><b>TERENCIO D. ADVINCULA</b> Admin. Officer V (Supply Officer III)</p> <p><b>GERALD L. MALIGASO</b></p>

			CGDH I/ City General Services Officer
<b>For Property Accountability Clearance</b>			
1. Approach a frontline employee and present the request/ form	Receives the form and refers the same to the head or person-in- charge for disposition	2 minutes	<b>MARITES E. VILLASANA</b> Admin. Officer I (Records Officer I)
	Refer the request to records officer for checking and confirmation and return the request to head	15 minutes	
	Approved and signed the clearance	1 minute	<b>GERALD L. MALIGASO</b> CGDH I/ City General Services Officer
	Record and release the same	2 minutes	

## 4. Office of the City Human Resource Management Officer

### 4.1. 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
- 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 NOON and 1:00 PM to 5:00 PM

#### TOTAL PROCESSING TIME:

1 hour and 30 minutes

#### Total fees/charges:

NONE

#### PROCESS OF AVAILING THE SERVICE

Steps Involved	Action of CHRMO	Transaction Time	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	5 minutes	<b>CLAUDIO D. JAZMIN JR.</b> CGDH I/ CHRMO Officer
2. Submit an application letter specifying the position applied for together with the	Receives application letter and other requirements submitted by the	5 minutes	

requirements. Wait for the the notice/advice from the CHRMO	applicant. Informs the applicant to wait for further notice.		<b>MAXELINDA D. TAYO</b> CGADH I
3. Submit yourself to a preliminary interview, during which your qualifications will be evaluated. At the end of the interview, you will be notified if you meet the minimum qualification standards necessary for the position. If you are qualified, you will be notified of the schedule of interview and assessment of the Human Resource Merit and Promotion Selection Board(HRPSB).	Conducts preliminary interview 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>VICTORINO N. DARIA IV</b> Administrative Officer V (HRMO III)  <b>DONNABELLE S. PEÑALBA</b> Administrative Officer III (Records Officer II)
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.	20 minutes	Personnel Selection Board / HRMPSB
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 requirements, you will be notified of the date of hiring.	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)  <b>AGNES J. LANUZA</b> Administrative Officer I (Records Officer I)

#### **4.2. 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 and former LGU employees

##### **REQUIREMENTS:**

- Duly filled-up Request Form

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

Monday to Friday

8:00 AM to NOON and 1:00 PM to 5:00 PM

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

For availment of Application for Leave	- 5 minutes
For availment of Service Record	- 5 minutes
For availment of Certificate of Employment & Authority to Travel	- 10 minutes
For availment of Travel Order	- 5 minutes

##### **TOTAL FEES/CHARGES:**

NONE

##### **PROCESS OF AVAILING THE SERVICE**

<b>Steps Involved</b>	<b>Action of CHRMO</b>	<b>Transaction Time</b>	<b>Responsible Person</b>
<b>Availment of Application for Leave</b>			
1. Submit duly filled-up and signed Application for Leave at the CHRMO	Receives Application for Leave and reviews its content. Updates the Leave Card of employee then submit the Application for Leave for signature at the Executive or legislative branch	5 minutes	<b>ROLLY D. DUGAYO</b> Administrative Officer II (HRMO I)  <b>MA. APOLONIA C. DELGADO</b> Administrative Asst. I (Bookbinder III)

<b>Availment of Service Record</b>			
1. Submit duly filled-up Request Form	Receives the request form and prints the updated Service Record for signature by the CHRMO	5 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. Submit duly filled-up Request Form	Receives the request form and conducts short interview, if necessary.  Prints the certificate/document for signature by the CHRMO.  For Authority to Travel, the printed document will be forwarded to the City Mayor's Office for signature	10 minutes	<b>VICTORINO N. DARIA IV</b> Administrative Officer V (HRMO III)  <b>DONNABELLE S. PEÑALBA</b> Administrative Officer III (Records Officer II)
<b>Availment of Travel Order</b>			
1. Submit complete data about your travel	Receives and reviews the data. Observing First Come, First Served basis, the Travel Order is printed and is released to the concerned employee for signature by the immediate supervisor	5 minutes	<b>AGNES J. LANUZA</b> Administrative Officer I (Records Officer I)  <b>SALVACION D. DIONEDA</b> Personnel Aide

## 5. Office of the City Planning and Development Coordinator

### 5.1. 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

#### 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

#### REQUIREMENTS:

Identification card (if document will be taken outside the office for photocopying)

#### TOTAL FEES/CHARGES:

For Certification	-	P 50.00
For map printing		
• long bond paper		
➤ solid color	-	P 30.00/page
➤ outline	-	P 25.00/page
• short bond paper		
➤ solid color	-	P 20.00/page
➤ outline	-	P 15.00/page
• big maps		
➤ solid color	-	0.40/square inch
➤ outline	-	0.25/square inch
Document printing	-	P 5.00/page
Document in CD copy	-	P 15.00/cd

As per Local Revenue Code of 2011

## PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Office of the CPDC	Transaction Time	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>ORLANDO F. HUENDA</b> CGDH I/CPDC
If the requested data is not available, take note on where to obtain the data	If the requested data is not available, the OD will refer the client to probable sources of the requested data	2 minutes	<b>LIVIA A. LAREZA</b> CGADH I
If the requested data is for photocopy, leave a valid identification card and photocopy the documents	If the requested data is available, the OD will access, review and release/e-mail the information/data requested	5 minutes	<b>JOHN JASON L. PALMA</b> PEO IV
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.	Request for valid identification card and give requested material/s for photocopying	2 minutes	<b>JONATHAN R. VALLADOLID</b> Planning Officer IV
		5 minutes	<b>REISSA D. LAROSA – GAMOS</b> Planning Officer III
		5 minutes	<b>ROY F. ELLI</b> Planning Officer I
		5 minutes	<b>MARIA MICHELLE B. CINCUA</b> PDO I
	Copy OR number and release the requested document.		<b>MICHELLE H. LAGADIA</b> Economic Researcher
2. Return the original documents after photocopying.	Returns the ID	1 minute	<b>ORLANDO F. HUENDA</b> CGDH I/CPDC
			<b>LIVIA A. LAREZA</b> CGADH I

			<b>JOHN JASON L. PALMA</b> PEO IV  <b>JONATHAN R. VALLADOLID</b> Planning Officer IV  <b>REISSA D. LAROSA – GAMOS</b> Planning Officer III  <b>ROY F. ELLI</b> Planning Officer I  <b>MARIA MICHELLE B. CINCUA</b> PDO I  <b>MICHELLE H. LAGADIA</b> Economic Researcher)
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## 5.2. 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

### 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)

### REQUIREMENTS:

For land titling

- Letter request
- Tax Declaration

- Spot Map/ Location Map

For other certification

- Letter request

**TOTAL FEES/CHARGES:**

P 50.00 per Certification

As per Local Revenue Code of 2011

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the Office of the CPDC	Transaction Time	Responsible Person
1. Approach the Officer of the Day and submit the requirements.  Take note of the date of inspection.	Receives the requirements and advice the client the schedule of inspection.	3 minutes	<b>ORLANDO F. HUENDA</b> CGDH I/CPDC  <b>LIVIA A. LAREZA</b> CGADH I  <b>JOHN JASON L. PALMA</b> PEO IV  <b>JONATHAN R. VALLADOLID</b> Planning Officer IV  <b>REISSA D. LAROSA – GAMOS</b> Planning Officer III  <b>ROY F. ELLI</b> Planning Officer I  <b>MARIA MICHELLE B. CINCUA</b> PDO I  <b>MICHELLE H. LAGADIA</b> Economic Researcher

2. Be present on the day of inspection and provide necessary assistance to the inspection team.	Conducts inspection. Advise the client on the date of release of certification.		<b>JONATHAN R. VALLADOLID</b> Planning Officer IV
3. On the day of release of certification, request for Order of Payment at the Office of the City Planning and Development Coordinator and proceed to the Office of the City Treasurer. Pay the corresponding fee.	Issues Order of Payment.	5 minutes	<b>ORLANDO F. HUENDA</b> CGDH I/CPDC  <b>LIVIA A. LAREZA</b> CGADH I  <b>JOHN JASON L. PALMA</b> PEO IV  <b>JONATHAN R. VALLADOLID</b> Planning Officer IV
4. Present the Official Receipt and receive the Certification.	Copies the Official Receipt number and release the certificate.		<b>REISSA D. LAROSA – GAMOS</b> Planning Officer III  <b>ROY F. ELLI</b> Planning Officer I  <b>MARIA MICHELLE B. CINCUA</b> PDO I  <b>MICHELLE H. LAGADIA</b> Economic Researcher

### 5.3. 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

#### SERVICE SCHEDULE:

Monday to Friday,  
8:00 AM to NOON and 1:00 PM to 5:00 PM

#### TOTAL PROCESSING TIME:

3 minutes

#### REQUIREMENTS:

Letter request

#### TOTAL FESS/ CHARGES:

None

#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Office of the CPDC	Transaction Time	Responsible Person
1. Proceed to CPDO and submit letter request to the Officer of the Day (OD)	Receives the request and request for contact information if not indicated in the letter.	3 minutes	<b>ORLANDO F. HUENDA</b> CGDH I/CPDC  <b>LIVIA A. LAREZA</b> CGADH I  <b>JOHN JASON L. PALMA</b> PEO IV  <b>JONATHAN R. VALLADOLID</b> Planning Officer IV  <b>REISSA D. LAROSA – GAMOS</b> Planning Officer III  <b>ROY F. ELLI</b> Planning Officer I

			<b>MARIA MICHELLE B. CINCUA</b> PDO I  <b>MICHELLE H. LAGADIA</b> Economic Researcher
	Inform the client that coordination with regards to the request will be done as soon as the approval of request is granted.		
2. If request is granted, assist the resource person during the conduct of activity	Provide the technical assistance/ resource speakership.		<b>ORLANDO F. HUENDA</b> CGDH I/CPDC  <b>LIVIA A. LAREZA</b> CGADH I  <b>JOHN JASON L. PALMA</b> PEO IV  <b>JONATHAN R. VALLADOLID</b> Planning Officer IV  <b>REISSA D. LAROSA – GAMOS</b> Planning Officer III  <b>ROY F. ELLI</b> Planning Officer I  <b>MARIA MICHELLE B. CINCUA</b> PDO I  <b>MICHELLE H. LAGADIA</b> Economic Researcher

## 5.4. 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

### 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

### REQUIREMENTS:

- Duly accomplished Request Form

### TOTAL FESS/ CHARGES:

None

### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Office of the CPDC	Transaction Time	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	<b>ORLANDO F. HUENDA</b> CGDH I/CPDC  <b>LIVIA A. LAREZA</b> CGADH I  <b>JOHN JASON L. PALMA</b> PEO IV  <b>JONATHAN R. VALLADOLID</b> Planning Officer IV  <b>REISSA D. LAROSA – GAMOS</b> Planning Officer III

			<p><b>ROY F. ELLI</b> Planning Officer I</p> <p><b>MARIA MICHELLE B. CINCUA</b> PDO I</p> <p><b>MICHELLE H. LAGADIA</b> Economic Researcher</p> <p><b>JOHN JASON L. PALMA</b> PEO IV</p> <p><b>ROY F. ELLI</b> Planning Officer I</p> <p><b>JORGE E. ESCANIILA</b> IT Specialist</p>
	Trouble shooting of error will be done		
<b><i>Trouble Shooting/ Posting/ Editing of ETRACS Data/ Digitization/ Development and Enhancement</i></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	<p><b>ORLANDO F. HUENDA</b> CGDH I/CPDC</p> <p><b>LIVIA A. LAREZA</b> CGADH I</p> <p><b>JOHN JASON L. PALMA</b> PEO IV</p> <p><b>JONATHAN R. VALLADOLID</b> Planning Officer IV</p> <p><b>REISSA D. LAROSA – GAMOS</b> Planning Officer III</p> <p><b>ROY F. ELLI</b> Planning Officer I</p> <p><b>MARIA MICHELLE B. CINCUA</b> PDO I</p>

			<b>MICHELLE H. LAGADIA</b> Economic Researcher
	<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><i>For ETRACS editing:</i>  Correction in typographical errors, mistakes in computations, corrections in declarations of business and /or business type will be done.</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>JOHN JASON L. PALMA</b>  PEO IV</p> <p><b>ROY F. ELLI</b>  Planning Officer I</p> <p><b>JORGE E. ESCANIILA</b>  IT Specialist</p> <p><b>JOHN JASON L. PALMA</b>  PEO IV</p> <p><b>ROY F. ELLI</b>  Planning Officer I</p> <p><b>JOHN JASON L. PALMA</b>  PEO IV</p> <p><b>ROY F. ELLI</b>  Planning Officer I</p> <p><b>JORGE E. ESCANIILA</b>  IT Specialist</p>

## 6. Office of the City Internal Audit Services Officer

### 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)

#### TOTAL FEES/CHARGES:

None

#### PROCESS OF AVAILING THE SERVICE:

Steps Involved	Action of the Lead Auditor	Transaction Time	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	<b>MARIA VICTORIA P. PALMA</b> Zoning Officer III  <b>JOHN ERIC N. SIPOY</b> Internal Audit IV
2. Submit the required documents stated in the Audit Memorandum	Reviews the audit checklist of the Auditors.	10 minutes	<b>MARIA VICTORIA P. PALMA</b> Zoning Officer III  <b>JOHN ERIC N. SIPOY</b> Internal Audit IV

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>MARIA VICTORIA P. PALMA</b> Zoning Officer III  <b>JOHN ERIC N. SIPOY</b> Internal Audit IV
4. Formulate a corrective action (if applicable)			<b>MARIA VICTORIA P. PALMA</b> Zoning Officer III  <b>JOHN ERIC N. SIPOY</b> Internal Audit IV
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>MARIA VICTORIA P. PALMA</b> Zoning Officer III  <b>JOHN ERIC N. SIPOY</b> Internal Audit IV
6. Implement the Corrective Action (if applicable)	Notify the team of the due date of verification of corrections and corrective actions	5 minutes	<b>MARIA VICTORIA P. PALMA</b> Zoning Officer III  <b>JOHN ERIC N. SIPOY</b> Internal Audit IV
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 ERIC N. SIPOY</b> Internal Audit IV

## 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)

**TOTAL FEES/CHARGES:**

N/A

**PROCESS OF AVAILING THE SERVICE:**

Steps Involved	Action of the Lead Auditor	Transaction Time	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	<b>JOHN ERIC N. SIPOY</b> Internal Audit IV
	Signs and distributes the Audit Memorandum to the concerned Functional Area	10 minutes	<b>JOHN ERIC N. SIPOY</b> Internal Audit IV
2. Submit the required documents stated in the Audit Memorandum	Prepares the Audit Checklist	3 minutes	<b>JOHN ERIC N. SIPOY</b> Internal Audit IV
3. Assist and Cooperate with the Auditor during the confirmed audit engagement  Confirm or contest the findings (if applicable)	Conduct the Audit Activity  Informs the Auditee of the Audit Findings	5 minutes	<b>JOHN ERIC N. SIPOY</b> Internal Audit IV
4. Formulate a corrective action (if applicable)	For confirmed audit findings with NCs detected, issues a request for corrective action		<b>JOHN ERIC N. SIPOY</b> Internal Audit IV

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 ERIC N. SIPOY</b> Internal Audit IV
6. Implement the Corrective Action (if applicable)	Verify the corrections and corrective actions done		<b>JOHN ERIC N. SIPOY</b> Internal Audit IV
7. Update the Matrix of Risk based on the NC's detected (if necessary)	Furnish the LCE of the Audit Findings		<b>JOHN ERIC N. SIPOY</b> Internal Audit IV

## *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:

SERVICE	RESPONSE TIME	RESPONSIBLE OFFICE
Availment of Technical Assistance on Organizing and Capability Building of Farmers/ Fisherfolks, Women and Youth into Associations and Cooperatives	30 minutes	Office of the City Agriculturist
Availment of Training on Agriculture and Fishery	5 minutes (Travelling, queuing and training time not included)	Office of the City Agriculturist
Availment of Animal Dispersal Program	3 days (inclusive of processing, site inspection, and dispersal)	Office of the City Agriculturist
Availment of Technical Assistance on Crop and Animal Production, Inland and Coastal Aquaculture and Mariculture	17 minutes (travel, queuing and actual site visit not included)	Office of the City Agriculturist
Availment of Information on Seeds Availability	20 minutes	Office of the City Agriculturist
Availment of Vegetable Seeds and Seedlings a. For walk-in client/s b. For Backyard Growers and Commercial Farmers	5 minutes 40 minutes (travel, queuing and site validation no Included)	Office of the City Agriculturist
Availment of Municipal Fishing Vessel Registration (Boat R)	28 minutes	Office of the City Agriculturist
Availment of Auxiliary Invoice	26 minutes	Office of the City Agriculturist

Availment of Soil Samples Analysis and Fertilizer Recommendations	5 minutes (travel, queuing and actual conduct of DA regional soil laboratory not included)	Office of the City Agriculturist
Availment of Tilapia Fingerlings	23 minutes (travel and queuing time not included)	Office of the City Agriculturist
Availment of Incentive of Fisherfolks for the Voluntary Turn-over of Accidentally Entangled Marine Turtle and Other Endangered Species	40 minutes (travel and queuing time not included)	Office of the City Agriculturist
Availment of Fisherfolk Registration (Fish R)	12 minutes	Office of the City Agriculturist
Availment of Assistance in the Processing of Claims of Philippine Crop Insurance Corporation	30 minutes	Office of the City Agriculturist
Availment of Certification	15 minutes (travel and queuing time not included)	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 On-the-Job Training (OJT) and Work Immersion	20 minutes	Office of the City Agriculturist
Availment of a New Tax Declaration	35 minutes (processing of documents is not included)	Office of the City Assessor
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 b. On time/delayed registration of death in the hospital	35 minutes 20 minutes	Office of the City Civil Registrar
Availment of Marriage	30 minutes	Office of the City Civil Registrar
Registration of Marriage Certificate a. On-time Registration b. Delayed Registration	15 minutes 20 minutes	Office of the City Civil Registrar
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) a. For Correction of Clerical Error b. For Change of Name	30 minutes 30 minutes (Postal delivery time to the Office of the Civil Registrar General not included)	Office of the City Civil Registrar
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
Signed Death Certificates (unattended death)	11 minutes	Office of the City Health Officer
Signed 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 a. Blood Typing b. CBC c. Urinalysis	5 minutes 30 minutes 15 minutes  (results can be secured from 1 hour to 1 day upon submission of specimen)	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	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 a. For first time b. For those who already availed	45 minutes 35 minutes	Office of the City Health Officer
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 a. Initial consultation b. Follow-up consultation	30 minutes 30 minutes	Office of the City Health Officer
Availment of a Social Case Study Report a. If home visit is necessary  b. If home visit is not necessary	26 minutes (queuing & travel time not included)  43 minutes	Office of the City Social Welfare and Development Officer
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 a. PWD ID and Booklets b. Physical Restoration Assistance	21 minutes 3 hours and 20 minutes	Office of the City Social Welfare and Development Officer
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 a. Individual applicants	14 minutes	Office of the City Social Welfare and

b. Cooperative and People's Organization	24 minutes	Development Officer
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 Artificial Insemination not included)	Office of the City Veterinarian
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		
a. For release/ redemption of impounded animal	13 minutes	Office of the City Veterinarian
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 of Zoning Compliance	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 travel time not included)	Office of the City Zoning Administrator
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) Among Heirs and/or Co-owners	Within 20 working days	Office of the City Zoning Administrator
Availment of Subdivision Approval for Residential Subdivision	within 20 working days Site Inspection - average of one day (dependent on the distance)	Office of the City Zoning Administrator
Availment of Subdivision Approval for Commercial and Industrial Subdivision	within 20 working days Site Inspection - average of one day (dependent on the distance)	Office of the City Zoning Administrator
Availment of Subdivision Approval for Farmlot Subdivision	within 20 working days Site Inspection - average of one day (dependent on the distance)	Office of the City Zoning Administrator
Availment of Subdivision Approval for Memorial Park/ Cemetery Projects/ Columbarium	within 20 working days Site Inspection - average of one day (dependent on the distance)	Office of the City Zoning Administrator
Availment of Legislative Documents (Certified	10 minutes	Office of the Secretary to the

Copies of Sangguniang Panlungsod Documents and Certifications)		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
Screening, Matching and Issuance of Referral Letter for Local Employment	24 minutes (queuing and job searching and matching not included)	Public Employment Service Office
Provision of Livelihood Assistance to Individual Referral and Walk-in Clients	24 minutes (queuing and job searching and matching not included)	Public Employment Service 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 Assistance	30 minutes	Local Youth Development Office
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 New or Renewal of Mayor's Permit or Business Permit	30 minutes	Permits and Licensing Division
Availment of Mayor's Permit for the Conduct of Parades, Motorcades, Etc.	30 minutes	Permits and Licensing Division
Availment of Permit for Cessation of Business	30 minutes	Permits and Licensing Division
Availment of the Permit for the Rental of Land and Building of the City Government	30 minutes	Permits and Licensing Division
Availment of the Permit for the Display of Signs, Banners, Placards, Streamers, Taspaulins, Signboards and Billboards	30 minutes	Permits and Licensing Division
Availment of Mayor's Clearance	30 minutes	Permits and Licensing Division
Availment of Special Permit for Delivery Trucks/ Jeepney/ Cars / Tricycle	30 minutes	Permits and Licensing Division

Availment of Data	30 minutes	Permits and Licensing Division
Availment of Certification	30 minutes	Permits and Licensing Division
Availment of Permit for Cockpit Personnel	30 minutes	Permits and Licensing Division
Availment of Permit for the Conduct of Cockfighting	30 minutes	Permits and Licensing Division
Issuance of Motorized Tricycle Operator's Permit	30 minutes	Permits and Licensing Division
Registration of Private Motorized Tricycle	30 minutes	Permits and Licensing Division
Availment of Certified True Copy of Mayor's Permit and Other Documents Issued by the Office	30 minutes	Permits and Licensing Division
Availment of Assistance for Victims of Domestic Violence	15 minutes (client/s interview not included)	City Gender and Development/ Balay Bukas Palad
Availment of Temporary Shelter to Victims of Domestic Violence	10 minutes	City Gender and Development/ Balay Bukas Palad
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 a. Budget Review b. Technical Assistance	35 minutes 15 minutes	Office of the City Budget Officer
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 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
Internal Quality Audit	25 minutes (conduct of actual audit, corrective action formulation and verification of corrective actions not included)	Office of the City Internal Audit Services Officer
Investigative Audit	28 minutes (conduct of actual audit, corrective action formulation and verification of corrective actions not included)	Office of the City Internal Audit Services Officer



**ADELINE J. DETERA**  
City Agriculturist




**SALVACION E. MORALEDA**  
City Civil Registrar




**ROEL D. DOMER**  
City Engineer



**ROLANDO E. DEALCA**  
OIC – City Health Officer



**MAGDALENA G. PALADIN**  
City Treasurer



**ALFONSO L. TAYO JR.**  
Zoning Administrator




**HENRY C. GUOMO**  
PESO Manager



**CHRISTIAN D. SANCHEZ**  
Market Administrator



**MA. ROSY L. ABAY**  
GAD Focal Person



**JINKY E. AQUINO**  
City Budget Officer



**REISSA D. LAROSA – GAMOS**  
CPDC



**OLIMPIO S. ROMERO JR.**  
City Assessor



**LUISITO H. MENDOZA JR.**  
CDRRM Officer



**RONANDO F. GERONA JR.**  
CENR Officer



**JOSIE L. JADIE**  
CSWD Officer



**DR. ALEXANDER E. DESTURA**  
City Veterinarian



**ROVANE E. DOMASIAN**  
SP Secretary



**MA. CHARO D. LOGRONIO**  
Community Affairs Officer IV



**RODEL E. FERRERAS**  
Permits and Licensing Officer IV



**CHRISTINE N. MERALPES**  
City Accountant





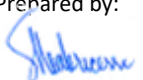

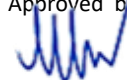


**CLAUDIO D. JAZMIN JR.**  
CHRM Officer



**JOHN ERICK N. SIPOY**  
Internal Auditor IV

# Client Satisfaction and Complaint Handling

 <p style="text-align: center;"><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="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;">  </td> <td style="width: 50%; vertical-align: top;"> <p>Refers to the person or entity receiving the services of the LGU</p> </td> </tr> </table>					<p>Refers to the person or entity receiving the services of the LGU</p>
	<p>Refers to the person or entity receiving the services of the LGU</p>				
<p>Prepared by:</p>  <p><b>MARIA ESTELITA BASARES – RICERRA</b> Master DICO</p>	<p>Recommended by:</p>  <p><b>ATTY. MARK GERALD D. GUIRINDOLA</b> Quality Management Representative</p>	<p>Approved by:</p>  <p><b>MA. ESTER E. HAMOR</b> City Mayor</p>			

This document is deemed UNCONTROLLED when printed unless otherwise indicated/stamped as CONTROLLED by the Master DICO or DICO. Always check MASTER COPY for recent and authorized use.



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SORSOGON**  
Quality Management System  
**ISO 9001:2015**

**SP-04**

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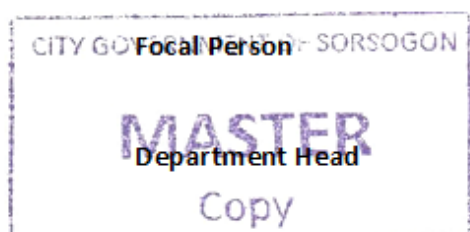
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**CLIENT SATISFACTION and COMPLAINT HANDLING**

<b>Internal Client</b>	Refers to the functional areas of interfacing services to the other functional areas
<b>Various LGU Departments and Offices</b>	Refers to the functional area that provides services to the external client
<b>Client Satisfaction</b>	Degree of fulfillment of the requirements to the needs and expectations of the client
<b>Client complaint</b>	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
<b>Client Feedback Form</b>	The form used by clients to rate the services given by the department visited
<b>Client Satisfaction Measurement Survey</b>	The summary of rates generated from clients which form part of client satisfaction

**1. RESPONSIBILITIES**

<b>Officer of the Day</b>	Handles all client feedback generated after availing services from the concerned area visited
<b>Focal Person</b>	Handles the Client Satisfaction Measurement Surveys from both internal and external clients
<b>Department Head</b>	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

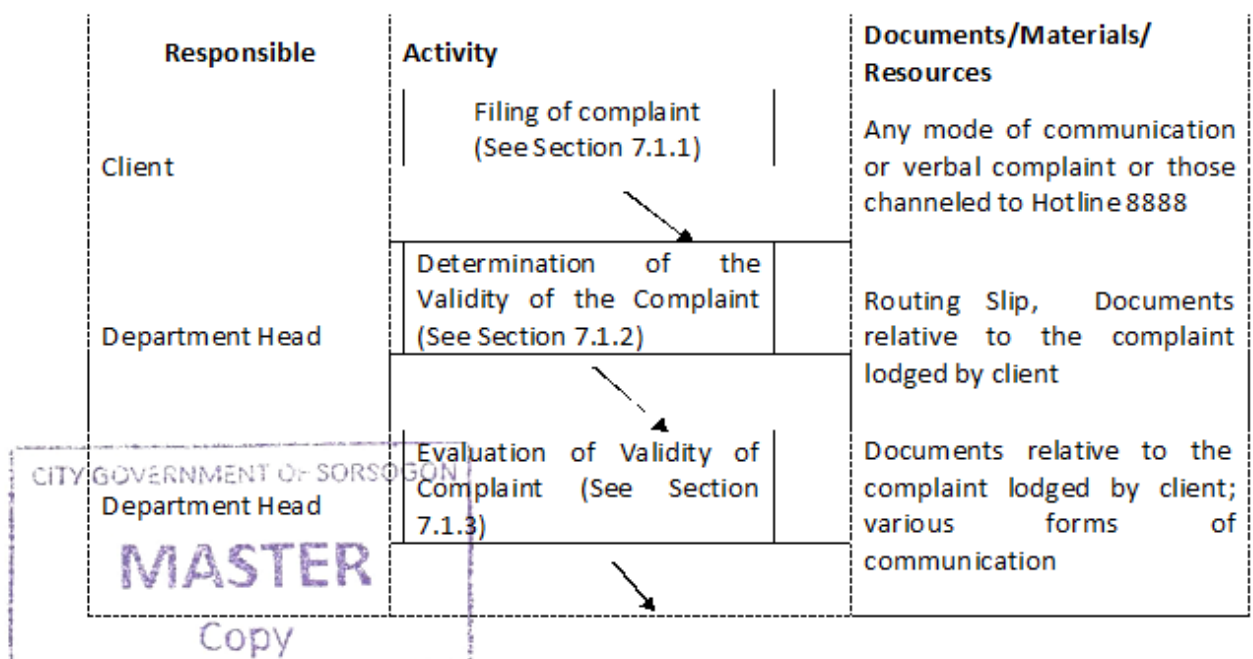
Formulates corrective actions with the use of the Corrective Action Report (CAR);  
Responsible of informing the client of the actions taken to resolve the issue.

**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



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Quality Management Representative

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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)	Signed letter reply addressing the complaint

**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

CITY GOVERNMENT OF SORSOGON

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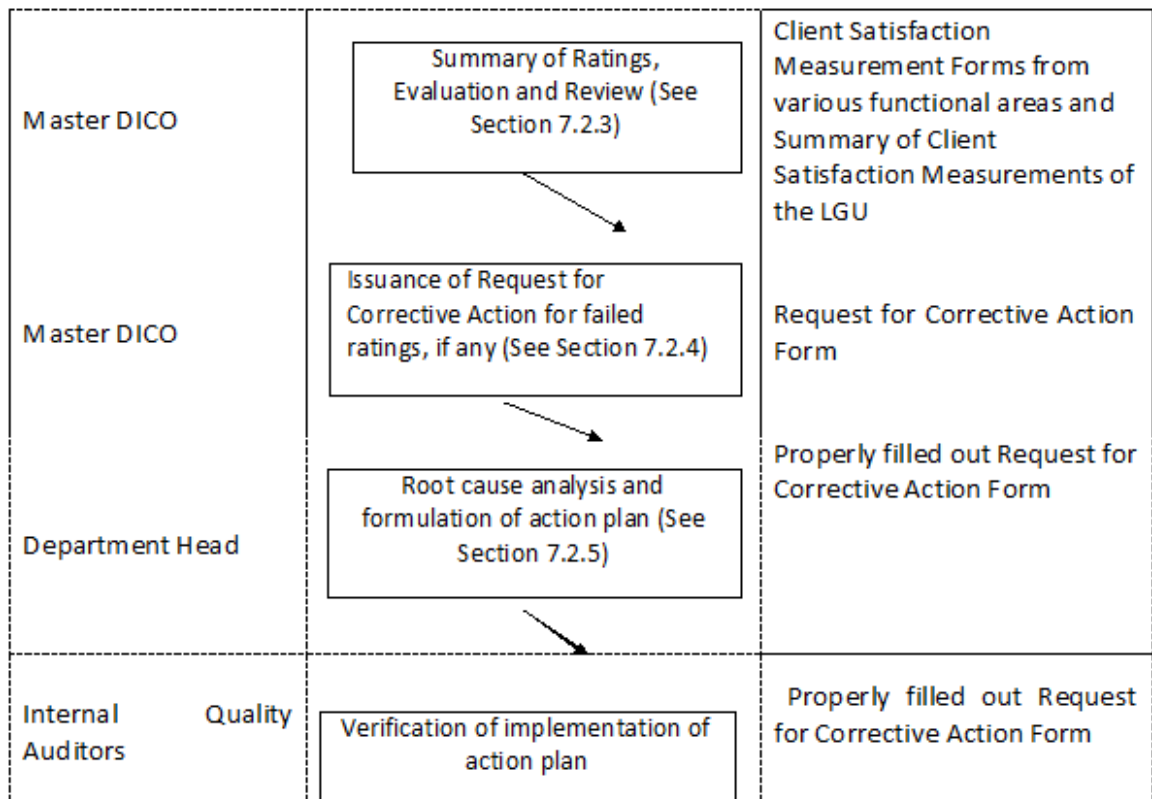
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**CLIENT SATISFACTION and COMPLAINT HANDLING**



**7 PROCEDURE DETAILS**

**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;

CITY GOVERNMENT OF SORSOGON

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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:

Non-conforming Output	Corrective Action
Client complaint is not acted upon by the Department	The complaint will be immediately channeled to Top Management for resolution of actions to be taken.

Copy

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Recommended by:

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Approved by:

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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.

Their inputs, comments, suggestions and feedback are manifested in their active participation during council meetings and other conventions.



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Master DICO

Recommended by:

ATTY. MARK GERALD D. GUIRINDOLA  
Quality Management Representative

Approved by:

MA. ESTER E. HAMOR  
City Mayor



**CITY GOVERNMENT OF  
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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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Recommended by:-

  
**ATTY. MARK GERALD D. GUIRINDOLA**  
Quality Management Representative

Approved by:

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

## ANNEX A

### CDC Resolution Approving the Sorsogon City Citizen's Charter



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  
May 19, 2021 Via Videoconference

#### Resolution No. 02, Series of 2021

#### RESOLUTION FAVORABLY ENDORSING THE SORSOGON CITY CITIZEN'S CHARTER (2<sup>nd</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 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 Ms. Sofia Garcia seconded by PB Rolando S. Antonio  
**RESOLVED** as it is hereby resolved to favorably endorse the Second Edition of Sorsogon City Citizens Charter.

**RESOLVED FURTHER** that the copies of this resolution be submitted to the Sangguniang Panlungsod for adoption and approval and the Provincial Planning and Development Coordinator and DILG for information and reference.

Date Approved: May 19, 2021 during the City Development Full Council meeting.

  
**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 May 19, 2021.

  
**ORLANDO F. HUENDA**  
CGDH I/ CDC Head Secretariat




Republic of the Philippines  
Province of Sorsogon  
City of Sorsogon


**CITY DEVELOPMENT COUNCIL**

**RESOLVED FURTHER** that the copies of this resolution be submitted to the Sangguniang Panlungsod for adoption and approval and the Provincial Planning and Development Coordinator, DILG and finance department of the Sorsogon City LGU for information and reference.

Date Approved: May 19, 2021 during the City Development Full Council meeting.

  
**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 May 19, 2021.

  
**ORLANDO F. HUENDA**  
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 VIA ZOOM  
TELECONFERENCING OF THE SEVENTH CITY COUNCIL HELD AT THE OFFICE OF THE  
SECRETARY TO THE SANGGUNIAN PANLUNGSOD ON MAY 25, 2021.

#### PRESENT:

**HON. MARK ERIC C. DIONEDA**  
City Vice Mayor/Presiding Officer

#### BACON DISTRICT

Hon. Jo Abigail C. Dioneda  
Hon. Melchor P. Atutubo  
Hon. Hilario D. Dioneda  
Hon. Danilo A. Deladia

#### EAST DISTRICT

Hon. Ralph Walter R. Lubiano  
Hon. Mary Ellen D. Jamisola  
Hon. Franco Eric O. Ravanilla

#### WEST DISTRICT

Hon. Nestor J. Baldon  
Hon. Erwin J. Duana  
Hon. Fernando David H. Duran, III  
Hon. Rebecca D. Aquino

#### EX-OFFICIO MEMBERS

Hon. Ma. Teresa D. Perdigon  
Hon. Lorenz S. Abenion

#### ABSENT:

Hon. Joven G. Laura

### *Resolution No. 161-B, Series of 2021*

(Author: Hon. Nestor J. Baldon)

RESOLUTION ADOPTING AND APPROVING THE CITY DEVELOPMENT COUNCIL  
RESOLUTION NO. 02, SERIES OF 2021 ENTITLED "RESOLUTION FAVORABLY  
ENDORING THE SORSOGON CITY CITIZEN'S CHARTER (2<sup>nd</sup> EDITION)

**WHEREAS**, on May 20, 2021, the Hon. Ma. Ester E. Hamor, City Mayor, Sorsogon City wrote a letter addressed to the Honorable Members of the Sangguniang Panlungsod thru Hon. Mark Eric C. Dioneda, City Vice Mayor, Sorsogon City respectfully requesting among others, adoption and approval of City Development Council (CDC) Resolutions No. 01 and 02, Series of 2021 entitled, "Resolution approving the 2022 Annual Investment Plan (AIP) and the proposed utilization of the 20% Development Fund for Fiscal Year 2022 of the City of Sorsogon and Resolution favorably endorsing the Sorsogon City Citizen's Charter (2<sup>nd</sup> Edition), respectively;

**WHEREAS**, among the documents attached to the aforementioned request of the Local Chief Executive are as follows;

1. Copy of the 2022 Annual Investment Plan
2. Copy of the 2022 20% Development Fund
3. Copy of the CDC Resolutions No. 01 and 02, Series of 2021
4. Minutes of the Meeting

**WHEREAS**, foregoing premise considered and after due deliberation on the matter, the 7<sup>th</sup> City Council deemed it necessary to pass a resolution adopting and approving RESOLUTION NO. 02, SERIES OF 2021 OF THE CITY DEVELOPMENT COUNCIL (CDC) HELD LAST May 19, 2021 VIA ZOOM, ENTITLED "RESOLUTION FAVORABLY ENDORSING THE SORSOGON CITY CITIZEN'S CHARTER (2<sup>ND</sup> EDITION)."

**NOW THEREFORE**, on motion of **City Councilor Nestor J. Baldon** duly seconded by **City Councilor Rebecca D. Aquino**, resolve as it is hereby resolved to adopt and approve the City Development Council Resolution (CDC) No. 02, Series of 2021 held last May 19, 2021 via zoom, entitled "Resolution favorably endorsing the Sorsogon City Citizen's Charter (2<sup>nd</sup> Edition)."


**RESOLVED FURTHER**, resolved further that copies of this resolution be furnished to all concerned for their information and guidance.

**DATE APPROVED: May 25, 2021**

**I HEREBY CERTIFY** to the correctness of the foregoing resolution.

  
**ROVAN 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

<b>OFFICE OF THE CITY MAYOR</b> <b>MA. ESTER E. HAMOR</b> City Mayor Mobile No. Email : mayor.esterhamor.lhusorcity@gmail.com	<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
<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	<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
<b>OFFICE OF THE CITY ADMINISTRATOR</b> <b>ATTY. MARK GERALD D. GUIRINDOLA</b> City Administrator Mobile No. Email : sorsogoncity.markguirindola@gmail.com	<b>OFFICE OF THE CITY DISASTER RISK REDUCTION AND MANAGEMENT OFFICER</b> <b>LUISITO H. MENDOZA JR.</b> CDRRM Officer Mobile No. Email :
<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	<b>OFFICE OF THE CITY ENGINEER</b> <b>ENGR. ROEL D. DOMER</b> City Engineer Mobile No. 0948 232 4893 Email : boboydomer@gmail.com
<b>OFFICE OF THE CITY ACCOUNTANT</b> <b>ATTY. CHRISTINE N. MERALPES</b> City Accountant Mobile No. 0998 5553 691 Email : nbnoleda@yahoo.com	<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_sorccity@yahoo.com
<b>OFFICE OF THE CITY AGRICULTURIST</b> <b>ADELINE J. DETERA</b> City Agriculturist Mobile No. 0950 979 6058 Email : sorcityagri@gmail.com	<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
<b>OFFICE OF THE CITY ASSESSOR</b> <b>OLIMPIO S. ROMERO JR.</b> City Assessor Mobile No. 0928 280 8173 Email : olimpioromero55@gmail.com	<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

<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	<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
<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	<b>CITY INTERNAL AUDIT SERVICES OFFICE</b> <b>JOHN ERICK N. SIPOY</b> Internal Auditor Mobile No. 0927 023 9726 Email : johnericnsipoy@gmail.com
<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	<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
<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	<b>CITY URBAN POOR &amp; HOUSING DEVELOPMENT OFFICE</b> <b>LIVIA A. LAREZA</b> Officer-in-Charge Mobile No. 0999 601 6362 Email : sorcityurbanpoorhousing@gmail.com
<b>OFFICE OF THE CITY TREASURER</b> <b>MAGDALENA D. PALADIN</b> City Treasurer Mobile No. 0920 913 0165 Email : magdalenapaladin@gmail.com	<b>PUBLIC EMPLOYMENT SERVICES OFFICE</b> <b>HENRY C. GUEMO</b> PESO Manager Mobile No. 0907 540 6977 Email : henryguemo335@gmail.com
<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	<b>SORSOGON CITY COOPERATIVES DEVELOPMENT OFFICE</b> <b>MARJO C. RAMOS</b> Cooperatives Officer Mobile No. 0926 636 5728 Email : mjcleofe@gmail.com
<b>OFFICE OF THE CITY ZONING ADMINISTRATOR</b> <b>ALFONSO L. TAYO JR.</b> Zoning Administrator Mobile No. 0970 314 9982 Email : lindadooc@yahoo.com	<b>BARANGAY AFFAIRS AND PUBLIC ASSISTANCE DIVISION</b> <b>MA. CHARO D. LOGRONIO</b> Community Affairs Officer Mobile No. 0917 133 8785 Email : lydo.sorcicity@gmail.com

<b>MARKET ADMINISTRATION</b> <b>CHRISTIAN D. SANCHEZ</b> Market Administrator Mobile No. 0917 133 8785 Email : rowenadoloiras0127@gmail.com	<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
<b>BIDS AND AWARDS COMMITTEE</b> <b>NANCY D. CABALLERO</b> BAC Head Secretariat Mobile No. 0919 000 5617 Email: nanzcab_mail@yahoo.com	<b>PERMITS AND LICENSING DIVISION</b> <b>RODEL E. FERRERAS</b> Licensing Officer IV Mobile No. 0991 612 7436 Email : rodelferreras@gmail.com
<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	<b>ARTA</b> Mobile No. 09692577242; 0928-690-4080 Email: complaints@arta.gov.ph
<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	<b>PRESIDENTIAL COMPLAINTS CENTER (PCC)</b> Telephone No. 8888 Email: 8888complaint@op.gov.ph
<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	<b>CSC CONTACT CENTER NG BAYAN</b>  Mobile No. 09088816565 Email: email@contactenterngbayan.gov.ph

## ANNEX D Customer Feedback Form



CITY GOVERNMENT OF  
SORSOGON  
Quality Management System  
ISO 9001:2015

### 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)**.