



I. **Mandate:**

The RA 7160 also known as the Local Government Code of 1991 provides that every local government unit shall exercise the powers expressly granted, those necessarily implied there from, as well as powers necessary, appropriate, or incidental for its efficient and effective governance, and those which are essential to the promotion of the general welfare. Within our territorial jurisdiction, San Jose City shall ensure and support, among other things, the preservation and enrichment of culture, promote health and safety, enhance the right of the people to a balanced ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order, and preserve the comfort and convenience of their inhabitants.

San Jose City shall likewise exercise such other powers and discharge such other functions and responsibilities as are necessary, appropriate, or incidental to efficient and effective provision of the basic services and facilities enumerated herein. (b) Such basic services and facilities include, but are not limited to, the following:

- (i) Extension and on-site research services and facilities related to agriculture and fishery activities which include dispersal of livestock and poultry, fingerlings, and other seeding materials for aquaculture; palay, corn, and vegetable seed farms; medicinal plant gardens; fruit tree, coconut, and other kinds of seedling nurseries; demonstration farms; quality control of copra and improvement and development of local distribution channels, preferably through cooperatives; inter - Barangay irrigation system; water and soil resource utilization and conservation projects; and enforcement of fishery laws in municipal waters including the conservation of mangroves;
- (ii) Pursuant to national policies and subject to supervision, control and review of the DENR, implementation of community-based forestry projects which include integrated social forestry programs and similar projects; management and control of communal forests with an area not exceeding fifty (50) square kilometers; establishment of tree parks, greenbelts, and similar forest development projects;
- (iii) Subject to the provisions of Title Five, Book I of this Code, health services which include the implementation of programs and projects on primary health care, maternal and child care, and communicable and non-communicable disease control services; access to secondary



- and tertiary health services; purchase of medicines, medical supplies, and equipment needed to carry out the services herein enumerated;
- (iv) Social welfare services which include programs and projects on child and youth welfare, family and community welfare, women's welfare, welfare of the elderly and disabled persons; community-based rehabilitation programs for vagrants, beggars, street children, scavengers, juvenile delinquents, and victims of drug abuse; livelihood and other pro-poor projects; nutrition services; and family planning services;
 - (v) Information services which include investments and job placement information systems, tax and marketing information systems, and maintenance of a public library;
 - (vi) Solid waste disposal system or environmental management system and services or facilities related to general hygiene and sanitation;
 - (vii) City buildings, cultural centers, public parks including freedom parks, playgrounds, and sports facilities and equipment, and other similar facilities;
 - (viii) Infrastructure facilities intended primarily to service the needs of the residents of the city and which are funded out of city funds including, but not limited to, city roads and bridges; school buildings and other facilities for public elementary and secondary schools; clinics, health centers and other health facilities necessary to carry out health services; communal irrigation, small water impounding projects and other similar projects; fish ports; artesian wells, spring development, rainwater collectors and water supply systems; seawalls, dikes, drainage and sewerage, and flood control; traffic signals and road signs; and similar facilities;
 - (ix) Public markets, slaughterhouses and other city enterprises;
 - (x) Public cemetery;
 - (xi) Tourism facilities and other tourist attractions, including the acquisition of equipment, regulation and supervision of business concessions, and security services for such facilities; and
 - (xii) Sites for police and fire stations and substations and the city jail;

II. Vision:

San Jose City as Agro-Industrial Hub of Central Luzon, with God-Loving, Disciplined, Peaceful, Knowledgeable, Competitive, Healthy and Socially Responsible San Josenians in a Business-Friendly, High Employment Opportunities and Sustainably Developed Economy with Viable and



Diversified Ecosystem, Climate Change Adaptive and Resilient Infrastructure under a Morally Upright, Dynamic, Consultative and Responsive Leadership.

III. Mission:

San Jose City shall develop a Political, Social, Cultural and Economic Environment conducive for Agro-Industries, Trade and Commerce, Natural Resources and Infrastructure governed by a transparent and accountable government.

IV. Service Pledge:

We, the officials and employees of the Local Government Unit of San Jose City, commit to render efficient and effective service to strengthen the capacity and capability in terms of health, education, environment, livelihood and agricultural concerns of our constituents and the city as a whole.

We also pledge to commit ourselves to the principles of our Citizen's Charter by protecting our constituents from graft and corruption in all its forms by providing the maximum service and assistance to our clients and ease out burden in completing government transactions and use all the resources of our government to uplift the lives of our constituents particularly the marginalized sectors.



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EXTERNAL SERVICES



ACTION REGARDING (WATER, AIR or LAND) POLLUTION

Service Information

To control the pollution in our water, air and land an action must be done as stated in the Republic Act 3931 and 9003 and other related rules and regulations, a file of complain to CENRO must be done first before the mission order or taking actions.

Office or Division:	City Environment and Natural Resources Office			
Classification:	Simple, Complex			
Type of Transaction:	G2C; G2B; G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written complaint or filled-up complaint slip endorsed by the Punong Barangay (for residents).		Applicant, Barangay Hall		
2. One (1) Photo (if possible)		Applicant/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CENRO Office 1.1 Complainant submits requirements and logs-in	1. Received the required documents 2. Preparing Mission Order 3. Approval and releasing of mission order	None	10 minutes	<u>Anthony Dela Cruz</u> <i>Admin. Assistant III</i> CENRO <u>Analyn C. Pobre</u> <i>Admin. Aide III</i> CENRO



ADDITIONAL LINE OF BUSINESS

Service Information: Transaction for declaration of other category/line of business operated by business entity.

Office or Division:	Office of the City Mayor – Business Permit and License Office			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business Entity			
Who may avail:	Enterprises/Business owners in San Jose City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter bearing the agencies' seal with authorized signature		Requester		
2. Authorization letter/SPA (if the applicant is not the owner of the account being requested for or additional line of business)		Client being represented		
3. Accomplished Application Form		Business License and Mayor's Permit (BPLO)		
4. Government Issued Identification Card a. Photocopy of ID of the requesting owner, manager and/or President of the establishment b. ID of authorized representative		LTO, BIR, Post Office, DFA, PSA, SSS, GSIS, Pagibig		
5. Original and one (1) photocopy of DTI Registration/SEC Registration/CDA Registration		Requester		
6. Original copy of Business License and Mayor's Permit		Requester		
7. Notarized capital investment declaration for the additional business line		Requester		
8. Secretary Certificate and/or Board Resolution for the additional business line (for corp)		Requester		
9. Mandatory requirements for specific line of business (if applicable)		Requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request along with the other requirements.	Evaluate the application with attached documentary requirements	None	5 minutes	<u>Lea D. Grospe</u> License Officer II BPLO
	BACKROOM OPERATION: Approve the application for additional business line		5 minutes	<u>Geraldine G. Magtibay</u> Admin. Asst. I BPLO <u>Katherine G. Beley</u> Admin Aide II BPLO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<u>Warren D. Layson</u> <i>Ticket Checker</i> BPLO
	Forward application to Business Tax and Fees Division – CTO for assessment		Please refer to the City Treasurer's Citizen's Charter (10 minutes)	City Treasurer's Office
	Encode amendments, taxes, fees and charges		5 minutes	<u>Christopher R. Pabalan</u> <i>License Officer III</i> BPLO
	Prepare and approve/sign the tax order of payment		Please refer to the City Treasurer's Citizen's Charter (10 minutes)	City Treasurer's Office
2. Receive Order of Payment	Issue Tax Order of Payment and inform the client to proceed to Cash Receipt Division - CTO	None	2 minutes	<u>Gessela M. Tolentino</u> <i>License Inspector I</i> BPLO
3. Pay the required taxes, fees and charges at the Cash Receipt Division – CTO	-Accept the payment and issue an official receipt -Inform client to proceed to BPLO	Based on declared capitalization, asset size, area & no. of employees	Please refer to the City Treasurer's Citizen's Charter (3 minutes)	Cash Receipt Division – City Treasurer's Office
4. Present the Official Receipt	-Receive the official receipt -Prepare the amended Business License and Mayor's Permit	None	5 minutes	<u>Rodolfo E. Toralba, Jr.</u> <i>Admin. Aide II</i> BPLO
5. Claim the amended Business License and Mayor's Permit	-issue the amended Business License and Mayor's Permit	None	2 minutes	<u>Dulce Amor N. Lorenzo</u> <i>License Inspector I</i> BPLO



AMBULANCE SERVICES

Service Information: The LDRRM Office has been the responsible office in the request of using ambulance by the residents & other agencies. Hence, the requesting party must understand that the City has the standing ordinance on proper usage of the ambulance vehicle referred to as City Ordinance no. 17-083. However, the agency has prepared the steps in securing the services of the ambulance in accordance with the existing laws and ordinance.

Office or Division:	Local Disaster Risk Reduction & Management Office(LDRRMO)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2G-Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Government Issued ID/Company ID		Government Institution/ Company		
Referral Slip		From Authorized Personnel (Medical Doctor/Authorized Representative of any Health Care Institute		
Trip Ticket		LDRRM Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party may present his ID for record/ logbook purposes	Validation of the ID	None	30 seconds	Team Leader of the Day LDRRMO
2. Present the Referral Slip	Validation of the request	None	30 seconds	Team Leader of the Day LDRRMO
3. Trip Ticket	Sending off (with medics team)	None	2 minutes	Authorized Driver/ Rescuer of the LDRRMO
Non-resident		P500.00 for diesel		Authorized Driver/ Rescuer of the LDRRMO



ANTI- RABIES VACCINATION

Service Information: Provide Anti-Rabies Vaccination to dogs and cats in 38 barangays of the city

Office or Division:	Office of the City Veterinary			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration		City Veterinary Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Anti Rabies				
<ul style="list-style-type: none"> Animals like dogs and cats must be brought to the office for assessment and proper evaluation 	<ul style="list-style-type: none"> Obtain pertinent data regarding the animal to be vaccinated (Name, Sex, Age, Color and marking) Owner's Data (Complete Name, barangay, contact number) Assessment and observation of the animal status Animal must be 3 months older and above Actual vaccination Advice the owner to rest the animal for 10 minutes for any anaphylactic reaction Advice the owner not to bath the dog for 7 days 	Php 50.00 for Aspin Php 100.00 for Pure Breed Php 10.00 Mass vaccination	5-10 minutes per household at 38 barangays	<u>Dr. Rustico Garcia</u> <i>Veterinarian IV</i> City Vet. Office <u>Dr. Fernando Abad</u> <i>Veterinarian I</i> City Vet. Office <u>Dr. Gladys Ignacio</u> <i>Veterinarian I</i> City Vet. Office <u>Dr. Nestor Rigor</u> <i>Veterinarian I</i> City Vet. Office
B. Rabies Related Activities <ul style="list-style-type: none"> Animals like dogs and cats must be brought to the office for assessment and proper evaluation 	<ul style="list-style-type: none"> Technical Vet. Personnel will advise Principal of different school (Private & Public School) regarding the schedule of rabies information dissemination Vet. Technical Personnel will coordinate with School Division office 	None		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	regarding the rabies information dissemination to be conducted by the CVO <ul style="list-style-type: none"> • Grade IV, V, VI students will be the official participant/ recipient of the program • Video footage regarding rabies cases from DOH is also incorporated in the said activity • Questionnaire will be given to selected student to be answered after the information campaign to assess what they learn from the information campaign 			
C. Animal Treatment <ul style="list-style-type: none"> • Animals like dogs and cats must be brought to the office for assessment and proper evaluation 	Out Patient <ol style="list-style-type: none"> 1. History must be taken into consideration 2. Vital sign must be taken into consideration 3. Drugs suited to the specific kind of ailment must be administered. 4. Advise the owner to observed the animals for 3 days and return to the office for follow up in case no improvement or changes has been noticed 	None	30 minutes- 1 hour	<u>Dr. Rustico Garcia</u> <i>Veterinarian IV</i> City Vet. Office <u>Dr. Fernando Abad</u> <i>Veterinarian I</i> City Vet. Office <u>Dr. Gladys Ignacio</u> <i>Veterinarian I</i> City Vet. Office <u>Dr. Nestor Rigor</u> <i>Veterinarian I</i> City Vet. Office



APPLICATION FOR JOB EMPLOYMENT

Service Information: It is issued to determine the best candidate to fill a specific role within the company/agency

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Applicants for Local/Special Recruitment Activity and students.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Local Employment				
1. Resume		Job Seeker		
2. Police Clearance or NBI		Philippine National Police (PNP) National Bureau of Investigation (NBI)		
3. Employment or Training Certificate		Previous company or TESDA		
Overseas Employment				
1. Resume		Job seeker		
2. Police or NBI Clearance		Philippine National Police (PNP) National Bureau of Investigation (NBI)		
3. Employment or Training Certificate		Previous company or TESDA		
4. Passport		Department of Foreign Affairs (DFA)		
5. Transcript of Records		School attended		
6. Picture		Photography studio		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client logbook and attendance in the office front desk.	Assisted by PESO Personnel	None	2 minutes	<u>Monica Argote</u> Admin. Aide III PESO
2. Fill out the NSRP Form 1 and registration form	Provide copy of PEIS Form.	None	5 minutes	<u>Jinky Lyn Diamonon</u> Admin. Aide III PESO
	1. Assess the applicant for job matching and provide counseling.	None	10 minutes	<u>Rosendo Cinco, Jr.</u> Comp. Operator II PESO
	2. Refer applicant for possible schedule of job interviews (local or overseas). SPES (for students), Skills training and/or Livelihood.	None	5 minutes	<u>Rosendo Cinco, Jr.</u> Comp. Operator II PESO



APPLICATION FOR MARRIAGE LICENSE

Service Information: Application for Marriage License is one of the requisite before a couple can enter into a marriage. This is to ensure that the couple are qualified to get married. A valid Marriage License can be used anywhere in the Philippines until it's expiration date (120 days from the date of issue)

Office or Division:	LOCAL CIVIL REGISTRY OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Qualified applicants for Marriage License			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy and Original Birth Certificate (to determine age and gender)		Philippine Statistics Authority (PSA)/ Local Civil Registry Office (LCRO)		
2. Photocopy and original of CERTIFICATE OF NO MARRIAGE (CENOMAR)		Philippine Statistics Authority (PSA)		
3. Photocopy of Residence Certificate (CEDULA)		City Treasurers' Office		
4. Pre-Marriage Orientation and Counseling Certificate		Pre-Marriage Orientation and Counseling Team		
5. Parental Consent/ Advice (Age 18- 20/ 21-24 yrs. Old)		Signature of Parents		
6. If widowed (Photocopy of Death Certificate of deceased spouse)		Philippine Statistics Authority (PSA)/ Local Civil Registry Office (LCRO)		
7. Certified True copy of Court Decision if Annulled		Regional Trial Court (RTC)		
8. Original and Photocopy of Legal Capacity to Marry (for foreigners only) from their respective Embassies in the Philippines		Embassy of the Foreigner in the Philippines		
9. Certified True copy of Divorced Paper (for foreigners only)		Foreign Court of their country		
10. Certified True copy of Recognition of Divorce Papers (decision from court) for Filipinos only		Regional Trial Court (RTC)		
11. Ten (10) Calendar days posting period upon completion of all the requirements		Local Civil Registry Office Bulletin Board		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>WINDOW D</u> 1. Applicants submit all requirements and fill-up Application Form for Marriage License	<ul style="list-style-type: none"> Frontline Officer accepts submitted requirements and check for the completeness of information on the application form 	None	10 Minutes	<u>Nora Jane V. Duran</u> Registration Officer II LCRO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay prescribed fees at City Treasurer's Office (Wait for the Order of Payment Slip)	<ul style="list-style-type: none"> Receive payment and issue Official Receipt based on the order of payment slip 	₱500.00 - Both Resident ₱550.00 - One Non- Resident	10 Minutes	<u>Laura Y. Sajor</u> <i>Rev. Collection Clerk I</i> City Treas. Office
		₱2,250.00 - One Foreigner ₱2.00 Marriage License		
3. Return to the Frontline Officer and submit the Official Receipt	<ul style="list-style-type: none"> Accept Official Receipt then advise the applicants to proceed to City Population Commission Office (CPCO) to attend Pre-Marriage Orientation and Counseling (PMOC) 	None	2 Minutes 4 Hours Every Wednesday	<u>Nora Jane V. Duran</u> <i>Registration Officer II</i> LCRO Pre-Marriage Orientation and Counseling Team
4. Submit PMOC Certificate to the service provider. If all the requirements are complied, applicants are advised to sign their application and other documents. Parents are also required to sign the Consent/Advice if the applicants are 18 to 24 years' old	<ul style="list-style-type: none"> Service provider receive the PMOC Certificate and Advise the applicants to return after the Ten (10) days posting period Prepare and Post the Notice of Posting at the LCRO Bulletin Board Prepare the Application for Marriage License (Encoding/ Typing/ Post Reg. No.) and other documents Recording of the same in the Registry Book 	None	20 Minutes	<u>Nora Jane V. Duran</u> <i>Registration Officer II</i> LCRO
		None	5 Minutes	<u>Jocelyn J. Gabasan</u> <i>Records Officer I</i> LCRO
5. Release Marriage License after the Ten (10) calendar days posting period	<ul style="list-style-type: none"> Review documents for completeness and the correctness of the information 	None	2 Minutes	<u>Marietta S. Taloban</u> <i>Registration Officer III</i> LCRO
	<ul style="list-style-type: none"> Final review/ sign/ register and issue the same to the client 	None	2 Minutes	<u>Virginia M. Veneracion</u> <i>City Civil Registrar</i> LCRO



ASSESSMENT AND PAYMENT OF BUSINESS TAX & FEES (NEW/RENEW)

Service Information: Business establishments are required to pay business taxes and other regulatory fees. Business permits must be renewed every year and penalties are imposed on business establishments that fail to renew during the prescribed period (on or before the 20th day of January of each year). Taxes may be paid in an annual or quarterly basis.

Office or Division:	Office of the City Treasurer, Business tax & Fees Division			
Classification:	Simple Transaction			
Type of Transaction:	G2B- Government to Business Entity			
Who may avail:	Owner of business establishments in San Jose City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fully accomplished Business Permit Application Form with complete requirements		Business Permit and Licensing Office (BPLO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Business Tax and Fees Division and submit the Fully accomplished Business Application Form with complete requirements	1. Receive the Application Form and check for the completeness	None	5 Minutes	<u>Marissa S. Corbe</u> <i>Local Treas. Operation Off. IV City Treas. Office</i>
	2. Inspection (For New Business)			<u>Lorena F. Pueyo</u> <i>Local Treasury Operation Officer III City Treas. Office</i>
	3. Assessment of Gross Sales and Fees (For Renew)		2 minutes	<u>Arnold A. Escudro</u> <i>City Treasurer City Treas. Office</i>
	4. Printing of Tax Order of Payment			<u>Marissa S. Corbe</u> <i>Local Treas. Operation Off. IV City Treas. Office</i>
	5. Approval of the assessment and TOP			
	6. Issue approved TOP and Application Form		2 minutes	
	7. Inform client to proceed to Taxpayer's lounge			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the required Tax/Fees due based on the Tax Order of Payment (TOP)	1. Accept the payment 2. Issuance of Official Receipt 3. Inform the client to proceed to the Business Permit and Licensing Office (BPLO)	Depending on amount of Business Tax and Fees due, if any	3 minutes (under normal condition)	<p><u>Elnora V. Libed</u> <i>Ticket Checker</i> City Treas. Office</p> <p><u>Esmeralda R. Sansano</u> <i>Admin. Asst. I</i> City Treas. Office</p> <p><u>Hazel Ann P. Padilla</u> <i>Rev. Coll. Clerk I</i> City Treas. Office</p> <p><u>Jobett King L. Sahagun</u> <i>DEMO III</i> City Treas. Office</p> <p><u>Rhodora B. Lanozo</u> <i>Local Rev. Coll. Off. I</i> City Treas. Office</p> <p>(Windows 1 to 5)</p>



ASSESSMENT REPORT FOR MINOR TRAVELLING ABROAD

Service Information: One of the requisites needed for minors to travel abroad unaccompanied either one of the natural parents to avert any illegal activity of child trafficking. A travel clearance will be issued by DSWD Office based on the assessment of Local Social Welfare Office.

Office or Division:	City Social Welfare Development Office			
Classification:	Complex			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All; OFW and their children			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(Child) Birth Certificate		PSA		
Photograph		Photo Center		
Medical Certificate		City Health Office		
Child Study Report		CSWDO		
Affidavit of Consent		Notary Public, PAO		
Birth/Marriage Contract		PSA		
Passport		DFA		
Home Study Report		CSWDO		
Certificate of Income/Liabilities/Assets		Petitioner's Employer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Secure complete requirements	1. Verification of the authenticity of all required documents	CSWDO- Free; DSWD- P300.00 to P600.00 per application	1 week	Social Worker CSWDO
	2. Home Study/child study/home visit assessment	None	2 days	Social Worker CSWDO
	2. Preparation of Child study & Home study	None	4 days	Social Worker CSWDO
	3. Submission findings/requirement at DSWD Regional Office	None	1 day	Social Worker CSWDO



ASSISTIVE DEVICES

Service Information: The Person with Disability Affairs provides the PWD'S with their needs on assistive devices for their mobility and accessibility.

Office or Division:	Persons with Disability Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Person with Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Certification as proof of disability		City Health Office/ Hospital		
Valid ID or any proof of identification showing his residency in San Jose City		Government Institution/ Company		
3 pcs. 1x1 ID picture				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client walks in and proceed at the window/information desk and apply for assistive devices	Frontline staff records the general information of the applicant	None	3 minutes	<u>Oliver Iñigo</u> <i>Administrative Aide II</i> PDAO
2. Client proceed to assessment for submission and verification requirements	PDAO Staff verifies the submitted requirements and assesses eligibility of the applicant for issuance of assistive devices	None	6 minutes	<u>Imelda G. Divina</u> <i>Social Worker Off. III</i> PDAO <u>Lourd Wilfred Medina</u> <i>Administrative Officer I</i> PDAO
3. Approval and Issuance of Assistive Devices (depending as to availability of needed assistive devices)	-Approval of application -Issuance of needed assistive devices	None	2 minutes	<u>Christian Nicolas</u> <i>Social Welfare Off. II</i> PDAO



BATCH REQUEST SYSTEM (BREQS)

Service Information: Batch Request Entry System (BREQS) is a program or system from Philippine Statistic Authority (PSA) on how to issue requested documents from their office in a Security Paper (SECPA). Such program is also being used by Local Government Units to help people secure their documents in SECPA for purposes of securing retirement benefits/ death claims/pass porting/endorsement/employment and other transactions in the Government and private agencies.

Office or Division:	LOCAL CIVIL REGISTRY OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Owner of the document/nearest kin (mother/father/spouse/children in the order mention) and authorized person			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Only the owner (If 18 y/o)/ father/ mother/ spouse/authorized person/ Honorable Court and Legal Guardians may avail/ request Civil Registry Documents (CRD) at PSA		Personal Appearance at Local Civil Registry Office (LCRO)		
2. Authorization Letter from clients allowing Local Civil Registry Office Personnel to request/ receive Civil Registry Documents (CRD) of clients in Security Paper (SECPA)		Owner of the Document or Nearest Relative		
3. Valid Identification Cards like Social Security System (SSS)/ Government Service Insurance System (GSIS)/ Philippine Health Insurance Corporation (PHIC)/ Commission on Election ID (COMELEC)/ Passport (Original and Photocopy) of the owner and Authorized person.		Government/ Private Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>WINDOW F</u> 1. Applicant fill-up Information Sheet	<ul style="list-style-type: none"> Review the completeness and correctness of the information on the information sheet 	None	10 Minutes	<u>Dolores S. Torres</u> Administrative Aide VI LCRO
2. Pay prescribed fees at City Treasurer's Office (Wait for the Order of Payment Slip)	<ul style="list-style-type: none"> Receive payment and issue Official Receipt based on the Order of Payment Slip 	₱ 160.00 Service Fee	10 Minutes	<u>Laura Y. Sajor</u> Rev. Collection Clerk I LCRO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1 Client will pay the amount of <input type="checkbox"/> 155.00(Birth/ Marriage/ Death Certificate) and 210.00 for Certificate of No Marriage (CENOMAR) to the Liason Officer 2.2 Receipt will be given upon released of PSA-SECPA Copy	*Thursday-Travel Time of Liason Officer to PSA Cabanatuan City	Php 155.00 for Birth/ Marriage/ Death Cert. Php 210.00 for CENOMAR	1 day	<u>Helen C. Bustamante</u> <i>Asst. Reg. Officer</i> LCRO <u>Dolores S. Torres</u> <i>Administrative Aide VI</i> LCRO <u>Virginia M. Veneracion</u> <i>City Civil Registrar</i> LCRO
3. Return to the service provider and present the Official Receipt (OR)	*Accept Official Receipt and advice the client to return on specific date.	None	1 Minute	<u>Dolores S. Torres</u> <i>Administrative Aide VI</i> LCRO
4. Receive the requested document on the given date	*Issue the requested PSA Document (SECPA) to the Client upon arrival *Monday- Release of PSA Documents	None	2 Minutes	<u>Dolores S. Torres</u> <i>Administrative Aide VI</i> LCRO



BIRTHING STATION

Service Information: CHO Panganakan ng San Jose provide quality and affordable maternal and newborn care services in the city of San Jose and nearby municipalities.

Office or Division:	CITY HEALTH OFFICE – CHO PANGANAKAN NG SAN JOSE			
Classification:	Highly Technical			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All pregnant women			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal appearance		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient goes to the information/frontline and states her purpose	Nurse/Midwife on duty will record the general information of the patient	None	3 minutes	<i>Nurse/Midwife</i> CHO Panganakan Ng San Jose
2. Patient proceed to assessment	Nurse/ Midwife will do the assessment with patient complaint -Normal delivery patient(admitted) -If possible for a sign of complication, refer to other hospital (non-admission)	None	5 minutes	<i>Nurse/Midwife</i> CHO Panganakan Ng San Jose
3. Patient will be assisted by Nurse/Midwife on duty to delivery room	Nurse/Midwife will assist the patient to delivery room and attending her to deliver a baby	Private room- P2,050.00 Semi-Private- P1,700.00 Charity Ward- P1,360.00 Philhealth member-free	5-10 minutes	<i>Nurse/Midwife</i> CHO Panganakan Ng San Jose
4. After 25 th hour of delivery-patient together with her baby will go to Nurse/ Midwife station for Expanded Newborn Screening of the baby	Nurse/midwife will collect blood sample on newborn's heel for ENBS	Newborn Screening- P1,750.00 Philhealth Member-free	3 minutes	<i>Nurse/Midwife</i> CHO Panganakan Ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Patient goes to Cashier for payment of fees	Cashier will collect fees and issue receipt to the client	None	3 minutes	<i>Cashier</i> City Health Office
6. Patient will wait the physician for final check-up for discharge	Physician will do the final check-up of the patient and the baby before discharge	None	5 minutes	<i>City Health Officer</i> CHO Panganakan ng San Jose
7. Patient will return to the facility after 3 days for follow-up check-up (mother & baby)	Physician will do follow-up check-up to mother & baby	None	5 minutes	<i>City Health Officer</i> CHO Panganakan ng San Jose



BUILDING PERMIT

Service Information: The City Engineering Office (Local Building Official is primarily responsible for the issuance of building permits as mandated by law particularly the National Building Code (PD 1096) and its Implementing Rules and Regulations in order to promote public safety, order and welfare towards a sustainable and sound environment.

Office or Division:	City Engineering Office	
Classification:	Simple-For Residential Buildings & Small Commercial Building Complex-For Medium-sized Commercial Building Highly Technical-For Institutional Buildings, Large Commercial Buildings & Industrial Buildings	
Type of Transaction:	G2C-Government to Citizens G2B-Government to Business Entity G2G-Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Building Permit form duly filled out by the applicant or the licensed and registered Civil Engineer of licensed and registered Architect who prepared, signed and sealed the building plans together with all the duly filled out ancillary permit forms (Sanitary/Plumbing Permit, Electrical Permit, Mechanical Permit, Electronics Permit, Fencing Permit) signed and sealed by licensed and Registered professionals		Any licensed and registered professionals practicing privately: <ul style="list-style-type: none"> a. Geodetic Engineer b. Architect c. Civil Engineer d. Professional Electrical Engineer e. Professional Mechanical Engineer f. Sanitary Engineer g. Master Plumber h. Electronics Engineer
2. Five (5) sets of plans, technical specifications and other documents prepared, signed and sealed by duly licensed and registered professionals: <ul style="list-style-type: none"> a. Geodetic Engineer, in case of survey plans; b. Architect, in case of architectural documents; c. Civil Engineer, in case of civil/structural documents; d. Professional Electrical Engineer, in case of electrical documents; e. Professional Mechanical Engineer, in case of mechanical documents; f. Sanitary Engineer, in case of sanitary documents; g. Master Plumber, in case of plumbing documents; h. Electronics Engineer, in case of electronics documents 		Any licensed and registered professionals practicing privately: <ul style="list-style-type: none"> i. Geodetic Engineer ii. Architect iii. Civil Engineer iv. Professional Electrical Engineer v. Professional Mechanical Engineer vi. Sanitary Engineer vii. Master Plumber viii. Electronics Engineer



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
applicant is not the owner of the lot where the building is to be constructed.				
8. For Representative		Applicant being Represented		
8.1 Authorization of the applicant being represented		Applicant being Represented		
8.2 Government Issued ID of the applicant being represented (1 original and 1 photocopy)		Applicant being Represented		
8.3 Government issued ID of the representative		Representative		
9. Fire Safety Evaluation Clearance		City Fire Marshall		
10. Construction signboard: 3ft x 4 ft		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Applicant logbook in the Office of Building and Industrial Safety Inspection Division	1. Give the logbook to the Applicant	None	2 minutes	<u>Engr. Clifford Anastacio</u> <i>BuildingInspector</i> City Engineering Office <u>Engr. Joey Bustamante</u> <i>BuildingInspector</i> City Engineering Office <u>Engr. Nancy Mirano</u> <i>Engineer II</i> City Engineering Office
2. Submit all the required documents for initial assessment and evaluation	1. Receive the required documents, check for completeness, review and evaluate plans and documents to ensure compliance with the provisions of the National Building Code of the Philippines (PD 1096) and its implementing Rules & Regulations and other referral codes such as Architectural Code of the Philippine Electrical Code, Electronics Code, Fire Code of the Philippines, Geodetic Code etc. 1.1 Review of Geodetic plans and documents	Total fees to be paid is the sum of all the fees from Sections 3+4+5+6+7+8 9 under the New Schedule of Fees and charges prescribed in the implementing Rules and Regulations of PD 1096 otherwise known as the Nat'l Building Code of the Phils. (See Annex 1)	5 minutes	<u>Engr. Clifford Anastacio</u> <i>BuildingInspector</i> City Engineering Office <u>Engr. Nancy Mirano</u> <i>Engineer II</i> City Engineering Office
			20 minutes	<u>Engr. Mario Ila</u> <i>Engineer II</i> City Engineering Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Review of Architectural plans and documents 1.3 Review of Sanitary/ Plumbing plans & documents 1.4 Review of Civil/ Structural plans and documents 1.5 Review of Electronical plans and documents 1.6 Assess and prepare Order of Payment		20 minutes 20 minutes 20 minutes 20 minutes 20 minutes	<u>Arch. Quirino Delos Santos</u> City Architect <u>Engr. Joey Bustamante</u> <i>BuildingInspector</i> City Engineering Office <u>Engr. Emmanuel Agustin</u> <i>Engineer II</i> City Engineering Office <u>Engr. Ernesto Domingo</u> <i>Engineer III</i> City Engineering Office <u>Engr. Clifford Anastacio</u> <i>BuildingInspector</i> City Engineering Office <u>Engr. Nancy Mirano</u> <i>Engineer II</i> City Engineering Office
3. Pay the Required fees at the City Treasurer's Office	1. Accept the payment based on the Order of Payment 1.1 Issue the Official Receipt	None	5 minutes	Cashier on duty
4. Return to the Office of Building and Industrial Safety Inspection Division and present the Official Receipt	1. Record the Official Receipt 1.2 Process applications for bldg. permit & other ancillary permits 1.3 Chief of Implementation Division signs applications for building permit and other ancillary permits 1.4 Building official approves the application for bldg. permit & other ancillary permits	None	20 minutes 5 minutes 5 minutes	<u>Engr. Clifford Anastacio</u> <i>BuildingInspector</i> City Engineering Office <u>Engr. Nancy Mirano</u> <i>Engineer II</i> City Engineering Office <u>Engr. Emmanuel Agustin</u> <i>Engineer II</i> City Engineering Office <u>Engr. Carlito O. Peralta, Jr.</u> <i>CGADH I & OIC-Bldg. Official</i> City Engineering Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Records and Releases approved building permit and other ancillary permits 1.6 Give the logbook to the applicant		4 minutes 2 minutes	<u>Engr. Clifford Anastacio</u> <i>Building Inspector</i> City Engineering Office <u>Engr. Nancy Mirano</u> <i>Engineer II</i> City Engineering Office
5. Sign in the logbook for the release of approved building permit and other ancillary permits			2 minutes	



BUSINESS PERMIT (NEW APPLICATION)

Service Information: Any person, corporation or cooperative who shall establish, operate or conduct and business, trade or activity shall first obtain a Mayor's Permit and pay the fee thereof and business tax imposed. A Mayor's Permit shall be issued by the Business Permit and License Office – Office of the City Mayor upon compliance to all documentary as well as regulatory requirements and upon payment of all fees, taxes and charges prescribed by existing laws and ordinances.

Office or Division:	Office of the City Mayor – Business Permit and License Office
Classification:	Simple
Type of Transaction:	G2B- Government to Business Entity
Who may avail:	Enterprises/Business in San Jose City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Authorization letter/SPA (if the applicant is not the owner of the account being requested for certification)	Client being represented
2. Government Issued Identification Card 2.1. Photocopy of ID of the requesting owner, manager and/or President of the establishment 2.2 ID of authorized representative	LTO, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig
3. Accomplished Business Permit Application Form (Unified Form)	Business Permit and License Office (BPLO)
4. Barangay Clearance	Barangay Hall where business is located/covered
5. Proof of business registration, incorporation, or legal personality (e.i Business Name Registration (DTI) – for single proprietorship, SEC Registration with Article of Incorporation and Secretary Certificate resolving the opening of a branch – for corp. or partnership, CDA registration – for cooperative)	DTI/SEC/CDA
6. Basis for computing taxes, fees and charges (e.g. business capitalization, gross sales/receipts)	Client/applicant, Accounting Firm – Financial Statement
7. Certificate of Tax Exemptions – for non-profit association and foundation	Bureau of Local Government and Finance – Dep't of Finance
8. Contract of Lease (if lessee)	Lessor/Land Owner
9. Proof of Ownership (e.i. Tax Declaration – if place of business is owned)	Client/applicant
10. Notice of Award/Award Sheet – if place of business is within a Mall	Mall/Lessor



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
11. Homeowner/Neighborhood Certificate of No Objection- if place of business is located within a subdivision or housing facility	Homeowner's Association Office
12. Public Market Certification – if business is located within City Public Market	Public Market Administration Office
13. Zoning Clearance	BOSS Office – City Planning and Development Office Staff
14. Engineering Clearance/Occupancy Permit	BOSS Office – City Engineering Office Staff
15. Sanitary Permit	BOSS Office – Health and Sanitary Division Staff
16. Tourism Clearance – if tourism related (e.i. hotel, restaurant and resort)	BOSS Office _ City Tourism Office Staff
17. CENRO Clearance	BOSS Office – City Environment and Natural Resources Office Staff
18. Veterinary Clearance	BOSS Office – City Veterinary Office Staff
19. Fire Safety and Inspection Certificate	Bureau of Fire Protection Office Staff
20. SSS Clearance	BOSS Office – SSS Staff
21. PhilHealth Proof of Payment	PhilHealth Office
22. Pag-Ibig Clearance	Pag-Ibig Office
23. If Pharmacy: 23.1 License to Sell (PDEA License) 23.2 FDA Registration Certificate 23.3 Pharmacist's PRC License	PDEA FDA PRC
24. If School – Certification of Accreditation	DEPED/CHED
25. If Skills Learning or Manpower Training Center – Certification of Accreditation	TESDA
26. If Fiesta Carnival/Perya – Barangay Resolution or Authority from SP	Sangguniang Panlungsod
27. If Local Recruitment/Placement/Manpower Employment Agency – Permit to Operate/Certificate of Registration	DOLE
28. If Internet Service Provider, Cable Networks, Radio Station, Lottery, Waste to Energy, Solar Panel – Congressional Franchise/Authority from SP	Sangguniang Panlungsod
29. If On-line Betting, Electronic/Traditional Bingo Station 29.1 Letter of No Objection (LONO)/Certificate of Authority 29.2 Gaming License	Sangguniang Panlungsod PAGCOR
30. If Security Agency, Watchman Agency, Guns and Ammunition Store	PNP CRAME
31. If Foreign Placement Agency/Workers Promotion Agency – POEA Accreditation	POEA
32. If dental Laboratories - License to Operate	DOH Region Office



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
33.If selling and Repair of Cellular Phone and Radio Communication Units – NTC Clearance	NTC
34.If Construction Services – Philippine Construction Accreditation Board License	Philippine Construction Accreditation Board (PCAB)
35. If Banks, Pawnshops, Money Transfer, Money Remittance, Money Changer - Certification of Registration and Certificate of Authority	Central Bank of the Philippines
36. If Lending and/or Financing Institution – Certificate of Authority (CA)	SEC
37. If Microfinance Institution – Certificate of Accreditation	SEC
38. If Insurance Agency - Certificate of Authority	Insurance Commission
39. If Junkshop 39.1 Police Clearance 39.2 Barangay Clearance/Certificate of No Objection 39.3 Environmental Compliance Certificate	PNP Barangay hall where the business is located DENR
40. If Selling of Second Hand Auto Parts – Police Clearance to engage in business	PNP
41. If Funeral Parlor, Crematory Cemeteries, Memorial Chapel, Memorial Parks, LPG Refilling Plant, Septic Tank Disposal, Plastic/Metal Recycling 41.1 Environmental Compliance Certificate 41.2 Barangay Resolution of No Objection	DENR Barangay hall where the business is located
42. If animal Control Facility, Aviary, Cattery, Cattle Farm, Kennel, Laboratory Animal Facility, Monkey Farm, Ostrich Farm, Race Track and Equestrian Establishment, Slaughter House, Stock Farm, Stock Yard, Stud Farm, Veterinary Clinic, Veterinary Hospital, Wildlife Rescue Center and Zoo and other Animal Facilities 42.1 Environmental Compliance Certificate 42.2 Bureau of Animal Industry Clearance	DENR Bureau of Animal Industry
43. If Gasoline and Diesel Station 43.1 Environmental Compliance Certificate 43.2 Authority to Operate	DENR Department of Energy
44. If Selling Fireworks 44.1 License to Operate 44.2 BFP Clearance	PNP Bureau of Fire Protection
45. If Engaged in manufacturing, selling/retailing, dealer/distributor, import/export or transfer of any drugs, cosmetics or devise – FDA License to Operate	FDA
46. If Rice Retailer – NFA License	National Food Authority
47. If Retailer of DVD/VCD and Video Rental Shop – Optical Media Board Registration	Optical Media Board Regulation Office



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
48. If Hotel, Resort or Restaurant – DOT Accreditation		Department of Tourism		
49. If Travel Agencies - Department of Foreign Affairs Registration/Accreditation		Department of Foreign Affairs		
50. If Transport Services - LTFRB Registration		LTFRB		
51. If Auto-mechanical Repair Shop and Center – DRI Accreditation		Department of Trade and Industry		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application Processing				
1.1 Application filing and verification	-Issuance of application form and identification of requirements	None	5 minutes	<u>Lea D. Grospe</u> License Officer II BPLO <u>Geraldine G. Magtibay</u> Admin. Asst. I BPLO
1.2 Submission of documentary and regulatory requirements	-Receive and evaluate the application with the attached requirements	None	10 minutes	<u>Lea D. Grospe</u> License Officer II BPLO <u>Geraldine G. Magtibay</u> Admin. Asst. I BPLO
	BACKROOM OPERATIONS: -Conduct actual inspection	None	4 hours	<u>Rodolfo E. Toralba, Jr</u> Admin. Aide III BPLO <u>Jefferson D. Villuan</u> Admin. Aide II BPLO
	-Approve/Sign application and forward to assessment –Business Tax and Fees Division (CTO)	None	15 minutes	<u>Christopher R. Pabalan</u> License Officer III BPLO <u>Marissa Corbe</u> Local Treasury Operation Officer IV City Treas. Office <u>Arnold A. Escuadro</u> City Treasurer City Treas. Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.3 Receive the application with assessment then process to Cash Receipt Division - CTO	-Encoding of business taxes, fees and charges -Printing of tax order of payment (TOP) -Approve/Sign Tax order of payment (TOP) -Issue the application form along with the approved tax order of payment (TOP)	None None None	10 minutes 3 minutes 10 minutes 2 minutes	<u>Katherine G. Beley</u> <i>Admin Aide II</i> BPLO <u>Warren D. Layson</u> <i>Ticket Checker</i> BPLO <u>Gessela M. Tolentino</u> <i>License Inspector II</i> BPLO Business Tax and Fees Division (CTO) <u>Marissa Corbe</u> <i>Local Treasury</i> <i>Operation Officer IV</i> City Treasurer's Office <u>Gloria H. Pobre</u> <i>Asst. City Treasurer</i> City Treasurer's Office <u>Jefferson D. Villuan</u> <i>Admin. Aide II</i> BPLO <u>Rodolfo E. Toralba, Jr</u> <i>Admin. Aide III</i> BPLO <u>Warren D. LAyson</u> <i>Ticket Checker</i> BPLO
2. Payment 2.1 Payment of Business Taxes 2.2 Payment of Fire Safety Inspection Fee	-Accept payment -Issue an official receipt -Accept payment -Issue an official receipt and fire safety inspection certificate -Inform client to proceed to BPLO	Please refer to Annex 3 &4 for basis of computation for taxes and fees	3 minutes 5 minutes	Cash Receipt Division (CTO) Bureau of Fire Protection (BFP)



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Claim Approval Business License and Mayor's Permit and Business Plate	-Prepare/Print Business License and Mayor's Permit -Record transaction to logbook and issue the approved Business License and Mayor's Permit and Business Plate	None	5 minutes	<u>Roger C. Dee</u> <i>Admin. Aide III</i> BPLO <u>Joel M. Martin</u> <i>Admin. Aide IV</i> BPLO <u>Dulce Amor N. Lorenzo</u> <i>License Inspector I</i> BPLO <u>Jefferson D. Villuan</u> <i>Admin Aide II</i> BPLO



BUSINESS PERMIT (RENEWAL)

Service Information: Business License and Mayor’s Permit shall be granted for a period of not more than one (1) year shall expire on the thirty-first (31st) of December following the date of issuance unless revoked or surrendered earlier. The permit issued shall be renewed within the first twenty (20) days of January. It shall have a continuing validity only upon renewal thereof and payment of the corresponding fee. Business taxes are computed based on gross receipts/sales. Payments may be made annually, semi-annually or quarterly. Renewal of license may take one (1) day, depending on the results of evaluation or whether the applicant still has to secure clearances from various offices.

Office or Division:	Office of the City Mayor – Business Permit and License Office	
Classification:	Simple	
Type of Transaction:	G2B- Government to Business Entity	
Who may avail:	Enterprises/Business in San Jose City	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	1. Authorization letter/SPA (if the applicant is not the owner of the account being requested for certification)	Client being represented
	2. Government Issued Identification Card 2.1. Photocopy of ID of the requesting owner, manager and/or President of the establishment 2.2 ID of authorized representative	LTO, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig
	3. Accomplished Business Permit Application Form (Unified Form)	Business Permit and License Office (BPLO)
	4. Barangay Clearance	Barangay Hall where business is located/covered
	5. Basis for computing taxes, fees and charges (e.g. business capitalization, gross sales/receipts)	Client/applicant
	6. Certificate of Tax Exemptions – for non-profit association and foundation	Bureau of Local Government and Finance – Dep’t of Finance
	7. Contract of Lease (if lessee)	Lessor/Land Owner
	8. Proof of Ownership (e.i. Tax Declaration – if place of business is owned)	Client/applicant
	9. Public Market Certification – if business is located within City Public Market	Public Market Administration Office
	10. Zoning Clearance	BOSS Office – City Planning and Development Office Staff



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
11. Engineering Clearance/Occupancy Permit	BOSS Office – City Engineering Office Staff
12. Sanitary Permit	BOSS Office – Health and Sanitary Division Staff
13. Tourism Clearance – if tourism related (e.i. hotel, restaurant and resort)	BOSS Office - City Tourism Office Staff
14. CENRO Clearance	BOSS Office – City Environment and Natural Resources Office Staff
15. Veterinary Clearance	BOSS Office – City Veterinary Office Staff
16. Fire Safety and Inspection Certificate	Bureau of Fire Protection Office Staff
17. SSS Clearance	BOSS Office – SSS Staff
18. PhilHealth Proof of Payment	PhilHealth Office
19. Pag-Ibig Clearance	PagIbig Office
20. If Pharmacy: 20.1 License to Sell (PDEA License) 20.2 FDA Registration Certificate 20.3 Pharmacist's PRC License	PDEA FDA PRC
21. If Fiesta Carnival/Perya – Barangay Resolution of Authority from SP	Sangguniang Panlungsod
22. If Local Recruitment/Placement/Manpower Employment Agency – Permit to Operate/Certificate of Registration	DOLE
23. If Security Agency, Watchman Agency, Guns and Ammunition Store	PNP CRAME
24. If Selling of Second Hand Auto Parts – Police Clearance to engage in business	PNP
25. If Gasoline and Diesel Station 25.1 Proof of payment	Department of Energy (DOE)
26. If Selling Fireworks 26.1 License to Operate 26.2 BFP Clearance	PNP Bureau of Fire Protection
27. If Rice Retailer – NFA License	National Food Authority
28. If Hotel, Resort or Restaurant – DOT Accreditation	Department of Tourism

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application Processing 1.1 Application filing and verification	-Issuance of application form and identification of requirements	None	5 minutes	<u>Lea D. Grospe</u> <i>License Officer II</i> BPLO
1.2 Submission of documentary and regulatory requirements	-Receive and evaluate the application with the attached requirements	None	10 minutes	<u>Geraldine G. Magtibay</u> <i>Admin. Asst. I</i> BPLO <u>Lea D. Grospe</u> <i>License Officer II</i> BPLO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.3 Receive the application with assessment then process to Cash Receipt Division - CTO	BACKROOM OPERATIONS: -Approve/Sign application and forward to assessment – Business Tax and Fees Division (CTO)	None	15 minutes	<u>Geraldine G. Magtibay</u> <i>Admin. Asst. I</i> BPLO <u>Christopher R. Pabalan</u> <i>License Officer III</i> BPLO <u>Marissa S. Corbe</u> <i>Local Treasury</i> <i>Operation Officer IV</i> City Treas. Office <u>Arnold A. Escuadro</u> <i>City Treasurer</i> City Treas. Office
	-Encoding of business taxes, fees and charges	None	10 minutes	<u>Katherine G. Beley</u> <i>Admin Aide II</i> BPLO <u>Warren D. Layson</u> <i>Ticket Checker</i> BPLO <u>Gessela M. Tolentino</u> <i>License Inspector II</i> BPLO
	-Printing of tax order of payment (TOP)	None	3 minutes	Business Tax and Fees Division (CTO)
	-Approve/Sign Tax order of payment (TOP)	None	10 minutes	<u>Marissa Corbe</u> <i>Local Treasury</i> <i>Operation Officer IV</i> City Treasurer's Office <u>Gloria H. Pobre</u> <i>Asst. City Treasurer</i> City Treasurer's Office
	-Issue the application form along with the approved tax order of payment (TOP)	None	2 minutes	<u>Jefferson D. Villuan</u> <i>Admin. Aide II</i> BPLO <u>Rodolfo E. Toralba, Jr</u> <i>Admin. Aide III</i> BPLO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Payment 2.1 Payment of Business Taxes fees and charges 2.2 Payment of Fire Safety Inspection Fee	-Accept payment -Issue an official receipt -Accept payment -Issue an official receipt and fire safety inspection certificate -Inform client to proceed to BPLO	Please refer to Annex 3 & 4 for basis of computation for taxes and fees	3 minutes 5 minutes	<u>Warren D. LAyson</u> <i>Ticket Checker</i> BPLO Cash Receipt Division (CTO) Bureau of Fire Protection (BFP)
3. Claim Approval Business License and Mayor's Permit and Business Plate	-Prepare/Print Business License and Mayor's Permit -Record transaction to logbook and issue the approved Business License and Mayor's Permit and Business Plate	None	5 minutes	<u>Roger C. Dee</u> <i>Admin. Aide III</i> BPLO <u>Joel M. Martin</u> <i>Admin. Aide IV</i> BPLO <u>Dulce Amor N. Lorenzo</u> <i>License Inspector I</i> BPLO <u>Jefferson D. Villuan</u> <i>Admin Aide II</i> BPLO



BUSINESS RECORD'S CERTIFICATION

Service Information: Official records and documents certified for a requesting business entity or agency with a corresponding fee prescribed by city ordinance.

Office or Division:	Office of the City Mayor – Business Permit and License Office			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business Entity			
Who may avail:	Enterprises/Business in San Jose City or Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter bearing the agencies' seal with authorized signature		Requester		
2. Authorized letter/SPA (if the applicant is not the owner of the account being requested for certified true copy of Business Permit): Secretary Certificate if corporation)		Client being represented		
3. Government Issued Identification Card 3.1 Photocopy of ID of the requesting owner, manager and/or President of the establishment 3.2 ID of authorized representative		LTO, BIR, Post Office, DFA, PSA, SSS, GSIS, Paglbig		
4. Official Receipt		City Treasurer's Office (Cash Receipt Division)		
5. Original copy and photocopy of the Business License and Mayor's Permit to be certified		Requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request along with the other requirements	-Check and receive all the documents	None	4 minutes	<u>Lea D. Grospe</u> License Officer II BPLO <u>Geraldine G. Magtibay</u> Admin. Asst. I BPLO
2. Receive Order of Payment	-Issue order of payment and inform the client to proceed to Cash Receipt Division (CRD-CTO)	None	1 minute	<u>Katherine G. Beley</u> Admin Aide II BPLO <u>Dulce Amor N. Lorenzo</u> License Inspector I BPLO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay the required fee at the Cash Receipt Division (CRD-CTO)	-Accept the payment -Issue an Official Receipt	Php 75.00	Please refer to the City Treasurer's Citizen's Charter (3 minutes)	Cash Receipt Division - CTO
4. Present the Official Receipt	-Receive the official receipt -Prepare the Business Certificate	None	10 minutes	<u>Lea D. Grospe</u> License Officer II BPLO <u>Geraldine G. Magtibay</u> Admin. Asst. I BPLO
5. Claim the Business Certification	-Sign/Approve Business Certificate -Release Business Certificate	None	5 minutes	<u>Christopher R. Pabalan</u> License Officer III BPLO <u>Joel M. Martin</u> Admin. Aide IV BPLO



CENRO CLEARANCE FOR BUSINESS PERMIT

Service Information

CENRO clearance is needed by the clients for their application in business permit. Katunayang Pangkalikasan is requested by the CENRO staff before giving clearance.

Office or Division:	City Environment and Natural Resources Office			
Classification:	Complex			
Type of Transaction:	G2B- Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Katunayang Pangkalikasan		Barangay Hall		
2. One (1) copy of ECC/CNC for business that requires ECC/CNC from emb.gov.ph		Environmental Management Bureau		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Clients submits complete requirements and logs-in request	1. Ask client to log 2. Receive the required documents 3. Approval/Issuance of Clearance	Hauling Certification fee- P75.00	5 minutes	<u>Liberty Tomas</u> Metro Aide I CENRO <u>Analyn C. Pobre</u> Admin Aide III CENRO <u>Allan Gregy V. Balic</u> Admin Aide III CENRO



CENRO ENDORSEMENTS FOR MAYOR'S CLEARANCE

Service Information

Mayor's Clearance is one of the prerequisite documents before a person can secure a Commercial Sand and Gravel Permit. This is to ensure that the proper quarrying is being followed in accordance with the Philippine Mining Act of 1995 and other related rules and regulations.

Office or Division:	City Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2C; G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent (LOI) and filled-out QUAPDS form		Applicant		
2. Brgy. Quarry Clearance with waiver		Barangay where the business is located		
3. Copy of Survey Result & Proposed Location Map		City Engineering Office & Mines & Geosciences Bureau		
4. Copy of Business Permit		Business Permit and Licensing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CENRO Office 1.1 Log-in request and submit requirements	1. Received the required documents 2. Prepare the request CENRO Endorsement to be forwarded to City Legal Office	None	15 minutes	<u>Artemio Infante II</u> Admin Aide IV CENRO



CENRO ENDORSEMENTS FOR TREE CUTTING/TREE PRUNING PERMIT

Service Information

Before the cutting and pruning activity, the client must request first for endorsement form to be submitted in CENRO to the DENR for evaluation and approval for the release of cutting/pruning permit.

Office or Division:	City Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2C; G2B; G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter addressed to the City-ENRO and the DENR-CENRO		Applicant/Client		
2. One (1) Copy of land title/certificate of Stewardship or Tax declaration certificate		Land Tax		
3. One (1) Picture of tree to be cut or trimmed		Land Area of the Citizen/Client		
4. One (1) Certificate of no-objection from the barangay		Barangay Hall		
5. Inspection report of assigned CENRO staff		City Environment and Natural Resources Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CENRO Office 1.1 Log-in request and submit requirements	1. Ask Client to log 2. Received the required documents 1. Approval of request and preparation of endorsement	None	None	<u>Analyn C. Pobre</u> Admin Aide III CENRO <u>John Lerry Curamen</u> Laborer II CENRO



CERTIFICATE OF FINAL ELECTRICAL INSPECTION (CFEI) FOR PERMANENT ELECTRICAL CONNECTION

Service Information: The City Engineering Office through its Building, Industrial & Safety Inspection Division is primarily responsible for the issuance of electrical permits as mandated by law particularly the National Building Code (PD 1096) and its Implementing Rules and Regulations in order to obtain services of the electric utility company and as a compliance to Philippine Electrical Code (RA 7920)

Office or Division:	City Engineering Office	
Classification:	Simple-For Residential Buildings & Small Commercial Building Complex-For Medium-sized Commercial Building Highly Technical-For Institutional Buildings, Large Commercial Buildings & Industrial Buildings	
Type of Transaction:	G2C-Government to Citizens G2B-Government to Business Entity G2G-Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Electrical Permit form duly filled out by a Registered Master Electrician/Registered Electrical engineer/Registered Professional Engineer	Any Registered Master Electrician/Registered Electrical Engineer/Registered Electrical Engineer practicing privately	
2. Five sets of Electrical plans, technical specifications and other documents prepared, signed and sealed by a duly registered Professional Electrical Engineer containing the following: a. Location & Site plan b. Legend or symbol c. General notes and/or specifications d. Electrical layouts e. Schedule of loads, transformers, generating/UPS units f. Design analysis g. Single line diagram	Any Registered Master Electrician/Registered Electrical Engineer/Registered Professional Electrical Engineer practicing privately	
3. Certificate of Completion of Electrical Works prepared, signed and sealed by the duly Registered Electrical Practitioner-in-charge of installation	Any Registered Master Electrician/Registered Electrical Engineer /Registered Professional Electrical Engineer practicing privately	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. One Photocopy of PRC ID and current PTR of the Registered Electrical Practitioner(Master Electrician/Electrical Engineer/Professional Electrical Engineer)	Any Registered Master Electrician/Registered Electrical Engineer /Registered Professional Electrical Engineer practicing privately
5. Application for electrical connection from the local power utility service provider	Local power service provider (San Jose City Electric Cooperative)
6. Clearances from other government agencies such as a. Real Property Tax Declaration b. Real Property Clearance c. Mayor's Clearance d. Informal Settler's Certification(those located on public lands) e. Barangay Clearance	City Assessor's Office Land Tax Office City Mayor's Office Housing and Settlement Office Barangay where the electrical installation is located
7. Lot owner's consent (for those located on lots not owned by the applicant)	Owner of the lot where the electrical installation is located
8. For Representative a. Authorization of the applicant being represented b. Government issued ID of the applicant being represented(1 original and 1 photocopy) c. Government issued ID of the representative	Applicant being represented Applicant being represented Representative
9. Photocopy of Building Permit and Certificate of Occupancy (for Newly constructed/renovated/repared building	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Sign in the Applicant logbook in the office of building and industrial safety inspection division	Give the logbook to the applicant		2 minutes	<u>Engr. Clifford Anastacio</u> <i>Building Inspector</i> City Engineering Office <u>Engr. Joey Bustamante</u> <i>Building Inspector</i> City Engineering Office <u>Ronald Roldan</u> <i>Electrical Inspector I</i> City Engineering Office
2. Submit all the required documents for initial assessment and evaluation	1. Receive the required documents and check for completeness 1.1 Schedule inspection of electrical	Electrical Fees shall be the sum of Section 4.a to 4.d of	1 minute 2 minutes	<u>Engr. Clifford Anastacio</u> <i>Building Inspector</i> City Engineering Office
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESS-	PERSON



		BE PAID	ING TIME	RESPONSIBLE
	installation to ensure compliance with PD 1096 and Philippine Electrical Code 1.2 Conduct inspection of electrical installation 1.3 Prepare electrical inspection report 1.4 Process application for electrical permit 1.5 Prepare Order of Payment	this Rule under the New Schedule of fees and other charges prescribed in the regulation of PD 1096 otherwise known as the National Building Code of the Philippines(see attached Annex 2)	2 hours 2 minutes 3 minutes 2 minutes	<u>Engr. Joey Bustamante</u> <i>BuildingInspector</i> City Engineering Office <u>Ronald Roldan</u> <i>Electrical Inspector I</i> City Engineering Office
2. Pay the Required fees at the City Treasurer's Office	1. Accept the payment based on the order of payment 1.1 Issue the Official Receipt	None	3 minutes	Cashier on duty
3. Return to the Office of Building and Industrial Safety Inspection Division and present the Official Receipt	1. Record the Official Receipt 1.1 Prepare the Certificate of Final Electrical Inspection(CFEI) 1.2 Chief of Electrical Section signs the electrical permit application and Certificate of Final Electrical Inspection(CFEI) 1.3 Building Official approves the electrical permit application and certificate of Final Electrical Inspection		5 minutes 3 minutes 3 minutes	<u>Engr. Joey Bustamante</u> <i>BuildingInspector</i> City Engineering Office <u>Ronald Roldan</u> <i>Electrical Inspector I</i> City Engineering Office <u>Engr. Ernesto Domingo</u> <i>Engineer III</i> City Engineering Office <u>Engr. Carlito O. Peralta, Jr.</u> <i>CGADH I & OIC-Bldg.</i> Official City Engineering Office
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE



	1.4 Records and releases approved electrical permit and certificate of Final Electrical Inspection 1.5 Give the logbook to the applicant		2 minutes 1 minute	<u>Engr. Clifford Anastacio</u> <i>Building Inspector</i> City Engineering Office <u>Engr. Joey Bustamante</u> <i>Building Inspector</i> City Engineering Office <u>Ronald Roldan</u> <i>Electrical Inspector I</i> City Engineering Office
4. Sign in the logbook for the release of approved electrical permit and Certificate of Final Electrical Inspection			1 minute	



CERTIFICATE OF INDIGENCY

Service Information: A prerequisite document before a person can avail of medical, financial and legal assistance from an agency of the government.

Office or Division:	City Social Welfare Development Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Indigent, needy, physically and mentally ill clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate of Indigency		Barangay Captain		
Medical Certificate/Physician's Prescription		City Health Office		
Certificate of No Properties & Landholding		City Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure complete requirements	1. Verification of the authenticity of all required documents	CSWDO-Free;	1 to 2 days	Social Worker CSWDO
	2. Intake interview of Social Worker & Review of CSWDO	None		Social Worker & CSWDO officer CSWDO
	3. Releasing	None		Social Worker CSWDO



CERTIFICATE OF OCCUPANCY

Service Information: The City Engineering Office is primarily responsible for the issuance of Certificate of Occupancy/ Use before occupying a building or structure, as mandated by law. It is also a pre-requisite/ requirement in applying for Business Permit, electric service connection and in order to avail the assistance of various financial institutions such as Pag-ibig, banks, etc.

Office or Division:	City Engineering Office			
Classification:	Simple-For Residential Buildings & Small Commercial Building Complex-For Medium-sized Commercial Building Highly Technical-For Institutional Buildings, Large Commercial Buildings & Industrial Buildings			
Type of Transaction:	G2C-Government to Citizens G2B-Government to Business Entity G2G-Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notarized Certificate of Completion duly filled out by the licensed and registered Civil Engineer or Architect in-charge of construction with the conformity of the applicant		Licensed and Registered Civil Engineer or Architect who supervised and took charge in the construction of the building		
2. Three (3) sets of as-built plan of the building and daily logbook of activities		Licensed and Registered Civil Engineer or Architect who supervised and took charge in the construction of the building		
3. Three (3) copies of pictures of the completed building		Applicant		
4. For Representative a. Authorization of the applicant being represented b. Government issued ID of the applicant being represented (1 original and 1 photocopy) c. Government issued ID of the representative		Applicant being Represented Applicant being Represented Representative		
5. Fire Safety Inspection Certificate		City Fire Marshall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Applicant logbook in the Office of Building and Industrial Safety Inspection Division	Give the logbook to the applicant	None	2 minutes	<u>Engr. Clifford Anastacio</u> <i>Building Inspector</i> City Engineering Office <u>Engr. Joey Bustamante</u> <i>Building Inspector</i> City Engineering Office
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESS-	PERSON



		BE PAID	ING TIME	RESPONSIBLE
				<u>Engr. Nancy Mirano</u> <i>Engineer II</i> City Engineering Office
2. Submit all the required documents for initial assessment and evaluation	1. Receive the required documents and check for completeness 1.1 Assess and prepare Order of Payment(Final Inspection fee)	10% of the total building permit fees	5 minutes	<u>Engr. Clifford Anastacio</u> <i>Building Inspector</i> City Engineering Office <u>Engr. Joey Bustamante</u> <i>Building Inspector</i> City Engineering Office <u>Engr. Nancy Mirano</u> <i>Engineer II</i> City Engineering Office
3. Pay the required fees at the City Treasurer's Office	1. Accept the payment based on the Order of Payment 1.1 Issue the Official Receipt	None	3 minutes	Cashier on duty
4. Return to the Office of Building and Industrial Safety Inspection Division and present the Official Receipt	1. Record the Official Receipt 1.1 Prepare certificate of occupancy 1.2 Review and evaluate as-built plans and conduct ocular inspection to ensure that the completed building is in conformity with the approved plans and specifications 1.2.1 Land Use and Zoning 1.2.2 Line and Grade Conformity 1.2.3 Architectural Presentability 1.2.4 Sanitary/plumbing requirements 1.2.5 Civil/Structural Stability 1.2.6 Electrical Safety 2. Assess and prepare Order of Payment (Occupancy Fee)	Fees shall be based on the actual const. cost as declared in the Cert. of Completion &Section 10 of the New Schedule of Fees &Charges prescribed in the implementing Rules & Regulations of the National Building Code of the Philippines(PD 1096)	2 minutes	<u>Engr. Nancy Mirano</u> <i>Engineer II</i> City Engineering Office
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESS-	PERSON



		BE PAID	ING TIME	RESPONSIBLE
5. Applicant goes back to the Building and Industrial Safety Inspection Division	1. Record the Official Receipt	None		
	1.1 Chief of Implementation Division signs the Certificate of Occupancy		3minutes	<u>Engr. Emmanuel Agustin</u> <i>Engineer II</i> City Engineering Office
	1.2 Building Official approves Certificate of Occupancy		3minutes	<u>Engr. Carlito O. Peralta Jr.</u> <i>CGADH I & OIC-Bldg. Official</i> City Engineering Office
	1.3 Records and releases approved Certificate of Occupancy		3minutes	
	1.4 Give the logbook to the applicant		1 minute	<u>Engr. Clifford Anastacio</u> <i>Building Inspector</i> City Engineering Office
6. Sign in the logbook for the release of approved Certificate of Occupancy				<u>Engr. Nancy Mirano</u> <i>Engineer II</i> City Engineering Office



CERTIFICATE OF WASTE HAULING BY LGU SERVICE

Service Information:

Certificate of waste hauling is usually requested by business entities; this certificate is needed for the application in Environmental Management Bureau

Office or Division:	City Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2B- Government to Business Entity			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Copy of valid business permit		Business Permit and Licensing Office		
One (1) Copy of inspection report by CENRO waste segregation		City Environment and Natural Resources Office		
One (1) Official Receipt of Certificate's Fee		LGU-Registrar		
One (1) Photocopy of ECC		Environmental Management Bureau		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CENRO office 1.1 Log-in purpose and name 1.2 Submit requirements	1. Ask client to log 2. Received the complete required documents 3. Preparation of Document *Assigned personnel prepares certification in 2 copies 4. Approval and release of the request	Certificate's fee- Php 75.00	7 minutes	<u>Analyn C. Pobre</u> Admin. Aide III CENRO



CERTIFICATION FOR INFORMAL SETTLERS

Service Information: The Housing and Home Site Regulation Office is primarily responsible in updating the list of informal settlers in the city. Certification is issued to informal settlers for their electrical connection.

Office or Division:	Housing & Home Site Regulation Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electrical Permit Application		SJC Electric Cooperative		
Assessor's Clearance Form		City Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Required Document	2. Checking of Requirement 3. Preparation of Order of Payment	Php 75.00	3 minutes	<u>Bernadette D. Engaran</u> Project Devt. Assistant Housing & Homesite Regulation Office
2. Pay the corresponding fee at the City Treasurer's Office	Receive payment and issue corresponding official receipt			<i>Revenue Collection Clerk</i> City Treas. Office
3. Return to the Housing & Homesite Regulation Office and present the official receipt	1. Checking/ Recording of OR 2. Prepare the Certification			<u>Bernadette D. Engaran</u> Project Devt. Assistant Housing & Homesite Regulation Office
	Signing of Certification		2 minutes	<u>Engr. Rodegelio A. Laureta</u> <i>Engineer II</i> Housing & Homesite Regulation Office



CERTIFICATION OF CIVIL REGISTRY DOCUMENTS- BIRTH, DEATH AND MARRIAGE CERTIFICATES

Service Information: Records of a person shall be kept strictly confidential and no information relating thereto shall be issued except on the request of any of the following: The owner of the document (If above 18 years old), nearest relative or person authorized by the owner. Issuance of transcript of records (Certifications/ Certified True Copies) based on originals and Registry Books to requesting Clients for whatever purpose it may serve.

Office or Division:	LOCAL CIVIL REGISTRY OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Nearest relative and authorized person			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Only the owner (If 18 y/o) Nearest relative (father/ mother/ spouse/children) authorized person/ Honorable Court and Legal Guardians may avail/ request Civil Registry Documents (CRD) at LCRO		Personal Appearance at Local Civil Registry Office (LCRO)		
2. Photocopy of Marriage Contract (If document of Spouse is requested)		Philippine Statistics Authority (PSA)/ Local Civil Registry Office (LCRO)		
3. Valid Identification Cards like Social Security System (SSS)/ Government Service Insurance System (GSIS)/ Philippine Health Insurance Corporation (PHIC)/ Commission on Election ID (COMELEC)/ Passport and Others (Original and Photocopy)		Government/ Private Agencies		
4. Authorization Letter/ Special Power of Attorney (Original) from clients		Attorney/ Legal Counsel/Administering Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>WINDOW G</u> 1. Applicant goes to service provider, then states his/ her request then fill-up Request Slip	<ul style="list-style-type: none"> Accept filled-up Request Slip and Verify for the completeness/ correctness of information therein Review also the submitted requirements 	None	10 Minutes	<u>Perlita V. Ellorin</u> <i>Administrative Aide VI</i> LCRO
2. Pay prescribed fees at City Treasurer's Office Wait for the Order of Payment Slip)	<ul style="list-style-type: none"> Receive payment and issue Official Receipt based on the order of payment slip 	₱ 100.00 per document	10 Minutes	<u>Laura Y. Sajor</u> <i>Rev. Collection Clerk I</i> City Treas. Office
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>3. Return to the service provider and present the Official Receipt (OR) then wait for your requested copy of document</p>	<ul style="list-style-type: none"> • Accept Official Receipt then proceed to the Records Section for verification, encoding and printing of the document. 	<p>None</p>	<p>15 Minutes</p>	<p><u>Jocelyn J. Gabasan</u> Records Officer I LCRO</p>
<p>4. Receive the requested document on the given date</p>	<ul style="list-style-type: none"> • Review the correctness/ completeness of the documents 	<p>None</p>	<p>5 Minutes</p>	<p><u>Marivic R. Bautista</u> Supervising Administrative Officer LCRO</p>
	<ul style="list-style-type: none"> • Final review/ sign/ register and issue the same to the client 	<p>None</p>	<p>2 Minutes</p>	<p><u>Virginia M. Veneracion</u> City Civil Registrar LCRO</p>



CERTIFIED TRUE COPY OF BUSINESS LICENSE AND MAYOR'S PERMIT

Service Information: Business Permit and License Office provides Certified True Copy of Business License and Mayor's Permit requested by business owners.

Office or Division:	Office of the City Mayor – Business Permit and License Office
Classification:	Simple
Type of Transaction:	G2B- Government to Business Entity
Who may avail:	Enterprises/Business in San Jose City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request letter bearing the agencies' seal with authorized signature	Requester
2. Authorization letter/SPA (if the applicant is not the owner of the account being requested for Certified True Copy of Business Permit); Secretary Certificate if corporation	Client being represented
3. Government Issued Identification Card 3.1 Photocopy of ID of the requesting owner, manager and/or President of the establishment 3.2 ID of authorized representative	LTO, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig
4. Official Receipt	City Treasurer's Office (CRD)
5. Original copy and photocopy of the Business License and Mayor's Permit to be certified	Requester

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request along with the other requirements	-Check and receive all the documents	None	4 minutes	<u>Lea D. Grospe</u> License Officer II BPLO <u>Geraldine G. Magtibay</u> Admin. Asst. I BPLO
2. Receive Order of Payment	-Issue order of payment and inform the client to proceed to Cash Receipt Division (CRD-CTO)	None	1 minute	<u>Katherine G. Beley</u> Admin Aide II BPLO <u>Dulce Amor N. Lorenzo</u> License Inspector I BPLO
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



3. Pay the required fee at the Cash Receipt Division (CRD-CTO)	-Accept the payment -Issue an Official Receipt	Php 75.00	Please refer to the City Treasurer's Charter (3 minutes)	Cash Receipt Division - CTO
4. Present the Official Receipt	-Receive the official receipt -Prepare the Business Certificate	None	10 minutes	<u>Lea D. Grospe</u> <i>License Officer II</i> BPLO <u>Geraldine G. Magtibay</u> <i>Admin. Asst. I</i> BPLO
5. Claim Certified True Copy of Business License and Mayor's Permit	-Sign/Approve Business Certificate -Release Business Certificate	None	5 minutes	<u>Christopher R. Pabalan</u> <i>License Officer III</i> BPLO <u>Joel M. Martin</u> <i>Admin. Aide IV</i> BPLO

CERTIFIED TRUE COPIES OF SP DOCUMENTS



Service Information: The Public may request for Certified True Copies of City Council Documents from the Sangguniang Panlungsod. These Documents include ordinances, resolutions, minutes of the session and committee reports.

Office or Division:	Office of the City Vice Mayor			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of request indicating the purpose				
Valid ID of the person requesting			Government Institution/ Company	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Present to the Records Officer the letter indicating the purpose.	1. Forward the letter of request to the Vice Mayor/SP Secretary for information/ disposition 2. Endorse to the Records Officer for retrieval of the document.	None	5 minutes	<u>Michelle M. Salmo</u> City Govt. Asst. Dept. Head I Sangguniang Panlungsod
2. Pay the required fee at the Treasurer's Office.	Issue an order of payment and instruct the requester to pay at the Treasurer's Office.	P75.00 for photocopy or any other copy produced by copying machine to be paid at the City Treasurer's Office	10 minutes	<u>Michelle M. Salmo</u> City Govt. Asst. Dept. Head I Sangguniang Panlungsod <u>Cristina E. Nocon</u> Records Officer II Sangguniang Panlungsod
3. Present the Official Receipt to the Records Officer.	Upon presentation of the Official Receipt, stamps, certifies the requested document. Records the OR number and releases the document to the requester	None	5 minutes	<u>Michelle M. Salmo</u> City Govt. Asst. Dept. Head I Sangguniang Panlungsod



CHANGE OF COMMERCIAL NAME

Service Information: Transaction for amendments of trade name on issued Business License and Mayor's Permit.

Office or Division:	Office of the City Mayor – Business Permit and License Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Clients employed/seeking employment within San Jose City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter bearing the agencies' seal with authorized signature		Requester		
2. Authorization letter/SPA (if the applicant is not the owner of the account being required for certification)		Client being represented		
3. Accomplished Application Form		Business License and Mayor's Permit (BPLO)		
4. Government Issued Identification Card 4.1 Photocopy of ID of the requesting owner, manager and/or President of the establishment 4.2 ID of authorized representative		LTO, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig		
5. Original and one (1) photocopy of DTI Registration/SEC Registration/CDA Registration		Requester		
6. Original copy of Business License and Mayor's Permit		Requester		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request along with the other requirements.	Evaluate the application with attached documentary requirements	None	5 minutes	<u>Lea D. Grospe</u> License Officer II BPLO <u>Geraldine G. Magtibay</u> Admin. Asst. I BPLO
	BACKROOM OPERATION: Encode amendments and prepare assessment of taxes, fees and charges		5 minutes	<u>Katherine G. Beley</u> Admin Aide II BPLO <u>Warren D. Layson</u> Ticket Checker BPLO
CLIENT STEPS	AGENCY ACTION	FEES TO BE	PROCESSING TIME	PERSON RESPONSIBLE



		PAID		
	Approve the application for amendments		2 minutes	<u>Christopher R. Pabalan</u> <i>License Officer III</i> BPLO
	Prepare and approve/sign the order of payment		Please refer to the City Treasurer's Citizen's Charter (8 minutes)	City Treasurer's Office
2. Receive Order of Payment	Issue Tax Order of Payment and inform the client to proceed to Cash Receipt Division - CTO	None	1 minute	<u>Gessela M. Tolentino</u> <i>License Inspector I</i> BPLO
3. Pay the required fee at the City Treasurer's Office	-Accept the payment and issue an official receipt -Inform client to proceed to BPLO	Php 150.00	Please refer to the City Treasurer's Citizen's Charter (3 minutes)	Cash Receipt Division – City Treasurer's Office
4. Present the Official Receipt	-Receive the official receipt -Prepare the amended Business License and Mayor's Permit	None	5 minutes	<u>Rodolfo E. Toralba, Jr.</u> <i>Admin. Aide II</i> BPLO
5. Claim the amended Business License and Mayor's Permit	-issue the amended Business License and Mayor's Permit	None	3 minutes	<u>Dulce Amor N. Lorenzo</u> <i>License Inspector I</i> BPLO



COMMUNITY TAX CERTIFICATE

Service Information: Community Tax Certificates are used when someone acknowledges a document before a notary public, takes an oath of office or is appointed to a government position, receives a license or permit from a government authority, pays government taxes or fees, receives money from a public fund, transacts official business registration (such as business registration) or receives salaries and wages.

Office or Division	Office of the City Treasurer, Cash Receipt Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Residents of San Jose City eighteen (18) years of age or over; An individual who is engaged in business or occupation; An individual who is required by law to file an income tax return; every corporation whose principal office is in San Jose City, no matter how created or organized, whether domestic or resident foreign, engaged in or doing business			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Individual – Accomplished information Slip, Valid ID, Personal Appearance, or Special Power of Attorney (SPA), for representative				
For Corporation – Accomplished information Slip, Special Power of Attorney(SPA), for representative				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Proceed to CashierWindows 1 to 5 at Taxpayer's Lounge and Present the requirements needed	1. Receive the requirement submitted 2. Encode the information based on the information slip	For Individual:A. Basic Community Tax(P5.00)B. Additional Community Tax(tax not to exceed P5,000.00) 1. Gross Receipts or earnings derived from business during the preceding year (P1.00 for every P1,000.00); 2. Salaries or gross receipt or earnings derived from exercise of profession or pursuit of any occupation (P1.00 for every (1,000.00);and income from real	3 minutes (Under normal Condition	<u>Elnora V. Libed</u> <i>Ticket Checker</i> City Treas. Office <u>Esmeralda R. Sansano</u> <i>Admin. Asst. I</i> City Treas. Office <u>Hazel Ann P. Padilla</u> <i>Rev. Coll. Clerk I</i> City Treas. Office <u>Jobett King L. Sahagun</u> <i>DEMO III</i> City Treas. Office
2. Pay the required tax	1. Accept the payment 2. Issue of Official Receipt			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
		Property(P1.00 for		<u>Rhodora B. Lanozo</u>



		<p>every P1,000.00) For Corporation: A. Basic Community Tax (P5,000.00)B. Additional Community Tax (tax not to exceed P10,000.00)1. Assessed Value of Real Property owned in the Philippines (P2.00 for every P5,000.00); and 2 Gross Receipts, including dividends/earnings from business in the Philippines during the preceding year(P2.00 for every P5,000.00) ***note:If Aailed beyond the last working day of February, a penalty of 2% per month shall be applied -If aailed beyond January 31, a surcharge of 25% and a penalty of 2% per month shall be applied</p>		<p><i>Local Rev. Coll. Off. / City Treas. Office</i></p> <p><i>(Windows 1 to 5)</i></p>
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CONTRACEPTIVE PILLS



Service Information: Choice of Women of Reproductive Age and Couple of Reproductive Age to use contraceptives to prevent pregnancy (e.g. pills/condoms)

Office or Division:	City Population Office			
Classification:	G2C – Government to Citizen			
Type of Transaction:	Simple			
Who may avail:	Woman of Reproductive Age			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Information Data		City Population Office		
Name of Woman of Reproductive Age/Name of Couple of Reproductive Age				
Resupply of Contraceptives(pills/condoms)				
Barangay where the women of reproductive age/Couple of reproductive age reside		City Health Officer, Rural Health Unit(RHU) per barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling up the Information Sheet	Interview client of Women of Reproductive Age/ couple of Reproductive Age	None	15 minutes	<u>Ruth T. Tan</u> Pop. Program Off. II City Pop. Office <u>Ma. Theresa D. Vizcarra</u> Pop. Program Off. IV City Pop. Office <u>Nathaniel O. Vergara</u> City Population Officer City Pop. Office
2. Counseling of Clients	Information, Communications & counseling of clients on Modern Family Planning Method	None	15 minutes	<u>Ruth T. Tan</u> Pop. Program Off. II City Pop. Office <u>Ma. Theresa D. Vizcarra</u> Pop. Program Off. IV City Pop. Office <u>Nathaniel O. Vergara</u> City Population Officer City Pop. Office
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Issuance of Contraceptive	Provide contraceptive	None	3 minutes	<u>Gigie I. Abad</u> Admin. Asst. II



<p>(pills/condoms) to current Users</p>	<p>pills/condoms to current users and person intent to use contraceptives</p>			<p>City Pop. Office</p> <p><u>Ruth T. Tan</u> <i>Pop. Program Off. II</i> City Pop. Office</p> <p><u>Ma. Theresa D. Vizcarra</u> <i>Pop. Program Off. IV</i> City Pop. Office</p> <p><u>Nathaniel O. Vergara</u> <i>City Population Officer</i> City Pop. Office</p>
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CORRECTION OF CLERICAL ERROR IN THE DAY AND MONTH OF BIRTHDAY AND GENDER AND SEX IN THE CERTIFICATE OF LIVE BIRTH

Service Information: Authority of the Local Civil Registry Office to correct clerical or typographical error in the day and month (Year not included) of birthday and correction of gender or sex in the Certificate of Live Birth.

Office or Division:	LOCAL CIVIL REGISTRY OFFICE			
Classification:	Simple			
Type of Transaction:	G2C –Government to Citizen			
Who may avail:	Owner of the Document (Parents/ Spouse/ Children/ Siblings)			
CHECKLIST OF REQUIREMENTS (All in Two(2) photocopies each plus original)		WHERE TO SECURE		
1. PSA and Local Copy of the document to be corrected	Philippine Statistics Authority(PSA)/ Local Civil Registry Office			
2. Baptismal Certificate	Church Record Section			
3. Earliest School Record (Form 137)	School- Elementary or Highschool			
4. Medical Record	Government/ Rural Health Unit Physicians			
5. Medical Certification (for correction of sex/gender only)	Hospital/ Medical Clinic			
6. Police & NBI Clearance	Police Headquarters/ National Bureau of Investigation			
7. Court Clearance/Employment Clearance	City/ Court/Government/Private Agencies			
8. Employment Clearance (if employed) Affidavit of Non- employment (if unemployed)	Company/ Government Office			
9. Newspaper publication for two(2) consecutive weeks of general circulation and accredited by PSA	Publisher (Newspaper Clipping)			
10. Residence Certificate (CEDULA) and Valid Identification Card of Applicant	City Treasurer's Office(CTO)/ Government and Private Agencies			
11. Ten (10) Calendar days posting period	Local Civil Registry Office Bulletin Board			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>WINDOW-A</u> 4. Applicant goes to the frontline personnel and present the document to be corrected 1.1 Fill-up Petition for correction of entry/ies	<ul style="list-style-type: none"> • Identify the errors in the document to be corrected • List all the requirements needed • Review Petition for Correction of Entry 	None	15 minutes	<u>Helen C. Bustamante</u> Asst. Registration Officer LCRO
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>5. Submit all the needed requirements to the service provider</p>	<ul style="list-style-type: none"> • Accepts requirements for review/evaluation Prepare the Notice of Posting and post for Ten (10) calendar days at the LCRO Bulletin Board • Prepare the petition & other needed documents • Receive payment and issue Official Receipt 	<p>None</p>	<p>30 minutes</p>	<p><u>Helen C. Bustamante</u> Asst. Registration Officer LCRO</p>
<p>3. Pay prescribed fees at City Treasurer's Office (CTO) and wait for the Order of Payment Slip</p>	<ul style="list-style-type: none"> • Receive payment and issue Official Receipt based on the order of payment slip 	<p>Filing Fee- Php3,000.00 Registration Fee- Php500 Certificate w/ annotation- Php100.00 Certificate of Finality- Php100.00 Endorsement- Php100.00</p>	<p>10 Minutes</p>	<p><u>Laura Y. Sajor</u> Rev. Collection Clerk I City Treasurer's Office</p>
<p>4. Submit the Official Receipt (OR) to the service provider then wait for the petition being prepared for Review and signing.</p>	<ul style="list-style-type: none"> • Accept Official Receipt and prepare the Notice of Posting (10 Days) at the LCRO Bulletin Board and Petition • Let the client review and sign the Petition and advise to return after 1 Month to receive his/her copy • Prepare Certificate of Posting to be attached to the Petition • Prepare Annotated Documents • Prepare Endorsement Letter 	<p>None</p>	<p>30 Minutes</p>	<p><u>Helen C. Bustamante</u> Asst. Registration Officer LCRO</p>
<p>5. Return to the service provider after 1 month to release/ endorse copy of his/her Petition (Client will shoulder the courier expenses) to PSA Quezon City</p>	<ul style="list-style-type: none"> • The City Civil Registrar shall render the approval/disapproval of the Petition • Endorse the Petition with other attachment to Philippine Statistics 	<p>None</p>	<p>10 Minutes</p>	<p><u>Virginia M. Veneracion</u> City Civil Registrar LCRO</p>
<p>CLIENT STEPS</p>	<p>AGENCY ACTIONS</p>	<p>FEES TO BE PAID</p>	<p>PROCESSING TIME</p>	<p>PERSON RESPONSIBLE</p>



* It will take more than Three (3) Months for the approval of the Petition.	Authority (PSA) Legal Service Division (Quezon City) via courier for approval			
6. Wait for the processing and approval of the Petition from the PSA-Quezon City. 6.1 Approval of documents will take more than (3) Months.	<ul style="list-style-type: none"> Upon approval of the Petition, prepare the needed document(Finality) then endorse again to PSA 	None	PSA (more than 3 Mos.)	<u>Helen C. Bustamante</u> Asst. Registration Officer LCRO
7. Receive personal copies including follow-up copies to PSA outlet. Proceed to PSA outlet after 3 Weeks	<ul style="list-style-type: none"> Review/Sign/Register Petition and release personal copies then endorse gain to PSA-QC Advise client to request document with annotation at PSA Outlet 	None	10 Minutes	<u>Virginia M. Veneracion</u> City Civil Registrar LCRO
CORRECTION OF CLERICAL ERROR ON SEX AND DATE AND MONTH OF BIRTH				
<u>WINDOW A</u> 1. Wait for the processing and approval of the Petition (PSA- QC)	<ul style="list-style-type: none"> Processing and approval of the Petition (PSA) Legal Service Division, TAM bldg. PSA Complex, East Ave. Quezon City If the Petition is approved by PSA, Notify the client to come over and instruct to pay required fees to City Treasurer's Office 	None	3 Months	<u>Helen C. Bustamante</u> Asst. Registration Officer LCRO
2. Pay prescribed fees at City Treasurer's Office (CTO) (Wait for the Order of Payment Slip)	<ul style="list-style-type: none"> Receive payment and issue Official Receipt based on Order of Payment 	Finality- Php100.00 Endorsement- Php100.00	10 Minutes	<u>Laura Y. Sajor</u> Rev. Collection Clerk I City Treasurer's Office
3. Receive Personal copies of documents/follow -up to PSA Outlet (The Client will shoulder payment of Courier)	<ul style="list-style-type: none"> Prepare Finality and other attachment then Transmit to Philippine Statistics Authority (PSA) Advise/ Instruct the Petitioner to request PSA document with annotation at ANY PSA OUTLET 	None	3 weeks	Philippine Statistics Authority



DEATH AID

Service Information: Processing of Death Assistance. The OCM-Special Project Office acknowledges the right of each citizen to receive death aide for their beloved deceased relative upon submitting required documents.

Office or Division:	OFFICE OF THE CITY MAYOR-Special Projects			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death Certificate		LGU-Civil Registrar Office		
Indigency Certificate		City Social Welfare Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to Office of the City Mayor Service Lounge, 2 nd floor, City Hall Bldg., San Jose City	1. Receive the documents and records the details of the claimant (submitted by claimant of dead person)	None	10 minutes	<u>Marianito C. Torres</u> <i>Executive Assistant IV</i> OCM-Special Projects <u>Engr. Esteban C. Valdez</u> <i>City Engineer & OIC-Special Projects</i> OCM-Special Projects
	2. Personal delivery of cash aid to the relative of deceased		4 hours	
***Note: Senior Citizen does not need Indigency Certificate				



DENTAL SERVICES

Service Information: Dental Services is provided in four (4) Rural Health Units of the City Administered by Dentists. Oral health care services are served to infants, children, adolescent, adults, pregnant woman and senior citizens.

Office or Division:	CITY HEALTH UNIT			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	All person with dental problem			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal appearance		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient goes to the information/frontline personnel of dental clinic and states his/her purpose	Dental Aide records the general information of the patient	None	3 minutes	<i>Dental Aide</i> Rural Health Unit
2. Patient proceed to assessment	Midwife/BHW will get the vital sign of the patient	None	5 minutes	<i>Midwife/BHW</i> Rural Health Unit
3. Patient proceed to Dentist for Dental examination	Dentist will conduct preventive or curative treatment	Tooth Extraction- P75.00 Dental Certificate- P75.00 When requested	5-10 minutes	<i>Dentist</i> Rural Health Unit
4. Patient goes to Cashier for payment of fees	Cashier will collect fees and issue receipt to the client	None	3 minutes	<i>Cashier</i> City Health Office
5. Patient goes to pharmacy to get prescribed medicine	Pharmacist will dispense the prescribed medicine	None	3 minutes	<i>Pharmacist</i> City Health Office Rural Health Unit



EXTRACTION OF SAND AND GRAVEL

Service Information

Verifying the Commercial Sand and Gravel Permit and Checking Signboard/markings of the boundaries. To ensure compliance by all permit holders with the terms and conditions of their permits.

Office or Division:	City Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2C; G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Environmental Compliance Certificate (ECC)		DENR-EMB		
2. Mayor's Clearance		Office of the City Mayor		
3. Locational Environmental Clearance Certificate		PENRO		
4. Commercial Sand and Gravel Permit		PENRO		
5. Sign Board/Markings on all corners		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CENRO Office 1.1 Log-in request and submit requirements	1. Received the required documents 2. Check the installation of signboard and markings in quarry site	None	1 day	<u>Artemio Infante II</u> <i>Admin Aide IV</i> CENRO



LATE REGISTRATION OF CERTIFICATE OF LIVE BIRTH

Service Information: Delayed Registration of birth, like ordinary registration made at the time of birth, shall be filed at the Office of the Civil Registrar of the City/Municipality where the Birth occurred. This is the process if the child wasn't registered (After 30 days from the date of birth).

Office or Division:	LOCAL CIVIL REGISTRY OFFICE
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Parents/Document Owner (if 18 yrs. Old and above/ Nearest Relative (If the owner/parents are no longer available/inaccessible

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
4. Original and Photocopy of Certification (Negative) from Philippine Statistic Authority (PSA). Latest copy.	Philippine Statistics Authority
5. Photocopy of Baptismal Certificate	Records Section (Church)
6. Certified True Copy of Form 137 from Elementary or High School	Elementary or High School Registrar
7. Certified True Copy of Voter Registration Record (If above 18 yrs. Old)	Commission on Election Office (COMELEC)
5. Records from Philippine Health Insurance Corporation (PHIC)/ Social Security System (SSS)/ Government Service Insurance System (GSIS)/ Others	PHILHEALTH/SSS/GSIS Offices
6. Photocopy of Marriage Certificate of parents and applicant (If both are married)	Philippine Statistics Authority(PSA)/ Local Civil Registry Office
7. Four (4) copies of Affidavit of Two (2) Disinterested Witnesses	Attorney/ Legal Counsel
8. Photocopy of Residence Certificate (CEDULA) or Valid Identification Card of Applicant	City Treasurer's Office(CTO)/ Government and Private Agencies
9. Ten (10) calendar days posting period	Notice of Posting at Local Civil Registry Office Bulletin Board
10. Four (4) Original copies of Affidavit to Use the Surname of the Father (AUSF) for Illegitimate child/children only	Attorney/Administering Officer (Civil Registrar)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>WINDOW B</u> 1. Submit requirements to frontline officer for evaluation and fill-up Information Sheet	<ul style="list-style-type: none"> The frontline officer will receive and check the authenticity of the document submitted Start processing the registration of birth 	None	10 Minutes	<u>Raziella Coseta S. Escudero</u> Registration Officer / LCRO
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE	PROCESS-	PERSON



		PAID	ING TIME	RESPONSIBLE
	<ul style="list-style-type: none"> Advise client to return after the 10 days posting period 			
2. Pay prescribed fees at City Treasurer's Office (Wait for the Order of Payment Slip)	<ul style="list-style-type: none"> Receive payment and issue Official Receipt based on the Order of Payment Slip 	₱ 350.00 – for Legitimate Children ₱700.00 – for Illegitimate Children	10 Minutes	<u>Laura Y. Sajor</u> <i>Revenue Collection Clerk I</i> City Treas. Office
3. Return to the Frontline Officer and submit the Official Receipt then wait for the Certificate of Live Birth being prepared	<ul style="list-style-type: none"> Check/ Accept the OR then proceed with the preparation of the COLB and other documents (AUSF). Encoding Typing/ Post Registry No. 	None	10 Minutes	<u>Raziella Coseta S. Escudero</u> <i>Registration Officer I</i> LCRO
	<ul style="list-style-type: none"> Recording of document to Registry Book. 	None	2 Minutes	<u>Jocelyn J. Gabasan</u> <i>Records Officer I</i> LCRO
4. Receive the Copy of Registered Certificate of Live Birth (COLB)	<ul style="list-style-type: none"> Evaluate/ Review the correctness/completeness of the documents Receive the Documents 	None	2 Minutes	<u>Marietta S. Taloban</u> <i>Registration Officer III</i> LCRO
	<ul style="list-style-type: none"> Final review/ sign/ register and issue the document 	None	2 Minutes	<u>Virginia M. Veneracion</u> <i>City Civil Registrar</i> LCRO



LED BILLBOARD ADVERTISING

Service Information: Business establishments are allowed to advertise at the LED Billboard located at the San Jose City Clock Tower as per City Ordinance No. 17-095.

Office or Division:	Public Information Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may avail:	Business Establishments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Advertisement layout/video clip		Client prepares the advertisement		
Approval/Endorsement of Public Information Office		Public Information Office		
OR of payment		City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
• Preparation of layout	Advices client to tech specifications	None	Depends on the client	Client
• Submit layout for approval	Check layout if it meets tech specifications	None	15 minutes	<u>Rick A. Lagawad</u> Information Officer II Public Info. Office
• Payment to City Treasurer	1. Endorse for payment to CTO. 2. Cashier at CTO accepts payment and issues OR	*see notes below	10 minutes	Client/ Cashier at CTO
• Submission of OR to PIO	Registers advertisement and effectivity date on logbook	None	5 minutes	<u>Beaflor Nuñez</u> Laborer Public Info. Office

*Fees to be paid

Length of Ad in seconds	Minutes No. of Exposures per day	1 week rate	2 weeks rate	1 month rate
5	100	1,700.00	3,000.00	5,000.00
10	100	3,200.00	6,000.00	10,000.00
15	100	4,200.00	8,000.00	15,000.00



LOCAL RECRUITMENT ACTIVITY

Service Information: Given to an employer to recruit applicants for several job vacancies at a given place and time.

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Recruitment Company/Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Company itself		
Company/Agency Profile		Company itself		
Latest Job Vacancies		Company itself		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client logbook and attendance in the office front desk fill out the NSRP Form 1 and registration form	Provide the necessary forms	None	5 minutes	<u>Jinky Lyn Diamonon</u> Admin. Aide III PESO
2. Submit required documents one week before the target date of recruitment	1. PESO endorses the required documents submitted by the company via email or in person.	None	5 minutes	<u>Rosendo Cinco, Jr.</u> Comp. Operator II PESO
	2. PESO endorses the letter of intent to the City Mayor's Office Administrative Division for Local Chief Executive's approval.	None	30 minutes	<u>Lilybeth Tagle</u> Admin. Officer IV & OIC-PESO Manager PESO
	3. Upon approval, PESO informs the employer about the status of their request indicating the date, time and venue.	None	2 days	<u>Lilybeth Tagle</u> Admin. Officer IV & OIC-PESO Manager PESO
3. Received the approval of the requesting company.	PESO to facilitate the conduct of recruitment activity.	None	8 hours	<u>Jinky Lyn Diamonon</u> Admin. Aide III PESO



MARKET CERTIFICATION

Service Information: Certifications are issued to sustain the veracity and authenticity of the information being dispensed by the office.

Office or Division:	Public Market Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Market Vendors Only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Business Permit		Stallholder or Business Permit & License Office		
Photocopy of Vendor's ID		Stallholder		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Assistance of Information Desk Officer 1.1 Log-in name to client's logbook specifying the purpose. 1.2 Show documents such as photocopy of business permit or Vendor's ID	1. Give the logbook to the client. 2. Validate presented documents by the client.		2 minutes	<u>Carolyn Mendoza</u> <i>Metro Aide I</i> Public Market Office
2. Validation of Records 2.1 Go to the section head/Records Officer for validation in the vendor's list.	Verify name of vendor in the master list		5 minutes	<u>Annabelle San Juan</u> <i>Market Inspector II</i> Public Market Office <u>Luis Velasco</u> <i>Market Inspector II</i> Public Market Office <u>Henry Cabrerros</u> <i>Market Supervisor III</i> Public Market Office <u>Elvira Garcia</u> <i>Records Officer I</i> Public Market Office
3. Issuance of Certification 3.1 Ask original copy of Official Receipt upon payment.	1. Prepare Certification. 2. Accept the Payment. 3. Issue the Official Receipt.	Php75.00	3 minutes	<u>Annabelle San Juan</u> <i>Market Inspector II</i> Public Market Office <u>Luis Velasco</u> <i>Market Inspector II</i> Public Market Office
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



				<p><u>Henry Cabrerros</u> <i>Market Supervisor III</i> Public Market Office</p> <p><u>Elvira Garcia</u> <i>Records Officer I</i> Public Market Office</p> <p><u>Rosario Lozano</u> <i>Admin. Asst. IV</i> Public Market Office</p>
<p>4. Signing of Certification 4.1 Wait for the copy of certification to be issued</p>	<p>1. Copy of certification will be signed by the head office</p> <p>2. Issue the certification</p>		<p>3 minutes</p> <p>2 minutes</p>	<p><u>Danilo Ariem</u> <i>City Govt. Dept. Head I</i> Public Market Office</p> <p><u>Annabelle San Juan</u> <i>Market Inspector II</i> Public Market Office</p> <p><u>Luis Velasco</u> <i>Market Inspector II</i> Public Market Office</p> <p><u>Henry Cabrerros</u> <i>Market Supervisor III</i> Public Market Office</p> <p><u>Elvira Garcia</u> <i>Records Officer I</i> Public Market Office</p>

MAYOR'S CLEARANCE



Service Information: A Mayor's Clearance is issued to those who are securing certification/ clearance for purpose of employment and entering military or police service

Office or Division:	OFFICE OF THE CITY MAYOR			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students, Applicants for Employment, OFW's, and others			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Police Clearance		PNP Office, San Jose City		
Community Tax (CEDULA)		Cash Receipts division, City Treasurer's Office		
Fee (P150.00)		Cash Receipts division, City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Proceed to Frontline Personnel, Office of the City Mayor 1.1 Applicant states purpose 1.2 Present request letter	Review documents presented	None	3 minutes	Frontline Personnel, City Mayor's Office
2. Payment of fees 2.1 Applicant goes to the Cash Receipts Div. City Treasurer's Office for payment of fees.	Issuance of Official Receipt for the Clearance	P 150.00	5 minutes	<i>Rev. Collection Clerk</i> City Treasurer's Office
3. Applicant return to the Front liner of the Office of the City Mayor 3.1 Present OR secured from Treasurer's office 3.2 Release of requested document/s	Preparation, approval, recording and issuance of requested documents	None	5 minutes	Frontline Personnel & <u>Alexander Glenn E. Bautista</u> <i>City Administrator</i>

MAYOR'S PERMIT



Service Information: A Mayor's Permit is one of the requirements needed for a business/organization/school to conduct an activity for a limited time/area only.

Office or Division:	OFFICE OF THE CITY MAYOR
Classification:	Simple
Type of Transaction:	G2B – Government to Business
Who may avail:	Business, Solicitors, Transient Vendors and others

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter		Applicant/Requesting Party		
Fee (Php75.00)		Cash Receipts division, City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Frontline Personnel, Office of the City Mayor 1.1 Applicant states purpose 1.2 Present request letter	Examines & prepares the document.	None	2 minutes	Frontline Personnel Office of the City Mayor
2. Payment of fees 2.1 Applicant goes to the Cash Receipts Div. City Treasurer's Office for payment of fees.	Issuance of Official Receipt for the Permit	Php 75.00	5 minutes	<i>Rev. Collection Clerk</i> City Treasurer's Office
3. Applicant return to the Front liner of the Office of the City Mayor 3.1 Present OR secured from Treasurer's office 3.2 Release of requested document/s	Frontline personnel submit the document for signature of the approving authority. Recording and issuance of the requested documents	None	3 minutes	Frontline Personnel & <u>Alexander Glenn E. Bautista</u> <i>City Administrator</i>

MEDICAL CHECK UP/CONSULTATION



Service Information: The City Health Office provides medical check-up/ consultation to constituents of the city in four (4) Rural Health Units administered by Rural Health Physicians.

Office or Division:	CITY HEALTH OFFICE			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	All sick person			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal appearance of patient		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS -ING TIME	PERSON RESPONSIBLE
1. Patient goes to the information/frontline desk and states chief complaints/illness/general information	Frontline personnel record the general information of the patient	None	3 minutes	<i>Brgy. Health Worker</i> Rural Health Unit
2. Patient proceed to assessment	Midwife will get the vital sign of the patient	None	5 minutes	<i>Midwife</i> Rural Health Unit
3. Patient proceed to Rural Health Physician for consultation (If Laboratory is needed) patient will proceed to laboratory	Rural Health Physician will conduct consultation and treatment Medical Technologist will perform the requested laboratory test needed	Medical Certificate-P75.00 When requested ECG-P60.00 Smear-P100.00 Sputum-P100.00 Fecalalysis-P20.00 Urinalysis-P20.00 CBC-P30.00 Blood Typing-P35.00 APC-P30.00 Pregnancy Test-P60.00 Hepa B Screening-P180.00 FBS-P60.00 Total Cholesterol-P80.00 Triglycerides-P80.00	5-10 minutes	<i>Rural Health Physician</i> Rural Health Unit <i>Medical Technologist</i> City Health Office/Rural Health Unit
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS -ING TIME	PERSON RESPONSIBLE
		HDL-P80.00 LDL-P80.00		



		Uric Acid-P80.00 BUN-P80.00 Creatinine-P80.00 SGPT-P80.00 SGOT-P80.00 HIV Screening-P250.00		
4. Patient goes to Cashier for payment of fees	Cashier will collect fees and issue receipt to the client	None	3 minutes	<i>Cashier</i> City Health Office
5. Patient goes to pharmacy to get the prescribed medicine	Pharmacist will dispense the prescribed medicine	None	3 minutes	<i>Pharmacist</i> City Health Office/Rural Health Unit



MONTHLY RENTAL FEES ON PUBLIC MARKET STALLS

Service Information: Official Receipts is issued to the market vendor as evidence of payment of rental of permanent/fixed stalls.

Office or Division:	Public Market Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Market Vendors Only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Business Permit		Stallholder or Business Permit & License Office		
Photocopy of Vendor's ID		Stallholder		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Assistance of Information Desk Officer 1.1 Log-in name to client's logbook specifying the purpose. 1.2 Show documents such as photocopy of business permit or Vendor's ID	3. Give the logbook to the client. 4. Validate presented documents by the client.	None	2 minutes	<u>Carolyn Mendoza</u> <i>Metro Aide I</i> Public Market Office
2. Payment of Rental 2.1 Go to the section head/collection officer to pay monthly rental	Verify vendor's arrears based on account/ledger	Depends on the assigned Monthly Rental per location. (Php 2,300.00; 2,200.00; 2,100.00; 2,000.00; 1,800.00; 1,700.00; 1,600.00; 1,500.00; 1,200.00; 1,000.00; 900.00; 800.00; 600.00; 500.00; 90.00)	2 minutes	<u>Annabelle San Juan</u> <i>Market Inspector II</i> Public Market Office <u>Luis Velasco</u> <i>Market Inspector II</i> Public Market Office <u>Lucena Briones</u> <i>Metro Aide II</i> Public Market Office <u>Marietta Pangan</u> <i>Metro Aide II</i> Public Market Office <u>Mary Grace Ventillo</u> <i>Metro Aide I</i> Public Market Office <u>Rosario Lozano</u> <i>Admin. Asst. IV</i> Public Market Office
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>3. Issuance of Receipt 3.1 Ask original copy of the official receipt upon payment to the section head or collection officer.</p>	<p>1. Prepare the Official Receipt 2. Accept the Payment. 3. Issue the Official Receipt</p>	<p>None</p>	<p>3 minutes</p>	<p><u>Annabelle San Juan</u> <i>Market Inspector II</i> Public Market Office</p> <p><u>Luis Velasco</u> <i>Market Inspector II</i> Public Market Office</p> <p><u>Lucena Briones</u> <i>Metro Aide II</i> Public Market Office</p> <p><u>Marietta Pangan</u> <i>Metro Aide II</i> Public Market Office</p> <p><u>Mary Grace Ventillo</u> <i>Metro Aide I</i> Public Market Office</p> <p><u>Rosario Lozano</u> <i>Admin. Asst. IV</i> Public Market Office</p>
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MOTORIZED TRICYCLE OPERATOR'S PERMIT

Service Information: Motorized Tricycle Operator's Permit is a necessary document to be qualified to use and operate a motorized tricycle for any livelihood purposes. Whether for a local delivery or transportation business.

Office or Division:	CITY FRANCHISING & REGULATORY OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	RESIDENT TRICYCLE OWNERS/OPERATORS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registration of motorcycle/proof of registration		Land Transportation Office		
2. Voter's ID or Certification		Commission on Election		
3. Resident Certificate (Cedula)		City Treasurer's Office		
4. Professional Driver's License		Land Transportation Office		
5. 1 pc. Documentary Stamp		Bureau of Internal Revenue/Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Presentation of documents & tricycle unit	1. Receive documents & check for completeness 2. Inspect Tricycle unit	None	10 minutes	<u>Janita G. Santos</u> <i>Casual</i> <u>Santiago Bumolo, Jr.</u> <i>Laborer I</i> <u>Miguel G. Lindain</u> <i>Franchising & Regulatory Officer III</i> City Franchising & Regulatory Office
2. Payment of fees	Receive payment and issue Official Receipt	New= P1,010.00 Renew= P130.00	6 minutes	<u>Hazel Padilla</u> <i>Rev. Coll. Clerk 1</i> City Treas. Office
3. Receive approved (MTOP)	Approve & Release permit (MTOP)	None	2 minutes	Engr. Vimar V. Ila City Govt. Dept. Head I, City Franchising & Regulatory Office

OCCUPATIONAL/ MAYOR'S PERMIT



Service Information: Document to be secured by all employees and persons who exercise their profession, occupation or calling whether on temporary or permanent basis within the jurisdiction limits of the city with a corresponding fee prescribed by City Ordinance.

Office or Division:	Office of the City Mayor – Business Permit and License Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Clients employed/seeking employment within San Jose City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Barangay Clearance	Barangay Hall Covering the applicant's residence
2. NBI or Police Clearance	NBI or Police
3. Health Card/Clearance	BOSS Area (Health and Sanitary Department)
4. Latest Picture (2x2)	Photo Studio
5. Professional Regulatory Commission ID(if available)	Professional Regulatory Commission
6. Copy of Professional Tax Receipt (if applicable)	City Treasurer's Office (CRD)
7. Copy of valid Community Tax Certificate (CTC)	City Treasurer's Office (CRD)
8. Official Receipt	City Treasurer's Office (CRD)
9. Accomplished Application Form for Occupational/Mayor's Permit	Business Permit and License Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Payment 1.1 Occupational Fee 1.2 Health Fee 1.3 CTC 1.4 PTR (If applicable)	-Accept the payment	Php150.00 P75.00 To be computed by CTO	3 minutes 3 minutes 3 minutes 3 minutes	Cash Receipt Division – City Treasurer's Office
2. Fill-up Occupational/Mayor's Permit Application Form	-Issue application form -Encode applicant's information	None	10 minutes	<u>Warren D. Layson</u> Ticket Checker BPLO <u>Roger C. Dee</u> Admin. Aide III BPLO
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit the requirements	-Check the submitted requirements	None	10 minutes	<u>Lea D. Grospe</u> License Officer II



	-Approve the Occupational/Mayor's Permit (BPLO and City Administrator's Office) – BACKROOM OPERATION			<p>BPLO</p> <p>Geraldine G. Magtibay <i>Admin. Asst. I</i> BPLO</p> <p><u>Christopher R. Pabalan</u> <i>License Officer III</i> BPLO</p> <p><u>Alexander Glen E. Bautista</u> <i>City Administrator</i> City Admin. Office</p>
4. Release of Occupational/Mayor's Permit	-Issue approved Occupational/Mayor's Permit	None	3 minutes	<u>Jefferson D. Villuan</u> <i>Admin. Aide II</i> BPLO

ON TIME REGISTRATION OF CERTIFICATE OF LIVE BIRTH



Service Information: Registration of a child born within thirty (30) days from the time of birth in the Office of the Civil Registrar of the City/Municipality where the Birth occurred. The child shall be registered immediately after the birth and shall have the right from birth to a Name and the right to acquire a Nationality.

Office or Division:	LOCAL CIVIL REGISTRY OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Parents/Document Owner (if 18 yrs. Old and above/ Nearest Relative (If the owner/parents are no longer available)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Marriage Certificate of parents (if married)		Philippine Statistics Authority/Local Civil Registry Office/ Personal Copy of the Owner		
2. Photocopy of Residence Certificate or Valid Identification Card of the Mother/Father (If Parents are not married)		City Treasurer's Office/ Government and Private Agencies		
3. Four (4) Original copies of Affidavit to Use the Surname of the Father (AUSF) for illegitimate children only		Public Attorney/Legal Counsel or City Civil Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to frontline officer for Live Birth Registration for evaluation and fill-up Information Sheet	<ul style="list-style-type: none"> The frontline officer will receive and check the authenticity of the document submitted Start processing the registration of birth 	None	5 Minutes	<u>Raziella Coseta S. Escudero</u> Registration Officer I LCRO
2. Pay prescribed fees at City Treasurer's Office (Wait for the Order of Payment Slip)	<ul style="list-style-type: none"> Receive payment and issue Official Receipt 	₱ 50.00 – for Legitimate Children ₱500.00 – for Illegitimate Children	10 Minutes	<u>Laura Y. Sajor</u> Rev. Collection Clerk I City Treas. Office
3. Return to the Frontline Officer and submit the Official Receipt then wait for the Certificate of Live Birth being prepared	<ul style="list-style-type: none"> Check/ Accept the OR then proceed with the preparation of the COLB and other documents (AUSF) Encoding/typing/Post Registry No. 	None	10 Minutes	<u>Raziella Coseta S. Escudero</u> Registration Officer I LCRO
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> Recording of document to Registry 		2 minutes	<u>Jocelyn J. Gabasan</u> Records Officer I



	Book of Birth			LCRO
	<ul style="list-style-type: none"> • Evaluate/ Review the correctness/completeness of the documents • Receive the Documents 	None	2 Minutes	<u>Marietta s. Taloban</u> <i>Registration Officer III</i> LCRO
4. Receive copies of the registered Certificate of Live Birth	<ul style="list-style-type: none"> • Final review/ sign/ register and issue the document 	None	2 Minutes	<u>Virginia M. Veneracion</u> <i>City Civil Registrar</i> LCRO



PRE-MARRIAGE ORIENTATION AND COUNSELING (PMOC) SEMINAR CERTIFICATE

Service Information: Pre-Marriage Orientation is a half day orientation program for would-be-couples applying for marriage license. It is designed to provide pre-married couples with realistic of what marriage is all about with the topics that are to be discussed.

Office or Division:	City Population Office			
Classification:	G2C			
Type of Transaction:	Simple			
Who may avail:	All (would be couple 18 and above)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pre-Marriage Counseling Certificate Receipt (*incorporate the Marriage License Registration Fee-P500.00)		City Treasurer's Office (any of window(s) 18,19 & 20		
Health Declaration Form (Contact Tracing Form)		City Population Office		
Pre-marriage Counseling Information Sheet				
Pre-Marriage Counseling Questionnaire				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to City Population Office and present of Application of Marriage	1. Give the logbook to the client 2. Accept official receipt issued by the City Treasurer's Office 3. Fill up the information sheet and questionnaire on marriage expectation 4. Evaluate the applicant information sheet and questionnaire 5. Applicants will be advised to attend the required seminar on scheduled date	Php100.00 Registration Fee- (Php500.00)	10 minutes 4 minutes	<u>Gigie I. Abad</u> Admin. Asst. II City Pop. Office PMOC Counselor <u>Ma. Theresa D. Vizcarra</u> Pop. Program Off. IV City Pop. Office
2. Attend the Pre-Marriage Orientation & Counseling (PMOC) Session	1. Facilitate the Pre-Marriage Orientation & Counseling (PMOC) Session	None	3 hours	<u>Nathaniel O. Vergara</u> City Population Officer City Pop. Office
CLIENT STEPS	AGENCY ACTIONS	FEES TO	PROCESS-	PERSON



		BE PAID	ING TIME	RESPONSIBLE
	2. Issuance of PMC Certificate to applicant(s)	None		<u>Ma. Theresa D. Vizcarra</u> <i>Pop. Program Off. IV</i> City Pop. Office <u>Nathaniel O. Vergara</u> <i>City Population Officer</i> City Pop. Office



POLICE CLEARANCE

Service Information: Police clearance fee shall be paid for each Police Clearance Certificate obtained from the Statin Commander of the Philippine National Police of this City.

Office or Division:	Office of the City Treasurer, Cash Receipt Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance				
Recent Community Tax Certificate		Office of the City Treasurer		
Barangay Clearance		Barangay Hall		
Accomplished Information Slip		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
3. Proceed to Cashier Window 1 to 5 at Taxpayer's Lounge and Present the Requirements needed	a. Receive the requirements submitted b. Encode the information based on the information slip	1. For employment, scholarship, study grant, and other purpose not hereunder specified-P75.00; 2. For change of name-P100.00; 3. For application for Filipino citizenship-P200.00; 4. For passport or visaapplicationP200.00; 5. For firearms permit application-P100.00; 6. For PLEB clearance-P100.00; and 7. For drivers P100.00	3 Minutes (Under normal Condition)	<u>Elnora V. Libed</u> <i>Ticket Checker</i> City Treas. Office <u>Esmeralda R. Sansano</u> <i>Admin. Asst. I</i> City Treas. Office <u>Hazel Ann P. Padilla</u> <i>Rev. Coll. Clerk I</i> City Treas. Office <u>Jobett King L. Sahagun</u> <i>DEMO III</i> City Treas. Office <u>Rhodora B. Lanozo</u> <i>Local Rev.Coll. Off. I</i> City Treas. Office (Windows 1 to 5)
4. Proceed to San Jose City Police Station and present the official Receipt for the issuance of Police Clearance				



POPULATION DATA

Service Information: Concerns all members of specified group (Women of Reproductive Age and Couple of Reproductive Age, Population per barangay, total Population and Ethnicity) use for planning and implementation of difficult programs.

Office or Division:	City Population Office			
Classification:	G2C; G2G			
Type of Transaction:	Simple			
Who may avail:	Public and Private Institutions/Partner agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter stating intent where to use data		City Population Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling up the information Sheet evaluation of Applicant Information Sheet and questionnaire	Provide log book to the Client	None	15 minutes	<u>Gigie I. Abad</u> Admin. Asst. II City Pop. Office
2. Letter of request for the needed data	1. Accept the request letter 2. Prepares the data needed 3. Evaluate/Checked the data to clients & partner agencies	None	3 minutes	<u>Ma. Theresa D. Vizcarra</u> Pop. Program Off. IV City Pop. Office <u>Nathaniel O. Vergara</u> City Population Officer City Pop. Office
3. Wait for the release of requested data	Issuance of particular demographic Indicator as requested	None	3 minutes	<u>Ma. Theresa D. Vizcarra</u> Pop. Program Off. IV City Pop. Office <u>Nathaniel O. Vergara</u> City Population Officer City Pop. Office



PROFESSIONAL TAX RECEIPT (PTR)

Service Information: Imposed annually on each person engaged in the exercise or practice of his/her profession requiring government examination conducted by the Professional Regulation commission or who passed the Bar Examination

Office or Division	Office of the City Treasurer, Cash Receipt Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C			
Who may avail:	Professionals who passed the Bar examinations, or any Board or other examinations conducted by the Professional Regulations Commission (PRC)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Recent Community Tax Certificate		Office of the City Treasurer		
Valid ID, PRC ID (not expired from the time of application)		Employer/ Government Institution/ Professional Regulation Commission		
Personal appearance, Special Power of Attorney (SPA), if a representative will appear in behalf of the applicant		Attorney-at-Law		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cashier Windows 1 to 5 at Taxpayer's Lounge and present the requirements needed	1. Receive the requirement submitted 2. Encode the information based on the information slip	P300.00 -on or before January 31 of each year without penalty-if availed beyond January 31, a surcharge of 25% and a penalty of 2% per month shall be applied	3 minutes (Under normal Condition)	<u>Elnora V. Libed</u> <i>Ticket Checker</i> City Treas. Office
2. Pay the required fee	1. Accept the payment 2. Issue of Official Receipt			<u>Esmeralda R. Sansano</u> <i>Admin. Asst. I</i> City Treas. Office
				<u>Hazel Ann P. Padilla</u> <i>Rev. Collection Clerk I</i> City Treas. Office
				<u>Jobett King L. Sahagun</u> <i>DEMO III</i> City Treas. Office
				<u>Rhodora B. Lanozo</u> <i>Local Rev. Coll. Off. I</i> City Treas. Office
				(Windows 1 to 5)



PROMOTION/ADVERTISEMENT DISPLAY FEE

Service Information: Promo/ads fee will be charged per day for holding promotional activities of any business entity within the market premises.

Office or Division:	Public Market Office			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business Entity			
Who may avail:	Business Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request for promotional display of item/goods		Manager of their Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Assistance of Information Desk Officer. 1.1 Log-in name client's logbook specifying the purpose. 1.2 Show letter of request for promo/display together with company ID.	1. Give the logbook to the client. 2. Validate presented documents.		2 minutes	<u>Carolyn Mendoza</u> <i>Metro Aide I</i> Public Market Office
2. Verification of availability of the area 2.1 Wait for the confirmation of available promo area	Verify availability of promo area		3 minutes	<u>Henry Cabrerros</u> <i>Market Supervisor III</i> Public Market Office
3. Approval of the Request 3.1 Wait for the approval of the request	Sign/Approve request for payment		2 minutes	<u>Danilo Ariem</u> <i>City Govt. Dept. Head I</i> Public Market Office
4. Payment of Promo/Ads 4.1 Go to collection officer for payment	Accept the payment	P200.00/day	2 minutes	<u>Rosario Lozano</u> <i>Admin. Asst. IV</i> Public Market Office
5. Issuance of Official Receipt 5.1 Wait for the copy of receipt. 5.2 Go back to promo officer & give the second copy of the request letter together with the photocopy of the official receipt.	1. Issue the Official Receipt 2. Secure second copy of the request and the photocopy of the receipt.		3 minutes	<u>Rosario Lozano</u> <i>Admin. Asst. IV</i> Public Market Office <u>Henry Cabrerros</u> <i>Market Supervisor III</i> Public Market Office



PWD I.DAND PURCHASE BOOKLET

Service Information: The Person with Disability Affairs Issues PWD IDs and purchase booklet to persons with disability.

Office or Division:	Persons with Disability Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Person with Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Certification as proof of disability		City Health Office/ Hospital		
Valid ID or any proof of identification showing his residency in San Jose City		Government Institution/ Company		
3 pcs. 1x1 ID picture				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Client walks in and proceed at the window/information desk and requests for PWD ID and purchase booklet	Frontline staff records the general information of the applicant	None	3 minutes	<u>Oliver Iñigo</u> <i>Administrative Aide II</i> PDAO
2. Client proceed to assessment for submission and verification requirements	PDAO Staff verifies the submitted requirements and assesses eligibility of the applicant for issuance of ID and booklet	None	6 minutes	<u>Imelda G. Divina</u> <i>Social Worker Off. III</i> PDAO <u>Lourd Wilfred Medina</u> <i>Administrative Officer I</i> PDAO <u>Wilfredo Padua</u> <i>Messenger</i> PDAO
3. Client waits for the approval and issuance of ID and booklet	Approval and Issuance of IDs and purchase booklet	None	2 minutes	<u>Christian Nicolas</u> <i>Social Welfare Off. II</i> PDAO



REAL PROPERTY TAX

Service Information: Real property tax is a kind of tax levied by the local government on properties and should be paid by property owners and or persons having legal interest on the property. Properties that are taxable include land, building, improvements on the land and/or the building, and machinery.

Office or Division		Office of the City Treasurer, Cash Receipt Division		
Classification:		Simple Transaction		
Type of Transaction:		G2C		
Who may avail:		Real Property Owners within San Jose City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Transfer Certificate Title		Register of Deeds		
Tax Declaration		City Assessor's Office		
Previous Receipt (may be presented as reference)		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Real Property Tax Tax Division for the Computation of Real Property Tax	1. Receive the requirement submitted 2. Compute the Real Property Tax 3. Issue Tax Order of Payment	Tax due= (Assessed Value) x (2.00%) Tax Discount= (Tax Due) x (Applicable Tax Discount Rate/s)	3 minutes (Under normal Condition)	<u>Edgardo M. Martin</u> <i>DEMO III</i> City Treas. Office
				<u>Jonathan M. Cordero</u> <i>Rev. Coll. Clerk I</i> City Treas. Office
2. Proceed to City Treasurer's Office TaxLounge and present the Tax Order of Payment	1. Receive the Tax Order of Payment			<u>Emmanuel D. Nolasco</u> <i>Admin. Aide IV</i> City Treas. Office
				<u>Michael T. Abalos</u> <i>Rev. Coll. Clerk I</i> City Treas. Office <u>Geraldine T. Samaniego</u> <i>DEMO III</i> City Treas. Office (Windows 13 to 17)
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



3. Pay the required Tax based on Tax Order of Payment	1. Accept the payment based on Tax Order of Payment 2. Issuance of Real Property Tax Receipt		3 minutes (Under normal Condition)	<u>Mary Ann F. Beneloga</u> <i>Rev. Coll. Clerk I</i> City Treas. Office <u>Mary Fe. E. Pagad</u> <i>Local Rev. Coll. Off. I</i> City Treas. Office <u>Catherine L. Serante</u> <i>Rev. Coll. Clerk I</i> City Treas. Office (Windows 6, 7, 8)
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REAL PROPERTY TAX CLEARANCE

Service Information: A certificate of real property tax payments is required in various transactions (e.g. transfer of property ownership, loan, or mortgage) to prove that taxes have been paid and updated.

Office or Division:	Office of the City Treasurer, Business tax & Fees Division			
Classification:	Simple Transaction			
Type of Transaction:	G2B, G2C, G2B			
Who may avail:	Owner of real properties in San Jose City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished request form		Real Property Tax Division, City Treasurer's Office		
Updated Real Property Tax		Real Property Tax Division, City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Real Property Tax Division and submit the Accomplished Request Form	1. Receive the Accomplishment Request Form 2. Check the record of payment of Real Property Tax 3. Issue Order of Payment to Client 4. Inform client to proceed at Taxpayer's Lounge, CTO	None	5 minutes	<u>Edgardo M. Martin</u> <i>DEMO III</i> City Treas. Office <u>Jonathan M. Cordero</u> <i>Rev. Collection Clerk I</i> City Treas. Office <u>Emmanuel D. Nolasco</u> <i>Admin. Aide IV</i> City Treas. Office <u>Michael T. Abalos</u> <i>Rev. Collection Clerk I</i> City Treas. Office <u>Geraldine T. Samaniego</u> <i>DEMO III</i> City Treas. Office
2. Pay the required Fee based on the Tax Order of Payment (TOP)	1. Accept the payment 2. Issuance of Official Receipt 3. Inform the client to proceed to the Real Property Tax Div.	P75.00 per Certification	3 minutes (under normal condition)	<u>Elnora V. Libed</u> <i>Ticket Checker</i> City Treas. Office <u>Esmeralda R. Sansano</u> <i>Admin. Asst. I</i> City Treas. Office
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



				<p><u>Hazel Ann P. Padilla</u> Rev. Coll. Clerk I City Treas. Office</p> <p><u>Jobett King L. Sahagun</u> DEMO III City Treas. Office</p> <p><u>Rhodora B. Lanozo</u> Local Rev. Coll. Off. I City Treas. Office</p> <p>(Windows 1 to 5)</p>
3. Present the Official Receipt to Frontline Personnel – Real Property Tax Division	<ol style="list-style-type: none"> 1. Check the Official Receipt 2. Start Processing the Clearance 3. Verify and Sign the Clearance 4. Issue the Clearance and Official Receipt to Client 	None	3 minutes (under normal condition)	<p>Frontline Personnel – Real Property Tax Division</p> <p>(Windows 1-5)</p> <p><u>Arnold A. Escudro</u> City Treasurer City Treas. Office</p> <p>Frontline Personnel – Real Property Tax Division</p> <p>(Window 13-17)</p>



RECLASSIFICATION OF LAND

Service Information: Reclassification Ordinance is a requirement prior to the usage of a particular agricultural land to other uses.

Office or Division:	Sangguniang Panlungsod Office	
Classification:	Complex	
Type of Transaction:	G2C-Government to Citizen	
Who may avail:	Land Owners	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter requesting for declaration addressed to the Presiding Officer/OCM		
2. Endorsement from the Office of the City Mayor	OCM	
3. Special Power of Attorney (If the applicant is other than the Registered Owner)	Notary Public/Lawyer	
4. Certified True Copy of Transfer Certificate of Title and/or other documents establishing	Registry of Deeds	
5. Original Copy of Vicinity Map/Lot Map	City Assessor	
6. Original or Certified True Copy of Tax Declaration(Updated)	City Assessor	
7. Original or Certified True Copy of Tax Receipt (Updated)	City Treasurer's Office	
8. Original Copy of Affidavit of Non-Tenancy	Notary Public	
9. Original Copy of Certification from Barangay Chairman for the conduct of a public hearing	Punong Barangay	
10. Original copy of Certification from BARC Chairman	BARC	
11. Original or Certified True Copy of Barangay Resolution interposing no objection	Punong Barangay	
12. Original Copy of Certification from NIA that the land is not irrigated or irrigable and/or subject of future irrigation project.	NIA Office	
13. Original copy of Certification from DAR/MARO that the land is not subject of a voluntary Offer for Sale, Voluntary Land Transfer or Notice of Coverage and that the reclassification of the property will not prejudice the right of any agrarian reform beneficiary	DAR/MARO Office	
14. Original Copy of Certification from DAR/MARO that the land is not subject of a voluntary offer for Sale, Voluntary Land Transfer or Notice of Coverage and that the reclassification of the property will not prejudice the right of any agrarian reform beneficiary	DA Office	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
15. Original Copy of Certification from the DENR	DENR Office	



that the Land is not environmentally critical, and that the proposed project or intended use is ecologically safe and sound.	
16. Photo of Location	
17. Certified True Copy of the above requirements (3 sets)	
18. Payment of Application/Filing Fee of P500.00	
19. Payment of classification fee of P5.00 per every sq.m. of agricultural land reclassified	
Note: Reclassified agricultural land with an area of 500 sq. and below shall be exempt from the reclassification fee.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application for reclassification with requirements at the OCM to be endorsed by the Sangguniang Panlungsod	1. Check Completeness of the requirements 2. Inclusion in the Order of Business of the SP 3. Referral to the Committee Concerned	Application/Filing Fee of P500.00	On the following Monday(Regular session)after receipt of the application with complete requirement	<u>Leslie May P. Felimon</u> <i>Local Leg. Staff Off. I</i> Sangguniang Panlungsod <u>Hon. Glenda F. Macadangdang</u> <i>City Vice Mayor/ Presiding Officer</i>
2. Appearance of the applicant/attorney in fact at the scheduled session and public hearing	1. Schedule for public hearing 2. Render report by the committee concerned 3. Deliberation 4. Approval/ Disapproval of the application	None	-On the next session after its referral to the concern committee -On the session following the conduct of a public hearing -On the session after submission and adoption of committee report -On the Fifth Monday -(Regular Session),after inclusion in the order of Business	Committee on Land Use and Development and Committee on Legal Matters Committee on Land Use and Development and Committee on Legal Matters Sangguniang Panlungsod Sangguniang Panlungsod
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>3. Payment of the necessary reclassification fee</p>	<p>1. Require the applicant to pay the necessary reclassification fee prior to release</p> <p>2. Release of the copy of the reclassification ordinance to the applicant upon presentation of the Official receipt of the reclassification fee.</p>	<p>Payment of reclassification fee of P5.00 per every sq.m. of agricultural land reclassified</p> <p>Note: Reclassified agricultural land with an area of 500 sq.m. and below shall be exempt from the reclassification fee.</p>	<p>5 minutes</p>	<p><u>Michelle M. Salmo</u> City Govt.Asst. Dept. Head I Sangguniang Panlungsod</p>
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REGISTRATION OF CERTIFICATE OF DEATH



Service Information: Registration of Death shall be made in the Office of the Civil Registrar of the City/Municipality where it occurred within Thirty (30) days from the time of death. After thirty (30) calendar days, it is considered late registration and applicant should comply the requirements for delayed registration.

Office or Division:	LOCAL CIVIL REGISTRY OFFICE
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Nearest relative/kin and authorized person

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
ON TIME REGISTRATION (Within 30 days from the date of Death)	
1. Four (4) Copies of Accomplished Certificate of Death from Hospital /LCRO	Local Civil Registry Office (LCRO)/ Hospitals
2. Informant should be the nearest relative (wife/husband/mother/father/ son/daughter) (if 18 years old or above) brother/sister in the order mentioned	Nearest Relative (to appear at Local Civil Registry Office (LCRO)
3. Signature of Attending Physician/ Health Officer	Hospitals/ City Health Officers/ Physicians
4. Signature of Embalmer	Funeral Parlor
5. Autopsy and Police Report (In case of accidents or deaths of unknown causes)	Attending Physician who conducted the Autopsy Philippine National Police Office
LATE REGISTRATION OF CERTIFICATE OF DEATH	
6. Negative Certification from Philippine Statistics Authority (PSA)	Philippine Statistics Authority(PSA)/
7. Affidavit of nearest relative/ kin attested by two(2) witnesses	Attorney/ Legal Counsel
8. Certification from Embalmer/Receipts /etc.	Embalmer of deceased/ Funeral Parlor
9. Photocopy of Residence Certificate/ Valid ID's of Applicant	City Treasurer's Office(CTO)/ Agencies

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
<u>WINDOW C</u> <u>On time Registration</u> 1. Client goes to the frontline personnel and fill-up Information Sheet for Certificate of Death 1.1 Submit Requirements	<ul style="list-style-type: none"> Review information written on Information Sheet then advise the applicant to submit their Valid ID's Review the Information Sheet of the Death Certificate 	None	15 Minutes	<u>Rona V. Pascual</u> <i>Administrative Asst. I</i> LCRO
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> Prepare the Certificate 			



	of Death then ask the applicant to proceed to Physician (RHU) to avail permit of burial and other permits as maybe required like construct niche, open niche etc. at the City Health Office (CHO)			
2.Wait for the list of requirements and return after the Ten (10) days posting period	<ul style="list-style-type: none"> • Accept requirements for evaluation • Prepare the Notice of Posting/ post at LCRO Bulletin Board for ten (10) days 	None	5 Minutes	<u>Rona V. Pascual</u> Administrative Asst. I LCRO
3. Pay prescribed fees at City Treasurer's Office (Wait for the Order of Payment Slip)	<ul style="list-style-type: none"> • Receive payment and issue Official Receipt based on the order of payment slip 	₱ 50.00 Service Fee ₱ 175.00 Burial Permit ₱ 100.00 Construct Niche ₱ 100.00 Cenotaph ₱ 200.00 Open Niche ₱350.00 Service Fee	10 Minutes	<u>Analyn M. Cinco</u> Computer Operator I City Treas. Office
			10 Minutes	<u>Laura Y. Sajor</u> Rev. Collection Clerk I City Treas. Office
1. Return to the Frontline Officer and submit the Official Receipt	<ul style="list-style-type: none"> • Accept the OR and post Registry No. to the document • Recording of the same at the Registry Book of Death 	None	10 Minutes	<u>Rona V. Pascual</u> Administrative Asst. I LCRO
		None	2 Minutes	<u>Jocelyn J. Gabasan</u> Records Officer I LCRO
	<ul style="list-style-type: none"> • Evaluate/ Review the correctness/completeness of the documents • Receive the Documents for registration 	None	2 Minutes	<u>Marietta S. Taloban</u> Registration Officer III LCRO
5.Receive copies of the Certificate of Death	<ul style="list-style-type: none"> • Final review/ signing/ Register and issue the same to the client 	None	2 Minutes	<u>Virginia M. Veneracion</u> City Civil Registrar LCRO

REGISTRATION OF LEGAL INSTRUMENT/COURT DECREE/DECISION



Service Information: As a general rule, all Legal Instrument shall be registered in the Civil Registry of the place where they were executed or where the Birth of the Child was recorded, like Acknowledgement/Admission of Paternity/Legitimation, to change the civil status of illegitimate children. All court Decree/Decisions shall be recorded at the Civil Registrar where the court is functioning within thirty (30) days (Adoption) and Ten (10) days from date of finality for other Decisions.

Office or Division:	LOCAL CIVIL REGISTRY OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Parents/Document Owner (if 18 yrs. Old and above/ Nearest Relative (If the owner/parents are no longer available/ inaccessible)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. LEGAL INSTRUMENTS (All in four (4) original copies): 1.1 Affidavit of Admission of Paternity 1.2 Affidavit to Use the Surname of the Father (AUSF) 1.3 Affidavit of Legitimation/ Affidavit for Supplemental Legitimation 1.4 Certified True Copy of Certificate of Live Birth and Certificate of Marriage		Attorney/ Legal Counsel/Administering Officer Philippine Statistics Authority (PSA) or Local Civil Registry Office (LCRO)		
2. Court Decision/Order (1 Original Copy & 3 Certified True Copies each) 2.1 Declaration of Nullity of Marriage 2.2 Annulment of Marriage 2.3 Correction of Entries on Civil Registry Documents 2.4 Cancellation of Civil Registry Documents 2.5 Legal Separation 2.6 Adoption 2.7 Declaration of Presumptive Death of absentee spouse 2.8 Guardianship and Others 2.9 Certified True Copy of the document involved (Certificate of Birth /Certificate of Marriage/ Certificate of Death/Others) 3.0 Certificate of Finality		Regional Trial Court		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submit four (4) Original Copies of Legal Instruments	LEGAL INSTRUMENT • Accepts copies of legal instrument/ documents	None	1 hour	<u>Karen S. Villaseñor</u> Administrative Aide VI LCRO
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	for verification/			



	evaluation <ul style="list-style-type: none"> • Review the document if there are any errors 			
2. Applicant submit 4 Original (Decision and Finality) and 4 Certified True Copies of the Decision and Finality	COURT DECISION <ul style="list-style-type: none"> • Accepts copies of the Court Decree for verification if the document is authentic and without error 	None	2 hours	<u>Helen C. Bustamante</u> Asst. Registration Officer LCRO
3. Pay prescribed fees at City Treasurer's Office (Wait for the Order of Payment Slip)	<ul style="list-style-type: none"> • Receive payment and issue Official Receipt based on the order of payment slip 	₱ 650.00 – Legal Instrument ₱ 1,200.00 Court Decree(CCE) ₱1,700.00 – Other Decisions	10 Minutes	<u>Laura Y. Sajor</u> Revenue Collection Clerk I LCRO
4. Present the Official Receipt	<ul style="list-style-type: none"> • Receive Official Receipt based on the Order of Payment Slip then prepare all the necessary attachment (Certified True copies of documents/ Certifications/ Certificate w/ Annotations/ Endorsement Letter) before endorsing to PSA- Quezon City • Recording of the document to Registry Book of Court Decision 	None	30 Minutes	<u>Helen C. Bustamante</u> Asst. Registration Officer LCRO
5. Client shall shoulder the payment for courier (Endorsement) to PSA 5.1 Client receive all his/her personal copies 5.2 Client should request annotated PSA Document at the nearest PSA Outlet of residence after 1 Month. (from date of endorsement)	<ul style="list-style-type: none"> • Final review of documents/ Signature • Endorse documents to PSA, Quezon City 	None	30 Minutes	<u>Virginia M. Veneracion</u> City Civil Registrar LCRO

REGISTRATION OF MARRIAGE CERTIFICATE



Service Information: It is the registration of special contract (Certificate of Marriage) of permanent union between a man and a woman entered into in accordance with law for the establishment of conjugal and family life.

Office or Division:	LOCAL CIVIL REGISTRY OFFICE			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Solemnizing Officers and Authorized person/owner of document			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ON TIME REGISTRATION OF CERTIFICATE OF MARRIAGE Within 15 days from date of Marriage (with Marriage License) and 30 Days from the date of Marriage if Article 34				
1. Four (4) original copies of accomplished Certificate of Marriage		Church/Honorable Court/Mayor's Office		
1.1 Copy of Marriage License		Copy of Solemnizing Officer		
1.2 Four (4) original copies of Affidavit (if Article 34)(Husband and Wife living together for at least 5 years		Attorney/ Legal Counsel/Administering Officer		
1.3 Original copy of the Formal letter of request of couple (If the wedding will be solemnized outside the Church/ Court/ Mayor's Office)-Article 8 of the Family Code of the Philippines		Attorney/Legal Counsel		
1.4 Photocopy of authorization of Solemnizing Officer (Priest/Pastor/imam, etc.)		Philippine Statistics Authority (PSA)		
LATE REGISTRATION OF CERTIFICATE OF MARRIAGE				
2. Four (4) original copies of accomplished Certificate of Marriage		Church/Honorable Court/Mayor's Office		
2.1 Negative Certification from PSA		Philippine Statistics Authority (PSA)		
2.2 Four (4) copies of Affidavit of Solemnizing Officer and two(2) witnesses		Attorney/Legal Counsel		
2.3 Photocopy of Birth Certificate of children and BIR/PHILHEALTH/SSS OR ANY other documents of the couple showing their correct date and place of marriage		PSA/LCRO/PHILHEALTH/SSS/AGENCIES		
2.4 Ten (10) calendar days posting period at LCRO Bulletin Board		Local Civil Registry Office (LCRO) (Notice of Posting)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE



<p><u>WINDOW D</u></p> <p>1. Submit four (4) copies of Marriage Certificate to the frontline officer and all the requirements if late registration</p>	<ul style="list-style-type: none"> • The frontline officer accepts the certificate of marriage • Review for completeness of data <p>*LATE REGISTRATION</p> <ul style="list-style-type: none"> • Advise client to return after the 10 days posting • Review forwarded requirements for Late Registration • Prepare Notice of Posting 	<p>None</p> <p>None</p>	<p>10 Minutes</p> <p>10 Minutes</p>	<p><u>Nora Jane V. Duran</u> Registration Officer II LCRO</p> <p><u>Nora Jane V. Duran</u> Registration Officer II LCRO</p>
<p>2. Pay prescribed fees at City Treasurer's Office (Wait for the Order of Payment Slip)</p>	<ul style="list-style-type: none"> • Receive payment and issue official receipt based on the order of payment 	<p>₱ 100.00 – for On Time Registration</p> <p>₱350.00 – for Late Reg.</p>	<p>10 Minutes</p>	<p><u>Laura Y. Sajor</u> Rev. Collection Clerk I City Treas. Office</p>
<p>3. Return to the Frontline Officer and submit the Official Receipt then wait for the Certificate of Marriage being prepared</p>	<ul style="list-style-type: none"> • Check/ Accept the OR and Encode, type and post Registry No. • Recording of the same at the Registry Book of Marriage 	<p>None</p>	<p>5 Minutes</p> <p>2 Minutes</p>	<p><u>Nora jane V. Duran</u> Registration Officer II LCRO</p> <p><u>Jocelyn J. Gabasan</u> Records Officer I LCRO</p>
<p>5. Receive the Two (2) copies of Certificate of Marriage</p>	<ul style="list-style-type: none"> • Evaluate/ Review the correctness/completeness of the documents • Receive the Documents 	<p>None</p>	<p>2 Minutes</p>	<p><u>Marietta S. Taloban</u> Registration Officer III LCRO</p>
	<ul style="list-style-type: none"> • Final review/ sign/ register and issue the same to the client 	<p>None</p>	<p>2 Minutes</p>	<p><u>Virginia M. Veneracion</u> City Civil Registrar LCRO</p>



REPAIR AND MAINTENANCE SERVICE

Service Information: Alter, change, disfigure or to change structure of any stall or market fixture within the market should seek permission from the market authority before such changes will do.

Office or Division:	Public Market Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Market Vendors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal appearance of vendor for request of repair		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Assistance of Information Desk Officer 1.1 Log-in name to visitor's/client logbook specifying the purpose 1.2 Show documents such as photocopy of business permit or Vendor's ID. 1.3 Report concerns for repair of Building, water/electrical installation	1. Give the logbook to the client. 2. Validate presented documents by the client. 3. Record the area for repair	None	5 minutes	<u>Carolyn Mendoza</u> <i>Metro Aide I</i> Public Market Office
2. Maintenance survey for inspection 2.1 Assist the maintenance staff in the area to be repaired.	Estimate repair for immediate action.	None	5 minutes	<u>Rolando Nicolas</u> <i>Electrician II</i> Public Market Office <u>Daryll J. Sandoval</u> <i>Laborer I</i> Public Market Office <u>Vicente Santos, Jr.</u> <i>Electrician I</i> Public Market Office <u>Paragsa Agaton</u> <i>Park Attendant III</i> Public Market Office
3. Payment of Repair 3.1 Pay allotted repair fee 3.2 Secure official receipt of payment	1. Accept the payment 2. Issue the Official Receipt	P100.00	3 minutes	<u>Rosario Lozano</u> <i>Admin. Asst. IV</i> Public Market Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Repair in Action 4.1 If repair will be made by the market maintenance, ask for the schedule/exact date & time 1.2 If repair will be made by non-market personnel such repair will be in the hands of the vendor.	Schedule repair for immediate action		1 hour	<u>Rolando Nicolas</u> <i>Electrician II</i> Public Market Office <u>Daryll J. Sandoval</u> <i>Laborer I</i> Public Market Office <u>Vicente Santos, Jr.</u> <i>Electrician I</i> Public Market Office <u>Paragsa Agaton</u> <i>Park Attendant III</i> Public Market Office



RETIREMENT OF BUSINESS LICENSE AND MAYOR'S PERMIT

Service Information: Any person natural or juridical, subject to business tax shall apply for a retirement of Business License and Mayor's Permit upon termination of business.

Office or Division:	Office of the City Mayor – Business Permit and License Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Business Entity			
Who may avail:	Enterprises/Business owners in San Jose City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authorization letter/SPA (if the applicant is not the owner of the owner of the account being requested for retirement of business)		Client Being represented		
2. Government Issued Identification Card 2.1 Photocopy of ID of the requesting owner, manager and/or President of the establishment 2.2 ID of authorized representative		LTO, BIR, Post Office. DFA, PSA, SSS, GSIS, Pag-ibig		
3. Notarized and accomplished application form for Retirement of Business Permit		Business Permit and License Office		
4. Barangay Certification of non-operation of closure of business		Barangay Hall covering the applicant's business		
5. Inspection Certificate		BPLO and City Treasurer's Office		
6. Sworn statement of the gross sales/receipts for the current calendar year (within 30 days following the closure)/ Financial Statement		Provided by the applicant/client		
7. Secretary's Report or Board Resolution regarding closure (for Corporation and Cooperative)		Provided by the applicant/client		
8. Original and 2 Photocopies of latest issued Business License and Mayor's Permit		Provided by the applicant/client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit accomplished application form along with other requirements	-Check completeness of form and requirements	None	5 minutes	<u>Lea D. Grospe</u> License Officer II BPLO
	-Conduct actual inspection of the business applied for closure		4 hours	<u>Geraldine G. Magtibay</u> Admin. Asst. I BPLO <u>Roger C. Dee</u> Admin. Aide III BPLO <u>Rodolfo E. Toralba, Jr.</u> Admin. Aide II BPLO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	BACKROOM OPERATIONS: -Approve/Sign application form by BPLO -Assessment of taxes and fees (if any by City Treas. Office) -Prepare Tax Order of Payment -Approve/Sign application form and tax order of payment by CTO		1 minute Please refer to the City Treasurer's Citizen's Charter (10 minutes)	<u>Jefferson D. Villuan</u> <i>Admin. Aide II</i> BPLO <u>Christopher R. Pabalan</u> <i>License Officer III</i> BPLO Business Tax and Fees Division – City Treasurer's Office
2. Receive the Tax Order of Payment	-Issue order of payment and inform the client to proceed to Cash Receipt Division (CRD-CTO)	None	1 minute	<u>Jefferson D. Villuan</u> <i>Admin. Aide II</i> BPLO <u>Joel M. Martin</u> <i>Admin. Aide IV</i> BPLO <u>Roger C. Dee</u> <i>Admin. Aide III</i> BPLO
3. Pay the required taxes and and/or fees due	-Accept the payment -Issue an Official Receipt	Amount to be assessed by CTO	Please refer to the City Treasurer's Citizen's Charter (3 minutes)	Cash Receipt Division – City Treasurer's Office
4. Present the official receipt to Business Tax and Fees Division - CTO	-Receive the official receipt -Transfer client's account from "active" to "closed"	None	Please refer to the City Treasurer's Citizen's Charter (10 minutes)	Business Tax and Fees Division – City Treasurer's Office
5. Claim Certificate	-Issue Retirement of Business Certification (BPLO-CTO)	None	5 minutes	<u>Jefferson D. Villuan</u> <i>Admin. Aide II</i> BPLO <u>Joel M. Martin</u> <i>Admin. Aide IV</i> BPLO



RETIREMENT OF BUSINESS OPERATION

Service Information: Business Establishments that closed or ceased their business operation or line of business or whose ownership has changed, must file an Application for Retirement of Business. This should be done to update the City Government's records and avoid accumulation of tax payments and penalties.

Office or Division:	Office of the City Treasurer, Business Tax & Fees Division			
Classification:	Simple Transaction			
Type of Transaction:	G2B			
Who may avail:	Owner of business establishments in San Jose City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished application form for retirement of business		Business Tax and Fees Division, City Treasurer's Office		
Sworn statement of Gross receipts, indicating the reason and date of retirement		Company/Business Owners		
Original Mayor's Permit (Issued by BPLO) and Official Receipt (Issued by City Treasurer's Office)				
Location Map of Business Establishment (for inspection)				
Board Resolution (for corporation)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Business Tax and Fees Division and submit the Fully accomplished Business Application Form with complete requirements	1. Provide certification form	None	5 Minutes	<u>Marissa S. Corbe</u> <i>Local Treasury Operation Off. IV</i> City Treas. Office <u>Lorena F. Pueyo</u> <i>Local Treasury Operation Officer III</i> City Treas. Office
	2. Check completeness of form and requirements			
	3. Conduct assessment of taxes and fees due.			
	4. Prepare Tax Order of Payment (TOP)			
	5. Forward the TOP for approval			
	6. Approval of the assessment and TOP	None	2 minutes	<u>Arnold A. Escudro</u> <i>City Treasurer</i> City Treas. Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	7. Issue approved TOP and Application Form 8. Inform Client to Proceed to Taxpayer's Lounge, CTO			
2. Pay the required Tax/Fees due based on the Tax Order of Payment (TOP) and certification	1. Accept the payment 2. Issuance of Official Receipt 3. Inform the client to proceed to the Business Tax and fees Division	Depending on amount of Business Tax and Fees due and P75.00 for the certification	3 minutes (under normal condition)	<u>Elnora V. Libed</u> <i>Ticket Checker</i> City Treas. Office <u>Esmeralda R. Sansano</u> <i>Admin. Asst. I</i> City Treas. Office <u>Hazel Ann P. Padilla</u> <i>Rev. Coll. Clerk I</i> City Treas. Office <u>Jobett King L. Sahagun</u> <i>DEMO III</i> City Treas. Office <u>Rhodora B. Lanozo</u> <i>Local Rev. Coll. Off. I</i> City Treas. Office (Windows 1 to 5)
3. Present the Official Receipt to the Business Tax and Fees Division, CTO to claim the certification	1. Check official Receipt 2. Release Certification for Retirement of business	None	5 minutes	<u>Marissa S. Corbe</u> <i>Local Treasury Operation Off. IV</i> City Treas. Office <u>Lorena F. Pueyo</u> <i>Local Treasury Operation Officer III</i> City Treas. Office



SECRETARY'S FEE

Service Information: A secretary's fee shall be collected from every person requesting for Copies of Official Records & Documents from the offices of the City.

Office or Division	Office of the City Treasurer, Cash Receipt Division			
Classification:	Simple Transaction			
Type of Transaction:	G2C			
Who may avail:	Every person requesting for copies of Official Records & Documents from the offices of the city.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form		Office of the City Treasurer, San Jose City, Nueva Ecija		
Personal Appearance				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Cashier Window 1 to 5 at Taxpayer's Lounge and Accomplished Request Form	1. Receive the Accomplished Request Form	Php75.00	3 minutes	<u>Elnora V. Libed</u> Ticket Checker City Treas. Office
	2. Encode the information based on the Request Form			<u>Esmeralda R. Sansano</u> Admin. Asst. I City Treas. Office
2. Pay the required fee	1. Accept the payment			<u>Hazel Ann P. Padilla</u> Rev. Collection Clerk I City Treas. Office
	2. Issue of Official Receipt			<u>Jobett King L. Sahagun</u> DEMO III City Treas. Office
				<u>Rhodora B. Lanozo</u> Local Rev. Coll. Off. I City Treas. Office
				(Windows 1 to 5)



SLAUGHTERHOUSE SERVICES

Service Information: A place duly authorized by the NMIS and the Local Government of San Jose City where animals are being slaughtered for commercial purposes/public consumption or for home consumption. This is to ensure that the meat produced are fit for human consumption.

Office or Division:	San Jose City Slaughterhouse			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Slaughter Permit (SP) for large animals (carabao, cow, horse)		City Veterinary Office		
Veterinary Health Certificate (VHC) for hog goat and poultry		City Veterinary Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for slaughter of Large animal (cow/carabao, horse) - Secure a Slaughter Permit Form and accomplish requirements for the issuance of Slaughter Permit:	Issue a Slaughter Permit Form to the client	None	3 Minutes	<u>Dr. Nestor Rigor</u> Veterinarian I City Veterinary Office
1.1 Certificate of Ownership (CO)	Issue a Certificate of Ownership	P103.00/ head	15 minutes	Revenue Collection Clerk City Treas. Office
1.2 Certificate of Transfer (CT)	Issue a Certificate of Transfer	P105.00/ head	15 minutes	City Treas. Office
(Hog, Goat and poultry) -Secure a Veterinary Health Certificate (VHC)	Issue VHC	None	10 minutes	<u>Dr. Rustan Patacsil</u> City Veterinarian City Vet. Office
2. Submit the Slaughter Permit (SP)/ Veterinary Health Certificate(VHC) to Slaughterhouse Office for verification	-Receive the required documents for verification - The Slaughter Permit shall be submitted to the Meat Inspector authorized by the City Veterinarian for final inspection	None	5 minutes	Frontline personnel at the City Slaughterhouse Office (3 shifts)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. Payment of fees can be made after slaughtering procedure has been done.</p> <p>For regular clients (Licensed Meat Traders)</p> <p>3.1 Secure an Order of Payment at the City Slaughterhouse.</p> <p>3.2 Pay the required fees to the Revenue Collector at the Treasurer's Office right in the client's market stall or at the Office of the City Public Market based on the amount indicated in the Order of Payment/Slaughter Report.</p> <p>3.3 Secure the Official Receipt</p> <p>For non-regular clients/outside</p> <p>3.1 Secure the Order of Payment at the Office of the City Slaughterhouse.</p> <p>3.2 Pay the Required Fee as indicated in the Order of Payment before bringing out the carcass from the slaughterhouse</p>	<p>-Issue an order of payment to client</p> <p>-Submit Daily Slaughter Report to the City Public Market Office as basis of collection.</p> <p>Issue Official Receipt</p> <p>Issue Order of Payment</p> <p>-Receive the payment</p>	<p>Large animal P200/head Hog-P150/head Goat-100/head Poultry-25/head</p> <p>Large animal P200/head Hog-P150/head Goat-100/head Poultry-25/head</p>	<p>3minutes</p> <p>20 minutes</p> <p>5 minutes</p> <p>2 minutes</p> <p>3 minutes</p> <p>5 minutes</p>	<p>Frontline personnel at the City Slaughterhouse Office (3 shifts)</p> <p><u>Rodelio Gania</u> Administrative Aide II Slaughterhouse Office</p> <p><u>Carlo Muyargas</u> Administrative Aide I Slaughterhouse Office</p> <p>Revenue Collector of City Treas. Office</p> <p>Revenue Collector of City Treas. Office</p> <p>Frontline personnel at the City Slaughterhouse Office (3 shifts)</p> <p>Frontline personnel at the City Slaughterhouse Office (3 shifts)</p>



premises.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.2 Secure the Official Receipt within the day after the payment was remitted to the City Public Market	-Remit to the Office of the City Public Market. -Give the OR to the client issued by the Public Market.		20 minutes 3 minutes	<u>Rodelio Gania</u> <i>Administrative Aide II</i> Slaughterhouse Office <u>Carlo Muyargas</u> <i>Administrative Aide I</i> Slaughterhouse Office <u>Rodelio Gania</u> <i>Administrative Aide II</i> Slaughterhouse Office <u>Carlo Muyargas</u> <i>Administrative Aide I</i> Slaughterhouse Office



SOCIAL CASE STUDY REPORT

Service Information: Is a descriptive and explanatory written assessment of a person/family's social economic situation as basis services being sought for a problem presented by applicant

Office or Division:	CSWDO			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certificate of Indigency		Barangay Captain		
Medical Certificate/Abstract		City Health Office		
Protocol (updated)		Medical, Social services institutions and other NGO's		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
5. Secure complete requirements	1. Verification of the authenticity of all required documents	CSWDO-Free;	1 to 2 days	Social Worker CSWDO
	2. Intake interview of Social Worker & Review - CSWDO	None		Social Worker & CSWDO Officer CSWDO
	3. Releasing	None		Social Worker CSWDO



SPECIAL RECRUITMENT ACTIVITY (SRA)

Service Information: Refers to the authority granted to an agency to conduct recruitment outside its registered business address approved by the Administration

Office or Division:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Recruitment Agency/Company			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		Company itself		
Company/Agency Profile		Company itself		
Latest Job Vacancies		Approved by Philippine Overseas Employment Administration (POEA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Sign in the Client logbook and attendance in the office front desk fill out the DOLE NSRP Form 2	PESO	None	5 minutes	<u>Jinky Lyn Diamonon</u> Admin. Aide III PESO
2. Submit Letter of Intent addressed to the LCE thru PESO Company/Agency Profile and latest job vacancy one week before the target date of recruitment	1. Received the requirements submitted by the company via email or in person.	None	5 minutes	<u>Rosendo Cinco, Jr.</u> Comp. Operator II PESO
	2. PESO endorses the letter of intent to the City Mayor's Office Administrative Division for Local Chief Executive's approval.	None	30 minutes	<u>Lilybeth Tagle</u> Admin. Officer IV & OIC-PESO Manager PESO
	3. Upon, approval, PESO issues No Objection Certificate (NOC) to the	None	10 minutes	<u>Lilybeth Tagle</u> Admin. Officer IV & OIC-PESO Manager PESO



	employer/agency.			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
3. Employer/Agency must secure the Authority to conduct Special Recruitment Activity from POEA.	Philippine Overseas Employment Administration	None	3-5 days	Philippine Overseas Employment Administration
4. Submit Authority to Conduct SRA to PESO.	4.1 Agency submits the Authority to Conduct SRA to PESO		5 minutes	<u>Lilybeth Tagle</u> Admin. Officer IV & OIC-PESO Manager PESO
	4.2 Peso to facilitate the conduct of recruitment activity.		1-2 days	



TRANSFER TAX

Service Information: It is a tax imposed on the sale, donation, Inheritance, barter and on transferring ownership or title to real property.

Office or Division	Office of the City Treasurer, Real Property Tax Division			
Classification:	Simple, Complex, Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Property Owners, Heirs, Vendee (Conveyance of Real Property by means of Donation, Inheritance, sales or Barter)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Deed of Sale/Donation 2. Notarized Deed of Sale/Donation 3. Certificate True Copy of Tax Declaration 4. Certified True Copy of no improvement or with improvement 5. CAR (BIR form 2313-R) 		<ul style="list-style-type: none"> - Attorney-at-law - City Assessor's Office - City Assessor's Office - Bureau of Internal Revenue (BIR) 		
<ul style="list-style-type: none"> • Extrajudicial Partition 1. Notarized Extrajudicial Partition 2. Certified True Copy of Tax Declaration from the time of death 3. Certified True Copy of no improvement or with improvement 4. CAR (BIR form 2313-R) 5. Taxes Fully Paid 		<ul style="list-style-type: none"> - Attorney-at-law - City Assessor's Office - City Assessor's Office - Bureau of Internal Revenue (BIR) - Land Tax Division, City Treasurer's Office 		
<ul style="list-style-type: none"> • Extrajudicial Partition with Sale 1. Notarized Extrajudicial Partition with Sale 2. Certified True Copy of Tax Declaration from the time of death and at the time of execution of sale 3. Certified True Copy of no improvement or with improvement 4. CAR from BIR (BIR form 2313-R) 5. Taxes fully paid 		<ul style="list-style-type: none"> - Attorney-at-law - City Assessor's Office - City Assessor's Office - Bureau of Internal Revenue (BIR) - Land Tax Division, City Treasurer's Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Proceed to Real Property Tax Division for the Computation of Transfer Tax	1. Receive the Requirements submitted 2. Verification of Requirements submitted	Transfer Tax= 82.5% of 1.00% (Based on Market Value); Or Transfer Tax= 82.5% of 1.00%	Simple Transactions: 3 Working Days; Complex Transactions:7 working Days;	<u>Edgardo M. Martin</u> <i>DEMO III</i> City Treas.Office <u>Michael T. Abalos</u> <i>Rev. Coll. Clerk I</i> City Treas.Office
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3. Compute the Transfer Tax 4. Issue Claim Slip	(Based on Deed of Conveyance) Whichever is higher	Highly Technical Transactions: 20 Working Days (R.A. 11032)	<u>Geraldine T. Samaniego</u> <i>DEMO III</i> City Treas.Office
2. Return to Real Property Tax Division after a number of days based on the Type of Transaction and present the claim slip issued	1. Receive the Claim Slip 2. Issue Tax Order of Payment			
3. Pay the required Tax based on Tax Order of Payment	1. Accept the Payment based on Tax Order of Payment 2. Issuance of Official Receipt		3 Minutes (Under normal Condition)	<u>Mary Ann F. Beneloga</u> <i>Rev. Coll. Clerk I</i> City Treas. Office <u>Mary Fe. E. Pagad</u> <i>Local Rev.Coll.Off. I</i> City Treas.Office <u>Catherine L. Serante</u> <i>Rev. Coll. Clerk I</i> City Treas.Office (Windows 6, 7, 8)



VETERINARY ASSISTANCE AND SERVICES (ARTIFICIAL INSEMINATION)

Service Information: Provide Veterinary Assistance and services like Artificial Insemination

Office or Division:		Office of the City Veterinary		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		All animal owners interested to conduct artificial insemination of cattle, goat, carabao and swine		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration		City Veterinary Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report prominences of estrus exhibit by the animal (Cattle, goat, carabao and swine) within 16 hours at the CVO technical personnel	1. Advise client to put up chute for proper conduct of artificial insemination 2. Advise animal owner to reduce feed intake after insemination. Likewise, animals must not be subjected to exercise work within 10 days after insemination 3. Report outcome or result of insemination after 18-21 days so that possible follow up insemination can be instituted if ever the animal returned to estrus. 4. Advise client to report to CVO after 3 months to detect by rectal palpation the status of animal if ever it is pregnant. (Pregnancy diagnosis)	Php50.00/ head registration	30 minutes – 1 hour	<u>Dr. Rustico Garcia</u> <i>Veterinarian IV</i> City Vet. Office <u>Dr. Gladys Ignacio</u> <i>Veterinarian I</i> City Vet. Office <u>Dr. Fernando Abad</u> <i>Veterinarian I</i> City Vet. Office <u>Franco Pascual</u> <i>Animal Keeper</i> City Vet. Office <u>Gina Tuquero</u> <i>Admin. Officer IV</i> City Vet. Office <u>Bayani Tomas</u> <i>Livestock Inspector II</i> City Vet. Office



VETERINARY ASSISTANCE AND SERVICES (BUSINESS)

Service Information: Provide Veterinary Assistance and services like evaluation of business/ license within the scope covered by the office

Office or Division:	Office of the City Veterinary			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All traders of Poultry/ Piggery/ Livestock; meat & by-products; poultry & by-products; imported meats; and meat delivery vehicles			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Business Permit Application Form		Business Permit & Licenses Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Proceed to the Office of the City Veterinary Office for evaluation 2. Proceed to the City Treasurer's Office for Payment of Fees 3. Return to the CVO for the release of business permit application 	Evaluation of business/ license within the scope covered by the office	<ol style="list-style-type: none"> 1. Meat & by product - Php300.00 2. Poultry & by product – Php300.00 3. Imported Meat Allowed- Php1,000.00 4. Poultry/ Piggery/ livestock traders – Php350.00 5. Accreditation for Livestock/ Poultry/ Meat Delivery Vehicle - Php500.00 a year four wheel Php350.00 a year three 	3-5 minutes	<u>Freddie P. Manzano</u> <i>Admin. Aide III</i> City Vet. Office <u>Nestor T. Rigor</u> <i>Veterinarian I</i> City Vet. Office



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VETERINARY ASSISTANCE AND SERVICES (CASTRATION/ MINOR WOUND)

Service Information: Provide Veterinary Assistance and services like Castration and treatment of minor wound

Office or Division:		Office of the City Veterinary		
Classification:		Simple		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		All owner of animals for castration and treatment of minor wound		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration		City Veterinary Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Proceed to the Office of the City Veterinary Office for evaluation 2. Proceed to the City Treasurer's Office for Payment of Fees 3. Return to the CVO for the release of Meat Inspection Certificate 	<ul style="list-style-type: none"> • Conduct castration and treatment of minor wound of various animals 	Php50.00/ head registration	30 minutes – 1 hour	<u>Dr. Rustico Garcia</u> <i>Veterinarian IV</i> City Vet. Office <u>Dr. Gladys Ignacio</u> <i>Veterinarian I</i> City Vet. Office <u>Dr. Fernando Abad</u> <i>Veterinarian I</i> City Vet. Office <u>Franco Pascual</u> <i>Animal Keeper</i> City Vet. Office <u>Gina Tuquero</u> <i>Admin. Officer IV</i> City Vet. Office <u>Bayani Tomas</u> <i>Livestock Inspector II</i> City Vet. Office



VETERINARY ASSISTANCE AND SERVICES (MEAT INSPECTION)

Service Information: Provide Veterinary Assistance and services like Ante Mortem and Post Mortem Meat Inspection of cattle and carabao, hogs, goat and sheep, poultry

Office or Division:	Office of the City Veterinary			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All owner of animals for slaughter			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration		City Veterinary Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Proceed to the Office of the City Veterinary Office for evaluation 2. Proceed to the City Treasurer's Office for Payment of Fees 3. Return to the CVO for the release of Meat Inspection Certificate 	<p>Standard Procedure</p> <ol style="list-style-type: none"> 1. Ante Mortem Inspection- the animal concerned is inspected physically prior to actual process of slaughtering. If the animal passed the said inspection, Veterinary Health Certificate is issued and thereafter the animal will be put in the slaughterhouse holding pen 2. Post Mortem- the following day, the animal will be slaughtered and post mortem inspection is done taking into consideration the condition of its internal organs. Parts showing lesions will be condemned and other parts without lesions will be weighed and corresponding meat inspection certificate will be issued 	<p>Cattle & carabao – Php 20.00/ head Hogs – Php20.00/ head Goat & Sheep- Php10.00/ head Poultry Php0.25</p>	<p>20- 30 minutes</p>	<p><u>Dr. Nestor Rigor</u> <i>Veterinarian I</i> City Vet. Office</p> <p><u>Franco Pascual</u> <i>Admin. Aide III/</i> <i>Meat Inspector</i> City Vet. Office</p> <p><u>Bayani Tomas</u> <i>Livestock Inspector</i> City Vet. Office</p>



VETERINARY HEALTH CERTIFICATE FOR SHIPPING PERMIT

Service Information: Provide Veterinary Health Certificate for those individuals securing permit for shipping of various animals

Office or Division:	Office of the City Veterinary			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All individuals securing permit for shipping Cattle, Carabao, Hogs, Goat & Sheep, game fowls, broiler/ layer, other animals/ by product			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration		City Veterinary Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Proceed to the Office of the City Veterinary Office for evaluation 6. Proceed to the City Treasurer's Office for Payment of Fees 7. Return to the CVO for the release of shipping permit	Issue Certification/ Shipping Permit	1. Cattle and Carabao – P50.00/head 2. Hogs – P10.00/head 3. Goat & Sheep – P10.00/head 4. Game fowls – P75.00 5. Broiler/Layer – P20.00/1-5 +.10 cents/head in excess of 50 heads of broiler 6. Other animals/by product Eggs, Rabbit, Dogs, Exotic animal - P75.00/shipment	5-10 minutes	<u>Gina G. Tuquero</u> Admin. Officer IV City Vet. Office <u>Freddie P. Manzano</u> Admin. Aide III City Vet. Office



WASTE COLLECTION SERVICE OUTSIDE REGULAR SCHEDULE

Service Information:

The client will request for waste collection service from CENRO that is outside their regular schedule, this is done to ensure the availability of service vehicle before scheduling.

Office or Division:	City Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2C; G2B			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) Pictures of wastes to be collected (waste must be properly segregated)		Area of the client or citizen		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CENRO Office 1.1 Fill up request slip (2 copies) 1.2 submit pictures	1. Received the required documents 2. Approval and release of approved request slip with specified waste hauling schedule	None	9 minutes	<u>Marifel Bucao</u> Laborer I CENRO



WITHDRAWAL OF PERFORMANCE BOND BY SUPPLIERS & CONTRACTORS

Service Information: Withdrawal of performance bond issued by suppliers & contractors of a contract which serves as a guarantee against their failure to meet obligations specified in the contract.

Office or Division:	City Accountant's Office			
Classification:	Simple			
Type of Transaction:	Government to Business			
Who may avail:	Suppliers & Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written request letter for the withdrawal		Suppliers & Contractors Own Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the Receiving clerk the written request.	1. Receive the request	None	1 minute	<u>Mary Jane Penamesa</u> Admin. Aide III City Accountant's Office
	2. Prepare the working paper to summarize Annual Performance Bond Collected from the supplier/contract or	None	1 day	
	3. Prepare Disbursement Voucher for the withdrawal of Performance Bond	None	3 minutes	
	4. Forward the prepared	None	8 minutes	
				<u>Jennylyn Gallardo</u> Admin. Aide III



	voucher to CTO for payment			City Accountant's Office
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ZONING CERTIFICATION

Service Information: Zoning Certification is issued by the City Planning and Development Office to certify the land use classification of a certain property. It is also a prerequisite in land reclassification/ land conversion.

Office or Division:	CITY PLANNING AND DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen; G2G – Government to Government			
Who may avail:	Any person/entity requesting for land reclassification/ land conversion or landowners who wants to know the land use classification of their property			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Land title/ Deed of Conditional or Absolute Sale/ Contract of lease/ Authorization from lot owner		Register of Deeds/ Lot owner		
2. Photocopy of Tax Declaration/ Lot Plan		City Assessor's Office/ Geodetic Engineer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit the requirements needed for zoning certification, for verification	<ul style="list-style-type: none"> Verify in the Geographic Info. System (GIS) the land classification of the property 	None	5 minutes	<u>Virginia M. Quiniones</u> Asst. CPDC CPDO
3. Once the location of the property is verified and assessed for payment, proceed to the City Treasurer's Office for payment	<ul style="list-style-type: none"> The acting officer will prepare order of payment The collection officer will issue official receipt 	P720.00 per hectare	2 minutes	<u>Virginia M. Quiniones</u> Asst. CPDC CPDO
			5 minutes	Revenue Collection Clerk City Treasurer's Office
4. Return to the City Planning and Development Office for the processing and release of certification	<ul style="list-style-type: none"> Prepare the zoning certification The Zoning Administrator will sign the document 	None	5 minutes	<u>Virginia M. Quiniones</u> Asst. CPDC CPDO
			1 minute	<u>Engr. Benilda B Viernes</u> CPDC CPDO



	<ul style="list-style-type: none"> The records officer will release the signed document 		2 minutes	<u>Dorelin B. Manalang</u> <i>Administrative Aide III</i> CPDO
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ZONING LOCATIONAL CLEARANCE

Service Information: Zoning Locational Clearance is one of the prerequisite documents before a person/entity can secure a Building Permit and Business Permit. This is to ensure that construction of the building follows the Comprehensive Land Use Plan and Zoning Ordinance of the City.

Office or Division:	CITY PLANNING AND DEVELOPMENT OFFICE
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Any person/entity securing building permit for its proposed project (Residential/ Commercial/ Institutional/ Agro-Industrial/ Agricultural/Industrial)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished and Notarized Application Form for Locational Clearance		Application form – City Planning and Development Office Notary – Lawyer		
2. Photocopy of Land title/ Deed of Conditional or Absolute Sale/ Contract of lease/ Authorization from lot owner		Register of Deeds/ Lot owner		
3. Photocopy of Tax Declaration/ Lot Plan		City Assessor's Office		
4. Photocopy of Real Property Tax Receipt		Land Tax, City Treasurer's Office		
5. Barangay Construction Clearance		Barangay where the proposed construction is located		
6. Complete Set of Building Plans (Signed and sealed by Civil Engineer/ Architect)		Licensed Civil Engineer/ Architect		
7. Photocopy of Bill of Materials and Specifications		Licensed Civil Engineer/ Architect		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements needed for zoning locational clearance for evaluation	<ul style="list-style-type: none"> Check the completeness of the requirements 	None	5 minutes	<u>Daisy E. Pimentel</u> <i>Project Dev't. Officer I</i> CPDO
2. Once evaluated and assessed for payment,	<ul style="list-style-type: none"> Check the compatibility of the 	None	2 minutes	<u>Virginia M. Quiniones</u> <i>Asst. CPDC</i>



proceed to the City Treasurer's Office for payment	<p>proposed project to land use</p> <ul style="list-style-type: none"> • Compute for the corresponding fee and prepares the order of payment 	See Annex 5 for Schedule of Fees	5 minutes	<p>CPDO</p> <p><u>Jesus V. Sioson</u> Supervising Admin. Officer CPDO</p>
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ul style="list-style-type: none"> • The collecting officer at the CTO will issue corresponding receipt 		5 minutes	Revenue Coll. Clerk City Treasurer's Office
3. Go to a Notary Public & have the Application form for Locational Clearance notarized.	<ul style="list-style-type: none"> • Prepare the application for locational clearance 	None	3 minutes	<u>Daisy E. Pimentel</u> Project Dev't. Officer I CPDO
	<ul style="list-style-type: none"> • The lawyer will notarize the document 	Php. 150.00 – 200.00	15 minutes	Any available lawyer
4. Return to the City Planning and Development Office for the processing and release of Clearance	<ul style="list-style-type: none"> • Prepare the locational clearance 	None	5 minutes	<u>Daisy E. Pimentel</u> Project Dev't. Officer I CPDO
	<ul style="list-style-type: none"> • Conduct final checking of documents 	None	3 minutes	<u>Virginia M. Quiniones</u> Asst. CPDC CPDO
	<ul style="list-style-type: none"> • Release of clearance to the applicant and record transaction at the zoning logbook 	None	2 minutes	<u>Engr. Benilda B Viernes</u> CPDC CPDO
				<u>Dorelin B. Manalang</u> Administrative Aide III CPDO



INTERNAL SERVICES



BILLING STATEMENT FOR HOUSING PROJECT

Service Information: The Housing and Home Site Regulation Office is responsible in the distribution of billing statements to the housing project of the city particularly the ASB Village.

Office or Division:	Housing & Home Site Regulation Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
a. Owner-beneficiary waits for the billing statement to be delivered in their area	1. Updating payments and adjusting latest bill of the homeowners	Depends on the Deed of Conditional Sale of the beneficiary	2 hours	<u>Bernadette D. Engaran</u> Project Devt. Assistant Housing & Homesite Regulation Office
	2. Printing, checking and consolidation of billing statements			<u>Bernadette D. Engaran</u> Project Devt. Assistant Housing & Homesite Regulation Office <u>Engr. Rodegelio A. Laureta</u> Engineer II Housing & Homesite Regulation Office
	3. Distribution of			<u>Jerry Talplacido</u>



	Billing statements			Population Program Worker II Housing & Homesite Regulation Office
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CERTIFICATE OF CREDITABLE TAX WITHHELD (BIR FORM 2307) & CERTIFICATE OF FINAL TAX WITHHELD (BIR FORM 2306)

Service Information: Prepare Certificate of Creditable Tax Withheld and Certificate of Final Tax Withheld of LGU Employees for remittance to the Bureau of Internal Revenue

Office or Division:	City Accountant's Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All LGU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of Disbursement Voucher for payment (for reference purposes)		CTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the duly approved voucher for payment	1. Receive the duly approved voucher for payment	None	1 minute	<u>Jennylyn Gallardo</u> Admin. Aide III City Accountant's Office
	2. Prepare 2306 and 2307	None	5 minutes	<u>Michael Mateo</u> Admin. Officer II City Accountant's Office
	3. Sign BIR Form 2306 & 2307 (5 copies each)	None	2 minutes	<u>Frediz B. Daquila</u> City Accountant



CERTIFICATE OF EMPLOYMENT, SERVICE RECORD AND CERTIFICATE OF LEAVE CREDITS

Service Information: A Certificate of Employment, is used to verify employment history of a former or current employee. A service record is a collection of either electronic or printed material which provides a documentary history of a person's activities and accomplishments while serving as a member of a given organization. Certificate of Leave Credits is issued to former City Government employees and/or their beneficiaries as one of the requirements for the processing of terminal leave claim.

Office or Division:	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Local Government Unit Employees (Active and Inactive)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued Identification Card		Employee ID, GSIS, Pag-ibig, Police, BIR		
Official Receipt (1 Original)		City Treasurer's Office(Windows 1,2,3,4,20)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Applicant states the requested document/s	Retrieval and preparation of document/s 1.2 Start processing the request	None	5 minutes	<i>Administrative Officer V(HRMO III)</i> City Human Resource Management Office
2. Payment of Fee at Cash Receipts Division, City Treasurer's Office	b. Accept the payment based on the Order of Payment c. Issue the official Receipt	Certification Fee P75.00	-	<i>Local Revenue Collection Officer IV</i> City Treasurer's Office
3. Signature and Releasing of	1. Check the Official Receipt	None	2 minutes	<i>City Human Resource Management Officer</i>



documents	2. Issue the Certificate to the client			City Human Resource Management Office
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CERTIFICATION OF GSIS CONTRIBUTIONS OF PREMIUMS & PAYMENT OF LOANS

Service Information: Prepare certification of Employees' GSIS contribution of premiums and payment of loans

Office or Division:	City Accountant's Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Any LGU Employee requesting for certification of GSIS Contribution			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Paid Certification Fees		CTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward copy of official receipt as proof of payment for certification.	1. Receive the receipt	None	1 minute	<u>Maria Teresa Cabatin</u> <i>Admin. Assistant II</i> City Accountant's Office
	2. Prepare the certification	75.00	30 minutes - 1 hour	
	3. Sign the certification			<u>Frediz B. Daquila</u> <i>City Accountant</i>
	4. Forward the signed certification to requesting employee/s or call the employee concern for pick-up			<u>Maria Teresa Cabatin</u> <i>Admin. Assistant II</i> City Accountant's Office



CERTIFICATION OF PAG-IBIG CONTRIBUTIONS

Service Information: Prepare Certification of Pag-ibig Contributions to any requesting LGU employee

Office or Division:	City Accountant's Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Any LGU Employee requesting for certification of Pag-ibig Contributions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt – Certification fees		CTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward copy of official Receipt paid for Certification Fees.	1. Receive the Official Receipt	None	1 minute	<u>Jelson Lapitan</u> <i>Admin. Aide III</i> City Accountant's Office
	2. Prepare the Certification	P75.00	30 minutes to 1 hour	
	3. Sign the Certification	None	1 minute	<u>Frediz B. Daquila</u> <i>City Accountant</i>
	4. Forward the signed Certification to Requesting employee/person	None	1 minute	<u>Jelson Lapitan</u> <i>Admin. Aide III</i> City Accountant's Office



CERTIFICATION OF PHILHEALTH CONTRIBUTIONS (Hospitalization Requirements)

Service Information: Prepare Certification of Philhealth Contributions which is a requirement in claiming hospitalization reimbursements

Office or Division:	City Accountant's Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Any LGU Employee requesting for certification of Philhealth Contributions			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt – Certification fees		CTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Forward copy of official Receipt paid for Certification Fees.	1. Receive the Official Receipt	None	1 minute	<u>Jelson Lapitan</u> <i>Admin. Aide III</i> City Accountant's Office
	2. Prepare the Certification	P75.00	30 minutes to 1 hour	
	3. Sign the Certification	None	1 minute	<u>Frediz B. Daquila</u> <i>City Accountant</i>
	4. Forward the signed Certification to Requesting employee/person	None	1 minute	<u>Jelson Lapitan</u> <i>Admin. Aide III</i> City Accountant's Office



COMPUTER CHECK-UP/REPAIR

Service Information: The Management Information System Office provides computer check-up/Repair

Office or Division:	Management Information System Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All LGU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Report or bring unit for repair	2. Trouble shoot	None	5 minutes	<i>MIS staff</i>
	3. Repair	None	90 minutes	<i>MIS Staff</i>



DELIVERY OF GOODS TO REQUESTING OFFICE

This ensures the correctness of the items to be delivered by a winning bidder for a particular transaction.

Office or Division:	General Services Office (GSO)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Winning bidders for a particular transaction			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Purchase Order (PO)			Requesting Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Approved Purchase Order (PO)	1. Inspection of goods/equipment as specified in the PO 1.1 Delivery / Installation of goods/equipment to requesting office	None	30 minutes	<i>Administrative Aide III</i> GSO



ENVIRONMENTAL COMPLIANCE AUDIT (ECA) FORMS/TEMPLATES

Service Information: Forms/Templates for ECA or Environmental Compliance Audit submitted for environmental assessment of barangay for solid waste management, these templates/forms were required by DILG for submission.

Office or Division:	City Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Identification Card		Post Office, DFA, SSS, GSIS, Philhealth, Pag-ibig and other government agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CENRO Office *Fill up request slip	1. Received the required documents 2. Approval of request 3. Preparation and release of requested forms	None	5 minutes	<u>Arien Kelvin Fajardo</u> <i>Laborer II</i> CENRO



ENVIRONMENTAL ORDINANCE & POLICIES

Service Information: Copy of documents regarding Environmental related ordinances and policies are requested by the clients. A request must be done first to monitor who are requesting, what is their purpose and to count the number of persons requesting this documents regarding environment.

Office or Division:	City Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) Identification Card		Post Office, DFA, SSS, GSIS, Philhealth, Pag-ibig and other government agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Clients presents one (1) proof of identity and fills up borrowing slip 3. Slip forwarded to Management Information Desk.	1. Received the required documents 2. Approval of borrowing Slip 3. Preparation and release of document/s to be borrowed	None	6 minutes	<u>Anthony Dela Cruz</u> <i>Admin. Assistant III</i> CENRO



GSIS INSURANCE OF BUILDING

This service is rendered to insure all buildings of the LGU of San Jose City

Office or Division:	General Services Office (GSO)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	GSIS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing statement for a building		GSIS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit billing statement (for the particular building to be insured)	1. Fill out Application Form for the insurance of building 2. Pay insurance fee	None	1 day	<i>Administrative Officer I GSO</i>



GSIS INSURANCE FOR VEHICLE

This service is rendered to insure all the service vehicle of the LGU of San Jose City

Office or Division:	General Services Office (GSO)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	LGU-SJC offices with service vehicle			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application Letter for insurance of specific vehicle			Requesting Office	
Photo of Vehicle (all sides)			Requesting Office	
Stencil of engine and chassis of the vehicle			Requesting Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission / Completion of requirements	1. Receive the requirements for the emission testing of service vehicle 1.1 Prepare the voucher and its attachments for the renewal of GSIS insurance of service vehicle 1.2 Submit the requirements to GSIS Cabanatuan Branch for the insurance of vehicle 1.3 Pay the insurance fee	None	1 day	<i>Administrative Office I</i> GSO <i>Administrative Aide V</i> GSO



INSURANCE CLAIMS ON VEHICULAR ACCIDENTS

This service is used for insurance claim on vehicular accidents for all the service vehicles of the LGU of San Jose City.

Office or Division:	General Services Office (GSO)			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Concerned offices with vehicular accident claims to GSIS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Formal Notice of Loss/Claim		Property, Inventory and Supplies Division		
Copy of the Policy and Official Receipt for the Premium Payment		Property, Inventory and Supplies Division		
Vehicle/s Certificate of Registration and Official Receipt and/or Sales Invoice (for new vehicle)		Requesting Office		
Stencils of motor and chassis number		Requesting Office		
Copy of Driver's License and Official Receipt		Requesting Office		
Notarized Automobile Accident Report and/or Affidavit of the Assured/Driver		Requesting Office		
Trip Ticket / Travel Order		Requesting Office		
Police Report		Nearest PNP Station		
Repair Estimate (preferable dealer's estimate)		Vehicle Dealer / Casa		
Photos of the damaged unit		Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gathering and submission of requirements to GSIS	1. Receiving of requirements 1.1 Submit the requirements to GSIS	None	1 day	<i>Administrative Officer I</i> GSO



INVENTORY OF GOVERNMENT PROPERTY AND EQUIPMENT

This service/activity is performed to ensure the status and custody of the equipment of the LGU of San Jose City.

Office or Division:	General Services Office (GSO)			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	Offices under the LGU of San Jose City and other National Agencies in the City of San Jose			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Assessment of property / equipment 1.1 Issuance of Property Return Slip for unserviceable property /equipment (if applicable) 1.2 Collection of unserviceable property / equipment 1.3 Storing of unserviceable property / equipment 1.4 Preparation of I&I 1.5 Submission of I&I to City Accounting Office and/or COA for appraisal 1.6 Preparation of proposal for auction to COA	None	5 days	<i>Administrative Aide III</i> GSO <i>Administrative Aide II</i> GSO



LEGAL OPINION

Service Information: The City Legal Office extends its legal assistance in terms of consultation on legal matters affecting the transactions in the LGU.

Office or Division:	City Legal Office			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All LGU offices/ Department through the office of the City Mayor/ Sangguniang Panlungsod			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Written Request		Office of the City Mayor/ Office concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Office of the City Mayor & Sangguniang Panlungsod or offices concerned submits a written request for legal opinion	1. Receive the written request from the City Mayor/ the Sangguniang Panlungsod/ Office concerned	None	3-7 days	<u>Sweetzel Rivera</u> <i>Administrative Aide I</i> City Legal Office
	2. Issue the Legal opinion to the concern of the requesting office			<u>Atty. Carlo Marco Bautista</u> <i>City Legal Officer</i> City Legal Office



PAYMENT FOR RATA (REPRESENTATION & TRANSPORTATION ALLOWANCE)

Service Information: Prepare Journal Entry Voucher as attachment to the RATA voucher

Office or Division:	City Accountant's Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Department and Asst. Department Heads of the LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Voucher		1. Employee's Office		
2. Obligation Request		2. City Budget Office		
3. DTR		3. HRMO		
4. Certification no government vehicle was used by a particular employee		4. Employees' Office		
5. Certificate of Assumption (1 st payment)		5. HRMO		
6. Certificate of Appointment (1 st payment)		6. HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward RATA voucher with attachments	1. Return the RATA voucher if there are missing required attachments	None	1 minute	<u>Jing Jing Sohda</u> Admin. Asst. II City Accountant's Office
	2. Prepare Journal Entry Voucher for attachment to the voucher	None	1 minute	<u>Mary Jane Penamesa</u> Admin. Aide III City Accountant's Office <u>Radito Locquiao</u> Supervising Admin. Officer City Accountant's Office
	3. Post or Record to Index of Payment to Employees	None	2 minutes	Various Job order staff
	4. Sign the voucher	None	1 minute	<u>Frediz B. Daquila</u> City Accountant



	5. Forward to Department/ Office	None	3 minutes	<u>Jing Jing Sohda</u> Admin. Asst. II City Accountant's Office
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PAYMENT/ GRANTING OF CASH ADVANCES TO OFFICERS AND EMPLOYEES MOOE (MAINTENANCE & OTHER OPERATING EXPENSES)

Service Information: Prepare Journal Entry Voucher as attachment to the cash advance claim of officers and employees for maintenance & other operating expenses

Office or Division:	City Accountant's Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Officers & Employees of the LGU securing cash advances on MOOE Expenses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certification from Accountant that previous cash advances have been liquidated		1. Office of the City Accountant		
2. Obligation Request		2. City Budget Office		
3. Authority of the Accountable Officer issued by head of agency (cashier only)		3. Office of the City Mayor		
4. Approved application for Bond (regular employee)		4. City Treasurers Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward MOOE Cash Advance Voucher to Accounting	1a. Receive the voucher if all mandatory requirements are attached.	None	1 minute	<u>Jennylyn Gallardo</u> Admin. Aide III City Accountant's Office
	1b. Return the voucher & information transacting employee of the lacking mandatory attachments			<u>Christian Fragata</u> Admin. Aide III City Accountant's Office
	2. Prepare Journal Entry Voucher & attach to the Voucher	None	1 minute	<u>Mary Jane Penamesa</u> Admin. Aide III City Accountant's Office <u>Radito Locquiao</u>



				Supervising Admin. Off. City Accountant's Office
	3. Post in the Index of payment to employees	None	3 minutes	Various Job Order Staff
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS- ING TIME	PERSON RESPONSIBLE
	4. Review, approve & sign voucher	None	3 minutes	<u>Frediz B. Daquila</u> City Accountant <u>Radito Locquiao</u> Supervising Admin. Off. City Accountant's Office
	5. Log in Outgoing logbook for forwarding to CTO	None	1 minute	<u>Jennylyn Gallardo</u> Admin. Aide III City Accountant's Office <u>Christian Fragata</u> Admin. Aide III City Accountant's Office



PAYMENT/GRANTING OF CASH ADVANCES TO OFFICERS & EMPLOYEES (Travel Purposes)

Service Information: Prepare Journal Entry Voucher as attachment to the cash advance claim of officers and employees for travel purposes

Office or Division:	City Accountant's Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Officers & Employees of the LGU securing cash advances on travel orders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certification from Accountant that previous cash advances have been liquidated		1. Office of the City Accountant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Forward cash advance voucher to Accounting Office	1a. Receive the voucher if mandatory attachments are complete	None	1 minute	<u>Jing Jing Sohda</u> Admin. Asst. II City Accountant's Office <u>Catherine Antiporda</u> Admin. Aide III City Accountant's Office
	1b. Return the voucher & inform the claimant of the lacking mandatory attachments.	None	1 minute	
	2. Prepare Journal Entry Voucher & attach to the payroll.	None	1 minute	<u>Mary Jane Penamesa</u> Admin. Aide III City Accountant's Office



				<u>Radito Locquiao</u> <i>Supervising Admin. Off.</i> City Accountant's Office
	3. Post in the Index of Payment to Employees Card	None	3 minutes	<i>Various Job Order personnel</i>
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. Review, approve & sign payroll	None	3 minutes	<u>Frediz B. Daquila</u> <i>City Accountant</i> <u>Radito Locquiao</u> <i>Supervising Admin. Off.</i> City Accountant's Office
	5. Log in to outgoing logbook for forwarding to CTO	None	1 minute	<u>Jing Jing Sohda</u> <i>Admin. Asst. II</i> City Accountant's Office <u>Catherine Antiporda</u> <i>Admin. Aide III</i> City Accountant's Office



PAYMENT OF CLOTHING & UNIFORM ALLOWANCE

Service Information: Prepare Journal Entry Voucher as attachment to the clothing & uniform allowance claim of employees and post in the index of payment of employees

Office or Division:	City Accountant's Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	LGU Employees eligible to receive clothing and uniform allowance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified true copy of Office Order/Appointment (1 st payment) or Assumption of Office of new employees.		1. HRMO		
2. Certificate of non-payment from previous agency, for transferees		2. Previous Employer		
3. Obligation Request		3. CBO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward Clothing & Uniform allowance to Accounting	1a. Receive voucher if mandatory attachments are complete.	None	1 minute	<u>Jing Jing Sohda</u> Admin. Asst. II City Accountant's Office
	1b. Return the voucher & inform the transacting employee of lacking mandatory attachments			<u>Catherine Antiporda</u> Admin. Aide III City Accountant's Office
	2. Prepare Journal Entry Voucher & attach to Clothing Voucher	None	1 minute	<u>Mary Jane Penamesa</u> Admin. Aide III City Accountant's Office <u>Radito Locquiao</u> Supervising Admin. Off. City Accountant's



				Office
	3. Post in the Index of payment to employees	None	3 minutes	<i>Various Job Order Staff</i>
	4. Review, approve & sign voucher	None	3 minutes	<u>Frediz B. Daquila</u> <i>City Accountant</i>
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<u>Radito Locquiao</u> <i>Supervising Admin. Off.</i> City Accountant's Office
	5. Log in Outgoing logbook for forwarding to CTO	None	1 minute	<u>Jennylyn Gallardo</u> <i>Admin. Aide III</i> City Accountant's Office <u>Christian Fragata</u> <i>Admin. Aide III</i> City Accountant's Office



PAYMENT OF HONORARIA/HONORARIUM

Service Information: Prepare Journal Entry Voucher as attachment to the honoraria/honorarium claim of employees and post in the index of payment of employees

Office or Division:	City Accountant's Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	LGU Employees eligible to receive honoraria/honorarium			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Office order creating & designating the BAC composition & authorizing the members to collect honoraria		1a. LCE (initial copy) 1b. BAC Secretariat (duplicate copy)		
2. Minutes of BAC Meeting		2. BAC Secretariat		
3. Attendance sheet listing names of attendees to the BAC meeting		3. BAC Secretariat		
4. Certification that the procurement involves competitive building		4. BAC Secretariat		
5. Obligation Request		5. CBO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the payroll voucher to Accounting Office	1a. Receive the voucher if mandatory attachments are complete	None	1 minute	<u>Jing Jing Sohda</u> Admin. Asst. II City Accountant's Office
	1b. Return the voucher & inform the lacking mandatory attachments			<u>Catherine Antiporda</u> Admin. Aide III City Accountant's Office
	2. Prepare Journal Entry Voucher & attach to the payroll	None	1 minute	<u>Mary Jane Penamesa</u> Admin. Aide III City Accountant's Office
				<u>Radito Locquiao</u>



				Supervising Admin. Off. City Accountant's Office
	3. Post in the Index of payment to employee's card	None	3 minutes	Various Job Order Staff
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. Review, approve & sign voucher	None	3 minutes	<u>Frediz B. Daquila</u> City Accountant <u>Radito Locquiao</u> Supervising Admin. Off. City Accountant's Office
	5. Log in Outgoing logbook for forwarding to CTO	None	1 minute	<u>Jing Jing Sohda</u> Admin. Asst. II City Accountant's Office <u>Catherine Antiporda</u> Admin. Aide III City Accountant's Office



PAYMENT FOR LONGEVITY PAY

Service Information: Prepare Journal Entry Voucher as attachment to the longevity claim of employees and post in the index of payment of employees

Office or Division:	City Accountant's Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	LGU Employees claiming for longevity pay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Service Record		1. HRMO		
2. Certification that the claimant has not incurred more than 15 days LWOP		2. HRMO		
3. Disbursement Voucher for longevity pay		3. Claimant's Office/Department		
4. Obligation request		4. CBO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Forward longevity voucher to Accounting Office	1a. Receive the voucher if mandatory attachments are complete	None	1 minute	<u>Jing Jing Sohda</u> Admin. Asst. II City Accountant's Office
	1b. Return the voucher & inform the claimant of the lacking mandatory attachments			<u>Catherine Antiporda</u> Admin. Aide III City Accountant's Office
	2. Prepare Journal Entry Voucher & attach to the payroll	None	1 minute	<u>Mary Jane Penamesa</u> Admin. Aide III City Accountant's Office <u>Radito Locquiao</u> Supervising Admin. Off.



				City Accountant's Office
	3. Post in the Index of payment to employees' card	None	3 minutes	<i>Various Job Order Staff</i>
	4. Review, approve & sign voucher	None	3 minutes	<u>Frediz B. Daquila</u> <i>City Accountant</i>
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
				<u>Radito Locquiao</u> <i>Supervising Admin. Off.</i> City Accountant's Office
	5. Log in Outgoing logbook for forwarding to CTO	None	1 minute	<u>Jing Jing Sohda</u> <i>Admin. Asst. II</i> City Accountant's Office <u>Catherine Antiporda</u> <i>Admin. Aide III</i> City Accountant's Office



PAYMENT FOR OVERTIME PAY

Service Information: Prepare Journal Entry Voucher as attachment to the overtime claim of employees and post in the index of payment of employees

Office or Division:	City Accountant's Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	LGU Employees claiming for overtime pay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authority to render overtime stating the necessity & urgency of the work to be done & duration of overtime work.		1. Office of the City Mayor		
2. Quantified overtime Accomplishment duly signed by employee & supervisor		2. Claimant's office/Department		
3. DTR duly approved		3. Claimant's Office Department		
4. Obligation Request		4. City Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward cash advance voucher to Accounting Office	1a. Receive the voucher if mandatory attachments are complete	None	1 minute	<u>Jing Jing Sohda</u> Admin. Asst. II City Accountant's Office
	1b. Return the voucher & inform the claimant of the lacking mandatory attachments			<u>Catherine Antiporda</u> Admin. Aide III City Accountant's Office
	2. Prepare Journal Entry Voucher & attach to the payroll	None	1 minute	<u>Mary Jane Penamesa</u> Admin. Aide III City Accountant's Office <u>Radito Locquiao</u> Supervising Admin.



				Off. City Accountant's Office
	3. Post in the Index of payment to employees' card	None	3 minutes	<i>Various Job Order Staff</i>
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. Review, approve & sign voucher	None	3 minutes	<u>Frediz B. Daquila</u> <i>City Accountant</i> <u>Radito Locquiao</u> <i>Supervising Admin.</i> <i>Off.</i> City Accountant's Office
	5. Log in Outgoing logbook for forwarding to CTO	None	1 minute	<u>Jing Jing Sohda</u> <i>Admin. Asst. II</i> City Accountant's Office <u>Catherine Antiporda</u> <i>Admin. Aide III</i> City Accountant's Office



PAYMENT FOR PRODUCTIVITY INCENTIVE ALLOWANCE/ BONUS (PIB)

Service Information: Prepare Journal Entry Voucher as attachment to the productivity incentive allowance/bonus claim of employees and post in the index of payment of employees

Office or Division:	City Accountant's Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	LGU Employees eligible to receive productivity incentive allowance/ bonus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payroll for PIB		1. HRMO		
2. List of personnel suspended with in the year for which PIB will be paid		2. HRMO		
3. List of personnel dismissed with in the year		3. HRMO		
4. List of personnel on AIVOL		4. HRMO		
5. Certification that the performance ratings for the 2 semesters given to the personnel are at least satisfactory.		5. HRMO		
6. Obligation Request		6. CBO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the payroll to Accounting Office	1a. Receive the PIB payroll if mandatory attachments are complete	None	1 minute	<u>Jing Jing Sohda</u> Admin. Asst. II City Accountant's Office
	1b. Return the voucher & inform the lacking mandatory attachments			<u>Catherine Antiporda</u> Admin. Aide III City Accountant's Office
	2. Prepare Journal Entry Voucher & attach to the payroll voucher	None	1 minute	<u>Mary Jane Penamesa</u> Admin. Aide III City Accountant's Office <u>Radito Locquiao</u>



				<i>Supervising Admin. Off. City Accountant's Office</i>
	3. Post in the Index of payment to employee's card	None	3 minutes	<i>Various Job Order Staff</i>
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4. Review, approve & sign voucher	None	3 minutes	<u>Frediz B. Daquila</u> <i>City Accountant</i> <u>Radito Locquiao</u> <i>Supervising Admin. Off. City Accountant's Office</i>
	5. Log in Outgoing logbook for forwarding to CTO	None	1 minute	<u>Jing Jing Sohda</u> <i>Admin. Asst. II City Accountant's Office</i> <u>Catherine Antiporda</u> <i>Admin. Aide III City Accountant's Office</i>



PAYMENT FOR SUBSISTENCE, LAUNDRY AND QUARTER ALLOWANCE

Service Information: Prepare Journal Entry Voucher as attachment to the subsistence, laundry and quarter allowance claim of employees and post in the index of payment of employees

Office or Division:	City Accountant's Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	LGU Employees eligible to receive subsistence, laundry and quarter allowance			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payroll of personnel entitled to claim subsistence, laundry & quarters allowance.		1. Prepared by the Office/Department claiming benefits		
2. Approved DTR		2. HRMO		
3.. Authority to collect (initial claim)		3. CBO		
4. Obligation Request		4. CBO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS-ING TIME	PERSON RESPONSIBLE
1. Forward the payroll to Accounting Office	1a. Receive the payroll for subsistence laundry & quarters allowance.	None	1 minute	<u>Jing Jing Sohda</u> Admin. Asst. II City Accountant's Office
	1b. Return the payroll & inform the transacting employee of lacking mandatory attachments			<u>Catherine Antiporda</u> Admin. Aide III City Accountant's Office
	2. Prepare Journal Entry Voucher & attach to the payroll voucher	None	1 minute	<u>Mary Jane Penamesa</u> Admin. Aide III City Accountant's Office <u>Radito Locquiao</u> Supervising Admin. Off.



				City Accountant's Office
	3. Post in the Index of payment to employees	None	3 minutes	<i>Various Job Order Staff</i>
	4. Review, approve & sign voucher	None	3 minutes	<u>Frediz B. Daquila</u> <i>City Accountant</i>
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<u>Radito Locquiao</u> <i>Supervising Admin. Off.</i> City Accountant's Office
	5. Log in Outgoing logbook for forwarding to CTO	None	1 minute	<u>Jing Jing Sohda</u> <i>Admin. Asst. II</i> City Accountant's Office <u>Catherine Antiporda</u> <i>Admin. Aide III</i> City Accountant's Office



PAYROLL FOR YEAR-END BONUS AND CASH GIFT

Service Information: Prepare Journal Entry Voucher as attachment to the year-end bonus and cash gift claim of employees and post in the index of payment of employees

Office or Division:	City Accountant's Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	LGU Employees entitled to claim year-end bonus and cash gift			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Year-end bonus and cash gift payroll		1. HRMO		
2. Obligation Request		2. CBO		
3. Certificate of Appointment for proportionate computation (newly permanent employees)		3. HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward Year End Bonus & Cash Gift payroll to City Accounting Office	1a. Receive the payroll if mandatory attachments are complete	None	1 minute	<u>Jing Jing Sohda</u> Admin. Asst. II City Accountant's Office
	1b. Return the payroll & inform the claimant of the lacking mandatory attachments			<u>Catherine Antiporda</u> Admin. Aide III City Accountant's Office
	2. Prepare Journal Entry Voucher & attach to the payroll	None	1 minute	<u>Mary Jane Penamesa</u> Admin. Aide III City Accountant's Office <u>Radito Locquiao</u> Supervising Admin. Off. City Accountant's



				Office
	3. Post in the Index of payment to employees' card	None	3 minutes	<i>Various Job Order Staff</i>
	4. Review, approve & sign voucher	None	3 minutes	<u>Frediz B. Daquila</u> <i>City Accountant</i>
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				<u>Radito Locquiao</u> <i>Supervising Admin. Off.</i> City Accountant's Office
	5. Log in Outgoing logbook for forwarding to CTO	None	1 minute	<u>Jing Jing Sohda</u> <i>Admin. Asst. II</i> City Accountant's Office <u>Catherine Antiporda</u> <i>Admin. Aide III</i> City Accountant's Office



PAYROLL OF JOB ORDER PERSONNEL & PLANTILLA/ CONTRACTUAL EMPLOYEES

Service Information: Prepare Journal Entry Voucher and attach to the payroll of job order/ plantilla/ contractual personnel

Office or Division:	City Accountant's Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Job Order/ Plantilla/ Contractual LGU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Obligation Request		City Budget Office		
2. Approved Job Order & Plantilla of Casual Appointment		HRMO		
3. DTR		HRMO/Personnel & Employee's Copy		
4. Application for Leave(applicable to plantilla only)		HRMO/ Employee's Copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward Payroll Voucher	1. Received the payroll if required attachments are complete	None	5 minutes	<u>Jing Jing Sohda</u> Admin. Assistant II City Accountant's Office
	2. Return the payroll & inform liaison/employee of the lacking or missing required attachments	None	5 minutes	
	3. For the received payrolls, Journal Entry Voucher is prepared & attached	None	3 minutes	<u>Mary Jane Penamesa</u> Admin. Aide III City Accountant's Office <u>Radito Locquiao</u> Supervising Admin. Officer



				City Accountant's Office
	4. City Accountant approved the payroll	None		<u>Frediz B. Daquila</u> City Accountant

PAYROLL OF PERMANENT EMPLOYEES

Service Information: Recording payroll details per office per employee to index of payment of employees

Office or Division:	City Accountant's Office			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	Permanent LGU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. DTR		HRMO (Biometrics System generated)		
2. Approved Application for Leave		Employee Duplicate Copy		
3. Approved Travel Order/OB		Employee Duplicate Copy		
4. Obligation Request		City Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. HRMO prepares Semi-monthly payroll for permanent employees	1. Received the payroll	None	1 minute	<u>Jennylyn Gallardo</u> Admin. Aide III City Accountant's Office
	2. Record payroll details per office per employee to INDEX OF PAYMENT to employees	None	5 minutes to 20 minutes (depends on number of employees per payroll)	Various Job Order & Contractual Accounting Staff
	3. Call or Forward payroll to respective offices for Department Head signing & attachment of Required documents &	None	10 minutes	<u>Jing Jing Sohda</u> Admin. Assistant II City Accountant's Office



	Obligation Request from Budget Office after recording in the outgoing logbook			
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PAYSLIP PREPARATION (for loan purpose of employees)

Service Information: Prepare and print pay slip of LGU Employees for a given payroll period

Office or Division:	City Accountant's Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	LGU Employees applying for loan from various creditors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personally request for a copy of pay slip for a given payroll period	1. Print pay slip	None	3 minutes	<u>Jessie Jeyvee Opiana</u> Admin. Aide I City Accountant's Office <u>Jonalyn Beronilla</u> Admin. Aide III City Accountant's Office
	2. Sign the pay slip	None	1 minute	<u>Frediz B. Daquila</u> City Accountant



PROCESSING OF LTO REGISTRATION

This service is compulsory for the renewal of registration of all service vehicles of the LGU of San Jose.

Office or Division:	General Services Office (GSO)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	LGU-SJC offices with service vehicle			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Emission Testing Result		Property, Inventory and Supplies Division		
Certificate of Cover (for the specific vehicle)		Property, Inventory and Supplies Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission / Completion of requirements	1. Receive the requirements for the renewal of registration of vehicle 1.1 Submit the requirements to LTO San Jose City Branch for the renewal of vehicle 1.2 Pay the renewal fee	None	1 day	<i>Administrative Officer I</i> GSO <i>Administrative Aide V</i> GSO



PROCUREMENT OF GOVERNMENT VEHICLES / EQUIPMENT / OTHER SUPPLIES > 50,000.00 AND < 800,000.00

This service is provided to cater to the needs of all offices in the Local Government of San Jose City and other National Agencies inside the city to fulfill its operation and functionalities. This process includes the requisition of goods/equipment equal to or more than 50,000.00 pesos and less than 800,000.00

Office or Division:	General Services Office (GSO)			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	All offices under the San Jose City Local Government unit and other National Agencies inside the City of San Jose			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request (PR)		Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved PR	1. Receive and review the contents of the PR 1.1 Approved PR will be secured with a unique PR number 1.2 Preparation of Price Quotation / Canvass Form 1.3 Publishing of details and Request for Price Quotation to PhilGEPs website	None	10 minutes	<i>Admin. Aide III</i> GSO
2. Perform canvassing to qualified supplier	2. Wait for closing of published post	None	4 days (next day posting, 3 days publishing)	<i>Administrative Aide I</i> GSO
3. Submit the quoted price quotation / canvass form to GSO	3. Opening of Request for Price Quotation to lowest bidder 3.1 Prepare the Award	None	10 minutes	<i>Admin. Officer III</i> GSO <i>Admin. Aide IV</i>



	and its attachments (Voucher, Award, Notice of Award (NOA), Notice to Proceed (NTP), Purchase Order (PO), PPE/ICS (if applicable), Acceptance and Inspection Report, Waste Material			GSO <i>Administrative Aide I</i> GSO
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Report (if applicable) 3.2 Input of details to Monitoring System			
4. Approval of the Award	4. Processing of Signatories of the Award and Notice of Award (Head of Requesting Office, TWG, BAC Secretariat, Head of the Procuring Entity (HOPE)) 4.1 Acknowledgement of winning bidder; Signing of PO, NOP, and NTP 4.2 Approval of the PO by the HOPE 4.3 Serving of PO to the winning bidder	None	1 day	<i>Administrative Aide I</i> GSO
5. Acknowledgement of Requesting Office (Signing of PPE/ICS, Acceptance and Inspection Report)	5. Inspection of goods/equipment 5.1 Delivery of goods/equipment to requesting office 5.2 Identifying the property custodian for the requested goods/equipment 5.3 Input of details of property custodian to PIAS	None	15 days (maximum days of delivery of goods/equipment)	<i>Administrative Aide I</i> GSO
6. None	6. Processing of Voucher for payment of goods/equipment	None	1 day	



PROCUREMENT OF OFFICE SUPPLIES/ SPARE PARTS/ MOTOR OIL/ OTHER SUPPLIES

This service is provided to cater to the needs of all offices in the Local Government of San Jose City and other National Agencies inside the city to fulfill its operation and functionalities. This process includes the requisition of goods/equipment under 50,000.00 pesos.

Office or Division:	General Services Office (GSO)			
Classification:	Complex			
Type of Transaction:	G2G			
Who may avail:	All offices under the San Jose City Local Government unit and other National Agencies inside the City of San Jose			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request (PR)		Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved PR	1. Receive and review the contents of the PR 1.1 Approved PR will be secured with a unique PR number 1.2 Preparation of Price Quotation / Canvass Form	None	5 minutes	<i>Administrative Aide III</i> GSO
2. Perform canvassing to qualified supplier	2. GSO processor will also perform canvassing to qualified supplier 2.1 City Accounting Office will also perform canvassing to	None	30 minutes	<i>Administrative Aide I</i> GSO



	qualified supplier			
3. Submit the quoted price quotation / canvass form to GSO	3. Opening of price quotation / canvass form to lowest bidder 3.1 Prepare the Award and its attachments (Voucher, Award, Purchase Order(PO), PPE/ICS (if applicable), Acceptance and	None	5 minutes	<i>Admin. Officer III</i> GSO <i>Administrative Aide IV</i> GSO <i>Administrative Aide I</i> GSO
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Inspection Report, Waste Material Report (if applicable) 3.2 Input of details to Monitoring System			
4. Approval of the Award	4.Processing of Signatories of the Award (Head of Requesting Office, TWG, BAC Secretariat, Head of the Procuring Entity (HOPE)) 4.1 Acknowledgement of winning bidder to the Purchase Order 4.2 Approval of the PO by the HOPE 4.3 Approved PO will be secured with a unique PO number 4.4 Serving of PO to the winning bidder	None	1 day	<i>Administrative Aide I</i> GSO
5. Acknowledgement of Requesting Office (Signing of PPE/ICS, Acceptance and Inspection Report)	5.Inspection of goods/equipment 5.1 Delivery of goods/equipment to requesting office 5.2 Identifying the property custodian for the requested	None	15 days (maximum days of delivery of goods/equipment)	<i>Administrative Aide I</i> GSO



	goods/equipment 5.3 Input of details of property custodian to PIAS			
6. None	6.Processing of Voucher for payment of goods/equipment	None	1 day	<i>Administrative Aide I GSO</i>

PROPERTY CLEARANCE

Property clearance is issued to requesting employees who wants to be cleared from the responsibility of being a property custodian of any vehicle or equipment of the LGU. This certification will/may be presented to the agency's Human Resource Office.

Office or Division:	General Services Office (GSO)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees who are retiring, resigning, or representative of deceased employees under the LGU of San Jose and other National Agencies in San Jose City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Unserviceable Equipment / Request letter for transfer of equipment		Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Personal Appearance for request of clearance	1. Printing of accountabilities (from PIAS) 1.1 Assessment of items to be returned (if applicable) 1.2 Preparation of Certificate of Property Clearance 1.3 Preparation of Property Return Slip or Inventory and Inspection Report (I&I) of Unserviceable (for	None	40 minutes	<i>Admin. Aide III GSO</i>



	unserviceable equipment) 1.4 Approval of PRS/ I&I			
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PROPERTY RETURN SLIP (PRS) / INVENTORY AND INSPECTION REPORT (I&I) OF UNSERVICEABLE EQUIPMENT

Property Return Slip and/or Inventory and Inspection Report (I&I) of unserviceable equipment is issued to requesting employees who wants to return unserviceable equipment or transfer the custody of the equipment to other personnel.

Office or Division:	General Services Office (GSO)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Employees who wants to return unserviceable equipment or transfer property custody of the equipment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Unserviceable Equipment / Request letter for transfer of equipment		Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request letter for transfer of equipment; or Return of unserviceable equipment	1. Assessment of Item to be returned 1.1 Preparation of PRS and/or I&I 1.2 Approval of PRS and/or I&I	None	40 minutes	<i>Administrative Aide III</i> GSO



PUBLIC INFORMATION DATA REQUEST

Service Information: Public Information Office document LGU events and activities and file them on a databank for the purpose of serving future data request from LGU offices or other individuals.

Office or Division:	Public Information Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Digital storage device (CD, DVD or USB)		Provided by client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Data 1.1 Proceed to PIO Frontline/Information Desk 1.2 Requestor States the specific data/document needed	1. Front Desk staff logs request 2. PIO Staff verifies the existence of the requested data	None	5 minutes	<u>Beaflor Nuñez</u> <i>Laborer</i> Public Info. Office
2. If the date is available, the requestor must fill up the Data Request Form	Waits for the client to duly accomplish the form	None	1 minute	Client



1. Client waits for data transfer	Databank officer/ authorized PIO staff retrieves and saves the data to the data storage device provided by the requestor (for soft copies)	None	Depends on the type and volume of data (Average time: 30 minutes)	<u>Rick A. Lagawad</u> Information Officer II Public Info. Office
2. Client receives the data	Hands over digital storage device to client	None	1 minute	<u>Beaflor Nuñez</u> Laborer Public Info. Office

RELEASE OF EMISSION TESTING RESULT

This service is mandatory for the renewal of vehicle registration to LTO

Office or Division:	General Services Office (GSO)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	LGU-SJC offices with service vehicle			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt/ Certificate of Registration (OR/CR) (1 photocopy)		Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission / Completion of requirements	1. Receive the requirements for the emission testing of service vehicle 1.1 Take the requesting office's service vehicle to emission testing center 1.2 Pay the emission fee	None	1 day	<i>Administrative Office I</i> GSO <i>Administrative Aide V</i> GSO



REPAIR AND MAINTENANCE OF VEHICLE

This service is performed to ensure that service vehicles are performing flawlessly and does not delay the functions of the office.

Office or Division:	General Services Office (GSO)			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	LGU-SJC offices with service vehicles			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter for repair and maintenance indicating the following: <ul style="list-style-type: none"> • plate number or conduction number of the vehicle, • mileage; and • repair/maintenance to be rendered 		Requesting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submission/Completion of requirements	1. Confirmation of budget allocation for particular repair/maintenance request 1.1 Preparation of request letter for repair/maintenance address to the casa 1.2 Schedule repair/maintenance to casa	None	15 minutes	Administrative Officer I GSO Administrative Aide III GSO
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SIGNING OF THE APPROVED RESOLUTIONS AND ENACTED ORDINANCES

Service Information: The City Vice Mayor, as the Regular Presiding Officer of the Sangguniang Panlungsod shall affix his/her signature in the Ordinances and Resolutions passed and approved by the body to attest that the ordinances/resolutions were duly enacted/approved by the body.

Office or Division:	Office of the City Vice Mayor	
Classification:	Simple	
Type of Transaction:	G2G- Government to Government	
Who may avail:	SP Secretary/Records Officer	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
None		None



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
None	1. Present to the City Vice Mayor the print copy of the approved resolutions/ Ordinances	None	5 minutes	<u>Michelle M. Salmó</u> City Govt.Asst. Dept. Head I Sangguniang Panlungsod
None	2. Affix her signature on the print copy of the approved resolutions and enacted Ordinances	None	2 minutes	<u>Hon. Glenda F. Macadangdang</u> City Vice Mayor/ Presiding Officer
None	3. Forward to the Records Officer who shall i. Forward the enacted ordinances to the City Mayor for his approval ii. Release the approved resolutions to the concerned offices/persons	None	2 minutes	<u>Michelle M. Salmó</u> City Govt.Asst. Dept. Head I Sangguniang Panlungsod

WEIGHT MONITORING & DIETARY COUNSELLING

Service Information: Weight gain is a prime concern of every individual-being overweight predisposes an individual to a lot of health risk; proper DIET & Healthy Lifestyle is needed for a longer & disease free life.

Office or Division:	Nutrition Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Inform the front desk of intended business	Receive client	None	1 minute	Front Desk
2. Weight using the office scale	Assist the client in weighting	None	2 minutes	Front Desk
3. Log-in your weight in the offices log book	Assist the Client in logging	None	2 minutes	Front Desk

FEEDBACK AND COMPLAINTS MECHANISM (via drop box)	
How to send feedback	<p>Answer the client feedback form and drop it at the designated drop box in front of the City Human Resource Management Office</p> <p>Contact Info: (044) 951-1108</p>
How feedbacks are processed	<p>Every Friday, the respective liaison officer of the City Human Resource Management Office opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p>



	<p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (044) 951-1108</p>
<p>How to file a complaint</p>	<p>Answer the Client Complaint Form and drop it at the designated drop box in front of the City Human Resource Management Office.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following telephone number: (044) 951-1108</p>
<p>How complaints are processed</p>	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaints Officer shall start the investigation and forward the complaint to the relevant office for their explanation</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (044) 951-1108</p>
<p>Contact Information of Anti-Red Tape Authority (ARTA), Presidential Complaints Center (PCC), Contact Center ng Bayan (CCB)</p>	<p>ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>



FEEDBACK AND COMPLAINTS MECHANISM (via Official FB page)	
How to send feedback	Citizens can send comments or suggestions via the official Facebook page of City of San Jose
How feedbacks are processed	Public Information Office documents the feedback through a transmittal slip routed to the concerned department/ agency
How to file a complaint	Citizens can send complaints via the Official Facebook page of City of San Jose
How complaints are processed	Public Information Office documents the complaint through a transmittal slip routed to the concerned department/ agency. The concerned department replies within



	72 hours and the answer is sent to the complainant by replying to his/ her message.
Contact Information of Anti-Red Tape Authority (ARTA), Presidential Complaints Center (PCC), Contact Center ng Bayan (CCB)	ARTA: complaints@arta.gov.ph 8478 5093 PCC: 8888 CCB: 0908-881-6565 (SMS)

LIST OF OFFICES

Office	Address	Contact Information
Office of the City Mayor	2 nd Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	(044) 940-1404/331-0352
Office of the City Administrator	2 nd Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	(044) 940-1481
City Legal Office	2 nd Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	(044) 940-0524
City Human Resource Management Office	2 nd Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	(044) 951-1108
City Engineering Office	Engineering Compound, Brgy. Calaocan	(044) 958-5181/511-4042
City Agriculture Office	Agriculture Compound, Brgy. Malasin	0932-495-9475
Franchising & Regulatory Office	Ground Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	(044) 951-0529
City Population Office	Ground Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	(044) 940-0489
City Social Welfare	City Health Compound, A.O Pascual	(044) 940-2845



Development Office	St., Brgy. R. Eugenio	
City Civil Registrar	Ground Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	(044) 940-0004
City Health Office	City Health Compound, A.O Pascual St., Brgy. R. Eugenio	(044) 940-2146/ 940-5721
Business Permit Licenses Office	Ground Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	0922-870-4498
City Assessor's Office	Ground Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	(044) 940-2722
City Planning & Development Office	2 nd Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	(044) 940-8272
City Treasurer's Office	Ground Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	(044) 940-3191
Public Market Office		(044) 940-8710
City Budget Office	2 nd Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	(044) 958-9865
City Environment Natural Resources Office	2 nd Floor, LDRRM Bldg., City Hall Compound, Brgy. R. Rueda Sr.	(044) 940-4284
Public Information Office	2 nd Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	(044) 331-0667
City Accounting Office	Accounting Bldg., City Hall Compd. Maharlika Highway, Brgy. R. Rueda Sr.	(044) 940-3236
City Vice-Mayor's Office/ Sangguniang Panlungsod	2 nd Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	(044) 940-0059

Office	Address	Contact Information
City Cooperative Office	Ground Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	(044) 940-3884
General Services Office	2 nd Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	(044) 940-2986
City Tourism Office	2 nd Floor, OTOP Bldg., Brgy. F. E Marcos	(044) 940-9658
Community Affairs Office	3 rd Floor, LDRRM Bldg., City Hall Compound, Brgy. R. Rueda Sr.	(044) 951-5550
City Library	City Health Compound, A.O Pascual St., Brgy. R. Eugenio	(044) 940-9668
Management Information System	2 nd Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	(044) 940-2013
City Slaughterhouse		0933-324-4072
Ospital ng Lungsod ng San Jose	City Health Compound, A.O Pascual St., Brgy. R. Eugenio	(044) 456-6671
Housing & Homesite Regulation Office	2 nd Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	(044) 951-0268
Public Order and Safety Office	2 nd Floor, LDRRM Bldg., City Hall Compound, Brgy. R. Rueda Sr.	0905-9674-258



Department of the Interior & Local Government	2 nd Floor, LDRRM Bldg., City Hall Compound, Brgy. R. Rueda Sr.	0975-967-4258
Local Disaster Risk Reduction & Management Office/ Makisig Rescue 3121	Ground Floor, LDRRM Bldg., City Hall Compound, Brgy. R. Rueda Sr.	0917-932-9939
San Jose City Police Station	Government Center Compound, Brgy. Sto. Niño 1 st	(044) 940-7778
San Jose City Fire Station	Rizal St., Brgy. R. Eugenio	(044) 940-5258

ANNEX 1 BUILDING PERMIT FEES

1. Construction/addition/renovation/alteration of buildings/structures under Group/s and Sub-Divisions shall be assessed as follows:

- a. Division A-1
 - i. Original complete construction up to 20.00 sq. m - Pphp2.00/sq. m
 - ii. Additional/renovation/alteration up to 20.00 sq. m regardless of floor area of original construction - Pphp2.40/sq. m
 - iii. Above 20.00 sq. m to 50.00 sq. m - Pphp3.40/sq. m
 - iv. Above 50.00 sq. m to 100.00 sq. m - Pphp4.80/sq. m
 - v. Above 100.00 sq. m to 150.00 sq. m - Pphp6.00/sq. m
 - vi. Above 150.00 sq. m - Pphp7.20/sq. m
- b. Division A-2
 - i. Original complete construction up to 20.00 sq. m - Pphp3.00/sq. m
 - ii. Additional/renovation/alteration up to 20.00 sq. m regardless of floor area of original construction - Pphp3.40/sq. m



- iii. Above 20.00 sq. m to 50.00 sq. m - Php5.20/sq. m
 - iv. Above 50.00 sq. m to 100.00 sq. m - Php6.60/sq. m
 - v. Above 100.00 sq. m to 150.00 sq. m - Php8.00/sq. m
 - vi. Above 150.00 sq. m - Php8.40/sq. m
- c. Division B-1/C-1/E-1,2,3/F-1/G-1,2,3,4,5/H-1,2,3,4/I-1 and J-1,2,3
- i. Up to 500 - Php23.00/sq. m
 - ii. Above 500 to 600 - Php22.00/sq. m
 - iii. Above 600 to 700 - Php20.50/sq. m
 - iv. Above 700 to 800 - Php19.50/sq. m
 - v. Above 800 to 900 - Php18.00/sq. m
 - vi. Above 900 to 1,000 - Php17.00/sq. m
 - vii. Above 100 to 1,500 - Php16.00/sq. m
 - viii. Above 1,500 to 2,000 - Php15.00/sq. m
 - ix. Above 2,000 to 3,000 - Php14.00/sq. m
 - x. Above 3,000 - Php12.00/sq. m
- d. Division C-2/D-1,2,3
- i. Up to 500 - Php12.00/sq. m
 - ii. Above 500 to 600 - Php11.00/sq. m
 - iii. Above 600 to 700 - Php10.20/sq. m
 - iv. Above 700 to 800 - Php9.60/sq. m
 - v. Above 800 to 900 - Php9.00/sq. m
 - vi. Above 900 to 1,000 - Php8.40/sq. m
 - vii. Above 100 to 1,500 - Php7.20/sq. m
 - viii. Above 1,500 to 2,000 - Php6.60/sq. m
 - ix. Above 2,000 to 3,000 - Php6.00/sq. m
 - x. Above 3,000 - Php5.00/sq. m

2. Electrical Fees

- a. Total Connected Load (kVA)
- i. 5 kVA or less - Php200.00
 - ii. Over 5 kVA to 50 kVA - Php200.00 + 20.00/kVA
 - iii. Over 50 kVA to 300 kVA - Php1,100.00 + 10.00/kVA
 - iv. Over 300 kVA to 1,500 kVA - Php3,600.00 + 5.00/kVA
 - v. Over 1,500 kVA to 6,000 kVA - Php9,600.00 + 2.50/kVA
 - vi. Over 6,000 kVA - Php20,850.00 + 1.25/kVA
- b. Total Transformer/Uninterrupted Power supply (UPS)/Generator Capacity (kVA)
- i. 5 kVA or less - Php40.00
 - ii. Over 5 kVA to 50 kVA - Php40.00 + 4.00/kVA
 - iii. Over 50 kVA to 300 kVA - Php 220.00 + 2.00/kVA
 - iv. Over 300 kVA to 1,500 kVA - Php720.00 + 1.00/kVA
 - v. Over 1,500 kVA to 6,000 kVA - Php1,920.00 + 0.50/kVA
 - vi. Over 6,000 kVA - Php4,170.00 + 0.25/kVA



- c. Pole/Attachment Location Plan Permit
 - i. Power Supply Pole Location - Php30.00/pole
 - ii. Guying Attachments - Php30.00/Attachment
- d. Miscellaneous Fees: Electric Meter for union, separation, alteration, reconnection or relocation and issuance of Wiring Permit:

Residential - Php15.00(Electric Meter and Php15.00(Wiring Permit Issuance)
Commercial/Industrial - Php90.00(Electric Meter) and Php36.00(Wiring Permit Issuance

5. Mechanical Fees

- a. Refrigeration, Air Conditioning and Mechanical Ventilation
 - i. Refrigeration (cold storage), per ton or fraction thereof - Php40.00
 - ii. Ice Plants, per ton or fraction thereof - Php60.00
 - iii. Packaged/Centralized Air Conditioning Systems up to 100 tons per ton - Php90.00
 - iv. Every ton or fraction thereof above 100 tons - Php40.00
 - v. Window type air conditioners, per unit - Php60.00
 - vi. Mechanical ventilation, per kW or fraction thereof of blower or fan, or metric equivalent - Php40.00
- b. Escalators and Moving Walks, funiculars and the like:
 - i. Escalator and moving walk, per kW or fraction thereof - Php10.00
 - ii. Escalator and moving walks up to 20.00 lineal meters or fraction thereof - Php20.00
 - iii. Every lineal meter or fraction thereof in excess of 10.00 lineal meters - Php10.00
 - iv. Funicular, per kW or fraction thereof - Php200.00
 - (a) Per lineal meter travel - Php20.00
 - v. Cable car, per kW or fraction thereof - Php40.00
 - (a) Per lineal meter travel - Php5.00
- c. Elevators, per unit
 - i. Motor driven dumbwaiters - Php600.00
 - ii. Construction elevators for materials - Php2,000.00
 - iii. Passenger elevators - Php5,000.00
 - iv. Freight elevators - Php5,000.00
 - v. Car elevators - Php5,000.00
- d. Boilers, per kW
 - i. Up to 7.5 kW - Php500.00
 - ii. Above 7.5 kW to 22 kw - Php700.00
 - iii. Above 22 kW to 37 kw - Php900.00
 - iv. Above 37 kW to 52 kw - Php1,200.00
 - v. Above 52 kW to 67 kw - Php1,400.00
 - vi. Above 67 kW to 74 kw - Php1,600.00
 - vii. Every kW or fraction thereof above 74 kw - Php5.00



- e. Pressurized water heaters, per unit - Php200.00
- f. Water, sump and sewage pumps for commercial/industrial use, per kW or fraction thereof - Php60.00
- g. Automatic fire sprinkler system, per sprinkler head - Php4.00
- h. Diesel/Gasoline ICE, Steam, Gas Turbine Engine, Hydro, Nuclear or Solar Generating Units and the like, per kW
 - i. Every kW up to 50 kW - Php25.00
 - ii. Above 50 kW up to 100 kW - Php20.00
 - iii. Every kW above 100 kW - Php3.00
- i. Compressed Air, Vacuum, Commercial, Institutional and/or Industrial gases per outlet - Php20.00
- j. Gas meter, per unit - Php100.00
- k. Power piping for gas/steam/etc. per lineal meter or fraction thereof or per cu. meter or fraction thereof whichever is higher - Php4.00
- l. Other Internal Combustion Engines, including cranes, forklifts, loaders, pumps, mixers, compressors and the like, not registered with the LTO per kW.
 - i. Up to 50 kW - Php10.00
 - ii. Above 50 kW to 100 kW - Php12.00
 - iii. Every kW above 100 kW or fraction thereof - Php3.00
- m. Pressure vessels, per cu. meter or fraction thereof - Php60.00
- n. Other machinery/Equipment for commercial/Industrial/Institutional use not Elsewhere specified, per kW or fraction thereof - Php60.00
- o. Pneumatic tubes, Conveyors, Monorails for materials handling and addition to existing supply and/or exhaust duct works and the like, per lineal meter or fraction thereof - Php60.00
- p. Weighing Scale Structure, per ton or fraction thereof - Php50.00

6. Plumbing Fees

- a. Installation Fees, one (1) "UNIT" composed of one (1) water closet, two (2) floor drains, one (1) lavatory, one (1) sink with ordinary trap, three (3) faucets and one (1) shower head, A partial part thereof shall be charged as that of the cost of a whole "UNIT" - Php24.00



b. Every fixture in excess of one unit:

- i. Each water closet - Php7.00
- ii. Each floor drain - Php3.00
- iii. Each sink - Php3.00
- iv. Each lavatory - Php7.00
- v. Each faucet - Php2.00
- vi. Each shower head - Php2.00

c. Special Plumbing Fixtures

- i. Each slop sink - Php7.00
- ii. Each urinal - Php4.00
- iii. Each bath tub - Php7.00
- iv. Each grease trap - Php7.00
- v. Each garage trap - Php7.00
- vi. Each bidet - Php4.00
- vii. Each dental cuspidor - Php4.00
- viii. Each gas-fired water heater - Php4.00
- ix. Each drinking fountain - Php2.00
- x. Each bar or soda fountain sink - Php4.00
- xi. Each laundry sink - Php4.00
- xii. Each laboratory sink - Php4.00
- xiii. Each fixed-type sterilizer - Php2.00

d. Each water meter

- i. 12 to 25mm Ø - Php8.00
- ii. Above 25mm Ø - Php10.00

e. Construction of septic tank, applicable in all groups

- i. Up to 5.00cu. meters of digestion chamber - Php24.00
- ii. Every cu. meter or fraction thereof in excess of 5.00 cu. meters _ Php7.00

7. Electronics Fees

a. Central Office switching equipment, remote switching units, concentrators, PABX/PBX's, cordless/wireless telephone and communication systems, intercommunication system and other types of switching/routing/distribution equipment used for voice, data image text, facsimile, internet service, cellular, paging and other types/forms of wired or wireless communications - Php2.40

b. Broadcast station for radio and TV for both commercial and training purposes, CATV headed, transmitting/receiving/relay radio and broadcasting communications stations, communications centres, switching center, control center operation and/or maintenance center, call centers, cell sites, equipment silos/shelters and other similar locations/structures used for electronics and communication services, including those used for navigational aids, radar, telemetry, tests and measurements global positioning and personnel/vehicle location - Php1,000/location



- c. Automated teller machines, ticketing, vending and other types of electronic dispensing machines, telephone booths, pay phones, coin chargers, location or direction-finding systems, navigational equipment used for land, aeronautical or maritime applications, photography and reproduction machines, x-ray, scanners, ultrasound and other apparatus/equipment used for medical, biomedical laboratory and testing purposes and other similar electronic or electronically-controlled apparatus or devices whether located indoors or outdoors - Php10.00/unit
- d. Electronics and communications outlets used for connection and termination of voice, data, computer (including workstations, servers, routers, etc.), audio, video or any form of electronics and communications services, irrespective of whether a user terminal is connected - Php2.40/outlet
- e. Station/terminal/control point/central or remote panels/outlets for security and alarm systems (including watchman system, burglar alarms, intrusion detection systems, lighting controls, monitoring and surveillance system, sensors, detectors, parking management system, barrier controls, signal light, etc.) sound-reinforcement/background, music/paging/conference systems and the like, CATV/MATV/CCTV and off-air television, electronically-controlled conveyance systems, building automation, management systems and similar types of electronic or electronically-controlled installations whether a user terminal is connected - Php2.40/termination
- f. Studios, auditoriums, theatres and similar structures for radio and TV broadcast recording, audio/video reproduction/simulation and similar activities - Php1,000.00/location
- g. Antenna towers/masts or other structures for installation of any electronic and/or communications transmission/reception - Php1,000/structure
- h. Electronic or electronically-controlled indoor and outdoor signage and display systems, including TV monitors, multimedia signs, etc. - Php50.00/unit
- i. Poles and attachment:
 - i. Per pole (to be paid by the pole owner) - Php20.00
 - ii. Per attachment (to be paid by any entity who attaches to the pole of others) - Php20.00
- j. Other types of electronics or electronically-controlled device, apparatus, equipment, instrument or units not specifically identified above - Php50.00/unit

8. Accessories of the Building and Structure Fees



- a. All parts of building which are open on two (2) or more sides, such as balconies, terraces, lanais and the like, shall be charged 50% of the rate of the principal building of which they are a part (Section 3.a to 3.d of this schedule).
- b. Buildings with a height of more than 8.00 meters shall be charged an additional fee of twenty-five centavos (Php0.25/cu. meter) Meter above 8.00 meters. The height shall be measured from the ground level up to the bottom of the roof slab or the top of girt, whichever applies.
- c. Bank and Records Vaults with interior volume of up to 20.00 cu. meters - Php20.00
 - i. In excess of 20.00 cu. meters - Php8.00
- d. Swimming pools, per. cu. meter or fraction thereof:
 - i. Group A Residential - Php3.00
 - ii. Commercial/Industrial Groups B, E, F, G - Php36.00
 - iii. Social/Recreational/Institutional Groups C, D, H, I - Php24.00
 - iv. Swimming pools improvised from local indigenous materials such as rocks, stones and/or small boulders and with plain cement flooring shall be charged 50% of the above rates.
 - v. Swimming pool shower rooms/locker rooms:
 - (a) Residential GROUP A - Php6.00
 - (b) GROUP B, E, F, G - Php18.00
 - (c) GROUP C, D, H - Php12.00
- e. Construction of firewalls, separate from the building:
 - i. Per sq. meter or fraction thereof - Php3.00
 - ii. Provided that the minimum fees shall be - Php48.00
- f. Construction/erection of towers: Including Radio and TV towers, water tank supporting structures and the like:
 - i. Single detached dwelling units
 - Self-Supporting - Php500.00
 - Trilon (Guyed) - Php150.00
 - ii. Commercial/Industrial (GROUPS B, E, F, G) up to 10.00 meters in height
 - Self-Supporting - Php2,400.00
 - Trilon (Guyed) - Php240.00
 - (a) Every meter or fraction thereof in excess
 - Self-Supporting - Php120.00
 - Trilon (Guyed) - Php12.00



- iii. Educational/Recreational/Institutional (GROUPS C, D, H, I) up to 10.00 meters in height
 - Self-Supporting - Php1,800.00
 - Trilon (Guyed) - Php120.00

- (a) Every meter or fraction thereof in excess
 - Self-Supporting - Php120.00
 - Trilon (Guyed) - Php12.00

- g. Storage Silos, up to 10.00 meters in heights - Php2,400.00

- h. Construction of Smokestacks and Chimneys for Commercial/Industrial Use GROUP B, E, F and G:
 - i. S
 - ii. C

- i. Construction of Commercial/Industrial Fixed Ovens, per sq. meters or fraction thereof of interior floor areas - Php48.00

- j. Construction of Industrial Kiln/Furnace/ cu. meter or fraction thereof of volume - Php2.00

- k. Construction of reinforced concrete or steel tanks or above ground Groups A and B, up to 2.00 cu. meters - Php12.00
 - i. Every cu. m or fraction thereof in excess of 2.00 cu. meters - Php12.00
 - ii. For all other Groups A and B up to 10.00 cu. meters - Php480.00
 - (a) Every cu. meter or fraction thereof in excess of 10.00 cu. meters -Php24.00
- l. Construction of Water and Waste Water Treatment Tanks (Including Cisterns, Sedimentation and Chemical Treatment Tanks) per cu. meter of volume - Php7.00

- m. Construction of reinforced concrete or steel tanks except for Commercial/Industrial Use:
 - i. Above ground, up to 10.00 cu. meters - Php480.00
 - Every cu. m or fraction thereof in excess of 20.00 cu. meters - Php480.00
 - ii. Underground up to 20.00 cu. meters - Php540.00
 - Every cu. m or fraction thereof in excess of 20.00 cu. meter - Php24.00

- n. Pull-outs and Reinstallation of Commercial/Industrial Steel Tanks:
 - i. Underground, per cu. meter or fraction thereof of excavation - Php3.00
 - ii. Saddle or Trestle mounted horizontal tanks, per cu. meter or fraction thereof of volume of tank - Php3.00
 - iii. Reinstallation of vertical storage tanks shall be the same as new construction fees in accordance with Section 8.k above.



- o. Booths, Kiosks, Platforms, Stages and the like per sq. meter or fraction thereof of floor area:
 - i. Construction of permanent type - Php10.00
 - ii. Construction of temporary type - Php5.00
 - iii. Inspection of knock-down temporary type, per unit - Php24.00

- p. Construction of buildings and other accessory structures within cemeteries and memorial parks:
 - i. Tombs, per sq. m of covered ground areas - Php5.00
 - ii. Semi-enclosed mausoleums whether canopied or not per sq. meter of built-up area - Php5.00
 - iii. Totally enclosed mausoleums, per sq. meter of floor area - Php12.00
 - iv. Multi-level interment niches, per sq. meter, per level - Php5.00
 - v. Columbarium, per sq. meter - Php18.00

9. Accessory Fees

- a. Establishment of Line and Grade all sides fronting or abutting streets, esteros, rivers and creeks, first 10.00 meters - Php24.00
 - i. Every meter or fraction thereof in excess of 10.00. meters - Php2.40
- b. Ground Preparation and Excavation Fee
 - i. While the application for Building Permit is still being processed, the Building Official may issue Ground Preparation and Excavation Permit (GP & EP) for foundation, subject to the verification, inspection and review by the Line and Grade Section of the Inspection and Enforcement Division to determine compliance to line and grade, setbacks, yards/easements and parking requirements.
 - (a) Inspection and Verification Fee - Php200.00
 - (b) Per cu. meters of excavation - Php3.00
 - (c) Issuance of GP & EP valid only for thirty (30) days or superseded upon issuance of Building Permit - Php50.00
 - (d) Per cu. meter of excavation for foundation with basement - Php4.00
 - (e) Excavation other than foundation or basement per cu. meter- Php3.00
 - (f) Encroachment of footings or foundations of building/structures to public areas as permitted, per sq. meter or fraction thereof of footing or foundation encroachment - Php250.00
- c. Fencing Fees:
 - i. Made of Masonry, metal, concrete up to 1.80meters in height, per lineal meter or fraction thereof - Php3.00
 - ii. In excess of 1.80 meter in height, per lineal meter or fraction thereof - Php4.00
 - iii. Made of indigenous materials, barbed, chicken or hog wires, per lineal - Php2.40
- d. Construction of pavements up to 20.00 sq. m - Php24.00
- e. In excess of 20 sq. meter or fraction thereof of paved areas intended for commercial/industrial/institutional use such as parking and sidewalk areas, gasoline



station premises, skating rinks, pelota courts, tennis and basketball courts and the like
- Php3.00

f. Use of Streets and Sidewalks, Enclosure and Occupancy of Sidewalks up to 20.00 sq. meters per calendar month - Php240.00

i. Every sq. meter or fraction thereof in excess of 20.00 sq. meters - Php12.00

g. Erection of Scaffoldings Occupying Public areas, per calendar month.

i. Up to 10.00 meters in length - Php150.00

ii. Every lineal meter or fraction thereof in excess of 20.00 sq. meters - Php12.00

h. Sign Fees:

i. Erection and anchorage of display surface, up to 4.00 sq. meters of signboard area
- Php120.00

ii. Installation Fees, per sq. meter or fraction thereof of display surface:

Types of Sign Display:

(a) Neon

Business Signs - Php36.00

Advertising Signs - Php52.00

(b) Illuminated

Business Signs - Php24.00

Advertising Signs - Php36.00

(c) Others

Business Signs - Php15.00

Advertising Signs - Php24.00

(d) Painted-on

Business Signs - Php9.60

Advertising Signs - Php18.00

iii. Annual Renewal Fees, per sq. meter of display surface or fraction thereof:

Types of Sign Display:

(a) Neon

Business Signs - Php36.00 min. fee shall be Php124.00

Advertising Signs - Php46.00 min. fee shall be Php200.00

(b) Illuminated

Business Signs - Php18.00 min. fee shall be Php72.00

Advertising Signs - Php38.00 min. fee shall be Php150.00

(c) Others



Business Signs - Php12.00 min. fee shall be Php40.00
Advertising Signs - Php20.00 min. fee shall be Php110.00

(d) Painted-on

Business Signs - Php8.00 min. fee shall be Php30.00
Advertising Signs - Php12.00 min. fee shall be Php100.00

i. Repairs Fees:

- i. Alteration/Renovation/Improvement on vertical dimensions of buildings/Structures in sq. meter, such as facades, exterior and interior walls shall be assessed in accordance with the following: For all Groups - Php5.00
- ii. Alteration/Renovation/Improvement on horizontal dimensions of buildings/Structures, such as floorings, ceilings and roofing shall be assessed in accordance with the following: For all Groups - Php5.00
- iii. Repairs on buildings/structures in all Groups costing more than five thousand pesos (Php5,000.00) shall be charged 1% of the detailed repair cost (itemized original materials to be replaced with the same or new substitute and labor).

j. Raising of Buildings/Structures Fees:

- i. Assessment of fees for raising of any buildings/structures shall be based on the new usable area generated.
- ii. The fees to be charged shall be as prescribed under Section 3.a to 3.e of this Schedule, whichever Group applies

k. Demolition/Moving of Buildings/Structures Fees, per sq. m of area dimensions involved:

- i. Buildings in all Groups per sq. floor area - Php3.00
- ii. Building Systems/Frames or portion thereof per vertical or horizontal dimensions, including fences - Php4.00
- iii. Structures of up to 10.00 meters in height - Php800.00
 - (a) Every meter or portion thereof in excess of 10.00 meters - Php50.00
- iv. Appendage of up to 3.00 cu. meter/unit - Php50.00
 - (a) Every meter or portion thereof in excess of 3.00 cu. meters - Php50.00
- v. Moving Fee, per sq. meter of area of building/structure to be moved - Php3.00



ANNEX 2 CERTIFICATE OF FINAL ELECTRICAL INSPECTION (CFEI) FEES

- a. Total Connected Load (kVA)
 - i. 5 kVA or less - Php200.00
 - ii. Over 5 kVA to 50 kVA - Php200.00 + 20.00/kVA
 - iii. Over 50 kVA to 300 kVA - Php1,100.00 + 10.00/kVA
 - iv. Over 300 kVA to 1,500 kVA - Php3,600.00 + 5.00/kVA
 - v. Over 1,500 kVA to 6,000 kVA - Php9,600.00 + 2.50/kVA
 - vi. Over 6,000 kVA - 20,850.00 + 1.25/kVA

- b. Total Transformer/Uninterrupted Power supply (UPS)/Generator Capacity (kVA)
 - i. 5 kVA or less - Php40.00
 - ii. Over 5 kVA to 50 kVA - Php40.00 + 4.00/kVA
 - iii. Over 50 kVA to 300 kVA - Php220.00 + 2.00/kVA



- iv. Over 300 kVA to 1,500 kVA - Php720.00 + 1.00/kVA
 - v. Over 1,500 kVA to 6,000 kVA - Php1,920.00 + 0.50/kVA
Over 6,000 kVA - 4,170.00 + 0.25/kVA
- c. Pole/Attachment Location Plan Permit
- i. Power Supply Pole Location - Php30.00/pole
 - ii. Guying Attachments - Php30.00/Attachment
- d. Miscellaneous Fees: Electric Meter for union, separation, alteration, reconnection or relocation and issuance of Wiring Permit:
- Residential - Php15.00(Electric Meter and Php15.00(Wiring Permit Issuance)
Commercial/Industrial - Php90.00(Electric Meter) and Php36.00 (Wiring Permit Issuance

ANNEX 3 COMPUTATION FOR BUSINESS TAX

TYPE OF BUSINESS	BUSINESS TAX COMPUTATION
1. New Business Application	➤ One-twentieth percent (1/20%) of one percent (1%) of the capital investment
2. Renewal of Business Permit	<ul style="list-style-type: none"> ➤ Business tax is based on gross receipts/sales. ➤ Tax rates vary depending on category of business. ➤ City Treasurer's Office validates/assesses the declared gross receipts/sales



ANNEX 4 REGULATORY FEE'S RATES

A. Mayor's Fee

The permit fee is payable for every distinct or separate business or place where the business or trade is conducted. One Line of business of trade does not become exempt by being conducted with some other business of trade for which the permit fee has been obtained and the corresponding fee paid for.

The permit fee shall either be based on asset size or number of workers whichever will yield higher fee.

CHARACTERISTICS	ASSET SIZE	NUMBER OF WORKERS
1. Cottage	Php500,000 and below	1 - 11
2. Small	Over Php500,000 to Php5M	11 - 99
3. Medium	Over Php5M to Php20M	100 - 199



4. Large	Over Php20M	200 and above
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1. On Manufacturers/Importers/Producers

AMOUNT OF TAX PER ANNUM

Cottage -----	Php100.00
Small -----	Php500.00
Medium -----	Php1,000.00
Large -----	Php2,000.00

2. On Banks

AMOUNT OF TAX PER ANNUM

Rural, Thrift and Savings Bank -----	Php1,000.00
Commercial, Industrial, Development Banks -----	Php3,000.00
Universal Bank -----	Php5,000.00

3. On Financial Institution

AMOUNT OF TAX PER ANNUM

Small -----	Php1,000.00
Medium -----	Php3,000.00
Large -----	Php5,000.00

4. On Contractor/Service Establishments

AMOUNT OF TAX PER ANNUM

Cottage -----	Php100.00
Small -----	Php400.00
Medium -----	Php800.00
Large -----	Php1,000.00

5. On Wholesalers/Retailers/Dealers or Distributors

AMOUNT OF TAX PER ANNUM

Cottage -----	Php200.00
Small -----	Php400.00
Medium -----	Php800.00
Large -----	Php1,000.00

6. On Trans loading Operations

AMOUNT OF TAX PER ANNUM

Medium -----	Php2,000.00
Large -----	Php4,000.00

7. On Poultry and Piggery-----

Php500.00

8. Other businesses-----

Php500.00

B. Sanitary Fee

There shall be collected the following annual fees from each business establishment in this city or house for rent, for the purpose of supervision of enforcement of existing rules and regulations and safety of the public in accordance with the following schedule:

DESCRIPTION	AMOUNT OF FEE
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a. For house for rent	Php50.00
b. For each business, industrial or agriculture establishment	
➤ with an area of 25 sq. m or more but less than 50 sq. m.	Php50.00
➤ with an area of 50 sq. m or more but less than 100 sq. m.	Php75.00
➤ with an area of 100 sq. m or more but less than 200 sq. m.	Php100.00
➤ with an area of 200 sq. m or more but less than 500 sq. m.	Php125.00
➤ with an area of 500 sq. m or more but less than 1,000 sq. m.	Php150.00
➤ with an area of 1,000 sq. m or more	Php200.00

C. Secretary's Fees

	Amount of Fee
➤ Health Fee -----	Php75.00 (per person)
➤ Processing Fee -----	Php75.00
➤ Land Tax Certification Fee -----	Php75.00
➤ Business Certification Fee -----	Php75.00
➤ Oath Fee -----	Php75.00
➤ CENRO Certification Fee -----	Php75.00
➤ Tourism Certification Fee -----	Php75.00 (for Primary Tourism Enterprises)

D. Occupational Fee

	Amount of Fee
➤ Day Workers -----	Php150.00 (per employee)
➤ Day and Night Workers -----	Php200.00 (per employee)

E. Business Plate (with sticker) ----- Php110.00 (for new applications)

F. Business Plate's Sticker ----- Php10.00 (for new applications)

G. Weights and Measures Fee

	Amount of Fee
➤ With capacity if not more than 30 kg -----	Php30.00
➤ With capacity of more than 30 kg but not more than 300 kg -----	Php40.00
➤ With capacity of more than 300 kg but not more than 3,000 kg --	Php50.00
➤ With capacity of more than 3,000 kg -----	Php60.00

H. Delivery Vehicle Fees

	Amount of Fee
➤ Delivery Truck -----	Php500.00



- Delivery Van, Mini-Elf ----- Php300.00
- Tricycle, Motorcycle ----- Php100.00

I. Cooperative's Regulatory Fee ----- Php1,000.00

J. Fire Code Fee ----- Please refer to the Bureau of Fire Protection's Citizen's Charter
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K. Veterinary Fee ----- Please refer to the City Veterinary Office' Citizen's Charter

L. Engineering Fee ----- Please refer to the City Engineering Office Citizen's Charter

M. Garbage Fee

Industrial and Manufacturing Firm	Annual Fees
➤ Big industries such as bottling, food processing plant	Php10,000.00
➤ Medium scale, big scale furniture, garments factory, concrete and recapping plants, LPG recharging plants.	Php5,000.00
➤ Small scale industries like rice, corn and feed mills, manufacturers of bricks and tiles, ceramics, pipes and other concrete products.	Php3,000.00

Commercial Establishments	Annual Fees
➤ Fast food Chain/Mall	Php3,000.00
➤ Restaurant, Hotel and Motel	Php2,000.00
➤ Fast food store	Php1,000.00
➤ Gasoline Service Station, Lumber Yard and Hardware, Appliance Dealer, Motor Vehicle Dealer	Php500.00
➤ Grocery Store, Dry Goods Store, Fish, Meat, Chicken Vendor, Vegetable and Fruit Vendor, Carinderia and Eateries, Glassware Stores, Bakery and Bakeshop Store, Shoe Store, Barber and Beauty Shops, Dress and Tailoring Shops, Flower Shops, Music and Record Shops, Copying Machine, Wood Frames and Photography Shops, Pets Shops, LPG Store and Auto Supplies	Php320.00

Medical Institutions	Annual Fees
➤ Hospital	Php3,000.00
➤ Medical Clinics with Patient Confinement Facilities	Php1,000.00
➤ Medical and Dental Clinic with X-ray, Ultrasound and CT Scan	Php500.00
➤ Drug store	Php300.00



➤ Drug store below 200 sq.m	Php150.00
➤ Optometrist Shop	Php300.00

Financial Institutions	Annual Fees
➤ Banks	Php500.00
➤ Financing and Credit Loan, Pawnshops and Jewelry Shops, Insurance and Bonding Companies	Php300.00

Education Institutions	Annual Fees
➤ College	Php2,000.00
➤ High School and Vocational School, Elementary, Nurseries and Kinder School	Php500.00
➤ Physical Fitness School	Php300.00

Energy, Transport and Communication Firm	Annual Fees
➤ Bus/Mini Bus Companies with Terminal	Php3,000.00
➤ Electric Company Telephone and Communication, Water Service Company	Php500.00

Entertainment Firm	Annual Fees
➤ Cinemas, Cockpit Arena, Night Clubs and Videoke Bar	Php500.00
➤ Billiards and Pool Shops, Video Games Shops, Bowling Alleys, Swimming Resort with entrance fee	Php300.00

Offices	Annual Fees
➤ Accounting, Law Firm, Real Estate, Advertising, Insurance Agencies, etc.	Php300.00

Agricultural	Annual Fees
➤ Piggery, Poultry and Cattle Farms	Php500.00
➤ Nursery, Orchid and Flower Grower, Agricultural Farm Store	Php300.00

Repair Shop	Annual Fees
➤ Motor Vehicle Repair Shops, Battery and Electric Shops and Appliance Repair Shops.	Php300.00

Wholesaler and Dealer	Annual Fees
➤ Chicken Dealer with Chicken Dressing House	Php2,000.00
➤ Coconut and Buko Dealer/Wholesaler	Php1,000.00
➤ Beer/Soft drink, Meat, Fruit and Vegetable Dealers	Php500.00



Others	Annual Fees
➤ Funeral Parlor	Php1,500.00
➤ Machine Shops	Php500.00
➤ Brake and Clutch Binding, Vulcanizing, Junk Shops, Gravel and Sand, Iron and Metal Craft, Sash and Wood Craft, Coffin and Casket Maker, Memorial Parks, Furniture Stores, Public and Private Stall Holders, Warehouse of any kind, Food stands, Barbeque and Vegetable Stands and other items, Cold Storage (retailer)	Php400.00
➤ Paint, Advertising and Art Shop, Small Sari-sari Store (Barangay)	Php300.00

ANNEX 5 SCHEDULE OF ZONING FEES

A. Single Residential Structure

1. 100,000 & below – Php288.00
2. Over 100,000-200,000 - Php576.00
3. Over 200,000 - Php720+(1/10 of 1% in excess of 200,000)

B. Apartments/Townhouses

1. 500,000 & below - Php1,440.00
2. Over 500,000 to 2 million - Php2,160.00
3. Over 2 million - Php3,600.00+(1/10 of 1% of cost in excess of 2M)

C. Dormitories

1. 2 million and below - Php3,600.00
2. Over 2 million - Php3,600.00+(1/10 of 1% of cost in excess of 2M)



D. Institutional

1. Below 2 million - Php2,880.00
2. Over 2 million - Php2,880.00+(1/10 of 1% of cost in excess of 2M)

E. Commercial, Industrial & Agro-Industrial

1. Below 100,000 -Php1,440.00
2. Over 100,000-500,000 -Php2,160.00
3. Over 500,000 -Php2,880.00
4. Over 1M to 2M -Php4,320.00
5. Over 2 million -Php7,200.00+(1/10of 1% of cost in excess of 2M)

F. Special Uses/ Special Projects (Gasoline Station, Cell Sites, Slaughter house, Treatment Plants, etc.)

1. Below 2 million - Php7,200.00
2. Over 2 million - Php7,200.00+(1/10of 1% of cost in excess of 2M)