



**LOCAL GOVERNMENT UNIT OF SAN JOSE CITY
NUEVA ECIJA**

LUNGSOD SAN JOSE

**CITIZEN'S CHARTER
2024 (2nd Edition)**



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NUEVA ECIJA**

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2024 (2nd Edition)**



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 9 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



REGISTRATION OF AGRICULTURAL AND FISHERY MACHINERIES AND EQUIPMENT

Service Information

Registration of Agricultural and Fishery Machineries and Equipment is under the RA 10601 which is a requirement to avail Programs from Department of Agriculture.

Office or Division:	City Agricultural and Biosystems Engineering Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Citizens with Agricultural and Fishery Machineries Equipment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Residency		Barangay		
2. Proof of Ownership		Dealer or Supplier in case of lost secure from Barangay		
3. Official Receipt of Registration		City Treasure's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with Agricultural Extension Worker assigned in your barangay or Agricultural and Biosystems Engineer (ABE).	1.1 Validation of Machinery and Equipment in its location, geotagging, profiling of farmer and securing requirements.	None	20 minutes	<i>Assigned Agricultural Extension Worker in your barangay or ABE</i> City Agriculture Office
2. Securing of Requirements from barangay: <ul style="list-style-type: none"> • Certificate of Residency • Barangay Certificate as proof of ownership in case no Official Receipts, sales 	2.1 Proceed to barangay to secure certification	Barangay option	20 minutes	<i>Machinery owner or AEW</i> City Agriculture Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
invoice, or any proof of ownership is available from citizen.				
3. Pay at City Treasurer's Office	3.1 Issuance of payment slip. 3.2 Inputting of data to website: <ul style="list-style-type: none"> • encoding • validation • evaluation • printing of Certificate of Fishery and Machinery and Equipment Registration (CAFMER) and sticker. 3.3 Signing and releasing of generated CAFMER and sticker.	Php200.00 None None	1-2 minutes 1-2 hours	<i>Machinery owner or AEW, Data Encoder, Data Validator and System User Management Controller, ABE IV</i> City Agriculture Office
TOTAL		0.00	2 hrs. & 42 mins.	



DISPERSAL OF FINGERLINGS

Service Information

Dispersal of fingerlings to bonafide fisher folk of San Jose City

Office or Division:	Agri-Fishery Division, City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Registered Farmer in Fisherfolk Registration System			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requester		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office lobby	1.1 Give the log book to the client	None	3 minutes	<i>Administrative Aide I</i> City Agriculture Office
2. Proceed to Agricultural Extension Worker's assigned in your Barangay	2.1 Verify the pond area in the master list of registered fisher folk (Fisher folk Registration System)	None	5 minutes	<i>Assigned Agricultural Extension Worker</i> City Agriculture Office
3. Submit request letter endorse by the assigned barangay Agricultural Extension Worker	3.1 Verify the names of requesting party in the fisher folk registration 3.2 Prepare and submit request letter to BFAR-NFFTC thru email	None	1 week 20 minutes	<i>Agriculturist II / Fisheries Coordinator, BFAR-NFFTC Personnel</i> City Agriculture Office



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Wait the confirmation and approval by the BFAR-NFFTC			
4. Pick-up fingerlings from BFAR-NFFTC	4.1 Inform fisher folks the schedule date of pick-up	None	5 minutes	<i>Agriculturist II / Fisheries Coordinator</i> City Agriculture Office
TOTAL		0.00	1 week & 33 minutes	



DRILLING OPERATION SERVICES

Service Information

Free Drilling Services of Potable Water for household and Shallow Tube Well (STW)

Office or Division:	Soils, Water Management and Engineering Division, City Agriculture Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. G.I Pipe (1-1/4", 2", 3"), Coupling, Elbow, Adaptor, Teflon (Produce by Client/Farmer)		Hardware		
2. Gas (Produce by Client/Farmer)		Gas station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office lobby	1.1 Give the log book to the client	None	3 minutes	<i>Administrative Aide I</i> City Agriculture Office
2. Proceed to Soils, Water Management and Engineering Division assigned in Drilling Operation	2.1 Get the client's Information: <ul style="list-style-type: none"> Name, Address, Contact Number 2.2 What to be drilled: <ul style="list-style-type: none"> Shallow Tube Well (irrigation) Household (Potable water system) 	None	5 minutes	<i>Agriculturist II / Drilling Coordinator</i> City Agriculture Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Wait for the date of validation schedule	3.1 Contact the client for schedule date of validation	None	3 minutes	<i>Drilling Coordinator</i> City Agriculture Office
4. Assist the Drilling Personnel on site validation	4.1 Validation and Inspection of drilling site	None	30 minutes	<i>Drilling Personnel</i> City Agriculture Office
5. Assist the Drilling Operators in the site	5.1 Drilling Operation	None	2 days	<i>Drilling Personnel</i> City Agriculture Office
TOTAL		0.00	2 days & 41 minutes	



FERTILIZER DISCOUNTED VOUCHER (FDV) DISTRIBUTION

Service Information

Fertilizer Subsidy to farmers who avail rice seed subsidy.

Office or Division:	City Agriculture Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Farmers and Fisher folks Registry System (FFRS) encoded farmers who avail rice seed subsidy			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of One (1) Government issued valid Identification Card with 3 specimen signatures		Government Agencies		
2. Clientele Satisfaction Form (CSF)		City Agriculture Office		
3. Authorization Form		City Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office lobby	1.1 Give the log book to the client	None	3 minutes	<i>Administrative Aide I</i> City Agriculture Office
2. Proceed to Agricultural Extension Worker in your Barangay	2.1 Validation of farmers information	None	3 minutes	<i>Assigned Agricultural Extension Worker</i> City Agriculture Office
3. Fill-out CSF	3.1 Accept and checked filled-out CSF and issue FDV	None	5 minutes	<i>Assigned Agricultural Extension Worker</i> City Agriculture Office
4. Claim fertilizer at accredited merchant validation	None	None	10 minutes	<i>Assigned Accredited Merchant</i> City Agriculture Office
TOTAL		0.00	21 minutes	



**With authorization*

<ul style="list-style-type: none"> • For Differently Abled Farmers <ul style="list-style-type: none"> • Signed authorization letter from the farmer beneficiary; • PWD ID of the farmer-beneficiary; • One (1) valid proof of identification of the representative
<ul style="list-style-type: none"> • For Farmers with Health Issues <ul style="list-style-type: none"> • Signed authorization letter from the farmer beneficiary; • Medical certification signed by a Physician should also be presented; • One (1) valid proof of identification each bearing the signature of both the representative and beneficiary
<ul style="list-style-type: none"> • For Pregnant Farmers <ul style="list-style-type: none"> • Signed authorization letter from the farmer-beneficiary; • Certification from the obstetrician-gynecologist, or OB-GYN; • One (1) valid proof of identification of the representative
<ul style="list-style-type: none"> • For Farmers who are Deprived of Liberty <ul style="list-style-type: none"> • Signed authorization letter from the farmer-beneficiary; • Certification issued by the detention center/prison/jail-holding custody; • One (1) valid proof of identification of the representative
<ul style="list-style-type: none"> • For OFWs farmer <ul style="list-style-type: none"> • Signed authorization letter from the farmer-beneficiary; • Copy of passport with immigration stamp; • One (1) valid proof of identification of the representative
<ul style="list-style-type: none"> • For farmers working in other parts of the country <ul style="list-style-type: none"> • Signed authorization letter from the farmer-beneficiary; • Copy of certification of employment (COE); • One (1) valid proof of identification of the representative



GEOREFERENCING OF FARM PARCELS FOR REGISTRY SYSTEM FOR BASIC SECTORS IN AGRICULTURE (RSBSA)

Service Information

Georeferencing of farm parcels is done in creating Geo-Data Base Map of agricultural land and validating of farm parcels/ lot area in San Jose City using Geographic Information System (GIS).

Office or Division:	Soils, Water Management and Engineering Division, City Agriculture Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Farmer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Fully Accomplish RSBSA Enrollment Form		City Agriculture Office		
2. Land Title		Registry of deeds		
3. Deed of Sale		Law office		
4. Contract of Tenancy		Department of Agrarian Reform Office		
5. Barangay Certification		Barangay where the farm located		
6. 1 photocopy of any government ID		Photocopy center		
7. 2x2 picture		Photography shop		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office lobby	1.1 Give the log book to the client	None	3 minutes	<i>Administrative Aide I</i> City Agriculture Office
2. Submission of RSBSA Enrollment Form with Complete Documents	2.1 Assessment of RSBSA form and documents	None	10 minutes	<i>Assigned Agricultural Extension Worker</i> City Agriculture Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Assist Georeferencing Team in conducting farm validation	3.1 Validation of farm parcel using GPS equipment	None	1 hour	<i>Georeferencing Team</i> City Agriculture Office
4. Wait the release of RSBSA stub	4.1 Processing Data using the following: <ul style="list-style-type: none"> • ETrex • DNRGarmin GIS 4.2 Submitted RSBSA form for Recommendation	None	33 minutes	<i>Agricultural Technologist/ Georeferencing Coordinator, Agriculturist II/Soils, Water Management and Engineering Division Head</i> City Agriculture Office
5. Accept the RSBSA enrollment stub to be eligible to participate in any program of the department	5.1 .Give the RSBSA enrolment stub	None	1 minute	<i>Assigned Agricultural Extension Worker</i> City Agriculture Office
TOTAL		0.00	1 hour & 47 minutes	



ISSUANCE OF BONAFIDE FARMER CERTIFICATION

Service Information

Issuance of certification to bonafide farmer of San Jose City.

Office or Division:	Administrative Division, City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requester		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office lobby	1.1 Give the log book to the client	None	3 minutes	<i>Administrative Aide I</i> City Agriculture Office
2. Proceed to Agricultural Extension Worker's assigned in your Barangay	2.1 Verify the agricultural area in the master list of enrolled farmers 2.2 Issuance of order of payment slip 2.3 Preparing of requested certification (bonafide farmer)	None	13 minutes	<i>Administrative Officer I, Assigned Agricultural Extension Worker, Administrative Aide IV</i> City Agriculture Office
3. Pay the required fees at the City Treasurer's Office (Wait for the Order of Payment Slip)	3.1 Receive payment and issue Official Receipt	Php75.00 per certification	10 minutes	<i>Cashier on duty</i> City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Return to the City Agriculture's Office and present the official receipt	4.1 Processing of documents 4.2 Review and sign by the assigned Agricultural Extension Worker 4.3 Final review and sign by the City Agriculturist	None	18 minutes	Administrative Aide IV, Agricultural Extension Worker, Supervising Agriculturist City Agriculturist City Agriculture Office
5. Releasing of certification	5.1 Filling of certification for office file	None	3 minutes	<i>Administrative Officer I</i> City Agriculture Office
TOTAL		P 75.00	31 minutes	



ISSUANCE OF CERTIFICATION RE: LAND CONVERSION

Service Information

Issuance of certification to land owners of San Jose City who intended to convert their agricultural land to commercial, industrial and residential.

Office or Division:	Administrative Division, City Agriculture Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Agricultural land owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transfer Certificate of Title (1 photocopy)		Registry of Deeds		
2. Geotag Photo		City Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office lobby	1.1 Give the log book to the client	None	3 minutes	<i>Administrative Aide I</i> City Agriculture Office
2. Proceed to Agricultural Extension Worker's assigned in your Barangay	2.1 Schedule Ocular Inspection 2.2 Issuance of order of payment slip 2.3 Ocular Inspection done by assigned AEW on scheduled date 2.4 Preparing of requested certification	None	1 hour 21 minutes	<i>Assigned Agricultural Extension Worker, Administrative Officer I, Administrative Aide IV</i> City Agriculture Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Pay the required fees at the City Treasurer's Office (Wait for the Order of Payment Slip)	3.1 Receive payment and issue Official Receipt	Php75.00 per certification	10 minutes	<i>Cashier on duty</i> City Treasurer's Office
4. Return to the City Agriculture's Office and present the official receipt	4.1 Processing of documents 4.2 Review and sign by the assigned Agricultural Extension Worker and Supervising Agriculturist 4.3 Final review and sign by the City Agriculturist	None	28 minutes	<i>Administrative Aide IV, Agricultural Extension Worker, Supervising Agriculturist, City Agriculturist</i> City Agriculture Office
5. Releasing of certification	5.1 Filling of certification for office file	None	3 minutes	<i>Administrative Officer I</i> City Agriculture Office
TOTAL		0.00	2 hours & 5 minutes	



ISSUANCE OF ENDORSEMENT FOR ACCREDITATION AND REQUEST FOR INTERVENTIONS

Service Information

Issuance of endorsement is issued to registered Farmers Association, registered Rural Improvement Clubs and duly recognized Farm Youth Clubs.

Office or Division:	Institutional, Livelihood and Training Division, City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Registered Farmers Association, Registered Rural Improvement Club and duly recognized Farm Youth Clubs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. DOLE or SEC Registration Copy		Department of Labor and Employment and Securities and Exchange Commission		
2. Letter of Intent		Requester		
3. Farmer Association Profile / Rural Improvement Club Profile / Farm Youth Club Profile		Requester		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office lobby	1.1 Give the log book to the client	None	3 minutes	<i>Administrative Aide I</i> City Agriculture Office
2. Proceed to Agricultural Extension Worker's assigned in your Barangay	2.1 Validation of Requirements	None	15 minutes	<i>Assigned Agricultural Extension Worker</i> City Agriculture Office
3. Provision of Documentary Requirements	3.1 Encoding and printing of endorsement letter	None	20 minutes	<i>Committee on Agriculture and Fisheries Council, City Agriculturist, Assigned</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Signing of documents 3.3 Releasing of endorsement letter			<i>Agricultural Extension Worker, Agricultural Technologist</i> City Agriculture Office
TOTAL		0.00	38 minutes	



ISSUANCE OF OTHER AGRICULTURAL DOCUMENTS

Service Information

Issuance of other agricultural documents for general purposes. However, the City Agriculture Office ensures to comply on Data Privacy Act of 2012.

Office or Division:	Administrative Division, City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requester		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office lobby	1.1 Give the log book to the client	None	3 minutes	<i>Administrative Aide I</i> City Agriculture Office
2. Proceed to Administrative Division	2.1 Interview client regarding the document needed 2.2 Approval of City Agriculturist or Supervising Agriculturist 2.3 Provide Agricultural documents (limited information in compliance to Data Privacy Act of 2012)	None	19 minutes	<i>Administrative Officer I, City Agriculturist, Supervising Agriculturist, Administrative Aide IV</i> City Agriculture Office
TOTAL		0.00	22 minutes	



LIVELIHOOD TRAINING AND EXTENSION SUPPORT

Service Information

Provision of livelihood trainings to registered Farmers Association, registered Rural Improvement Clubs and duly recognized Farm Youth Clubs.

Office or Division:	Institutional, Livelihood and Training Division, City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Registered Farmers Association, Registered Rural Improvement Club and duly recognized Farm Youth Clubs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Copy of Updated Registration Certificate				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office lobby	1.1 Give the log book to the client	None	3 minutes	<i>Administrative Aide I</i> City Agriculture Office
2. Proceed to Agricultural Extension Worker's assigned in your Barangay	2.1 Validation of Requirements	None	15 minutes	<i>Assigned Agricultural Extension Worker, Institutional, Livelihood and Training Division Personnel</i> City Agriculture Office
3. Submit letter of intent or request letter for livelihood training and extension support	3.1 Create Feasible Project Proposal	None	2 hours	<i>Assigned Agricultural Extension Worker, Institutional, Livelihood and Training Division Personnel</i>
	3.2 Processing for approval of Project Proposal		1 month	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				City Agriculture Office City Budget Office City Accounting Office Office of the City Mayor General Services Office
4. Attend Training	4.1 Conduct of Livelihood Training 4.2 Awarding of Extension Support	None	6 hours 20 minutes	<i>Institutional, Livelihood and Training Division Personnel</i> City Agriculture Office
TOTAL		0.00	1 month, 8 hours & 38 minutes	



PHILIPPINE GOOD AGRICULTURAL PRACTICES (PHILGAP) CERTIFICATION AND ACCREDITATION

Service Information

Assists in the PhilGAP certification and accreditation of RSBSA registered farmers.

Office or Division:	Institutional, Livelihood and Training Division, City Agriculture Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	RSBSA registered farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. DOLE or SEC Registration Copy RSBSA registration				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office lobby	1.1 Give the log book to the client	None	3 minutes	<i>Administrative Aide I</i> City Agriculture Office
2. Proceed to assigned Program Coordinator or Agricultural Extension Worker assigned in the Barangay.	2.1 Validation of Farmers Profile 2.2 Request for Training to PhilGAP Regional Regulatory Division	None	15 minutes	<i>Assigned Agricultural Extension Worker, Agriculturist II</i> City Agriculture Office
3. Attend PhilGAP Training	3.1 .Conduct of PhilGAP Training and submission of Application Form 3.2 Coaching and Mentoring of PhilGAP applicants	None	8 hours 30 minutes	<i>Assigned Agricultural Extension Worker, Agriculturist II</i> City Agriculture Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Prepare Area and Crops applied for PhilGAP validation	4.1 Mock Inspection	None	1 hour	PhilGAP Regulatory Division, Assigned Agricultural Extension Worker , Institutional, Livelihood and Training Division Personnel City Agriculture Office
5. Prepare area and Crops applied for PhilGAP validation	5.1 .Final Inspection 5.2 Awarding of PhilGAP certificate	None	1 hour 15 minutes	PhilGAP Regulatory Division, Assigned Agricultural Extension Worker , Institutional, Livelihood and Training Division Personnel City Agriculture Office
TOTAL		0.00	11 hours & 3 minutes	



PROVISION OF EFFECTIVE MICRO-ORGANISMS ACTIVE SOLUTION (EMAS)

Service Information

Free Effective Microorganisms Active Solution (EMAS) for organic material decomposer.

Office or Division:	Agri-Fishery Division, City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Farmers and Households			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clean container (3-5 Liters)		Requester		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office lobby	1.1 Give the log book to the client	None	3 minutes	<i>Administrative Aide I</i> City Agriculture Office
2. Proceed to Agricultural Extension Worker's assigned	2.1 Hand over 3-5 L of EMAS 2.2 Briefing of proper usage of Effective Microorganisms Active Solution (EMAS)	None	8 minutes	<i>Agricultural Technologist</i> City Agriculture Office
TOTAL		0.00	11 minutes	



REGISTRY SYSTEM FOR BASIC SECTORS IN AGRICULTURE (RSBSA) ENROLLMENT

Service Information

Registry System for Basic Sectors in Agriculture (RSBSA) Enrollment is a requirement to avail Programs from Department of Agriculture.

Office or Division:	City Agriculture Office	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Farmer	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Accomplished RSBSA enrollment form	City Agriculture Office	
2. Photocopy of any valid government identification card with ID number	Farmer	
3. Proof of ownership of land for farm owners, proof of tenancy for tenants, and proof of agreement for lessees. <ul style="list-style-type: none"> • Certificate of Land Transfer • Emancipation Patent • Individual Certificate of Land Ownership Award (CLOA) • Collective CLOA • Co-ownership CLOA • Agricultural sales patent • Homestead patent • Free patent • Certificate of Title or Regular Title • Certificate of Ancestral Domain Title • Certificate of Ancestral Land Title • Tax Declaration 	Government Agencies	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office lobby	1.2 Give the log book to the client	None	3 minutes	<i>Administrative Aide I</i> City Agriculture Office
2. Provide accomplished RSBSA enrollment for and necessary requirements	2.1 Check for the necessary requirements and coding of RSBSA farmer code 2.2 Validation of farm area 2.3 Signing of RSBSA form 2.4 Stub will be given to the registrant 2.5 Submission of RSBSA enrolment form to RSBSA Municipal/City Coordinator	None	1 hour 22 minutes	<i>Assigned Agricultural Extension Worker, Soils and Water Management Division, CAFC Chairman, City Agriculturist</i> City Agriculture Office
3. Provide accomplished RSBSA enrollment for and necessary requirements	3.1 Check for the necessary requirements and coding of RSBSA farmer code	None	10 minutes	<i>Assigned Agricultural Extension Worker</i> City Agriculture Office
TOTAL		0.00	1 hour & 35 minutes	



RICE FARMER FINANCIAL ASSISTANCE

Service Information

Rice Farmer Financial assistance is a subsidy given to a qualified farmers to be use in their farming activities.

Office or Division:	City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Farmers and Fisher folks Registry System (FFRS) encoded farmers with an area of 2.0 hectares and below			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Original Identification Card		Government Agencies		
2. Photocopy of One (1) Government issued valid Identification Card with 3 specimen signatures		Government Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office lobby	1.1 Give the log book to the client	None	3 minutes	<i>Administrative Aide I</i> City Agriculture Office
2. Proceed to Agricultural Extension Worker in your Barangay	2.1 Validation of farmers information and Issuance of electronic wallet number	None	5 minutes	<i>Assigned Agricultural Extension Worker,</i> City Agriculture Office
3. Claim Financial Assistance to USSC Western Union Kiosk	None	None	5 minutes	<i>Cashier on Duty</i> City Treasurer's Office
TOTAL		0.00	13 minutes	



RICE SEEDS SUBSIDY DISTRIBUTION (HYBRID AND INBRED)

Service Information

Rice Seed Subsidy is a program to ensure the farmers to plant high quality rice seeds.

Office or Division:	City Agriculture Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Farmers and Fisher folks Registry System (FFRS) encoded farmers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of One (1) Government issued valid Identification Card with 3 specimen signatures		Government Agencies		
2. Clientele Satisfaction Form		City Agriculture Office		
3. Authorization Form		City Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office lobby	1.1 Give the log book to the client	None	3 minutes	<i>Administrative Aide I</i> City Agriculture Office
2. Proceed to Agricultural Extension Worker in your Barangay	2.1 Validation of farmers information	None	3 minutes	<i>Assigned Agricultural Extension Worker</i> City Agriculture Office
3. Fill-out CSF	3.1 Accept and check the filled-out CSF	None	3 minutes	<i>Assigned Agricultural Extension Worker</i> City Agriculture Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Signed in Acceptance form	4.1 Secure acceptance form	None	4 minutes	Assigned Agricultural Extension Worker
	4.2 Issue rice stub to farmer			City Agriculture Office
5. Claim rice stub to assigned warehouse man	5.1 Issue rice seeds to farmer	None	5 minutes	Assigned Warehouseman City Agriculture Office
TOTAL		0.00	18 minutes	

**With authorization*

<ul style="list-style-type: none"> • For Differently Abled Farmers <ul style="list-style-type: none"> • Signed authorization letter from the farmer beneficiary; • PWD ID of the farmer-beneficiary; • One (1) valid proof of identification of the representative
<ul style="list-style-type: none"> • For Farmers with Health Issues <ul style="list-style-type: none"> • Signed authorization letter from the farmer beneficiary; • Medical certification signed by a Physician should also be presented; • One (1) valid proof of identification each bearing the signature of both the representative and beneficiary
<ul style="list-style-type: none"> • For Pregnant Farmers <ul style="list-style-type: none"> • Signed authorization letter from the farmer-beneficiary; • Certification from the obstetrician-gynecologist, or OB-GYN; • One (1) valid proof of identification of the representative
<ul style="list-style-type: none"> • For Farmers who are Deprived of Liberty <ul style="list-style-type: none"> • Signed authorization letter from the farmer-beneficiary; • Certification issued by the detention center/prison/jail-holding custody; • One (1) valid proof of identification of the representative
<ul style="list-style-type: none"> • For OFWs farmer <ul style="list-style-type: none"> • Signed authorization letter from the farmer-beneficiary; • Copy of passport with immigration stamp; • One (1) valid proof of identification of the representative
<ul style="list-style-type: none"> • For farmers working in other parts of the country <ul style="list-style-type: none"> • Signed authorization letter from the farmer-beneficiary; • Copy of certification of employment (COE); • One (1) valid proof of identification of the representative



SOIL ANALYSIS FOR FERTILIZER RECOMMENDATION

Service Information

Soil analysis for fertilizer recommendation to farmers.

Office or Division:	Soils, Water Management and Engineering Division, City Agriculture Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen, G2G Government to Government			
Who may avail:	Farmer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 0.25 kilogram to 1 kilogram of air dried and sheaved composite soil sample contained in 4x12 in. plastic bag (supot ng yelo)		Farmland Area of the Citizen or Client		
2. Soil Information Sheet (Name, Home Address, Farmlocation, Farm Area, Next crop to be planted, Contact Number)		City Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office lobby	1.1 Give the log book to the client	None	3 minutes	<i>Administrative Aide I</i> City Agriculture Office
2. Proceed to Agricultural Extension Worker assigned in the Barangay and submit composite soil sample for analysis	2.1 Check all the information indicated on Soil information Sheet	None	5 minutes	<i>Assigned Agricultural Extension Worker, Agricultural Technologist/ Soils Coordinator, Provincial Soils Laboratory Staff,</i> City Agriculture Office
	2.2 Submitted Composite Soil Sample will be collected for consolidation and recording		2 weeks	
	2.3 Consolidated and recorded Soil Samples		1 hour 30 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>from various barangays will be submitted for analysis at Soils Laboratory located at Nueva Ecija Fruits and Vegetable Seed Center, Science City of Munoz, Nueva Ecija</p> <p>2.4 Soil Samples will be analyzed for fertilizer recommendation</p> <p>2.5 Pick-up the result of soil analysis and fertilizer recommendation at Soils Laboratory located at Nueva Ecija Fruits and Vegetable Seed Center, Science City of Munoz, N.E.</p> <p>2.6 Distribution of fertilizer recommendation to Agricultural Extension Worker</p>		<p>1-3 months</p> <p>1 hour 30 minutes</p> <p>5 minutes</p>	
<p>3. Proceed to your designated Agricultural Extension Worker for the result</p>	<p>3.1 Give the copy and explain to farmer the result of soil analysis & fertilizer recommendation</p>	<p>None</p>	<p>12 minutes</p>	<p><i>Assigned Agricultural Extension Worker</i> City Agriculture Office</p>
<p>TOTAL</p>		<p>0.00</p>	<p>3 months, 2 weeks, 3 hours & 25 minutes</p>	



TECHNICAL ASSISTANCE - AGRICULTURE

Service Information

Free technical assistance services to farmers with concerns regarding their farming activities and management.

Office or Division:	City Agriculture Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Farmer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office lobby	1.1 Give the log book to the client	None	3 minutes	<i>Administrative Aide I</i> City Agriculture Office
2. Proceed to your Assigned Agricultural Extension Worker regarding any concern	2.1 Validate the concern of farmer 2.2 Recommend solution based on farmer's concern	None	1 hour 15 minutes	<i>Assigned Agricultural Extension Worker,</i> City Agriculture Office
TOTAL		0.00	1 hour & 18 minutes	



VEGETABLE SEEDS, VEGETABLE SEEDLINGS AND FRUIT BEARING TREES DISTRIBUTION

Service Information

Vegetable seeds, Vegetable seedlings and Fruit Bearing Trees Distribution aims to give the community a self-sufficient daily consumption in a form of backyard gardening.

Office or Division:	City Agriculture 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. Sign in the client log book in the office lobby	1.2 Give the log book to the client	None	3 minutes	<i>Administrative Aide I</i> City Agriculture Office
2. Proceed to Office personnel assigned	2.2 Assist the request of the client	None	3 minutes	<i>Office Personnel, Agricultural Technologist</i> City Agriculture Office
3. Claiming of vegetable seeds/ vegetable seedlings/ fruit bearing trees	3.1 Signed acceptance form	None	3 minutes	<i>Office Personnel, Agricultural Technologist</i> City Agriculture Office
TOTAL		0.00	9 minutes	



VERMICAST PRODUCTION

Service Information

Production of vermicast to client in promoting organic agriculture.

Office or Division:	Agri-Fishery Division, City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Farmer and Households			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the office lobby	1.3 Give the log book to the client	None	3 minutes	<i>Administrative Aide I</i> City Agriculture Office
2. Proceed to Agricultural Extension Worker's assigned	2.1 Issue payment slip and instruct the client to pay at Cashier on Duty at City Treasurers Office	None	3 minutes	<i>Agricultural Technologist</i> City Agriculture Office
3. Pay the required fees at the City Treasurer's Office (Wait for the Order of Payment Slip) bearing trees	3.4 Receive payment and issue Official Receipt	Php250.00 per certification	30 minutes	<i>Cashier on duty</i> City Treasurer's Office
4. Proceed to City Agriculture Office and present the Official Receipt	4.1 Validate the Official Receipt	None	2 minutes	<i>Agricultural Technologist</i> City Agriculture Office
5. Claim the Vermicast	5.1 Release the Vermicast	None	2 minutes	<i>Assigned Warehouseman</i> City Agriculture Office
TOTAL		P250.00	40 minutes	



APPLICATION FOR BUILDING PERMIT (CONSTRUCTION OF NEW INFRASTRUCTURE)

Service Information

Building Permit is authorization that must be issued by a government or other regulatory body before new or existing buildings can be legally constructed. Section 301 of the National Building Code of the Philippines states that 'No person, firm or corporation, including any agency or instrumentality of the government shall erect, construct, alter, repair, move, convert or demolish any building or structure or cause the same to be done without first obtaining a building permit therefor from the Building Official assigned in the place where the subject building is located or the building work is to be done'.

Office or Division:	Office of the City Architect
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All Residents Only
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Building Permit Form (5 copies) 2. Building Plan (Architectural Documents includes the following as stated by the Supreme Court G.R. No. 200015) <ol style="list-style-type: none"> a. Architectural Plans/Drawings <ol style="list-style-type: none"> i. Vicinity Map/Location Plan within a 2.00 kilometer radius for commercial, Industrial, and Institutional complex and within a half-kilometer radius for residential buildings, at any convenient scale showing prominent landmarks or major thoroughfares for easy reference. ii. Site Development Plan showing technical description, boundaries, orientation and position of proposed building/structure in relation to the lot, existing or proposed access road and driveways and existing public utilities/services. Existing buildings within and adjoining the lot shall be hatched and stances between the proposed and existing buildings shall be indicated. iii. Perspective drawn at a convenient scale and taken from a vantage point (bird's eye view or eye level). iv. Floor Plans drawn to scale of not less than 1:100 showing: gridlines, complete identification of rooms or functional spaces. 	Client



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>v. Elevations, at least four (4), same scale as floor plans showing: gridlines; natural ground to finish grade elevations; floor to floor heights; door and window marks, type of material and exterior finishes; adjoining existing structure/s, if any, shown in single hatched lines.</p> <p>vi. Sections, at least two (2), showing: gridlines; natural ground and finish levels; outline of cut and visible structural parts; doors and windows properly labeled reflecting the direction of opening; partitions; built-in cabinets, etc.; identification of rooms and functional spaces cut by section lines.</p> <p>vii. Reflected ceiling plan showing: design, location, finishes and specifications of materials, lighting fixtures, diffusers, decorations, air conditioning exhaust and return grills, sprinkler nozzles, if any, at scale or at least 1:100.</p> <p>viii. Details, in the form of plans, elevations/sections</p> <ul style="list-style-type: none"> a. Accessible ramps b. Accessible stairs c. Accessible lifts/elevators d. Accessible entrances, corridors and walkways e. Accessible functional areas/comfort rooms f. Accessible switches, controls g. Accessible drinking fountains h. Accessible public telephone booths i. Accessible audio visual and automatic alarm system j. Accessible access symbols and directional signs k. Reserved parking for disabled persons l. Typical wall/bay sections from ground to roof m. Stairs, interior and exterior n. fire escapes/exits o. Built-in cabinets, counters and fixed furniture p. All types of partitions 	<p>Client</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ix. Schedule of Doors and Windows showing their types, designations/marks, dimensions, materials, and number of sets. x. Schedule of Finishes, showing in graphic form: surface finishes specified for floors, ceilings, walls and baseboard trims for all building spaces per floor level. xi. Details of other major Architectural Elements. b. Plans and specific locations of all accessibility facilities of scale of at least 1:100. c. Detailed design of all such accessibility facilities outside and around buildings/structures including parking areas, and their safety requirements all at scale of 1:50 or any convenient scale. d. Fire Safety Documents <ul style="list-style-type: none"> i. Layout plan of each floor indicating the fire evacuation route to safe dispersal areas, standpipes with fire hose, fire extinguishers, first aid kits/cabinets, fire alarm, fire operations room, emergency lights, signs, etc. ii. Details of windows, fire exits with grilled windows and ladders. iii. Details of fire-resistive construction of enclosures for vertical openings. iv. Details of fire-resistive construction materials and interior decorative materials with fire-resistive/fire-retardant/fire-spread ratings v. Other Related Documents e. Other related documents <ul style="list-style-type: none"> i. Details of windows, fire exits with grilled windows and ladders. ii. Details of fire-resistive construction of enclosures for vertical openings. 	<p>Client</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> iii. Details of fire-resistive construction materials and interior decorative materials with fire-resistive/fire-retardant/fire--spread ratings iv. Other Related Documents f. Other related documents <p>Architectural Interior/interior design documents:</p> <ul style="list-style-type: none"> a. Space Plan/s or layout/s of architectural interior/s. b. Architectural interior perspective/s. c. Furniture/furnishing/equipment/process layout/s. d. Access plan/s, parking plan/s and the like. e. Detail design of major architectural interior elements. f. Plan and layout of interior, wall partitions, furnishing, furniture, equipment/appliances at a scale of at least 1:100. g. Interior wall elevations showing: finishes, switches, doors and convenience outlets, cross window sections with interior perspective as viewed from the main entrance at scale of at least 1:100. h. Floor/ceiling/wall patterns and finishing details. i. List of materials used. j. Cost Estimates. <p>Prepared, signed and sealed by a Registered Civil Engineer or Registered Architect</p> <p>(5 copies)</p> <ul style="list-style-type: none"> 3. Lot Plan with vicinity map prepared, signed and sealed by a licensed Geodetic Engineer (5 copies) 4. Bill of Materials (5 copies) 5. Specifications (5 copies) 6. DOLE-approved Construction Safety and Health Program (CSHP) 7. Clearance from Air Transportation Office for buildings having 45.0m in height 8. Clearance from Energy Regulatory Board (ERB) for gas service stations 9. Environmental Compliance Certificate (ECC) from the Department of Environment and Natural Resources (DENR) for large commercial, industrial and agro-industrial buildings 10. Land Title (5 copies) 	<p>Client</p>



CHECKLIST OF REQUIREMENTS				WHERE TO SECURE
11. Tax Declaration with current tax receipt (5 copies) *Note: In lieu of items 10 and 11 a lot owner's consent duly notarized or deed of sale will suffice 12. Folder with fastener (2 pieces each) 13. Logbook with signature of Civil Engineer or Architect in charge of construction (for constructions greater than P50,000.00) 14. Photocopy of PRC IDs and OTRs of design professionals and professionals in charge of works 15. Zoning permit and locational clearance 16. Fire Safety Evaluation Certificate				
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required and complete documents to the Information Desk for records and stamp.	1.1 Received the required documents and write the information in the record book, put a stamp, and submit to the City Architect. Then tell the client to wait for a while.	None	2 minutes	<i>Architect's Office Staff at the Information Desk</i> City Architect Office
2. Stay in the office while the City Architect is reviewing and checking the Architectural Design of the infrastructure and required documents.	2.1 Review and check Architectural Design of the infrastructure and required documents	None	15 minutes	<i>Architect's Office Staff</i> City Architect Office
2.1 In case there is a concern or	2.2 In case there is a			



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>recommendations regarding architectural design or other documents, the client must comply and provide it, and return to the office for checking and approval.</p> <p>2.2 In case there are some questions, immediately ask the staff and directly ask the question to the city architect.</p>	<p>concern or recommendation regarding architectural design or the documents are incomplete, the City</p> <p>2.3 Architect will ask the staff to return the documents together with a note regarding the concern.</p> <p>2.4 When client have queries, clarifications, or other concerns, the staff will ask and assist the client to approach the city architect for further discussion</p>			



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Stay in the office and wait the staff to return the documents.	3.1 Sign and approve the permit and building plan when there is no other concern and correction regarding Architectural Design.	None	2 minutes	<i>City Architect Officer</i> City Architect Office
4. Once approved, the clients will receive the approved documents. The clients must check the completeness of documents before leaving. After ensuring that all the documents were complete and approved, the client can proceed to the next step such as electrical, mechanical, etc.	4.1 Once approved, the staff will check the documents then return the documents to the clients. Then assist the client to proceed to the next step.	None	1 minute	<i>Architect's Office Staff at the Information Desk</i> City Architect Office
TOTAL		0.00	3 minutes	



APPLICATION FOR BUILDING PERMIT (REPAIR/RENOVATION/ADDITION/IMPROVEMENT OF BUILDINGS)

Service Information

Building Permit is authorization that must be issued by a government or other regulatory body before new or existing buildings can be legally constructed. Section 301 of the National Building Code of the Philippines states that 'No person, firm or corporation, including any agency or instrumentality of the government shall erect, construct, alter, repair, move, convert or demolish any building or structure or cause the same to be done without first obtaining a building permit therefor from the Building Official assigned in the place where the subject building is located or the building work is to be done'.

Office or Division:	Office of the City Architect
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	All Residents Only
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Building Permit Form (5 copies)	Client
2. Site Development Plan (5 copies)	
3. Building Plan (floor plan, two (2) elevations, two (2) sections) prepared, signed and sealed by a Registered Civil Engineer or Registered Architect (5 copies)	
4. Lot Plan with vicinity map prepared, signed and sealed by a licensed Geodetic Engineer (5 copies)	
5. Bill of Materials with specifications (5 copies)	
6. Photocopy of TCT (Land Title) (5 copies)	
7. Photocopy of Tax Declaration with current tax receipt (5 copies)	



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the required and complete documents to the Information Desk for records and stamp.</p>	<p>1. Received the required documents and write the information in the record book, put a stamp, and submit to the City Architect. Then tell the client to wait for a while.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Architect's Office Staff at the Information Desk</i></p> <p>City Architect Office</p>
<p>2. Stay in the office while the City Architect is reviewing and checking the Architectural Design of the infrastructure and required documents.</p> <p>2.1 In case there is a concern or recommendation regarding architectural design or other documents, the client must comply</p>	<p>2.2 Review and check Architectural Design of the infrastructure and required documents.</p> <p>2.3 In case there is a concern or recommendation regarding architectural design or the documents are incomplete, the City Architect will ask the staff to</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Architect's Office Staff</i></p> <p>City Architect Office</p>



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2.4 and provide it, and return to the office for checking and approval.</p> <p>2.5 In case there are some questions, immediately ask the staff and directly ask the question to the city architect.</p>	<p>4.2 return the documents together with a note regarding the concern. When client have queries, clarifications, or other concerns, the staff will ask and assist the client to approach the city architect for further discussion.</p>			
<p>5. Stay in the office and wait the staff to return the documents.</p>	<p>5.1 Sign and approve the permit and building plan when there is no other concern and correction regarding Architectural Design.</p>	None	2 minutes	<p><i>City Architect's Officer</i></p> <p>City Architect Office</p>
<p>6. Approved documents. Clients must check the completeness of documents before leaving. Proceed to the next step such as electrical, mechanical, etc.</p>	<p>6.1 Once approved, the staff will check the documents then return the documents to the clients. Then assist the client to proceed to the next step.</p>	None	1 minute	<p><i>Architect's Office Staff at the Information Desk</i></p> <p>City Architect Office</p>
TOTAL		0.00	20 minutes	



APPLICATION FOR OCCUPANCY PERMIT

Service Information

Occupancy Permit is the permit issued prior to the use or occupancy of the structure. Section 309 of the National Building Code of the Philippines states that 'No building or structure shall be used or occupied and no change in the existing use or occupancy classification of a building or structure or portion thereof shall be made until the Building Official has issued a Certificate of Occupancy'.

Office or Division:	Office of the City Architect			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All Residents Only			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Certificate of Completion (3 copies), duly notarized 2. Construction Logbook, signed and sealed by the Owner's Architect or Civil Engineer who undertook full-time inspection and supervision 3. As-built Plans, signed and sealed by the Owner's Architect or Civil Engineer who undertook full-time inspection and supervision 4. Photocopy of the valid licenses of all involved professionals (1 copy each) 5. Captioned photographs of Site and Completed Building/Structure showing front, sides and rear areas 			Client	
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required and complete documents to the Information Desk for records and stamp.	1.1 Received the required documents and write the information in the record book, and submit to the City Architect. Then tell the client to wait for a while.	None	2 minutes	Architect's Office Staff at the Information Desk City Architect Office



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1.2 Stay in the office while the City Architect is reviewing and checking the documents.</p> <p>1.3 In case there is a concern regarding the documents, the client must comply and provide it, and return to the office for checking and approval.</p> <p>1.4 In case there are some questions, immediately ask the staff and directly ask the question to the city architect.</p>	<p>1.2 Review and check Architectural Design of the infrastructure and required documents.</p> <p>1.3 In case there is concern regarding the documents, the City Architect will ask the staff to return the documents together with a note regarding the concern.</p> <p>1.4 When client have queries, clarifications, or other concerns, the staff will ask and assist the client to approach the city architect for further discussion.</p>	None	15 minutes	<p><i>Architect's Office Staff</i></p> <p>City Architect Office</p>
2 Stay in the office and wait the staff to return the documents.	2.1 Sign and approve the permit.	None	2 minutes	<p><i>City Architect</i></p> <p>City Architect Office</p>



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. Once approved, the clients will receive the approved documents. The clients must check the completeness of documents before leaving. After ensuring that all the documents were complete and approved, the client can proceed to the next step such as electrical, mechanical, etc.</p>	<p>3.1 Once approved, the staff will check the documents then return the documents to the clients. Then assist the client to proceed to the next step.</p>	<p>None</p>	<p>1 minute</p>	<p><i>Architect's Office Staff at the Information Desk</i></p> <p>City Architect Office</p>
TOTAL		0.00	20 minutes	



CANCELLATION OF TAX DECLARATION (TOTAL DEMOLITION OF BUILDING / CESSATION OR RETIREMENT OF MACHINERY OPERATION)

Service Information

To formally cancel the tax declaration for properties land, building, or machinery that have been completely demolished or retired from operation, duplicate property record ensuring compliance with tax regulations.

Office or Division:	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government, G2B - Government to Business			
Who may avail:	All San Jose City Real Property owners / tax payers, buyers, brokers, consultants, realtors/developers, and other parties of interest.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		Property Owner / Authorized Representative		
2. One (1) Photocopy of Updated Tax Payment of Real Property / Original copy of receipt.		Land Tax Office		
3. Certification from the Barangay Captain		Barangay Hall where property is located.		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Front liner and submit required documents.	1.1 Receive letter request. 1.2 Check submitted Documents 1.3 Issue order of payments 1.4 Issue routine slip. 1.5 Record transaction.	None	15 minutes	<i>Records Division Personnel</i> City Assessor's Office



CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Owner / authorized representative pay corresponding fee.	2.1 Windows 1,2,3,4,5 City Treasurer's Office	Php100.00 per RPU	30 minutes	<i>Office of the City Treasurer, Billing Cashier Personnel</i> / City Assessor's Office
3.	3.1 Search Property Record. 3.2 Conduct ocular inspection 3.3 Prepare Cancellation Report 3.4 Encodes Notice of Cancellation 3.5 Print / generate Notice of Cancellation 3.6 Update TMCR 3.7 Recommend Notice of Cancellation for approval 3.8 Approval of Notice of Cancellation 3.9 Move cancelled Tax Declaration to History Entry	None	One (1) day or more depending on number of RPUs 41 minutes	<i>Appraisal and Assessment Division Personnel, Tax Mapping Division Personnel, Evaluation and Assessment Division, Assistant City Assessor, City Assessor, Records Division Personnel</i> City Assessor's Office
4. Return to the front liner	4.1 File copy of Notice of Cancellation	None	1 minute	<i>Records Division Personnel</i> City Assessor's Office
TOTAL		P100.00	1 day (depend on no. of RPUs) 1 hour & 27 minutes	



CERTIFIED COPY OF TAX MAP/S

Service Information

A tax map can be requested to identify particular location of a property based on the latest Tax Mapping Record. It is also issued for the purpose of stating the exact location of property based on records available, however, the certification can only serve as reference, but not to be used as evidence for settling boundary disputes.

Office or Division:	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government, G2B - Government to Business			
Who may avail:	All San Jose City real property owners/tax payers, buyers, brokers, consultants, realtors/developers, and other parties of interest.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter.		Owner / Authorized Representative		
2. Photocopy of Title/Tax Declaration or Real Property Tax Receipt and other reference.		Owner / Authorized Representative		
3. Documentary stamps (available in this office, or you may bring your own if preferred.		Owner / Authorized Representative / City Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Front liner and submit required documents.	1.2 Receive Letter Request. 1.3 Verifies property being requested. 1.4 Issue order of payment.	None	10 minutes	<i>Records Division Personnel</i> City Assessor's Office
2. Owner / authorized representative pay corresponding fee.	2.1 Windows 1,2,3,4,5 City Treasurer's Office	Php75.00 per copy	30 minutes	<i>Office of the City Treasurer, Billing Cashier Personnel</i> City Assessor's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.0 Tax Map verification and approval process.	3.1 Photocopy of Tax Map and record the O.R. Number 3.2 For verification of requested Tax Map 3.3 Submit for recommendation 3.4 Submit for approval	None	29 minutes	<i>Tax Mapping Division, Tax Mapper, Assistant City Assessor, City Assessor</i> City Assessor's Office
4. Return to the front liner	4.1 Release of requested Certified Tax Map.	None	3 minutes	<i>Records Division Personnel</i> City Assessor's Office
TOTAL		P75.00	1 hour & 12 minutes	



CORRECTION / UPDATING OF ENTRY

Service Information

To correct or update existing records in the property or tax database to ensure accuracy and compliance with regulations.

Office or Division:	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government, G2B - Government to Business			
Who may avail:	All San Jose City Real Property owners / tax payers, buyers, brokers, consultants, realtors/developers, and other parties of interest.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request from Owner / Authorized Representative		Property Owner / Authorized Representative		
2. Land - Certified True Copy of corrected title		Registry of Deeds		
3. Building and other improvement <ul style="list-style-type: none"> • Government-issued ID • Barangay Certificate • Legal Documents <ul style="list-style-type: none"> ○ Marriage Contract ○ Affidavit 		Owner / Authorized Representative		
4. One (1) Photocopy of Updated Tax Payment of Real Property / Original copy of receipt.		Land Tax Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Front liner and submit required documents.	1.1 Receive letter request. 1.2 Check submitted Documents 1.3 Issue order of payments	None	15 minutes	<i>Records Division Personnel</i> City Assessor's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Issue routine slip. 1.5 Record transaction.			
2. Owner / authorized representative pay corresponding fee.	2.2 Windows 1,2,3,4,5 City Treasurer's Office	Php75.00	30 minutes	<i>Office of the City Treasurer, Billing Cashier Personnel</i> City Assessor's Office
3. Preparation to Approval of Tax Declaration	3.1 Search Property Record. 3.2 Prepares computation and FAAS 3.3 Encode FAAS 3.4 Print FAAS 3.5 Evaluate revised FAAS and Tax Declaration and validate attached documents. 3.6 Recommend approval of FAAS and Tax Declaration 3.7 Approval of Revised Tax Declaration	None	1 Hour 41 minutes	<i>Appraisal and Assessment Division Personnel, Tax Mapping Division Personnel, Evaluation and Assessment Division, Assistant City Assessor, City Assessor, Records Division Personnel</i> City Assessor's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.8 Cancel Revised Tax Declaration. 3.9 Assign ARP Number 3.10 Number Tax Declaration			
4. Return to the front liner	4.1 Release of requested revised Tax Declaration.	None	3 minutes	<i>Records Division Personnel</i> City Assessor's Office
TOTAL		P 75.00	2 hours & 29 minutes	



NEW DISCOVERY / REASSESSMENT (LAND AND BUILDING)

Service Information

Both persons acquiring real property or making improvements thereon, and the City Assessor's Office have the duty to make declaration of real property as provided by law. This particular service is requested by declarant/owner for the issuance of new tax declaration for his/her newly constructed building and/or newly installed machinery. Reassessment/Reclassification on the other hand are services requested by a property owner/authorized representative for purposes of declaring the actual use of his/her property.

Office or Division:	City Assessor's Office			
Classification:	Simple, Complex			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government, G2B - Government to Business			
Who may avail:	All San Jose City Real Property owners/tax payers, buyers, brokers, consultants, realtors/developers, and other parties of interest.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request		Property Owner / Authorized Representative		
2. Approved Building Plan (New Discovery) with Bill of Materials		City Engineering Office		
3. Occupancy Permit (New Discovery)		City Engineering Office		
4. One (1) Photocopy of Updated Tax Payment of Real Property / Original copy of receipt.		Land Tax Office		
5. Approved Ordinance for Reclassification		Sangguniang Panlungsod		
6. Zoning Certificate		City Planning And Development Office		
7. Government-issued ID		Property Owner / Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Front liner and submit required documents.	1.1 Receive letter request. 1.2 Check submitted Documents	None	15 minutes	<i>Records Division Personnel</i> City Assessor's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Issue order of payments 1.4 Issue routine slip. 1.5 Record transaction.			
2. Owner / authorized representative pay corresponding fee.	2.1 Windows 1,2,3,4,5 City Treasurer's Office	Php100.00 Inspection Fee & Php75.00 Declaration Fee per RPU	30 minutes	<i>Office of the City Treasurer, Billing Cashier Personnel</i> City Assessor's Office
3.	3.1 Conducts ocular Inspection for New Discovery 3.2 Search Property (Reassessment) 3.3 Assign PIN (New Discovery) 3.4 Prepare computation and FAAS 3.5 Encode FAAS 3.6 Print FAAS 3.7 Evaluate assessment made and validate attached documents	None	One (1) day or more depending on number of RPUs 26 minutes	<i>Appraisal and Assessment Division Personnel, Tax Mapping Division Personnel, Evaluation and Assessment Division, Assistant City Assessor, City Assessor, Records Division Personnel</i> City Assessor's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.8 Recommend approval of FAAS and Tax Declaration 3.9 Approval of FAAS and Tax Declaration 3.10 Assign ARP/Tax Declaration Number (TDN) 3.11 Cancels previous Tax Declaration (Reassessment) 3.12 Assign New ARP 3.13 Move Tax Declaration from FAAS online to Data Entry			
4. Return to the front liner	4.2 Release Owner's Copy.	None	1 minute	<i>Records Division Personnel</i> City Assessor's Office
5.	5.1 Print Notice of Assessment (NOA) and mail	None	3 minutes	<i>Records Division Personnel</i> City Assessor's Office
TOTAL		P 100.00 /Inspection Fee P 75.00 /RPU	1 day & 15 minutes	



REAL PROPERTY TAX CLEARANCE (FOR ELECTRICAL INSTALLATION PERMIT)

Service Information

To obtain an electrical installation permit, real property taxes for the lot or property in question are to be paid in full and up-to-date. The clearance ensures that there are no outstanding tax obligations that could impact the approval of the permit. It must be issued by the appropriate local tax authority and submitted along with your permit application.

Office or Division:	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government, G2B - Government to Business			
Who may avail:	All San Jose City Real Property owners / tax payers, buyers, brokers, consultants, realtors/developers, and other parties of interest.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Electrical Installation Permit Application Form from SAJELCO		SAJELCO		
2. Additional requirements if not the primary lot owner. <ul style="list-style-type: none"> • Letter of Consent from the lot owner / Brgy. Certification • Deed of Conveyance • Deed of Absolute Sale • Deed of Extrajudicial Partition/Adjudication • Deed of Exchange • Deed of Donation 		Owner / Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Front liner and submit required documents.	1.1 Check form and requirements. 1.2 Search property 1.3 Issue order of payment.	None	15 minutes	<i>Records Division Personnel</i> City Assessor's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Owner / authorized representative pay corresponding fee.	2.3 Windows 1,2,3,4,5 City Treasurer's Office	Php100.00 per Electrical Permit	25 minutes	Office of the City Treasurer, Billing Cashier Personnel City Assessor's Office
	2.4 Issue Real Property Tax Clearance form for Electrical Installation Permit	None	8 minutes	Records Division Personnel City Assessor's Office
	2.5 Release of documents.	None	3 minutes	Records Division Personnel City Assessor's Office
TOTAL		P100.00	51 minutes	



REQUEST FOR ISSUANCE OF CERTIFIED TRUE COPY/PHOTOCOPY OF TAX DECLARATION, PROPERTY HOLDING CERTIFICATION (WITH PROPERTY / NO PROPERTY) & CERTIFICATION OF NO IMPROVEMENT

Service Information

The City Assessor's Office provides Certified True Copy/Photocopy of Tax Declaration upon request of the owner or his authorized representative, any government agency or private entities, for various reasons, the most common of which are for property transfer-related transactions, as a requirement of BIR, for mortgage/loan/financial institutions, courts and many other legal purposes.

The City Assessor's Office provides Certificate of Property Holdings or Certificate of No Property Holding upon the request of the owner or his/her authorized representative, any government agency or private entity. This service allows the taxpayer to obtain a listing of his/her property holdings as reference for payment of taxes and for other legal purposes it may serve.

Certificate of No Improvement on the other hand, provides proof that a certain parcel of land is vacant upon the request of the owner or his/her authorized representative. Should there be an improvement or structure thereon, declared on record, the office will Certify as to the improvement/s erected on the lot, as per existing database.

Office or Division:	City Assessor's Office	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government, G2B - Government to Business	
Who may avail:	All San Jose City Real Property owners, Tax Payers, Authorized Representative, buyers, brokers, consultants, realtors/developers, and other parties of interest.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Government-issued ID		Owner / Authorized Representative
2. Photocopy of Title/Tax Declaration or Real Property Tax Receipt and other reference.		Owner / Authorized Representative



3. For authorized representation and other requesting parties. <ul style="list-style-type: none"> • Owner's authorization letter / Special Power of Attorney • Photocopy of ID of owner and representative with three (3) specimen signature. 		Owner / Authorized Representative		
4. Deed of Conveyance <ul style="list-style-type: none"> • Deed of Absolute Sale • Deed of Extrajudicial Partition/Adjudication • Deed of Exchange • Deed of Donation 		Owner / Authorized Representative		
5. For legal purposes <ul style="list-style-type: none"> • Request Letter of Attorney 		Any Law Office.		
6. Documentary stamps (available in this office, or you may bring your own if preferred.).		City Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Front liner and submit required documents.	1.1 Check ID and requirements. 1.2 Search property 1.3 Issue order of payment.	None	10 minutes	<i>Records Division Personnel</i> City Assessor's Office
2. Owner / authorized representative pay corresponding fee.	2.1 Windows 1,2,3,4,5 City Treasurer's Office	Php75.00 per copy	30 minutes	<i>Office of the City Treasurer, Billing Cashier Personnel</i> City Assessor's Office
3.	3.1 Upon payment, print TD to be certified or certification to be issued.	None	13 minutes	<i>Records Division Personnel, Assistant City Assessor, City Assessor</i> City Assessor's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Verification of printed Tax Declaration / certification. 3.3 Submit for recommendation 3.4 Submit for signature /approval			
4. Return to the front liner	4.1 Release of requested documents	None	5 minutes	<i>Records Division Personnel</i> City Assessor's Office
TOTAL		P 75.00	58 minutes	



SEGREGATION / CONSOLIDATION OF LOT / BUILDING AND OTHER IMPROVEMENT/S

Service Information

The City Assessor's Office is also mandated to Subdivide and Consolidate lands, for proper taxation purposes, based on approved subdivision plans submitted by the owner or any transacting public.

Office or Division:	City Assessor's Office	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government, G2B - Government to Business	
Who may avail:	Real Property owners, tax payers, authorized representatives, buyers, brokers, consultants, realtors/developers, and other parties of interest.	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. One (1) Copy of Certified True Copy of New Title.	Register of Deeds	
2. One (1) Photocopy of Certified True Copy of new Title	Register of Deeds	
3. Deed of Conveyance <ul style="list-style-type: none"> • Deed of Absolute Sale • Deed of Donation • Deed of Extrajudicial Partition/Adjudication • Certificate of Sale / Consolidation of Ownership (For closure) – Building 	Property Owner / Authorized Representative	
4. For Building: Request letter for inspection of building	Property Owner / Authorized Representative	
5. One (1) Blueprint / Photocopy of Approved Subdivision Plan (if subdivided, Subdivision Agreement)	Owner/Surveying office/ Bureau of Lands	



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
6. One (1) Photocopy of Updated Tax Payment of Real Property / Original copy of receipt.		Land Tax Office		
7. One (1) Photocopy of Transfer Tax Certificate		Land Tax Office		
8. One (1) Photocopy of Capital Gain Tax / BIR Certificate (CAR)		BIR		
9. Notarized Sworn Statement of the True Current and Fair Market Value of Real Properties (Taxable or Exempt) Required under Section 202/203 of RA No. 7160.		City Assessor's Office		
10. Government-issued ID.		Property Owner / Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Front liner and submit required documents.	1.1 Check submitted Documents 1.2 Issue order of payments 1.3 Issue routine slip. 1.4 Record transaction.	None	15 minutes	<i>Records Division Personnel</i> City Assessor's Office
2. Owner / authorized representative pay corresponding fee.	2.1 Windows 1,2,3,4,5 City Treasurer's Office	Declaration Fee 75.00 / Inspection Fee 100.00 per RPU	30 minutes	<i>Office of the City Treasurer, Billing Cashier Personnel</i> City Assessor's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.0 Tax Declaration Approval and Process	3.1 Search property record. 3.2 FAAS preparation. 3.3 Update of Tax Mapping Control Roll (TMCR) 3.4 Print FAAS and Tax Declaration 3.5 Evaluate FAAS and Tax Declaration and validate attached documents 3.6 Recommend Approval of FAAS and Tax Declaration 3.7 Approval of FAAS and Tax Declaration 3.8 Cancel / Number FAAS and Tax Declaration 3.9 Move Approved Tax Declaration from FAAS Online to Data Entry	None	1 Hour 10 minutes	<i>Appraisal and Assessment Division Personnel, Tax Mapping Division Personnel, Evaluation and Assessment Division, Assistant City Assessor, City Assessor, Records Division Personnel</i> City Assessor's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.0 Return to the frontliner	4.1 Release Owner's Copy.	None	1 minute	<i>Records Division Personnel</i> City Assessor's Office
5.0 Issuing of NOA	5.1 Print Notice of Assessment (NOA) and mail	None	5 minutes	<i>Records Division Personnel</i> City Assessor's Office
TOTAL		P 100.00 /Inspection Fee P 75.00 /RPU	2 hours & 1 minute	

Processing Period: Three (3) days for 1 – 5 parcels without improvement and Six (6) days for 1-5 parcels with improvement.

Note: Owner's copy of Tax Declaration unclaimed within 5 days shall be forwarded to Records Section for mailing.



TRANSFER OF OWNERSHIP OF TAX DECLARATION

Service Information

Notification of Real Property Ownership – Any person who shall transfer real property ownership to another shall notify the provincial, city or municipal assessor concerned within sixty (60) days from the date of such transfer. The notification shall include the mode of transfer, the description of property alienated and the name and address of the transferee. In compliance, updated copy of Tax Declaration is issued for taxation purposes, upon transfer of ownership of a particular real property from previous owner to a new owner, based on Land Title and other Legal documents submitted, certifying ownership over a property, whether land, building and machinery. Transfer of ownership can also be done as a result of subdivision or consolidation of a property, based similarly on legal documents submitted.

Office or Division:	City Assessor's Office	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government, G2B - Government to Business	
Who may avail:	Real Property owners / tax payers, buyers, brokers, consultants, realtors/developers, and other parties of interest.	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. One (1) Copy of Certified True Copy of New Title.	Register of Deeds	
2. One (1) Photocopy of Certified True Copy of new Title	Register of Deeds	
3. Deed of Conveyance <ul style="list-style-type: none"> • Deed of Absolute Sale • Deed of Donation • Deed of Extrajudicial Partition/Adjudication • Certificate of Sale / Consolidation of Ownership (For closure) – Building 	Property Owner / Authorized Representative	
4. One (1) Photocopy of Updated Tax Payment of Real Property / Original copy of receipt.	Land Tax Office	



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
5. One (1) Photocopy of Transfer Tax Certificate		Land Tax Office		
6. One (1) Photocopy of Capital Gain Tax / BIR Certificate		BIR		
7. Notarized Sworn Statement of the True Current and Fair Market Value of Real Properties (Taxable or Exempt) Required under Section 202/203 of RA No. 7160.		City Assessor's Office		
8. Government-issued ID.		Property Owner / Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Front liner and submit required documents.	1.1 Check submitted Documents 1.2 Issue order of payments 1.3 Issue routine slip. 1.4 Record transaction	None	15 minutes	<i>Records Division Personnel</i> City Assessor's Office
2. Owner / authorized representative pay corresponding fee.	2.1 Windows 1,2,3,4,5 City Treasurer's Office	Php75.00 per RPU	30 minutes	<i>Office of the City Treasurer, Billing Cashier Personnel</i> City Treasurer's Office
	2.2 Search property record.	None	1 Hour 10 minutes	<i>Appraisal and Assessment Division Personnel, Tax Mapping Division Personnel, Evaluation and Assessment Division,</i>
	2.3 FAAS preparation.			
	2.4 Update of Tax Mapping Control Roll (TMCR)			City Assessor's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.5 Print FAAS and Tax Declaration 2.6 Evaluate FAAS and Tax Declaration and validate attached documents 2.7 Recommend Approval of FAAS and Tax Declaration 2.8 Approval of FAAS and Tax Declaration 2.9 Cancel / Number FAAS and Tax Declaration 2.10 Move Approved Tax Declaration from FAAS Online to Data Entry			<i>Assistant City Assessor, City Assessor, Records Division Personnel</i> City Assessor's Office
3. Return to the front liner	3.1 Release Owner's Copy.	None	1 minute	<i>Records Division Personnel</i>
	3.2 Print Notice of Assessment (NOA) and mail	None	5 minutes	<i>Records Division Personnel</i> City Assessor's Office
TOTAL		P 75.00 /RPU	2 hours & 1 minute	

Processing Period: Two (2) or more days depending on the number of parcels/RPUs and the complexity of Transaction/s involved.

Note: Owner's Copy of Tax Declaration unclaimed within five (5) days shall be forwarded to Records Section for mailing.



ADDITIONAL LINE OF BUSINESS

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:	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 (<i>if the applicant is not the owner of the account being requested for certification</i>)	Client being represented	
3. Accomplished Application Form	Business License and Mayor's Permit (BPLO)	
4. Government Issued Identification Card <ul style="list-style-type: none"> • Photocopy of ID of the requesting owner, manager and/or President of the establishment • 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	
7. Notarized capital investment declaration for the additional business line	Requester	
8. Secretary Certificate and/or Board Resolution for the additional business line (<i>for corp</i>)	Requester	
8. Mandatory requirements for specific line of business (<i>if applicable</i>)	Requester	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request along with the other requirements.	1.1 Evaluate the application with attached documentary requirements BACKROOM OPERATIONS: 1.2 Approve the application for additional business line 1.3 Forward application to Business Tax and Fees Division – CTO for assessment. 1.4 Encode amendments, taxes, fees and charges 1.5 Prepare and approve/sign the tax order of payment	None	6 hours 15 minutes	<i>License Officer II, Admin Asst. I, Admin Aide II, Ticket Checker, License Officer III, City Treasurer's Office</i> Business Permit and License Office
2. Receive Order of Payment	2.1 Issue Tax Order of Payment and inform the client to proceed to Cash Receipt Division - CTO	None	10 minutes	<i>License Inspector II</i> Business Permit and License Office
3. Pay the required taxes, fees and charges at the Cash Receipt Division - CTO	3.1 Accept the payment and issue an official receipt 3.2 Inform client to proceed to BPLO	(vary on tax issued)	15 minutes	<i>Cash Receipt Division</i> City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Present the Official Receipt	4.1 Receive the official receipt 4.2 Prepare the amended Business License and Mayor's Permit	None	15 minutes	<i>Admin Aide III</i> Business Permit and License Office
5. Claim the amended Business License and Mayor's Permit	5.1 Issue the amended Business License and Mayor's Permit	None	10 minutes	<i>License Inspector I</i> Business Permit and License Office
TOTAL		vary on tax issued	7 hours & 5 minutes	



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, G2G - Government to Government			
Who may avail:	Enterprises/Business owners in San Jose City or Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter bearing the agencies' seal with authorized signature		Requestee		
2. Authorization letter/SPA (<i>if the applicant is not the owner of the account being requested for certification</i>)		Client being represented		
3. Government Issued Identification Card <ul style="list-style-type: none"> • Photocopy of ID of the requesting owner, manager and/or President of the establishment • ID of authorized representative 		LTO, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig		
4. Official Receipt		City Treasurer's Office (<i>Cash Receipt Division</i>)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request along with the other requirements.	1.1 Check and receive all the documents	None	10 minutes	<i>License Officer II, Admin Asst. I</i> Business Permit and License Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive Order of Payment	2.1 Issue order of payment and inform the client to proceed to Cash Receipt Division (CRD) – CTO	None	10 minutes	<i>Admin Aide II, License Inspector I</i> Business Permit and License Office
3. Pay the required fee at the Cash Receipt Division (CRD) -CTO	3.1 Accept the payment 3.2 Issue an Official Receipt	P75.00	15 minutes	<i>Cash Receipt Division</i> City Treasurer's Office
4. Present the Official Receipt	4.1 Receive the official receipt 4.2 Prepare the Business' Certificate	None	10 minutes	<i>License Officer II, Admin Asst. I</i> Business Permit and License Office
5. Claim the Business Certification	5.1 Sign/Approve Business Certificate 5.2 Release Business Certificate	None	15 minutes	<i>License Officer III, Admin. Aide IV</i> Business Permit and License Office
TOTAL		P75.00	1 hour	



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 owners in San Jose City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter bearing the agencies' seal with authorized signature		Requestee		
2. Authorization letter/SPA (<i>if the applicant is not the owner of the account being requested for certification</i>)		Client being represented		
3. Government Issued Identification Card <ul style="list-style-type: none"> • Photocopy of ID of the requesting owner, manager and/or President of the establishment • ID of authorized representative 		LTO, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig		
4. Official Receipt		City Treasurer's Office (<i>Cash Receipt Division</i>)		
5. Original copy and photocopy of the Business License and Mayor's Permit to be certified		Requestee		
CLIENT STEPS	AGENCY ACTIONS	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request along with the other requirements.	1.1 Check and receive all the documents	None	10 minutes	<i>License Officer II, Admin Asst. I</i> Business Permit and License Office



CLIENT STEPS	AGENCY ACTIONS	FEESTO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Receive Order of Payment	2.1 Issue order of payment and inform the client to proceed to Cash Receipt Division (CRD) – CTO	None	10 minutes	<i>Admin Aide II, License Inspector I</i> Business Permit and License Office
3. Pay the required fee at the Cash Receipt Division (CRD) -CTO	3.1 Accept the payment 3.3 Issue an Official Receipt	P75.00	15 minutes	<i>Cash Receipt Division – City Treasurer’s Office</i> Business Permit and License Office
4. Present the Official Receipt	4.1 Receive the official receipt 4.2 Prepare the Certified True Copy of Business Permit	None	10 minutes	<i>License Officer II, Admin Asst. I</i> Business Permit and License Office
5. Claim Certified True Copy of Business License and Mayor’s Permit	5.1 Sign/Approve Certified True Copy of Business License and Mayor’s Permit 5.2 Release Business Certificate	None	15 minutes	<i>License Officer III, Admin. Aide IV</i> Business Permit and License Office
TOTAL		P 75.00	1 hour	



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		Requestee		
2. Authorization letter/SPA (<i>if the applicant is not the owner of the account being requested for certification</i>)		Client being represented		
3. Accomplished Application Form		Business License and Mayor's Permit (BPLO)		
4. Government Issued Identification Card <ul style="list-style-type: none"> • Photocopy of ID of the requesting owner, manager and/or President of the establishment • 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		Requestee		
6. Original copy of Business License and Mayor's Permit		Requestee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request along with the other requirements.	1.1 Evaluate the application with attached documentary requirements	None	1 hour	<i>Ticket Checker</i> City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>BACKROOM OPERATIONS:</p> <p>1.2 Encode amendments and prepare assessment of taxes, fees and charges.</p> <p>1.3 Approve the application for amendments</p> <p>1.4 Prepare and approve/sign the order of payment</p>			<p><i>License Officer II, Admin Asst. I, Admin Aide II, License Officer III</i></p> <p>Business Permit and License Office</p>
2. Receive Order of Payment	2.1 Issue Tax Order of Payment and inform the client to proceed to Cash Receipt Division – CTO	None	10 minutes	<p><i>License Inspector II</i></p> <p>Business Permit and License Office</p>
3. Pay the required fee at the City Treasurer's Office	<p>3.1 Accept the payment and issue an official receipt</p> <p>3.2 Inform client to proceed to BPLO</p>	P150.00	10 minutes	<p><i>Cash Receipt Division – City Treasurer's Office</i></p> <p>Business Permit and License Office</p>
4. Present the Official Receipt	<p>4.1 Receive the official receipt</p> <p>4.2 Prepare the amended Business License and Mayor's Permit</p>	None	15 minutes	<p><i>Admin Aide III</i></p> <p>Business Permit and License Office</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Claim the amended Business License and Mayor's Permit	5.1 Issue the amended Business License and Mayor's Permit	None	10 minutes	<i>License Inspector I</i> Business Permit and License Office
TOTAL		P 150.00	1 hour & 45 minutes	



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 <i>(if applicable)</i>		Professional Regulatory Commission		
6. Copy of Professional Tax Receipt <i>(if applicable)</i>		City Treasurer's Office <i>(Cash Receipt Division)</i>		
7. Copy of valid Community Tax Certificate (CTC)		City Treasurer's Office <i>(Cash Receipt Division)</i>		
8. Official Receipt		City Treasurer's Office <i>(Cash Receipt Division)</i>		
9. Accomplished Application Form for Occupational/Mayor's Permit		Business Permit and License Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Payment <ul style="list-style-type: none"> Occupational Fee Health Fee CTC PTR <i>(if applicable)</i> 	1.1 Accept the payment	P150.00 P75.00	20 minutes	<i>Cash Receipt Division – City Treasurer's Office</i> Business Permit and License Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fill-up Occupational/Mayor's Permit Application Form	2.1 Issue application form 2.11 Encode applicant's information	None	15 minutes	<i>Ticket Checker, Admin Aide III</i> Business Permit and License Office
3. Submit the requirements	3.1 Check the submitted requirements 3.2 Approve the Occupational/Mayor's Permit (BPLO and City Administrator's Office) – BACK-ROOM OPERATION	None	15 minutes	<i>License Officer II, Admin Asst. I, License Officer III, City Administrator</i> Business Permit and License Office
4. Release of Occupational/Mayor's Permit	4.1 Issue Approved Occupational/ Mayor's Permit	None	15 minutes	<i>Admin Aide II</i> Business Permit and License Office
TOTAL		P 150.00	1 hour & 45 minutes	



RENEWAL OF BUSINESS PERMIT

Service Information

Business License and Mayor's Permit shall be granted for a period of not more than one (1) year and 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 licenses 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 owners in San Jose City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Authorization letter/SPA (<i>if the applicant is not the owner of the account being requested for certification</i>)		Client being represented
2. Government Issued Identification Card <ul style="list-style-type: none"> • Photocopy of ID of the requesting owner, manager and/or President of the establishment • ID of authorized representative 		LTO, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig
3. Accomplished Business Permit Application Form (<i>Unified Form</i>)		Business Permit and License Office (BPLO)
4. Basis for computing taxes, fees and charges (<i>e.g. business capitalization, gross sales/receipts</i>)		Client/applicant
5. Certificate of Tax Exemptions – <i>for non-stock non-profit association and foundation</i>		Bureau of Local Government and Finance – <i>Dep't. of Finance</i>



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
6. Contract of Lease (<i>if lessee</i>)		Lessor/Land Owner		
7. Proof of Ownership (<i>e.i. Tax Declaration – if place of business is owned</i>)		Client/applicant		
8. Public Market Certification – if business is located within City Public Market		Public Market Administration Office		
9. If Hotel, Resort and Accommodation Establishments – DOT Accreditation		Department of Tourism		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application Processing <ul style="list-style-type: none"> • Application filing and verification • Submission of documentary and regulatory requirements • Receive the application with assessment then proceeds to Cash Receipt Division - CTO 	1.1 Issuance of application form and identification of requirements 1.2 Receive and evaluate the application with the attached requirements. Backroom Operations: 1.3 Approve/Sign application and forward to assessment – Business Tax and Fees Division (CTO)	None	1 hour 40 minutes	<i>License Officer II, Admin Asst. I, Admin. Aide III, Admin Aide II, License Officer III, City Treasurer, License Inspector II, Ticket Checker</i> Business Permit and License Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.4 <i>Encoding (business taxes, fees and charges)</i> and printing of Tax Order of Payment (T.O.P.).</p> <p>1.5 Approve/Sign Tax Order of Payment (TOP)</p> <p>1.6 Issue the application form along with the approved Tax Order of Payment (TOP)</p>			
<p>2. Payment</p> <p>2.1 Payment of business taxes, fees and charges</p> <p>2.2 Payment of Fire Safety Inspection Fee</p>	<p>2.1 Accept payment</p> <p>2.2 Issue an official receipt</p> <p>2.3 Accept payment</p> <p>2.4 Issue an official receipt and Fire Safety Inspection Certificate</p> <p>2.5 Inform client to proceed to BPLO</p>	<p>See Attached: Annex 4</p>	<p>35 minutes</p>	<p><i>Cash Receipt Division – CTO, Bureau of Fire Protection (BFP)</i></p> <p>Business Permit and License Office</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Claim Approved Business License and Mayor's Permit and Business Plate Issue Sanitary Permit, Barangay Clearance, and	3.1 Prepare/Print Business License and Mayor's Permit 3.2 Record transaction to logbook and issue the approved Business License and Mayor's Permit and Business Plate	None	15 minutes	<i>Admin Aide III, Admin Aide IV, License Inspector I, Admin Aide II</i> Business Permit and License Office
TOTAL		See Attached: Annex 4	2 hours & 30 minutes	



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:	G2B - Government to Business Entity	
Who may avail:	Enterprises/Business owners in San Jose City	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Authorization letter/SPA (<i>if the applicant is not the owner of the account being requested for retirement of business</i>)	Client being represented	
2. Government Issued Identification Card <ul style="list-style-type: none"> • Photocopy of ID of the requesting owner, manager and/or President of the establishment • 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 (<i>within 30 days following the closure</i>)/ Financial Statement	Provided by the applicant/client)	
7. Secretary's Report or Board Resolution regarding closure (<i>for Corporation and Cooperative</i>)	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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Fill up and submit accomplished application form along with other requirements</p>	<p>1.1 Check completeness of form and requirements</p> <p>1.2 Conduct actual inspection of the business applied for closure.</p> <p>BACKROOM OPERATIONS:</p> <p>1.3 Approve/Sign application form by BPLO</p> <p>1.4 Assessment of taxes and fees (if any by City Treasurer's Office)</p> <p>1.5 Prepare Tax Order of Payment</p> <p>1.6 Approve/Sign application form and tax order of payment by CTO</p>	<p>None</p>	<p>5 hours 45 minutes</p>	<p><i>License Officer II, Admin Asst. I, Admin Aide III, License Officer III, Business Tax and Fees Division – City Treasurer's Office</i></p> <p>Business Permit and License Office</p>
<p>2. Receive the Tax Order of Payment</p>	<p>2.1 Issue order of payment and inform the client to proceed to Cash Receipt Division (CRD) – CTO</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Admin Asst. II, Admin Aide IV, Admin Aide III</i></p> <p>Business Permit and License Office</p>
<p>3. Pay the required taxes and and/or fees due</p>	<p>3.1 Accept the payment</p> <p>3.2 Issue an Official Receipt</p>		<p>15 minutes</p>	<p><i>Cash Receipt Division – City Treasurer's Office</i></p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Present the official receipt to Business Tax and Fees Division – CTO	4.1 Receive the official receipt 4.2 Transfer client's account from "active" to "closed"	None	10 minutes	<i>Business Tax and Fees Division – City Treasurer's Office</i> Business Permit and License Office
5. Claim Certificate	5.1 Issue Retirement of Business Certification (BPLO/CTO)	None	15 minutes	<i>Admin Aide II, Admin. Aide IV</i> Business Permit and License Office
TOTAL		P 150.00	6 hours & 40 minutes	



SECURING A NEW BUSINESS PERMIT

Service Information

Any person, corporation or cooperative who shall establish, operate or conduct any business, trade or activity shall first obtain a Mayor's Permit and pay the fee thereof and the 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 owners in San Jose City
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Authorization letter/SPA (<i>if the applicant is not the owner of the account being requested for certification</i>)	Client being represented
2. Government Issued Identification Card <ul style="list-style-type: none"> • Photocopy of ID of the requesting owner, manager and/or President of the establishment • ID of authorized representative 	LTO, BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig
3. Accomplished Business Permit Application Form (<i>Unified Form</i>)	Business Permit and License Office (BPLO)
4. Proof of business registration, incorporation, or legal personality (<i>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</i>)	DTI/SEC/CDA
5. Basis for computing taxes, fees and charges (<i>e.g. business capitalization, gross sales/receipts</i>)	Client/applicant, Accounting Firm – Financial Statement
6. Certificate of Tax Exemptions – <i>for non-stock non-profit association and foundation</i>	Bureau of Local Government and Finance – Dep't. of Finance



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
7. Contract of Lease (<i>if lessee</i>)	Lessor/Land Owner
8. Proof of Ownership (<i>e.i. Tax Declaration – if place of business is owned</i>)	Client/applicant
9. Notice of Award/Award Sheet – <i>if place of business is within a Mall</i>	Mall/Lessor
10. Homeowner/Neighborhood Certificate of No Objection – <i>if place of business is located within a subdivision or housing facility</i>	Homeowner's Association Office
11. Public Market Certification – <i>if business is located within City Public Market</i>	Public Market Administration Office
12. Zoning Clearance	BOSS Office - City Planning and Development Office Staff
13. Engineering Clearance/Occupancy Permit	BOSS Office - City Engineering Office Staff
14. Sanitary Permit	BOSS Office – Health and Sanitary Division Staff
15. Tourism Clearance – <i>if tourism related (e.i. hotel, restaurant and resort)</i>	BOSS Office – City Tourism Office Staff
16. CENRO Clearance	BOSS Office – City Environment and Natural Resources Office Staff
17. Veterinary Clearance	BOSS Office – City Veterinary Office Staff
18. Fire Safety and Inspection Certificate	Bureau of Fire Protection Office Staff
19. SSS Clearance	BOSS Office – SSS Staff
20. PhilHealth Proof of Payment	PhilHealth Office
21. PagIbig Clearance	PagIbig Office
22. If Pharmacy <ul style="list-style-type: none"> • License to Sell (<i>PDEA License</i>) • FDA Registration Certificate • Pharmacist's PRC License 	PDEA FDA PRC
23. If School – Certificate of Accreditation	DEPED/CHED
24. If Skills Learning or Manpower Training Center - Certification of Accreditation	TESDA
25. If Fiesta Carnival/Perya – Barangay Resolution or Authority from SP	Sanguuniang Panglunsod



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
26. If Local Recruitment/Placement/Manpower Employment Agency – Permit to Operate/Certificate of Registration	DOLE
27. If Internet Service Provider, Water & Electric Company, Cable Networks Radio Station, Lottery, Waste to Energy, Solar Panel, Waste to Organic, Cockpit Arena – Franchise/Authority from SP	Sanguiniani Panglunsod
28. If On-line Betting, Electronic/Traditional Bingo Station <ul style="list-style-type: none"> • Letter of No Objection (LONO)/Certificate of Authority • Gaming License 	Sanguiniani Panglunsod PAGCOR
29. If Security Agency, Watchman Agency, Guns and Ammunition Store – License to Operate	PNP CRAME
30. If Foreign Placement Agency/Workers Promotion Agency – POEA Accreditation	POEA
31. If Dental Laboratories – License to Operate	DOH Region Office
32. If Selling and Repair of Cellular Phone and Radio Communication Units – NTC Clearance	NTC
33. If Construction Services - Philippine Construction Accreditation Board License	Philippine Construction Accreditation Board (PCAB)
34. If Banks, Pawnshops, Money Transfer, Money Remittance, Money Changer – Certificate of Registration and Certificate of Authority	Central Bank of the Philippines
35. If Lending and/or Financing Institution – Certificate of Authority (CA)	SEC
36. If Microfinance Institution – Certificate of Accreditation	SEC
37. If Insurance Agency – Certificate of Authority	Insurance Commission



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
38. If Junkshop <ul style="list-style-type: none"> • Police Clearance • Barangay Clearance/Certificate of No Objection • Environmental Compliance Certificate 	PNP Barangay hall where the business is located DENR
39. If Selling of Second Hand Auto Parts – Police Clearance to engage in business	PNP
40. If Funeral Parlor, Crematory Cemeteries, Memorial Chapel, Memorial Parks, LPG Refilling Plant, Septic Tank Disposal, Plastic/Metal Recycling <ul style="list-style-type: none"> • Environmental Compliance Certificate • Barangay Resolution of No Objection 	DENR Barangay hall where the business is located
41. 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 <ul style="list-style-type: none"> • Environmental Compliance Certificate • Bureau of Animal Industry Clearance 	DENR Bureau of Animal Industry
42. If Gasoline and Diesel Station <ul style="list-style-type: none"> • Environmental Compliance Certificate • Authority to Operate and/or Certificate of Compliance 	DENR Department of Energy
43. If Selling Fireworks <ul style="list-style-type: none"> • License to Operate • BFP Clearance 	PNP Bureau of Fire Protection
44. If Engaged in manufacturing, selling/retailing, dealer/distributor, import/export or transfer of any drugs, cosmetics or devise – FDA License to Operate	FDA



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
45. If Rice Retailer – NFA License		National Food Authority		
46. If Retailer of DVD/VCD and Video Rental Shop - Optical Media Board Registration		Optical Media Board Regulation Office		
47. If Hotel, Resort, Inns and other Accommodation Establishments – DOT Accreditation		Department of Tourism		
48. If Travel Agencies – Dep’t. of Foreign Affairs and/or DOT Registration/Accreditation		Department of Foreign Affairs		
49. If Transport Services – LTFRB Registration		LTFRB		
50. If Auto-mechanical Repair Shop and Center – DTI Accreditation		Department of Trade and Industry		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Application Processing <ul style="list-style-type: none"> • Application filing and verification • Submission of documentary and regulatory requirements • Receive the application with assessment then proceed to Cash Receipt Division - CTO 	1.1 Issuance of application form and identification of requirements 1.2 Receive and evaluate the application with the attached requirements. Backroom Operations: 1.3 Conduct actual inspection and Notify the barangay where business is located re: business permit application	None	6 hours 15 minutes	<i>License Officer II, Admin Asst. I, Admin. Aide III, Admin Aide II, License Officer III, City Treasurer, License Inspector II, Admin Aide IV</i> Business Permit and License Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Approve/Sign application and forward to assessment - Business Tax and Fees Division (CTO) 1.5 Encoding (<i>business taxes, fees and charges</i>) and printing of Tax Order of Payment (T.O.P.). 1.6 Approve/Sign Tax Order of Payment (TOP) 1.7 Issue the application form together with the approved Tax Order of Payment (TOP)			
2. Payment <ul style="list-style-type: none"> • Payment of business taxes, fees and charges and barangay clearance fee • Payment of Fire Safety Inspection Fee 	2.1 Accept payment 2.2 Issue an official receipt 2.3 Accept payment 2.4 Issue an official receipt	See Attached: Annex 4	50 minutes	<i>Cash Receipt Division - CTO, Bureau of Fire Protection, Admin Aide III, Admin Aide IV, License Inspector I</i> Business Permit and License Office



	and Fire Safety			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Inspection Certificate 2.5 Inform client to proceed to BPLO			
3. Claim Approved Business License and Mayor's Permit and Business Plate Issue Sanitary Permit, Barangay Clearance, and other Regulatory Clearances	3.1 Prepare/Print Business License and Mayor's Permit 3.2 Record transaction to logbook and issue the approved Business License and Mayor's Permit and Business Plate	None	15 minutes	<i>Admin Aide III, Admin Aide IV, License Inspector I, Admin Aide II</i> Business Permit and License Office
TOTAL		See Attached: Annex 4	7 hours & 20 minutes	



ISSUANCE OF CERTIFICATIONS PERTINENT TO BARANGAY OPERATIONS

Service Information

The City Community Affairs Office oversees all affairs related to the barangays and communities within our city. This office offers a variety of essential services, including, Issuing Certifications pertinent to barangay operations.

Office or Division:	City Community Affairs Office			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any valid ID issued by the government or from private employment		Government institution/private company		
2. Request letter		Government institution/private company or individual party		
3. Certificate of Appointment/Termination		Concerned Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issuance of Certifications pertinent to barangay operations. 1.1 Log in your name in the record book and state the purpose of the requested document. 1.2 Present any valid ID and a letter of request (if required). 1.3 Fill up client satisfaction survey form 1.4 Wait for the necessary document until it is processed.	Record/verify client's name and some information; ask what and for what purpose the requested document will be used; and process the requested document.	None	15 minutes	<i>Angelito C. Del Rosario</i> <i>Community Affairs Officer III</i> <i>Francis Jacob T. Cabrera</i> <i>Community Affairs Assistant I</i> City Community Affairs Office
TOTAL		0.00	15 minutes	



ISSUANCE OF IDS TO BARANGAY TANODS AND OFFICIALS

Service Information

The City Community Affairs Office oversees all affairs related to the barangays and communities within our city. This office offers a variety of essential services, including issuing IDs for Barangay Tanods and Officials.

Office or Division:	City Community Affairs Office			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any valid ID issued by the government or from private employment		Government institution/private company		
2. Request letter		Government to institution / private company or individual party		
3. Certificate of Appointment/Termination		Concerned Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issuance of IDs to Barangay Tanods and Officials. 1.1 Log in your name in the record book and state the purpose of the requested document. 1.2 Provide the necessary information by presenting a valid ID (if available),	1.1 Record/verify some information on the presented request; processing of the requested document.	None	15 minutes	<i>Francis Jacob T. Cabrera</i> Community Affairs Assistant I <i>Marie V. Tayao</i> Administrative Adie IV City Community Affairs Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Certificate of Appointment, and Certificate of Termination (if there is a replacement) 1.3 Fill up client satisfaction survey form 1.4 Have a photo taken and wait for the requested document to be processed				
TOTAL		0.00	15 minutes	



PROVIDING AN UPDATED LIST OF BARANGAY OFFICIALS

Service Information

The City Community Affairs Office oversees all affairs related to the barangays and communities within our city. This office offers a variety of essential services, including, Providing an updated list of Barangay Officials.

Office or Division:		City Community Affairs Office		
Classification:		Simple		
Type of Transaction:		Government to Client		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any valid ID issued by the government or from private		Government institution/private company		
2. Request letter		Government institution/private company or individual party		
3. Certificate of Appointment/ Termination		Concerned Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Providing an updated list of Barangay Officials 1.1 Log in your name in the record book and state the purpose of the requested document. 1.2 Present any valid ID and a letter of request (if required). 1.3 Fill up client satisfaction survey form 1.4 Wait for the necessary document until it is processed	1.1 Record/verify client's name and some information; ask what and for what purpose the requested document will be used; and process the requested document.	None	5 minutes	<i>Marie V. Tayao</i> <i>Administrative Aide IV</i> City Community Affairs Office
TOTAL		0.00	5 minutes	



COOPERATIVE'S BUSINESS PERMIT RENEWAL / APPLICATION

Service Information

The Cooperative's Business Permit Renewal/Application service is a government or local authority process that allows cooperatives to renew or apply for a new business permit to operate legally within a specific jurisdiction.

Office or Division:	City Cooperative Development Office (CCDO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens G2B - Government to Business G2G - Government to Government			
Who may avail:	All existing Micro/Small, Medium and Large Cooperatives in San Jose City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Compliance (COC)		1. Cooperative Development Authority (CDA), Extension Office, DMGC, Brgy. Maimpis, City of San Fernando, Pampanga		
2. Endorsement Checklist Form		2. Business Permit & Licensing Office, 1 st Floor, City Hall, San Jose City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registered coops seek assistance in renewal of Mayor's Business Permit	1.1 Receives & reviews the submitted copies of CAPR and COC & AFS with filled up form BPLO	None	5 minutes	<i>E. Reyes</i> SCDS City Cooperative Development Office
	1.2 Process the filled up form and inform the client payment of license fee	Fees to be Assessed by the BPLO Office based on declaration of the Cooperative	1 hour	<i>E. Reyes</i> SCDS/ <i>payment to be made by the Manager or Treasurer</i> City Cooperative Development Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.3 Wait for the official Signatory of the Local Chief Executive</p> <p>1.4 Inform and submit the new Mayor's Permit License to the cooperative</p>	None	<p>2 days</p> <p>5 minutes</p>	<p><i>E. Reyes</i> SCDS City Cooperative Development Office</p> <p><i>Client</i> (Cooperatives Representative) City Cooperative Development Office</p>
TOTAL		Fees to be Assessed by the BPLO Office based on declaration of the Cooperative	2 days, 1 hour & 10 minutes	



FRONTLINE SERVICE AND TECHNICAL ASSISTANCE TO COOPERATIVE

Service Information

A Technical Assistance and Learning/Training Initiatives for the different Cooperatives in San Jose City that promotes total Sustainable Human Development towards conservation of local economy and recovery through Cooperative Philosophies, Values and Principles.

Office or Division:	City Cooperative Development Office (CCDO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens G2B - Government to Business G2G - Government to Government			
Who may avail:	Organizations/Associations who would like to establish & recognize themselves as Cooperative.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent/Verbal Request		1. Organizations/Associations wish to become a cooperative		
2. Cooperative's Checklist of Requirements for the Registration of New Cooperative		2. City cooperative Development Office (CCDO) - 1 st Floor, City Hall, Cardenas St., Barangay Rafael Rueda, San Jose City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Organization/Association who wish to become a Cooperative must submit a letter of Intent address to CDA Regional Office through the CCDO	1.1 Validation of the request/letter of intent upon receipt. short orientation is given to clients at their requested date/time/venue	None	1 hour & 30 minutes 3 days including the waiting period for the confirmation	<i>M. Lubiano</i> CDS II Staff/Office City Cooperative Development Office <i>M. Lubiano</i> CDS II <i>H. Domingo</i> CDS II <i>W. Pascual</i> J.O City Cooperative Development Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	on face to face			
2. Submit the complete requirement as per Checklist to CCDO with photo Copy of the said said requirements	2.1 Check/Review the completeness & verify The submitted Requirements with Client. 2.2 Retain a photocopy of requirements for file	None	1 hour 30 minutes	<i>M. Lubiano CDS II</i> City Cooperative Development Office
3. Submit the reviewed and Complete requirements To CDA for Registration.	3.1 Accompany clients to CDA Ext. Office at DMGC, Brgy. Maimpis City of San Fernando, Pampanga	Reservation Fee- P100.00 Registration Fee is P670; Certified True Copy is- P450.00; COC fee P100.00 Other reading materials - P500.00 (optional)	1 day	<i>Client</i> City Cooperative Development Office
TOTAL		P100 <small>Res. Fee</small> P670 <small>Reg. Fee</small> P450 <small>Cert. TCopy</small> P100 <small>ORM</small> P500 <small>(optional)</small>	4 days, 9 hours & 35 minutes	



BUILDING PERMIT

Service Information

Building Permit is issued to persons, firm or corporation, including any agency or instrumentality of the government who wishes to erect, construct, alter, repair, move, convert or demolish any building or structure who complies with the minimum standards and requirements provided in PD 1096 otherwise known as the National Building Code of the Philippines and its Revised Implementing Rules and Regulations.

Office or Division:	City Engineering Office	
Classification:	Simple, Complex, Highly Technical	
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government, G2B – Government to Business	
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 or 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"> • Geodetic Engineer • Architect • Civil Engineer • Professional Electrical Engineer • Professional Mechanical Engineer • Sanitary Engineer • Master Plumber • 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"> • Geodetic Engineer, in case of survey plans; • Architect, in case of architectural documents; • Civil Engineer, in case of civil/structural documents; 	Any licensed and registered professionals practicing privately: <ul style="list-style-type: none"> • Geodetic Engineer • Architect • Civil Engineer • Professional Electrical Engineer • Professional Mechanical Engineer • Sanitary Engineer • Master Plumber • Electronics Engineer 	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Professional Electrical Engineer, in case of electrical documents; • Professional Mechanical Engineer, in case of mechanical documents; • Sanitary Engineer, in case of sanitary documents; • Master Plumber, in case of plumbing documents; • Electronics Engineer, in case of electronics documents 	
<p>3. Clearances from other agencies</p> <ul style="list-style-type: none"> • Zoning and locational clearance • Whenever necessary, written clearances from the various authorities exercising and enforcing regulatory functions affecting building/ structures such as: <ul style="list-style-type: none"> ○ Department of Public Works and Highways (DPWH) ○ Air Transportation office (ATO) ○ Housing and Land Use Regulatory Board (HLURB) ○ Local Government Unit (LGU) ○ Department of Tourism (DOT) ○ Department of Environment and Natural Resources (DENR) ○ Department of Transportation and Communication (DOTC) ○ Department of Interior and Local Government (DILG) ○ Philippine Ports Authority (PPA) 	<p>City Planning and Development Office</p> <p>Department of Public Works and Highways (DPWH) Air Transportation office (ATO)</p> <p>Housing and Land Use Regulatory Board (HLURB) Local Government Unit (LGU)</p> <p>Department of Tourism (DOT)</p> <p>Department of Environment and Natural Resources (DENR)</p> <p>Department of Transportation and Communication (DOTC)</p> <p>Department of Interior and Local Government (DILG) Philippine Ports Authority (PPA)</p>



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> ○ Department of Education (DepEd) ○ Department of Health (DOH) ○ Philippine Institute of Volcanology and Seismology (PHIVOLCS) ○ Laguna Lake Development Authority (LLDA) ○ Manila Waterworks and Sewerage System (MWSS) ○ National Water Resources Board (NWRB) ○ Department of Agrarian Reform (DAR) ○ Department of Agriculture (DA) ○ Department of Labor and Employment (DOLE) ○ National Housing Authority (NHA) ○ National Council for the Welfare of Disabled Persons (NCWDP) 	<p>Department of Education (DepEd)</p> <p>Department of Health (DOH) Philippine Institute of Volcanology and Seismology (PHIVOLCS)</p> <p>Laguna Lake Development Authority (LLDA)</p> <p>Manila Waterworks and Sewerage System (MWSS)</p> <p>National Water Resources Board (NWRB)</p> <p>Department of Agrarian Reform (DAR)</p> <p>Department of Agriculture (DA)</p> <p>Department of Labor and Employment (DOLE)</p> <p>National Housing Authority (NHA)</p> <p>National Council for the Welfare of Disabled Persons (NCWDP)</p>
<p>4. One (1) Photocopy of PRC ID and current PTR of all the licensed and registered professionals who prepared, signed and sealed the plans and specifications</p>	<p>Licensed and registered professionals who prepared, signed and sealed the plans and specifications</p>
<p>5. Five (5) certified true copies OCT/TCT, on file with the Registry of Deed</p>	<p>Registry of Deeds</p>
<p>6. Five (5) copies of Tax Declaration and current Real Property Tax Receipt</p>	<p>City Assessor's Office Land Tax Office</p>
<p>7. Duly Notarized copy of Contract of Lease, or Deed of Absolute Sale or Authorization in case the applicant is not the owner of the lot where the building is to be constructed</p>	<p>Owner of the lot where the building is to be constructed</p>



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
8. For Representative <ul style="list-style-type: none"> • Authorization of the applicant being represented • Government issued ID of the applicant being represented (1 original and 1 photocopy) • Government issued ID of the representative 		Applicant being represented		
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 Log Book in the Office of Building and Industrial Safety Inspection Division (Door 2)	1.1 Give the Log Book to the applicant	None	2 minutes	<i>Engineer I, Engineer II</i> City Engineering Office
2. Submit all the required documents for initial assessment and evaluation (Door 2)	2.1 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 Revised	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 Other Charges prescribed in the Revised	45 minutes	<i>Building Inspector, Engineer I, Engineer II, Engineer III</i> City Engineering Office <i>City Architect</i> City Architect's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.2 Implementing Rules and Regulations and other referral codes such as Architectural Code of the Philippines, Sanitary Code, Plumbing Code, Philippine Electrical Code, Electronics Code, Fire Code of the Philippines, Geodetic Code etc.</p> <p>2.2.1 Review of Geodetic plans and document</p> <p>2.2.2 Review of Architectural plans and document</p> <p>2.2.3 Review of Sanitary/ Plumbing plans and document</p> <p>2.2.4 Review of Civil/ Structural</p>	<p>Implementing Rules and Regulations of PD 1096 otherwise known as the National Building Code of the Philippines (See attached New Schedule of Fees and Other Charges)</p> <p>Note: Public buildings and traditional indigenous family dwellings are exempted from payment of building permit fees</p>		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>plans and documents</p> <p>2.2.5 Review of Electrical plans and document</p> <p>2.2.6 Assess and prepare Order of Payment</p>			
<p>3. Pay the required fees at the City Treasurer's Office (Door 3)</p>	<p>3.1 Accept the payment based on the Order of Payment</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Cashier on Duty</i> City Treasurer's Office</p>
<p>4. Return to the Office of Building and Industrial Safety Inspection Division and present the Official Receipt (Door 2)</p>	<p>4.1 Record the Official Receipt</p> <p>4.1.1 Process applications for building permit and other ancillary permits</p> <p>4.1.2 Chief of Implementation Division signs applications for building permit and other ancillary permits</p>	<p>None</p>	<p>36 minutes</p>	<p><i>Engineer I, Engineer II, City Engineer, Building Inspector</i> City Engineering Office</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.1.3 Building Official approves the applications for building permit and other ancillary permits 4.1.4 Records and releases approved building permit and other ancillary permits 4.1.5 Give the Log Book to the applicant			
5. Sign in the Log Book for the release of approved building permit and other ancillary permits (Door 2)		None	2 minutes	
TOTAL		See Attached: Annex 1	1 hour & 30 minutes	



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

Service Information

Certificate of Final Electrical Inspection (CFEI) is issued when all the electrical works are completed under the supervision of a Registered Electrical Practitioner (Master Electrician, Electrical Engineer, Professional Electrical Engineer) and inspected to be in conformity with the provisions of the latest Philippine Electrical Code, the National Building Code (PD 1096) and its Revised Implementing Rules and Regulations.

Office or Division:	Building and Industrial Safety Inspection Division / City Engineering Office	
Classification:	Simple, Complex, Highly Technical	
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government, G2B – Government to Busines	
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 Professional Electrical Engineer practicing privately	
2. Five (5) sets of Electrical plans, technical specifications and other documents prepared, signed and sealed by a duly registered Professional Electrical Engineer containing the following: <ul style="list-style-type: none"> • Location and site plan • Legend or symbol • General notes and/or specifications • Electrical layout • Schedule of loads, transformers, generating/UPS units • Design analysis • Single line diagram 	Any Registered Master Electrician/ Registered Electrical Engineer/ Registered Professional Electrical Engineer practicing privately	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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
4. One (1) 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 - SAJELCO)
6. Clearances from other government agencies such as: <ul style="list-style-type: none"> • Real Property Tax Declaration • Real Property Tax Clearance • Mayor's Clearance • Informal Settler's Certification (for those located on public lands) • 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 <ul style="list-style-type: none"> • Authorization of the applicant being represented • Government issued ID of the applicant being represented (1 original and 1 photocopy) • Government issued ID of the representative 	Applicant being represented Applicant being represented Representative



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
9. Photocopy of Building Permit and Certificate of Occupancy (for Newly constructed/ renovated/ repaired buildings)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Applicant Log Book in the Office of Building and Industrial Safety Inspection Division (Door 2)	1.1 Give the Log Book to the applicant	None	2 minutes	<i>Engineer I, Building Inspector, Engineer III</i> City Engineering Office
2. Submit all the required documents for initial assessment and evaluation (Doors 2&1)	2.1 Receive the required documents and check for completeness 2.1.1 Schedule inspection of electrical installation to ensure compliance with PD 1096 and Philippine Electrical Code 2.1.2 Conduct inspection of electrical installation 2.1.3 Prepare electrical inspection report	Electrical Fees shall be the sum of Sections 4.a to 4.d of this Rule under the New Schedule of Fees and Other Charges prescribed in the Revised Implementing Rules and Regulations of PD 1096 otherwise known as the National Building Code of the Philippines (see attached)	2 hours 10 minutes	<i>Engineer I, Building Inspector, Engineer III</i> City Engineering Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1.4 Process application for electrical permit 2.1.5 Prepare Order of Payment			
3. Pay the required fees at the City Treasurer's Office (Door 3)	3.1 Accept the payment based on the Order of Payment 3.1.1 Issue the Official Receipt	None	3 minutes	<i>Cashier on Duty</i> City Treasurer's Office
4. Return to the Office of Building and Industrial Safety Inspection Division and present the Official Receipt (Door 1)	4.1 Record the Official Receipt 4.1.1 Prepare the Certificate of Final Electrical Inspection (CFEI) 4.1.2 Chief of Electrical Section signs the electrical permit application and Certificate of Final Electrical Inspection (CFEI)	None	14 minutes	<i>Engineer III, Engineer I, Building Inspector, City Engineer, Electrical Inspector</i> City Engineering Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.1.3 Building Official approves the electrical permit application and Certificate of Final Electrical Inspection 4.1.4 Records and releases approved electrical permit and Certificate of Final Electrical Inspection 4.1.5 Give the Log Book to the applicant			
5. Sign in the Log Book for the release of approved electrical permit and Certificate of Final Electrical Inspection (Door 1)	None	None	1 minute	
TOTAL		See Attached: Annex 1	2 days & 30 minutes	



CERTIFICATE OF OCCUPANCY

Service Information

A Certificate of Occupancy is issued after final inspection of the building/structure, as certified complete by the licensed and registered civil engineer or architect in-charge of the construction, and found to be in conformity with the provisions of PD 1096 and its Revised Implementing Rules and Regulations as well as with the plans and specifications.

Office or Division:	Building and Industrial Safety Inspection Division / City Engineering Office	
Classification:	Simple, Complex, Highly Technical	
Type of Transaction:	G2C – Government to Citizen, G2G – Government to Government, G2B – Government to Business	
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 Geodetic Engineer	
3. Three (3) copies of pictures of the completed building	Applicant	
4. For Representative <ul style="list-style-type: none"> • Authorization of the applicant being represented • Government issued ID of the applicant being represented (1 original and 1 photocopy) • 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's Log Book in the Office of Building and Industrial Safety Inspection Division and present requirements (Door 2)	1.2 Give the Log Book to the applicant Checks the completeness of the requirements, assess and prepare payment of final inspection fee	10% of the Building Permit fees	2 minutes	<i>Engineer I, Engineer II, Building Inspector</i> City Engineering Office
2. Pay the required fees at the City Treasurer's Office (Door 3)	2.1 Accept the payment based on the Order of Payment 2.2 Issue the Official Receipt	None	3 minutes	<i>Cashier on Duty</i> City Treasurer's Office
3. Return to the Office of Building and Industrial Safety Inspection Division and present the Official Receipt (Door 2)	3.1 Record the Official Receipt 3.2 Prepare transmittal to the Fire Marshall's Office for Fire Safety Inspection Certificate (FSIC)	None	2 minutes	<i>Engineer I, Engineer II</i> City Engineering Office
4. Applicant goes to the City Fire Marshall's Office	None	None	None	<i>Personnel in-charge</i> City Fire Marshall



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Applicant goes back to the Building and Industrial Safety Inspection Division and presents the FSIC (Door 2)	5.1 Prepare Compliance Evaluation Sheet for Certificate of Occupancy 5.1.1 Land Use and Zoning 5.1.2 Line and Grade Conformity 5.1.3 Architectural Presentability 5.1.4 Sanitary/ Plumbing Requirements 5.1.5 Civil/ Structural Stability Electrical Safety 5.1.6 Assess and prepare Order of Payment (Occupancy fee)	Fees shall be based on the actual construction cost as declared in the Certificate of Completion and Section 10 of the New Schedule of Fees and Other Charges prescribed in the Revised Implementing Rules and Regulations of the National Building Code of the Philippines (PD 1096)	2 hours 6 minutes	<i>Engineer I, Engineer II, Engineer III, Building Inspector</i> City Engineering Office <i>City Planning and Development Coordinator</i> City Planning and Development Office <i>City Architect</i> City Architect's Office
6. Applicant goes to the City Treasurer's Office for the payment of contractor's tax	None	None	None	<i>City Treasurer</i> City Treasurer's Office
7. Pay the required fees at the City Treasurer's Office (Door 3)	7.1 Accept the payment based on the Order of Payment	None	3 minutes	<i>Cashier on Duty</i> City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
8. Applicant goes back to the Building and Industrial Safety Inspection Division (Doors 2 & 4)	8.1 Record the Official Receipt and prepare the Certificate of Occupancy 8.1.1 Chief of Implementation Division signs the Certificate of Occupancy 8.1.2 Building Official approves Certificate of Occupancy 8.2 Records and releases approved Certificate of Occupancy	None	12 minutes	<i>Engineer II, City Engineer, Building Inspector, Engineer I</i> City Engineering Office
9. Sign in the Log Book for the release of approved Certificate of Occupancy (Door 2)	None	None	2 minutes	
TOTAL		See Attached: Annex 1	2 hours & 16 minutes	



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 - Government to Citizen, G2G - Government to Government, G2B – Government to Business			
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 - Complainant submits requirements and logs-in	1.1 Received the required documents 1.2 Preparing mission order 1.3 Approval and releasing of mission order	None	10 minutes	<i>Administrative Aide III (Laborer II), Administrative Assistant I, Metro Aide II</i> City Environment and Natural Resources Office
TOTAL		See Attached: Annex 1	2 hours & 16 minutes	



CENRO CLEARANCE FOR BUSINESS PERMIT

Service Information

CENRO clearance is needed by the clients for their application in business permit.

Office or Division:	City Environment and Natural Resources Office			
Classification:	Complex			
Type of Transaction:	G2B – Government to Business			
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	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients submits complete requirement and logs-in request	1.1 Ask client to log 1.2 Receive the required documents 1.3 Approval/ Issuance of Clearance	None	5 minutes	<i>Administrative Aide III (Laborer II)</i> City Environment and Natural Resources Office
TOTAL		0.00	5 minutes	



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 – Government to Citizen, G2G – Government to Government, G2B – Government to Business			
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 Receive the application and supporting documents and check for completeness 1.2 Conduct inspection of the requested trees to be cut down or trimmed	None	2 minutes	<i>Administrative Aide II, Admin Staff, City ENRO</i> City Environment and Natural Resources Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Preparation of Endorsement Letter 1.4 Approval of Endorsement			
TOTAL		0.00	2 minutes	



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:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Copy of valid business permit		Business Permit and Licensing Office		
2. One (1) Copy of inspection report by CENRO waste segregation		City Environment and Natural Resources Office		
3. One (1) Official Receipt of Certificate's Fee		LGU-Registrar		
4. One (1) Photocopy of ECC		Environmental Management Bureau		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in purpose and name, submit requirements	1.1 Received the complete required documents 1.2 Conduct inspection of their garbage bin 1.3 Preparation of Document *Assigned personnel prepares certification in 2 copies	Certificate's fee- Php75.00	7 minutes	<i>Administrative Aide II, Metro Aide, City ENRO</i> City Environment and Natural Resources Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Receive and review the application and inspection report 1.5 Approve the Certificate of Hauling			
TOTAL		P75.00	7 minutes	



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 – Government to Citizen, G2B – Government to Business			
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 - Log-in request and submit requirements	1.1 Received the required documents 1.2 Check the installation of signboard and markings in quarry site	None	1 day	<i>Administrative Aide IV</i> City Environment and Natural Resources Office
TOTAL		0.00	1 day	



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:	Complex			
Type of Transaction:	G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 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. Submit Letter Request	1.1 Received the required documents 1.2 Checking of availability of garbage truck and garbage collectors and approval of request	None	9 minutes	<i>Administrative Aide III (Laborer II), EMS II</i> City Environment and Natural Resources Office
TOTAL		0.00	9 minutes	



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 public transportation business.

Office or Division:	City Franchising and Regulatory Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Resident Tricycle Owner/Operator			
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. Residence Certificate		City Treasurer's Office		
4. Professional Driver's License		Land Transportation Office		
5. Documentary Stamp		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present needed requirement to front-liner employee at the table in front of the office and show your tricycle unit.	1.1 Receive requirement and put them inside the UV box for disinfection	None	11 minutes	<i>Laborer I, Administrative Assistant I, Administrative Aide I</i> City Franchising and Regulatory Office
	1.2 Tricycle inspection and stencil			
	1.3 Search Client's documents from filing cabinet if Renewal of Franchise			
	1.4 Encoding details and Assessment of fees using Public Transport Management System-PTMS			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Payment at City Treasurer's Office	2.1 Printing of permits and secure signature of client	Php100.00	5 minutes	<i>Cashier</i> City Treasurer's Office <i>Administrative Aide I,</i> <i>Administrative Assistant I</i> City Franchising and Regulatory Office
3. Signing of Permit	3.1 Indexing of Permit 3.2 Booking and Encoding of Permit 3.3 Secure signature from head of office 3.4 Approval and Signing of Permit	None	3 minutes	<i>Administrative Aide I,</i> <i>Administrative Assistant I, FRO III, Laborer II,</i> <i>Administrative Aide VI, CGDH I</i> City Franchising and Regulatory Office
4. Notarization of Permit		Php110.00 None	30 minutes	Private Notary Public Attorney's Office
5. Submit notarized permit to front-liners of franchising office	5.1 Release of MTOP Sticker and client's copy of permit	None	1 minute	<i>Administrative Aide I,</i> <i>Administrative Assistant I,</i> <i>FRO III</i> City Franchising and Regulatory Office
TOTAL		P 210.00	50 minutes	



REGISTRATION OF PRIVATE MOTORIZED TRICYCLE AND KOLONG-KOLONG-NEW/RENEWAL

Service Information

Registration of Private Motorized Tricycle Kolong-Kolong is a necessary to be qualified to use motorized tricycle / kolong-kolong for private transportation purposes

Office or Division:	City Franchising and Regulatory Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Resident Owner of Private Motorized Tricycle/kolong-kolong			
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. Residence Certificate		City Treasurer's Office		
4. Professional Driver's License		Land Transportation Office		
5. Documentary Stamp		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present needed requirement to front-liner employee at the table in front of the office and show your tricycle unit	1.1 Receive requirement and put them inside the UV box for disinfection 1.2 Tricycle/kolong-kolong inspection and stencil 1.3 Search Client's documents from filing cabinet if Renewal of Registration	None	11 minutes	<i>Laborer I, Administrative Assistant I, Administrative Aide I</i> City Franchising and Regulatory Office



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Encoding details and Assessment of fees using Public Transport Management System-PTMS			
2. Payment at City Treasurer's Office	2.1 Printing of permits and secure signature of client	Php300.00	5 minutes	<i>Cashier</i> City Treasurer's Office <i>Administrative Aide I, Administrative Assistant I</i> City Franchising and Regulatory Office
3. Signing of Permit	3.1 Indexing of Permit 3.2 Booking and Encoding 3.3 Secure signature from head of office 3.4 Approval and Signing of registration 3.5 Release of Private Sticker and client's copy of registration	None	3 minutes	<i>Administrative Aide I, Administrative Assistant I, FRO III, Laborer II, Administrative Aide VI, CGDH I</i> City Franchising and Regulatory Office
TOTAL		P 300.00	19 minutes	



SPECIAL PERMIT

Service Information

Special Permit is a document allowing the motorized tricycle with franchise to be used as private transportation to travel outside San Jose City and back, which is effective only on the specified date of travel back and forth.

Office or Division:	City Franchising and Regulatory Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Owner of Tricycle with active MTOP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Owner's copy of franchise		Owner of franchise		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present needed requirement to front-liner employee at the table in front of the office and show your tricycle unit	1.1 Receive requirement and put them inside the UV box for disinfection 1.2 Search Client's documents from filing cabinet 1.3 Encoding details and Assessment of fees using Public Transport Management System-PTMS	None	15 minutes	<i>Laborer I, Administrative Assistant I, Administrative Aide I</i> City Franchising and Regulatory Office
2. Payment at City Treasurer's Office	2.1 Printing of special permit	Php75.00	6 minutes 30 seconds	<i>Cashier</i> City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Booking and encoding			<i>Administrative Aide I, Administrative Assistant I, FRO III, Laborer II</i> City Franchising and Regulatory Office
3. Signing of Permit	3.1 Indexing of Permit 3.2 Booking and Encoding of Permit 3.3 Securing signature from Head of Office 3.4 Approval and Signing of Special Permit	None	3 minutes	<i>Administrative Aide I, Administrative Assistant I, FRO III, Laborer II, Administrative Aide VI, CGDH I</i> City Franchising and Regulatory Office
TOTAL		P 75.00	24 minutes & 30 seconds	



PROCUREMENT OF GOODS AND/OR SERVICES FOR BUDGET UNDER ₱50,000.00

Service Information

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

Office or Division:	City General Services Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government, G2B – Government to Business			
Who may avail:	All Local Government Unit of San Jose City Offices and other National agencies situated in the city			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved Purchase Request (PR)			Requesting Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved PR	1.1 Review and receive the PR 1.2 Approved PR will be assigned with a unique PR number 1.3 Preparation of Price Quotation / Canvass Form	None	5 minutes	<i>Administrative Aide IV (Admin. Div.)</i> City General Services Office
2. Perform canvassing to qualified supplier	2.1 GSO processor will perform canvassing to qualified supplier	None	30 minutes	<i>Administrative Aide I (Procurement Div.)</i> City General Services Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. Submit the quoted price quotation / canvass form to GSO</p>	<p>3.1 Submit price quotation / canvass form to person in-charge. Opening of price quotations / canvass form to determine lowest bidder</p> <p>3.2 Prepare the Award and its attachments (*Voucher, Award, *Purchase Order (PO), Acceptance and Inspection Report, Waste Material Report (if applicable))(*Note: Details in favor of the bidder with the lowest price quotation)</p> <p>3.3 Input transaction details to</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Administrative Officer III, Administrative Assistant I, Administrative Aide IV (Admin. & Procurement Div.)</i></p> <p>City General Services Office</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.4 Monitoring System and assign unique Purchase Order number 1.4.1. Processing of Signatories of the Award (Head of Requesting Office, TWG, BAC Secretariat, Head of the Procuring Entity (HOPE) 1.4.2. Approval of the PO by the HOPE 1.4.3. Serving of PO to the winning bidder			
4.Acknowledgement of delivered items, signing of ARE/ICS, and Acceptance and Inspection Report (ARE)	1.1 Inspection of goods/services based on Purchase Order	None	1-15 days	<i>Admin. Aide I (Procurement Div.)</i> City General Services Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.2 Delivery of goods/services to requesting office</p> <p>1.3 For items falling under semi-expendable or General Ledger Account (GLA), GSO must identify the person accountable for the requested goods/services and input the details to the Property Inventory with Accounting System</p> <p>1.4 Signing of ARE</p> <p>1.5 Forwarding the Award and its attachments to the City Accounting</p>		5 minutes	
TOTAL		0.00	1-15 days & 45 minutes	



PROCUREMENT OF GOODS AND/OR SERVICES FOR BUDGET ₱50,000.00 AND UNDER ₱800,000.00

Service Information

This service is provided to cater to the needs of all offices in the Local Government of San Jose City and other National Agencies situated inside the city to fulfill its operations and functionalities. This process includes the requisition of goods/services with budget from ₱ 50,000.00 to under ₱ 800,000.00.

Office or Division:	City General Services Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government, G2B – Government to Business			
Who may avail:	All offices under the San Jose City Local Government unit and other National Agencies situated in the City of San Jose			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Approved Purchase Request (PR)			Requesting Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the approved PR	1.2 Review and receive the PR 1.3 Approved PR will be assigned with a unique PR number 1.2.1 Preparation of Request for Price Quotation (RPQ) and Price Quotation Form (PQF) to be attached to the Philippine	None	4 minutes	<i>Administrative Aide IV (Admin. Div.)</i> City General Services Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Government Electronic Procurement System (PhilGEPs) posting 1.2.2 Person in-charge will post the transaction to PhilGEPs with the RPQ and PQF as attachment		3 days	
2.Perform canvassing to qualified supplier	2.1 Receive PQF submitted via mail, e-mail, or personal submission from qualified supplier(<i>Note: Requirements will be collected</i>)	None	3 days	<i>Administrative Aide IV or Administrative Assistant I (Admin Div.)</i> City General Services Office
3.Submit the quoted price quotation form to GSO	1.1 Submit Price Quotation Form (PQF) to person in-charge. 1.2 Opening of PQF (with the supplier requirements)to be reviewed by the Technical Working Group (TWG) to	None	10 minutes	<i>Administrative Aide I (Admin. Div.)</i> City General Services Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>determine the qualified lowest bidder</p> <p>1.3 Prepare the Award and its attachments (*Voucher, Award, *Purchase Order (PO), *Notice of Award (NOA), *Notice to Proceed (NTP), Acceptance and Inspection Report) (*Note: Details in favor of the bidder with the lowest price quotation)</p> <p>1.3.1 Input transaction details to Monitoring System and assign unique Purchase Order number</p>			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.2 Processing of Signatories of the Award (Head of Requesting Office, TWG, BAC Secretariat, Head of the Procuring Entity (HOPE)) 3.3 Approval of the NOA, NTP, and PO by the HOPE 3.4 Serving of NOA, NTP and PO to the winning bidder	None	1 day	<i>Administrative Aide I (Procurement Div.)</i> City General Services Office
4.Acknowledgement of delivered items, signing of ARE/ICS, and Acceptance and Inspection Report	4.1 Inspection of goods/services based on Purchase Order	None	1-15 days	<i>Administrative Aide I (Procurement Div.)</i> City General Services Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>4.2 Delivery of goods/ equipment to requesting office</p> <p>4.2.1 For items falling under semi-expendable or General Ledger Account (GLA), GSO must identify the person accountable for the requested goods/equipment and input the details to the Property Inventory with Accounting System</p> <p>4.3 Forwarding the Award and its attachments to the City Accounting Office for the remaining signatories until payment</p>	None	5 minutes	<p><i>Administrative Aide I (Procurement Div.)</i></p> <p>City General Services Office</p>
TOTAL		0.00	1-15 days, 7 days & 19 minutes	



PAGHILING NG TSEK-UP O KONSULTASYONG MEDIKAL

Impormasyon ng Serbisyo

Maaaring makakuha ng libreng tsek-up o konsulta sa Punong Manggagamot sa Punong Tanggapan o sa mga Doktor sa mga Rural Health Yunit.

Office or Division:	Punong Tanggapan ng CHO at mga Rural Health Yunits, Opisina ng Kalusugang Panlungsod			
Classification:	Simple			
Type of Transaction:	Gobyerno sa Kliyente (G2C - Government to Citizen)			
Who may avail:	Lahat ng indibidwal, residente man ng lungsod o hindi.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal napagpapakita ng kliyente				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Magpunta sa <i>information desk</i> at sabihin ang concerns o karamdaman	1.1 Interbiyuhin ang pasyente, kuhanin ang kailangang datos	Wala	5 minuto	<i>Personel sa frontline</i> <i>Barangay Health Worker</i> Tanggapan ng Kalusugang Panlungsod
2. Magpakuha ng <i>vital signs</i>	2.1 Kuhanin ang <i>vital signs</i> ng pasyente	Wala	5 minuto	<i>Nakatalagang personel</i> Tanggapan ng Kalusugang Panlungsod
3. Magpa konsulta sa doktor	3.1 Suriin ang pasyente at i-refer sa laboratoryo ang mga nararapat na eksaminasyon	Wala	5 minuto	<i>Punong Manggagamot ng Opisina</i> <i>Mga Doktor sa mga Rural Health Yunit</i>



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	sa pasyente, o i-refer sa ospital kung kinakailangan			Tanggapan ng Kalusugang Panlungsod
4. Humingi ng libreng gamut sa Botika	4.1 Ibigay ang kailangang gamot ng pasyente	Wala	5 minuto	<i>Pharmacist/ Pharmacy Aide</i> Tanggapan ng Kalusugang Panlungsod
TOTAL		0.00	20 minutes	



PAGHINGI NG SERBISYO SA PANGANGANAK (BARANGAY HEALTH CENTER)

Impormasyon ng Serbisyo

Ang serbisyong ito ay mayroon sa lahat ng barangay ng San Jose, sa kani-kanilang Tanggapan ng Kalusugang Pambarangay (Barangay Health Center)

Office or Division:	Tanggapan ng Kalusugang Pambarangay (Barangay Health Center), Opisina ng Kalusugang Panlungsod			
Classification:	Simple			
Type of Transaction:	Gobyerno sa Kliyente (G2C - Government to Citizen)			
Who may avail:	Mga bagong pang anak hanggang isang taong gulang na bata			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal napagpapakita ng pasyente				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pumunta sa Tanggapan ng Kalusugang Pambarangay at kumuha ng / ibigay ang <i>Immunization Card</i> .	1.1 Bigyan ng/kuhanin ang <i>Immunization Card</i> ng kliyente.	Wala	2 minutes	<i>Komadrona/ Barangay Health Worker (BHW)</i> Tanggapan ng Kalusugang Panlungsod
2. Hintaying ang pagrerekord ng datos sa <i>Immunization Card</i> .	2.1 I-rekord ang datos sa <i>Immunization Card</i> . Sabihin kung anong bakuna ang ibibigay sa sanggol / bata.	Wala	3 minutes	<i>Komadrona/ Barangay Health Worker (BHW)</i> Tanggapan ng Kalusugang Panlungsod
3. Pabakunahan ang sanggol/bata	3.1 Bakunahan ang sanggol/ bata Sabihan kung kalian ang follow-up	Wala	3 minutes	<i>Komadrona</i> Tanggapan ng Kalusugang Panlungsod
TOTAL		0.00	8 minutes	



PAGHINGI NG SERBISYO SA PANGANGANAK (CHO-PANGANAKAN)

Impormasyon ng Serbisyo

Ang mga serbisyo sa Panganakan ng San Jose ay maaaring makuhan ang libre ng pasyente kung sila ay mayroon nang PhilHealth.

Office or Division:	CHO – Panganakan ng San Jose, Opisina ng Kalusugang Panlungsod			
Classification:	Simple			
Type of Transaction:	Gobyerno sa Kliyente (G2C - Government to Citizen)			
Who may avail:	Mga Buntis			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal napagpapakita ng pasyente				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lumapit sa <i>information desk</i> at sabihin ang layunin..	1.1 Interbiyuhin ang pasyente, kuhanin ang kinakailangang datos.	Wala	3 minuto	<i>Komadrone/ Nars at Doktor</i> Tanggapan ng Kalusugang Panlungsod
2. Ilahad ang mga nararamdaman	2.1 Tukuyin kung may komplikasyon. I-refer sa ospital kung meron, kung wala naman ay <i>i-admit</i> .	Wala	3 minuto	<i>Komadrone/ Nars at Doktor</i> Tanggapan ng Kalusugang Panlungsod
3. Aktwal na panganganak.	3.1 Obserbahan ang kondisyon ng nagdadalantao o paanakin kung panahonna.	Wala	40 minuto	<i>Komadrone/ Nars at Doktor</i> Tanggapan ng Kalusugang Panlungsod



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Pagkapanganak	4.1 Obserbasyon sa loob ng dalawampu't apat na oras mula pagka panganak, at pagpapauwi kung wala naming naitalang kumplikasyon sa loob nito	Wala	1 araw	<i>Komadrona/ Nars at Doktor</i> Tanggapan ng Kalusugang Panlungsod
5. Paglabas ng pasyente	5.1 Pagkuha ng dugo sa sanggol para sa Newborn Screening 5.2 Pagbabakuna ng BCG at Hepatitis B sasanggol	Wala	15 minuto 5 minuto	<i>Komadrona/ Nars at Doktor</i> Tanggapan ng Kalusugang Panlungsod
TOTAL		0.00	1 hour & 6 minutes	



PAGKUHA NG DRUG TEST

Impormasyon ng Serbisyo

Ang drug test ay teknikal napagsusuri ng biyolohikal na ispesimen kagaya ng ihi o urine upang makita kung mayroong bakas ng mga ipinagbabawal na gamut sa katawan.

Office or Division:		Punong Opisina ng CHO, Opisina ng Kalusugang Panlungsod		
Classification:		Simple		
Type of Transaction:		Gobyerno sa Kliyente (G2C - Government to Citizen)		
Who may avail:		Lahat ng indibidwal, residente man ng lungsod o hindi.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal napagpapakita ng kliyente				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lumapit sa <i>information desk</i> at sabihin ang layunin..	1.1 Interbiyuhin ang kliyente, kuhanin ang kinakailangang datos.	Wala	3 minuto	<i>Personel sa frontline</i> Tanggapan ng Kalusugang Panlungsod
2. Punan ang form naibibigay	2.1 Bigyangng form at tulungan ang kliyente sa pag puno nito.	Wala	5 minuto	<i>Personel sa frontline</i> Tanggapan ng Kalusugang Panlungsod
3. Magbigay ng sampol para <i>saurinalysis</i>	3.1 Isagawa ang urinalysis	Wala	3 minuto	<i>Medical Technologist</i> Tanggapan ng Kalusugang Panlungsod
4. Magpakuha ng <i>fingerprint</i> .	4.1 Kuhanin at ayusin ang kailangang datos mula sa kliyente	Wala	7 minuto	<i>Nakatalagang personel</i> Tanggapan ng Kalusugang Panlungsod



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Magbayad para sa <i>drug test</i>	5.1 Asikasuhin ang bayad ng pasyente.	Php200.00	3 minuto	<i>Kahera</i> Tanggapan ng Kalusugang Panlungsod
6. Maghintay ng resulta ng <i>drug test</i> .	6.1 Pagsusuring pinal at pagbasa ng mga resulta.	Wala	3 minuto	<i>Available medical personnel</i> Tanggapan ng Kalusugang Panlungsod
TOTAL		P 200.00	24 minutes	



PAGKUHA NG HEALTH CARD (FOOD/NON-FOOD HANDLERS)

Impormasyon ng Serbisyo

Ang *Health Card* ay kinukuha ng lahat ng nagtatrabaho sa mga establisyimentong may kinalaman sa pagkain, direkta mang humahawak ng pagkain o hindi.

Office or Division:	Opisina ng Kalusugang Panlungsod			
Classification:	Simple			
Type of Transaction:	Gobyerno sa Kliyente (G2C - Government to Citizen)			
Who may avail:	Lahat ng indibidwal, residente man ng lungsod o hindi.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Sampol para sa <i>fecalysis test</i>				
2. Resulta ng <i>X-ray</i>		Ospital		
3. Sedula		City Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lumapit sa information desk at sabihin ang layunin.	1.1 Interbiyuhin ang kliyente, kuhanin ang mga kailangang datos.	Wala	3 minuto	<i>Personel sa frontline</i> Tanggapan ng Kalusugang Panlungsod
2. Magpakuha ng vital signs.	2.1 Kuhanin ang vital signs ng kliyente.	Wala	5 minuto	<i>Nakatalagang personel</i> Tanggapan ng Kalusugang Panlungsod
3. Ibigay ang sampol para sa <i>fecalysis test</i> sa laboratoryo.. Ibigay ang resulta ng <i>X-ray</i> .	3.1 Isagawa ang <i>fecalysis test</i> . 3.2 Basahin ang resulta ng <i>X-ray</i> .	Wala	5 minuto 3 minuto	<i>Medical Technologist</i> <i>Doktor</i> Tanggapan ng Kalusugang Panlungsod



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Magbayad ng fecalysis test at Health Card.	4.1 Asikasuhin ang bayad ng kliyente	<i>Fecalysis Test:</i> P20.00 <i>Health Card:</i> P75.00	3 minuto	<i>Kahera</i> Tanggapan ng Kalusugang Panlungsod
5. Maghintay para sa kinukuhang Health Card.	5.1 Pagsusuring pinal at pagpirma sa Health Card.	Wala	3 minuto	<i>Punong Manggagamot ng Tanggapan</i> Tanggapan ng Kalusugang Panlungsod
TOTAL		P 95.00	22 minutes	



PAGKUHA NG PERMIT SA PAGLILIBING

Impormasyon ng Serbisyo

Permit para sapaggawa ng nitso, pagbukas ng nitso, paglipat ng bangkay, at pagsasama ng mga bangkay sa iisang nitso.

Office or Division:	Opisina ng Kalusugang Panlungsod			
Classification:	Simple			
Type of Transaction:	Gobyerno sa Kliyente (G2C - Government to Citizen)			
Who may avail:	Lahat ng indibidwal, residente man ng lungsod o hindi.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Death Certificate		LCR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lumapit sa <i>information desk</i> at sabihin ang layunin.	1.1 Interbiyuhin ang kliyente at kuhanin ang	Wala	3 minuto	<i>Personel sa frontline</i> Tanggapan ng Kalusugang Panlungsod
2. Maghintay habang ginagawa ang permit	2.1 I-type at i-print ang permit.	Wala	5 minuto	<i>Administrative Aide/Officer</i> Tanggapan ng Kalusugang Panlungsod
3. Magbayad ng permit.	3.1 Asikasuhin ang bayad ng kliyente.	Permit sa Paggawa ng Nitso Permit to Construct Niche Php225.00 Permit sa Pagbukas ng Nitso Permit to Open Niche Php200.00	5 minuto	<i>Kahera</i> Tanggapan ng Kalusugang Panlungsod



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		Permit sa Paghukay at Muling Paglilibing Permit to Open and Rebury Php325.00 Permit sa Paglilipat ng Bangkay Permit to Transfer Php200.00 (sa loob ng probinsiya) Php250.00 (sa labas ng probinsiya) <i>Nota:</i> Kung ang sementeryo ng paglilibingan ay Himlayang Don Canuto Ramos, mayroong adisyonal na P1,000.00		
4. Ibalik ang resibo sa <i>information desk.</i>	4.1 Papirmahan ang permit kasama ang resibosa Punong Manggagamot	Wala	3 minuto	<i>Punong Manggagamot ng Tanggapan</i> Tanggapan ng Kalusugang Panlungsod
TOTAL		Permit (see table 3) P225 -construct P200 - open P325 - rebury P200 - in-transfer P250 - out-transfer P1,000 -Don Canuto rate	16 minutes	



PAGKUHA NG SERBISYONG DENTAL

Impormasyon ng Serbisyo

Maaaring makakuha ng libreng tsek-up at abot-kayang bunot ng ngipin mula sa mga dentist sa Punong Opisina o sa mga Rural Health Unit.

Office or Division:	Punong Opisina ng CHO at mga Rural Health Units, Opisina ng Kalusugang Panlungsod			
Classification:	Simple			
Type of Transaction:	Gobyerno sa Kliyente (G2C - Government to Citizen)			
Who may avail:	Lahat ng indibidwal, residente man ng lungsod o hindi.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal napagpapakita ng kliyente				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lumapit sa <i>information desk</i> at sabihin ang layunin..	1.1 Interbiyuhin ang kliyente, kuhanin ang mga kailangang datos.	Wala	3 minuto	<i>Personel sa frontline</i> <i>Barangay Health Worker</i> Tanggapan ng Kalusugang Panlungsod
2. Magpakuha ng <i>vital signs</i>	2.1 Kuhanin ang vital signs ng kliyente at irekordito.	Wala	5 minuto	<i>Nakatalagang personel</i> Tanggapan ng Kalusugang Panlungsod
3. Magpa-interbyu para saserbisyo o sertipikasyong dental. Nota: para lamang sa mga nag-aaplay ng trabaho, kailangan satrabaho o kung estudyante	3.1 I-type at i-verify ang datos ng pasyente..	Wala	3 minuto	<i>Nakatalagang personel</i> Tanggapan ng Kalusugang Panlungsod



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Magbayad para sabunot at/o sertipikasyon.	4.1 Asikasuhin ang bayad ng pasyente	Bunot (per ngipin) P50.00 Sertipikasyong Dental P75.00	2 minuto	<i>Kahera</i> Tanggapan ng Kalusugang Panlungsod
5. Magpakita sa dentista	5.1 I-tsek-up o bunutan ng ngipin ang pasyente.	Wala	30 minuto	<i>Dentista sa Punong Opisina</i> <i>Mga Dentista sa mga Rural Health Yunit</i> Tanggapan ng Kalusugang Panlungsod
6. Humingi ng libreng gamut sa Botika	6.1 Ibigay ang kailangang gamot ng pasyente.	Wala	4 minuto	<i>Pharmacist/ Pharmacy Aide</i> Tanggapan ng Kalusugang Panlungsod
TOTAL		P50 - bunot P75 - Cert. Dental	47 minutes	



PAGKUHA NG SERBISYONG PANGLABORATORYO

Impormasyon ng Serbisyo

Ang mga serbisyong pang laboratoryo ay nagbibigay ng komprehensibong hanay ng pagsusuring dayagnostik at mga serbisyong klinikal at konsultatibo

Office or Division:	Punong Opisina ng CHO at mga Rural Health Yunits, Opisina ng Kalusugang Panlungsod			
Classification:	Simple			
Type of Transaction:	Gobyerno sa Kliyente (G2C - Government to Citizen)			
Who may avail:	Lahat ng indibidwal, residente man ng lungsod o hindi.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Personal napagpapakita ng kliyente				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lumapit sa <i>information desk</i> at sabihin ang layunin..	1.1 Interbiyuhin ang kliyente, kuhanin ang kinakailangang datos.	Wala	3 minuto	<i>Personel sa frontline</i> Tanggapan ng Kalusugang Panlungsod
2. Magpakuha ng <i>vital signs</i>	2.1 Kuhanin ang vital signs ng kliyente	Wala	5 minuto	<i>Nakatalagang personel</i> Tanggapan ng Kalusugang Panlungsod
3. Magpatingin sa doktor.	3.1 Suriin ang pasyente at i-refer sa laboratoryo ang mga eksaminasyon sa pasyente	Wala	5 minuto	<i>Punong Manggagamot ng Opisina</i> <i>Mga Doktor sa mga Rural Health Yunit</i> Tanggapan ng Kalusugang Panlungsod



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Magpunta sa laboratoryo.	4.1 Isagawa ang mga tests naini-refer ng doctor	Wala	30 minuto	<i>Medical Technologist</i> Tanggapan ng Kalusugang Panlungsod
5. Magbayad ng mga tests nanakuha.	5.1 Asikasuhin ang pagbabayad ng kliyente.	<i>Complete Blood Count (CBC) – P30.00</i> <i>Actual Platelet Count (APC) – P30.00</i> <i>Urinalysis – P20.00</i> <i>Stool Exam – P20.00</i> <i>Blood Typing – P35.00</i> <i>Blood Chemistry Fasting / Random Blood Sugar – P80.00</i> <i>Total Cholesterol P80.00</i> <i>Triglycerides – P80.00</i> <i>High-Density Lipoprotein (HDL) P80.00</i> <i>Low-</i>	3 minuto	<i>Kahera</i> Tanggapan ng Kalusugang Panlungsod



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p><i>Density Lipoprotein (LDL) - P80.00</i></p> <p><i>Blood Uric Acid - 80.00</i></p> <p><i>Blood Urea Nitrogen (BUN) – P80.00</i></p> <p><i>Serum Glutamic Pyruvic Transaminase (SGPT) – P80.00</i></p> <p><i>Serum glutamic - oxaloacetic transaminase (SGOT) - P80.00</i></p> <p><i>Gram staining – P100.00</i></p> <p><i>Pregnancy Test - P60.00</i></p> <p>Mga Libreng Serbisyong Pang laboratoryo: <i>Rapid Dengue Test (NS1)</i></p>		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<i>Siphylis Tests (RPR/SY/V DRL)</i> <i>Tuberculosis Tests (DSSM/AFB)</i> <i>HIV Test</i> <i>Hepatitis B Screening</i>		
6. Maghintayng resulta ng mga naisagawang tests sa laboratoryo	6.1 Pagsuring pinal at pagbasa ng mgaresulta.	Wala	30 minuto	<i>Punong Manggagamot ng Opisina</i> <i>Mga Doktor sa mga Rural Health Yunit</i> Tanggapan ng Kalusugang Panlungsod
7. Humingi ng libreng gamut sa Botika	7.1 Ibigay ang kailangang gamut ng pasyente	Wala	5 minuto	<i>Pharmacist/ Pharmacy Aide</i> Tanggapan ng Kalusugang Panlungsod
TOTAL		see table row #5	1 hour & 21 minutes	



PAGKUHA NG SERTIPIKASYONG MEDIKAL

Impormasyon ng Serbisyo

Ang Sertipikasyong Medikal ay pangkaraniwang ginagamit sa pag-aaplay ng trabaho. Pwede rin ito sa pag-aaplay ng *Leave* sa trabaho at pagpunta sa ibang lugar sa labas ng probinsiya.

Office or Division:	Punong Opisina ng CHO at mga Rural Health Units, Opisina ng Kalusugang Panlungsod			
Classification:	Simple			
Type of Transaction:	Gobyerno sa Kliyente (G2C - Government to Citizen)			
Who may avail:	Lahat ng indibidwal, residente man ng lungsod o hindi.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal napagpapakita ng kliyente				
2. Iba pang laboratory <i>requirements</i> (kung pribado ang pinapasukan)		Sa pinapasukan o inaaplayangtrabaho		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lumapit sa <i>information desk</i> at sabihin ang layunin..	1.1 Interbiyuhin ang kliyente, kuhanin ang mga kailangang datos.	Wala	3 minuto	<i>Personel sa frontline</i> Tanggapan ng Kalusugang Panlungsod
2. Mag punta sa laboratory. Ibigay ang resulta ng pagpapa-laboratoryo	2.1 Isagawa ang mga lab tests. Suriin ang resulta ng mga tests	Wala	15 minuto 5 minuto	<i>Medical Technologist</i> <i>Doktor</i> Tanggapan ng Kalusugang Panlungsod



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Magbayad ng sertipikasyong medical maging kung may nakuhang serbisyong pang laboratoryo	4.1 Asikasuhin ang bayad ng kliyente	Sertipikasyong Medikal P75.00 Nota: Tingnan ang listahan ng mga serbisyong pang laboratoryo sa Pahina Blg. 10	3 minuto	<i>Kahera</i> Tanggapan ng Kalusugang Panlungsod
5. Maghintay habang pinipirmahan ang sertipikasyon.	5.1 Pagsusuring pinal at pagpirma sa sertipikasyon.	Wala	3 minuto	<i>Punong Manggagamot ng Opisina</i> <i>Mga Doktor sa mga Rural Health Unit</i> Tanggapan ng Kalusugang Panlungsod
TOTAL		P75.00	24 minutes	



PAGPAPABAKUNA PARA SA KAGAT NG ASO

Impormasyon ng Serbisyo

Ang pagbabakuna para sakagat ng aso ay isinasagawa lamang tuwing Lunes, Martes, Huwebes at Biyernes sa Punong Opisina lamang ng CHO, particular sa Animal Bite Treatment Center o ABTC. Tatlo hanggang apat na beses kailangang bumalik ng pasyente para makumpleto ang kanyang bakuna, depende kung kumusta ang kondisyon ng nakakagat na hayop.

Office or Division:	Punong Opisina ng CHO – Animal Bite Treatment Center (ABTC), Opisina ng Kalusugang Panlungsod			
Classification:	Simple			
Type of Transaction:	Gobyerno sa Kliyente (G2C - Government to Citizen)			
Who may avail:	Lahat ng indibidwal, residente man ng lungsod o hindi.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Herringilya (1cc)		Bilhin kahit saang botika		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Lumapit sa <i>information desk</i> at sabihin ang layunin..	1.1 Interbiyuhin ang pasyente, kuhanin ang kinakailangang datos.	Wala	5 minuto	<i>Personel sa frontline</i> Tanggapan ng Kalusugang Panlungsod
2. Punan ang form naibibigay	2.1 Bigyan ng form at tulungan ang kliyente sa pagpuno nito.	Wala	5 minuto	<i>Nakatalagang personel</i> Tanggapan ng Kalusugang Panlungsod
3. I-detalye kung ano ang nangyari at nakagat ng aso.	3.1 itala ang detalya sa Individual Treatment Record o ITR.	Wala	3 minuto	<i>Nakatalagang personel</i> Tanggapan ng Kalusugang Panlungsod



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Magpasuri at magpabakuna sa naka talagang personel.	4.1 Suriin ang kliyente kung anong kategorya ito at bakunahan nang naaayon	Wala	8 minuto	<i>Komadrona/ Nars at Doktor</i> Tanggapan ng Kalusugang Panlungsod
5. Maghintay ng iba pang tagubilin	5.1 Payuhan kung ano ang mga dapat at hindi dapat gawin at sabihin kung kalian ang susunod na bakuna.	Wala	3 minuto	<i>Komadrona/ Nars at Doktor</i> Tanggapan ng Kalusugang Panlungsod
TOTAL		0.00	24 minutes	



HOUSING SERVICES

Service Information

Housing Services refer to a wide range of programs and services provided by city government, to assist individuals and families in securing affordable and stable housing. These services are aimed at improving access to safe and decent living conditions, supporting homeownership, and assisting housing needs, especially for low-income individuals or those facing specific challenges like homelessness.

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	1.1 Checking of Requirement	Php 75.00	3 minutes	<u>Bernadette D. Engaran</u> Project Devt. Assistant Housing & Homesite Regulation Office
	1.2 Preparation of Order of Payment			
2. Pay the corresponding fee at the City Treasurer's Office	2.1 Receive payment and issue corresponding official receipt			<i>Revenue Collection Clerk</i> City Treasurer's Office
3. Return to the Housing & Homesite Regulation Office and present the official receipt	3.1 Checking/ Recording of Official Receipt		3 minutes	<u>Bernadette D. Engaran</u> Project Devt. Assistant Housing & Homesite Regulation Office
	3.2 Prepare the Certification			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Signing of Certification		1 minute	Engr. Rodegelio A. Laureta <i>Admin. Officer V</i> Housing & Homesite Regulation Office
TOTAL		P75.00	7 minutes	



LIBRARY SERVICES (BOOK BORROWING)

Service Information

Library services such as book borrowing offered to all free of charge. This is to ensure that literacy and love for learning are promoted in the community.

Office or Division:	Book Borrowing - City Library Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ID		Any issuing government office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client logs in his/her name at the front desk	None	None	5 minutes	<i>Front desk staff</i> City Library Office
2. Book search	None	None	15 minutes	<i>Circulation desk staff</i> City Library Office
3. Client writes his/her name and lists down books to be borrowed	None	None	5 minutes	<i>Front desk staff</i> City Library Office
4. Client logs out at the front desk	None	None	3 minutes	Client logs out at the front desk City Library Office
TOTAL		0.00	28 minutes	



LIBRARY SERVICES (TECH4ED INTERNET)

Service Information

Library services such as Tech4Ed (Internet) offered to all free of charge. This is to ensure that literacy and love for learning are promoted in the community.

Office or Division:		Tech4Ed Center (Internet) - City Library Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. ID		Any issuing government office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client logs in his/her name at the front desk	None	None	5 minutes	<i>Front desk staff</i> City Library Office
2. Logs in at the Tech4Ed Portal and Web search	None	None	1 hour	<i>Tech4Ed Center Manager / IT staff</i> City Library Office
3. Client logs out his/her name at the front desk	None	None	3 minutes	<i>Front desk staff</i> City Library Office
TOTAL		0.00	1 hour & 8 minutes	



APPLICATION FOR MARRIAGE LICENSE

Service Information

The Application for Marriage License is a legal process through which a couple applies for official permission to marry. The marriage license is a document that authorizes two individuals to marry, confirming that they have met the legal requirements to do so. It is issued by a local government office, such as a civil registry, and is required before a couple can legally marry, whether through a religious or civil ceremony.

Office or Division:	Office of the City Civil Registrar			
Classification:	Simple			
Type of Transaction:	G2G- Government to Citizen			
Who may avail:	Applicant/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Birth Certificate (to determine age, birth date, birthplace and gender)		Philippine Statistics Authority (PSA) / Local Civil Registry Office (LCRO)		
2. Certificate of No Marriage (CENOMAR)		Philippine Statistics Authority (PSA)		
3. Residence Certificate (Cedula)		City Treasurer's Office (CTO)		
4. Pre- Marriage Orientation and Counseling Certificate		City Population Office (POPCOM)		
5. Parental Consent/ Advice (ages 18-20/21-24 yrs. Old)		Parents		
6. If widowed (Death Certificate of deceased spouse)		Philippine Statistics Authority (PSA)/ Local Civil Registry Office (LCRO)		
7. Court Decision if Annulled		Regional Trial Court		
8. Legal Capacity to Marry (for foreigners only) from their respective Embassies in the Philippines		Foreign Embassy in the Philippines		
9. Divorced Paper (for foreigners only)		Foreign Court		
10. Recognition of Divorced (Decision from court) for Filipinos only		Regional Trial Court (RTC)		
11. Ten (10 days posting period upon completion of all requirements		Local Civil Registry Office Bulletin Board		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Applicant goes to the frontline personnel on Window 4 and Fill-in marriage application form	1.1 Accepts requirements and review application form and requirements		10 minutes	<i>Registration Officer III Nora Jane V. Duran</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. Submit all requirements for review				City Local Civil Registrar Office
2. Pay prescribes fee at City Treasurer's Office (CTO) Wait for	2.1 Receive payment and issue official receipt based on order of payment	P 500.00- both resident P 550.00 one non-resident P 2,250.0- one foreigner P 2.00 Marriage License	10 minutes	<i>Revenue Collection Clerk I</i> City Local Civil Registrar Office
3. Return to the LCR Staff at Window 4 for the processing of Application for Marriage License	3.1 Accept Official Receipt then advise applicants to proceed to the City Population Commission Office (POPCOM) for the Pre-Marriage Orientation Counselling (PMOC)			<i>Pre- Marriage Orientation and Counseling</i> City Local Civil Registrar Office
4. Submit PMOC Certificate (If all requirements are submitted) (Applicants sign application and other documents)	4.1 Receive the PMOC Certificate and Advise them to return after Ten (10) days of posting period. 4.2 Prepare and post Notice of Application for Marriage License		15 minutes	<i>Registration Officer III Nora Jane V. Duran</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	and other documents. 4.3 Review documents for completeness and correctness of information.		5 minutes	<i>Registration Office III- Nora Jane V. Duran</i> City Local Civil Registrar Office
5. Release Marriage License after Ten (10) days posting period.	5.1 Final review, signing of documents and registration thereof.		2 minutes	<i>Acting- City Civil Registrar Michele M. Salmo</i> City Local Civil Registrar Office
TOTAL		P 500 - both resident P 550 – one non-resident P 2,250 - one foreigner P 2.00 Marriage License	42 minutes	



CORRECTION OF NAMES (CLERICAL/TYPOGRAPHICAL) RA 9048-10172

Service Information

The Correction of Names (Clerical/Typographical) service is a government procedure that allows individuals to correct minor errors or mistakes in personal records, particularly in documents like birth certificates, marriage certificates, passports, and other legal documents. These errors often result from clerical or typographical mistakes made during the registration process. This service is available for correcting issues such as spelling errors, incorrect entries, or missing details that do not reflect the person's actual name or other personal information.

Office or Division:	Office of the City Civil Registrar	
Classification:	Simple	
Type of Transaction:	G2G- Government to Citizen	
Who may avail:	Applicant/s	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. PSA and Local Copy of the document to be corrected.	Philippine Statistics Authority (PSA)	
2. Baptismal Certificate	Local Civil Registry Office (LCRO)	
3. Form 137 (School Records)	Church Record Section	
4. Marriage Certificate of parents and applicant/s (if married)	Elementary or High school	
5. Voters Registration Record (If above 18 years old)	Philippine Statistics Authority (PSA)	
6. Medical Record	Local Civil Registry Office (LCRO)	
7. Medical Certificate (RA 10172)	Commission on Election	
8. National Bureau of Investigation Clearance/Police Clearance	Hospital/Medical Clinic	
9. Employment Clearance (if employed) *Affidavit of Non-Employment (if unemployed)	Government/ Rural Health Unit Physician	
10. Residence Certificate (Cedula) Valid Identification Card of Applicant	NBI and Police Stations	
10. Other documents relative to error that maybe needed.	Company /Government Office	
11. Publication (RA 10172/Change of First Name (CFN)	City Treasurer's Office (CTO) Government and Private Agencies	
12. Ten (10) days posting period	Government and Private Agencies Newspaper of National Circulation accredited by Philippine Statistics Authority (PSA) for 2(two) consecutive weeks. Local Civil Registry Office Bulletin Board	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 The City Civil Registrar shall render the approval / disapproval of the petition		2 minutes CCE 15 days CFN/RA10172 1 month	<i>Acting – City Civil Registrar Michele M. Salmo</i> City Local Civil Registrar Office
4.Return on the 15 th day to release copy of his/her petition (client should shoulder the courier expenses) 4.1. Wait for the processing and approval of the petition (PSA-QC)	4.1 Endorse the Petition with other attachment Philippine Statistics Authority (PSA) Legal Service Division (Quezon City) via courier 4.2 Waiting for the processing and approval of the Petition (PSA) Legal Service Division, TAM Bldg. PSA Complex, East Ave. Quezon City 4.3 If the Petition is approved by PSA, Notify the client to come over and instruct to pay required fees to the City Treasurer's Office (CTO)		One (1) day 3 months	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Pay prescribed fees at City Treasurer's Office (CTO) wait for the order of payment	5.1 Receive Payment and issue official receipt based on order of payment	Finality:100.00 Endorsement: 100.00	15 minutes	<i>Revenue Collection Clerk I</i> City Treasurer's Office
6. Receive copies of documents	6.1 Prepare Finality and other attachment then transmit to Philippine Statistics Authority (PSA) 6.2 Advise /Instruct the Petitioner to request PSA document with annotation at any PSA outlet/	LBC/JRS/J&T courier :140.00	3 weeks	<i>Philippine Statistics Authority (PSA)</i>
TOTAL		P 1,940.00	3 weeks, 1 day, CCE 15 days CFN/RA10172 1 month & 55 minutes	



ISSUANCE OF CERTIFICATE OF LIVE BIRTH

Service Information

The Issuance of Certificate of Live Birth is a government service that provides an official document confirming the birth of a child. This certificate serves as legal proof of birth and contains essential details such as the child's name, date and place of birth, parents' names, and other vital statistics.

Office or Division:	Office of the City Civil Registrar	
Classification:	Simple	
Type of Transaction:	G2G- Government to Citizen	
Who may avail:	Applicant/s	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
On time Registration of Certificate of Live Birth		
1. Marriage Certificate of Parents (if Married)	Philippine Statistics Authority (PSA) Local Civil Registry Office (LCRO)	
2. Residence Certificate (Cedula) (if not married) Valid Identification Card of Mother and Father	City Treasurer's Office (CTO) Government and Private Agencies	
Late Registration of Certificate of Live Birth		
1. Negative Verification from PSA (Philippine Statistics Authority) Latest Copy	Philippine Statistics Authority (PSA)	
2. Baptismal Certificate	Church Record Section	
3. Form 137 (School Record)	Elementary- High School (School)	
4. Voter Registration Record (If above 18 years old)	Commission on Election (Comelec)	
5. Records from Philippines Health Insurance Corporation (PHIC) Social Security System (SSS) Government Service Insurance	Phil health, SSS and GSIS Offices	
6. Marriage Certificate of Parents and applicant/s (If Married)	Philippine Statistics Authority (PSA) Local Civil Registry Offices	
7. Affidavit of Two (2) disinterested Witnesses	Public and Private Legal Offices	
8. Residence Certificate (Cedula)	City Treasurer's Office (CTO)	
9. Ten (10) days posting period	Local Civil Registry Office Bulletin Board	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
On time Registration of Certificate of Live Birth				
1. Applicant goes to the frontline personnel on Window 2 and Fill-in Information Sheet (COLB) 1.1 Submit Requirements	1. Review information written on information sheet then advise the applicant to submit their Certificate of Marriage if Married and Valid Id and If not married then proceed for the preparation of the Certificate of Live Birth and Affidavit to use the surname of the father. (AUSF)	50.00 if married 500.00 if not married	5 minutes	<i>Registration Officer I – Raziella Coseta S. Escudero</i> City Local Civil Registrar Officer
Late Registration of Certificate of Live Birth				
1. Legitimate/Illegitimate Child 1.1 Submit all requirements after the ten(10) days posting for review	1. Advise applicant to submit requirements and require them to return after 10 days of posting period. 1.1 Prepare the Notice of Posting	350.00 Legitimate Child 700.00 Illegitimate Child	5 minutes	<i>Registration Officer I – Raziella Coseta S. Escudero</i> City Local Civil Registrar Officer



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.2 Pay prescribed fees at City Treasurer's Office (CTO) (wait for the order of payment)	1.2 Receive payment and issue Official Receipt based on Order of payment		10 minutes	
2. Present the Official Receipt (OR) to the service provider then wait for the COLB being prepared	2.1 Accept Official Receipt and proceed with the preparation of Certificate of Live Birth and its attachment 2.2 Review the correctness and the completeness of information on the document.		10 minutes (on the registration) 15 minutes (late registration)	<i>Registration Officer I – Raziella Coseta S. Escudero</i> <i>Registration Officer III Nora Jane V. Duran</i> City Local Civil Registrar Office
3. Final review, sign and receive copy of Certificate of Live Birth	3.1 Sign and register certificate of Live Birth and Legal Instruments		5 minutes	<i>Acting City Civil Registrar Michele M. Salmo</i> City Local Civil Registrar Office
TOTAL		On Time P500 - married P50 - not married Late P350 - Legitimate P500 - illegitimate	On time – 30 minutes Late – 35 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client Proceed to Window 4 file to the registration of Marriage Certificate	1.1 Local Civil Registry Personnel review the completeness of data of Certificate of Marriage for registration.		10 minutes	<i>Registration Officer III Nora Jane V. Duran</i> City Local Civil Registrar Office
1.1 Pay Prescribed fees at City Treasurer's Office (CTO) (wait for the order of payment)	1.2 Receive payment and issue Official Receipt based on Order of Payment 1.2.1 * LATE REGISTRATION shall be posted for 10 days at LCRO Bulletin board 1.2.2 * Advise client to return after 10 days posting period 1.2.3 * Review forwarded requirements (Late Registration)	100.00 (on time registration) 350.00 (Late Registration)	10minutes	<i>Revenue Collection Clerk I</i> City Local Civil Registrar Office
1.2 Present the Official Receipt (OR) to the service provider	1.2.4 Accept official receipt and post the registry no. of Certificate of Marriage		10minutes	<i>Registration Officer III – Nora Jane V. Duran</i> City Local Civil Registrar Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2.5 Review the data indicated in the document.			
<p>3.Receive the Certificate of Marriage</p> <p>3.1 Present the Official Receipt (OR) to the service provider then wait for the COLB being prepare</p> <p>3.2 Final review, sign and receive copy of Certificate of Live Birth</p>	<p>3.1 Final review/signing and registration of documents</p> <p>3.2 Accept Official Receipt and proceed with the preparation of Certificate of Live Birth and its attachment</p> <p>3.3 Review the correctness and the completeness of information on the document.</p> <p>3.4 Sign and register certificate of Live Birth and Legal Instruments</p>		<p>10 minutes (on the registration)</p> <p>15 minutes (late registration)</p> <p>5minutes</p>	<p><i>Acting-City Civil Registrar- Michele M. Salmo</i></p> <p><i>Registration Officer I – Raziella Coseta S. Escudero</i></p> <p><i>Registration Officer III Nora Jane V. Duran</i></p> <p><i>Acting City Civil Registrar Michele M. Salmo</i></p> <p>City Local Civil Registrar Office</p>
TOTAL		<p>On Time P100.00</p> <p>Late P350.00</p>	<p>On time – 45 minutes</p> <p>Late – 50 minutes</p>	



ISSUANCE OF LOCAL CIVIL REGISTRY DOCUMENTS (BIRTH, MARRIAGE AND DEATH)

Service Information

The Issuance of Local Civil Registry Documents is a government service that allows individuals to request and obtain official copies of vital records, such as birth certificates, marriage certificates, and death certificates, from local civil registry offices. These documents serve as legal proof of significant life events and are required for various purposes, such as applying for government services, legal transactions, claiming benefits, and personal identification.

Office or Division:	Office of the City Civil Registrar
Classification:	Simple
Type of Transaction:	G2G- Government to Citizen
Who may avail:	Applicant/s
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Only the owner (if 18 years old), father/mother/spouse / authorized person/ Honorable Court (depends upon the necessity) and legal guardians may avail request civil registry documents (CRD)	Personal appearance at Local Civil Registry Office (LCRO)
2. Authorization letter from clients allowing Local Civil Registry Office Personnel to request / receive Local Civil Registry Documents (CRD) of clients	Applicant/Client
3. Valid Identification Cards- Social Security System (SSS) Government Service Insurance System (GSIS)/Philippine Health Insurance Corporation (PHIC) Commission on Election ID (Comelec)/ Passport and Others	Government/ Private Agencies



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Place request at Window 7 and 8 for the fill-in information sheet.</p>	<p>1.1 Review the completeness and correctness of the information on the information sheet</p>		<p>10 minutes</p>	<p><i>Administrative Aide VI- Perlita V. Ellorin</i> <i>Window 7 for</i></p> <p><i>Priority Lane(Pregnant</i></p> <p><i>Women, Senior Citizen and</i></p> <p><i>Person With Disability (PWD)</i> <i>Administrative Aide II Window 8- Charisma Felimon</i></p> <p>City Local Civil Registrar Office</p>
<p>2. Pay prescribed fees at City Treasurer's Office (CTO) wait for the order of payment</p> <p>2.1 Client will pay the amount</p>	<p>2.1 Receive payment and issue Official Receipt based on order of payment</p> <p>2.2 Accept Official Receipt and advise the client to wait him/her requested documents</p>	<p>Birth: 100.00 Marriage :100.00 Death:100.00</p>	<p>10 minutes</p>	<p><i>Revenue Collection Clerk I</i></p> <p>City Treasurer's Office</p>
<p>3. Present the Official Receipt (OR) to the service provider</p>			<p>1 minute</p>	<p><i>Record Officer I- Jocelyn J. Gabasan</i></p> <p>City Local Civil Registrar Office</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Final review, signing of documents			2 minutes	<i>Acting – City Civil Registrar</i> <i>Michele M. Salmo</i> City Local Civil Registrar Office
TOTAL	P100 – birth P100 – marriage P100 - death	23 minutes		



ISSUANCE OF CIVIL REGISTRY DOCUMENTS THRU BATCH REQUEST ENTRY SYSTEM (BREQS)

Service Information

The Issuance of Civil Registry Documents through the Batch Request Entry System (BREQS) is an automated service that allows individuals or organizations to request civil registry documents (such as birth certificates, marriage certificates, and death certificates) in bulk, usually for purposes like government programs and public services. The system streamlines the process of retrieving multiple records at once, making it more efficient for both the requesting parties and the issuing agency.

Office or Division:	Office of the City Civil Registrar
Classification:	Simple
Type of Transaction:	G2G- Government to Citizen
Who may avail:	Applicant/s
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Only the owner (if 18 years old), father/mother/spouse / authorized person/ Honorable Court (depends upon the necessity) and legal guardians may avail request civil registry documents (CRD)	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)	Applicant/Client
3. Valid Identification Cards- Social Security System (SSS) Government Service Insurance System (GSIS)/Philippine Health Insurance Corporation (PHIC) Commission on Election ID (Comelec)/ Passport and Others	Government/ Private Agencies



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Place request at Window 5 and fill-in information sheet.	1.1 Review the completeness and correctness of the information on the information sheet		10 minutes	Administrative Aide VI- Marites S. Dizon City Local Civil Registrar Office
2. Pay prescribed fees at City Treasurer's Office (CTO) wait for the order of payment 2.1 Client will pay the amount 2.2. Present the Official Receipt (OR) to the service provider	2.1 Receive payment and issue Official Receipt based on order of payment 2.2 Liaison Officer travel to Philippines Statistics Authority (PSA) Cabanatuan City is every Monday, date release at the Local Civil Registry Office is every Tuesday 2.3 Accept Official Receipt and advise the client to return on specified date	Service Fee : 160.00	10 minutes 1 minute	<i>Revenue Collection Clerk I</i> City Local Civil Registrar Office <i>Administrative Aide VI- Marites S. Dizon</i> City Local Civil Registrar Office
4. Receive the requested document on the given date to.	4.1 Issued the requested PSA Document (SECPA) to the client.		1 minute	<i>Administrative Aide VI- Marites S. Dizon</i> City Local Civil Registrar Office
TOTAL		P160.00	22 minutes	



ON TIME/LATE REGISTRATION OF CERTIFICATE OF DEATH (WITHIN 30 DAYS FROM THE DATE OF DEATH)

Service Information

The On-Time/Late Registration of Certificate of Death is a government service that allows the official registration of a person's death, either within the prescribed time frame (on-time) or after the deadline has passed (late registration). The death certificate is a vital legal document, required for various administrative and legal purposes.

Office or Division:	Office of the City Civil Registrar	
Classification:	Simple	
Type of Transaction:	G2G- Government to Citizen	
Who may avail:	Nearest Relative/Kin and Authorized Person	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
On Time Registration of Certificate of Death (Within 30 days from the date of Death)		
1. Four (4) copies of Accomplished Certificate of Death from hospital/s/LCRO	Local Civil Registry Office (LCRO) /Hospital/s	
2. Informant should be the nearest relative (wife/ husband/ mother / father / son /daughter (if 18 years old and above) brother/sister in order to mentioned	Nearest Relative	
3. Attending Physician	Hospital/s City Health Officers/Physician	
4. Signature of Embalmer	Funeral Parlor	
Late Registration of Certificate of Death (after 30days from date of death)		
5. Negative Verification from Philippine Statistics Authority (PSA)	Philippine Statistics Authority (PSA)	
6. Affidavit of nearest relative/ kin attested by two (2) witness	Private and Public Legal Counsel	
7. Certification from Embalmer/ Receipts etc.	Embalmer of Deceased/ Funeral Parlor	
8. Residence Certificate/ Valid ID's of Applicant	City Treasurer's Office (CTO)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
On Time Registration (within 30 days from the date of death)				
<p>1.Applicant goes to the frontline personnel on Window 3 and Fill-in information sheet of Certificate of Death</p> <p>1.1. Submit all requirements for review</p>	<p>1.2 Review information written on information sheet then advise the applicant to submit their Valid Id's</p> <p>1.2 Review documents prior to preparation</p> <p>1.3 Prepare the Certificate of Death and ask the applicant to proceed to the Embalmer, Attending Physician and avail permit of burial and other permit (Construct Niche, Cenotype) Transfer of Cadaver at City Health Office (CHO)</p>	<p>P50.00 Service Fee P 175.00 Burial Permit P100.00 Construct Niche P 100.00 Cenotype P200.00 Open Niche</p>	<p>10 minutes</p>	<p><i>Administrative Assistant I - Rona V. Pascual</i></p> <p>City Local Civil Registrar Office</p>
Late Registration of Certificate of Death (after 30days from date of death)				
<p>1. Submit all requirements after Ten (10) days posting period for review</p>	<p>1.1 Advise applicant to submit requirements and require them to return after Ten (10) days posting period.</p> <p>1.2 Prepare the notice of posting</p>		<p>10 minutes</p>	<p><i>Administrative Assistant I- Rona V. Pascual</i></p> <p><i>Registration Office III- Nora Jane V. Duran</i></p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Review all information written on Information sheet and submitted requirements.			
2. Pay prescribed fees at City Treasurer's Office (CTO) wait for the order of payment	2.1 Receive payment and issue Official Receipt based on order of payment	P50.00 Service Fee P200.00 Penalty P100.00 Oath Fee	10 minutes	<i>Revenue Collection I Clerk</i> City Local Civil Registrar Office
3. Present the Official Receipt (OR) to the service provider then wait for the Certificate of Death being prepared. 3.1 Sign document then proceed to the Rural Health Unit Physician/ Embalmer Burial Permit 3.2 Review, sign and receive copy of Certificate of Death	3.1 Accept official receipt and prepare the Certificate of Death and its attachment *Advice the client to return after Ten (10) days posting period. 3.2 Review /Post Registry No. 3.3 Review documents for completeness and correctness of information. 3.4 Sign and Register the Certificate of Death		10 minutes 2 minutes 10 minutes 5 minutes	<i>Administrative Assistant I- Rona V. Pascual</i> <i>Registration Office III- Nora Jane V. Duran</i> City Local Civil Registrar Office <i>Acting- City Civil Registrar Michele M. Salmo</i> City Local Civil Registrar Office
TOTAL		On-time See table rows #1 & #2	On-Time 10 minutes Late 47 minutes	



REGISTRATION OF LEGAL INSTRUMENTS / COURT DECREE RA 9048-10172

Service Information

The Registration of Legal Instruments / Court Decree service is a process through which legally binding documents, such as court decrees, judicial orders, contracts, or other legal instruments, are formally recorded with the appropriate government agency or registry. This service ensures that these documents are officially recognized, enforceable, and publicly accessible, depending on the jurisdiction and type of legal instrument.

Office or Division:	Office of the City Civil Registrar	
Classification:	Simple	
Type of Transaction:	G2G- Government to Citizen	
Who may avail:	Applicant/s	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. Legal Instruments (4 copies) <ol style="list-style-type: none"> 1.1 Affidavit of Admission of Paternity 1.2 Affidavit to use the surname of the father 1.3 Affidavit of Legitimation/Affidavit for Supplemental Legitimation 1.4 Certified True Copy of Certificate of Live Birth and Certificate of Marriage 1.5 Advisory on Marriage PSA copy of Certificate of Live Birth 	<p>Public and Private Legal Counsel</p> <p>Local Civil Registry Office</p> <p>Philippine Statistics Authority (PSA) Philippine Statistics Authority (PSA)</p>
	<ol style="list-style-type: none"> 2. Copies of Court Decree/ Decision (4 copies each) <ol style="list-style-type: none"> a. Declaration of Nullity of Marriage b. Annulment of Marriage c. Correction of Entries on Civil Registry Documents d. Cancellation of Civil Registry Documents e. Legal Separation f. Adoption g. Declaration of Presumptive Death of absentee spouse h. Guardianship and Others i. Certified True Copy of the document involved in Certificate of Live Birth and Certificate of Marriage 	<p>Regional Trial Court</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Applicant submit 1(one) Original and 3 (three) Certified True Copies of Legal Instruments</p> <p>1.1 Applicant submit 1(one) Original and 3(three) Certified True Copies of Decision and Finality</p>	<p>1.1 Accepts copies of the documents for verification and review if the documents is authentic and without error</p> <p>Court Decision</p> <p>1.2 Accepts copies of the Court Decree for verification/review if the documents are authentic and without error</p>		<p>30minutes</p> <p>30 minutes</p>	<p><i>Assistant Registration Officer – Karen R. Villaseñor</i></p> <p><i>Assistant Registration Officer – Karen R. Villaseñor</i></p> <p>City Civil Registrar Office</p>
<p>2. Pay prescribed fees at City Treasurer’s Office (CTO) (wait for the order of payment)</p>	<p>2.1 Receive payment and issue official receipt based on order of payment</p>	<p>Legal Instrument</p> <p>RF : 250.00</p> <p>Annotation :100.00</p> <p>w/o Annotation: 100.00</p> <p>Certification : 100.00</p> <p>Endorsement: <u>100.00</u></p> <p>650.00</p> <p>Court Decree</p> <p>RF: 500.00</p> <p>RF: 1,000.00</p>	<p>10 minutes</p>	<p><i>Revenue Collection Clerk I</i></p> <p>City Treasurer’s Office</p>



REQUEST FOR STANDBY MEDICS TO ANY EVENTS

Service Information

LDRRM Office is responsible for the safety and security of the participants or attendees on the requesting organizer of the event in case of any medical emergencies, accidents, or any unforeseen circumstances. In such a scenario, the event organizers need to have a dependable emergency plan that can ensure a participant or attendee does not face any direct consequences because of lack of medical support.

Office or Division:	Operations and Warning Division 24/7, Local Disaster Risk Reduction and Management Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen, G2G – Government to Government, G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter for technical assistance <ul style="list-style-type: none"> • Addressed to City Mayor • Attention to Department Head Contains of the type of event, date, venue and estimated participants signed by authorized organizer /officer		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request Letter approved by City Mayor at least 2 days before the target date.	1.1 Receives the request letter	None	3 minutes	<i>Admin Staff</i> Local Disaster Risk Reduction and Management Office
2. Receive the approved request on standby medics	2.1 Evaluates request based on events guidelines.	None	2 days	<i>Operation and warning section Admin Staff</i> Local Disaster Risk Reduction and Management Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.1 Prepare the completed staff work.	None	1-2 days	<i>Admin Staff</i> Local Disaster Risk Reduction and Management Office
3. Assists the resource Person on the specified dates.	4.1 Provide the requested standby medics during specified dates of activity	None	Specified date of the activity and event	<i>Operation and warning section</i> <i>Admin Staff</i> Local Disaster Risk Reduction and Management Office
TOTAL		0.00	4 days & 3 minutes	



REQUEST OF AMBULANCE

Service Information

The LDRRM Office has been the responsible office in the request of the using ambulance by the residents and 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 the accordance with the existing laws and ordinances.

Office or Division:		Local Disaster Risk Reduction and Management Office		
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		Owner of franchise		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting party may present his/her identification card for record/ logbook purposes	1.1 Validation of ID	None	30 seconds	<i>Team Leader of the Day</i> Local Disaster Risk Reduction and Mngt. Office
2. Present the referral slip	2.1 Validation of the request	None	30 seconds	<i>Team Leader of the Day</i> Local Disaster Risk Reduction and Mngt. Office
3. Trip Ticket	3.1 Sending Off (with medics team)	None	2 minutes	<i>Authorized Driver/Rescuer of the LDRRMO</i> Local Disaster Risk Reduction and Mngt. Office
4. Non-resident		Php500.00 for diesel		<i>Authorized Driver/Rescuer of the LDRRMO</i> Local Disaster Risk Reduction and Mngt. Office
TOTAL		P500.- non-residence of SJC	3 minutes	



RESPONSE TO ANY EMERGENCY SITUATION OR INCIDENTS

Service Information

The LDRRM Office shall develop and document for the incidents, accidents and emergencies that may occur in any time and place including personal information of patients but considering their data privacy. Drivers and rescuers must be informed of and trained in procedures. The person in control of undertaking must also review safety protocols to ensure they are effective and up to date details.

Office or Division:	Local Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Initial Report or details of Incident		Concern Citizen or Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call the LDRRMO hotline number	1.1 Receives the call from the concern citizen and ask for the details of incident.	None	Undetermined	<i>Team Leader of the Day</i> Local Disaster Risk Reduction and Management Office
	2.1 Respond to the call and proceed to the incident area reported.	None	Undetermined	<i>Responders</i> Local Disaster Risk Reduction and Management Office
2. Provide the information of incident to the responder.	3.1 Assess the incident and administer the appropriate first aid depending on the case or situation.	None	Undetermined	<i>Responders</i> Local Disaster Risk Reduction and Management Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.1 Transport to the nearest hospital if there's a victim.	None	5 minutes	<i>Authorized Driver/Rescuer of the LDRRMO</i> Local Disaster Risk Reduction and Management Office
	5.1 Record the incident on the incident report.	None		<i>Authorized Driver/Rescuer of the LDRRMO</i> Local Disaster Risk Reduction and Management Office
TOTAL		0.00	Undetermined & 5 minutes	



PROVIDING RECORDS AND DATA (OPERATION TIMBANG PLUS)

Service Information

To determine the prevalence of undernutrition at the barangay level for assessment, planning and monitoring. Prepare / update the master list of Underweight, Wasted, Stunted, Overweight & Obese Preschool Children.

Office or Division:	Nutrition Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client, G2C – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		1. Requesting Barangay / Agency		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Letter of Request	1.1 Review the request	None	3 minutes	<i>Nutrition Staff</i> City Nutrition Office
2. Received requested data	2.1 Print or send via email or personally to the requesting Barangay or Agency	None	10 minutes	<i>Nutrition Staff</i> City Nutrition Office
TOTAL		0.00	13 minutes	



WEIGHT MONITORING AND 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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the front desk of intended business	1. Receive client / give the log book to the client	None	1 minute	<i>Administrative Aide III</i> City Nutrition Office
2. Weight using the Detecto Weighing Scale	2. Assist the client in weighing	None	2 minutes	<i>Administrative Aide III</i> City Nutrition Office
3. Log-in your weight result in the office log book	3. Assist the Client in logging and give advocacy on proper diet and healthy lifestyle	None	2 minutes	<i>Administrative Aide III</i> City Nutrition Office
TOTAL		0.00	5 minutes	



DEATH AID / AID TO INDIVIDUAL IN CRISIS SITUATION (AICS)

Service Information

Processing of Death Assistance and Aid to Individual in Crisis Situation (AICS) acknowledges the right of each citizen to receive death aid for their beloved deceased / indigent relative upon submitting required documents.

Office or Division:	Office of the City Mayor			
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	1.1 Receive the documents and records the details of the claimant (submitted by claimant of dead person)	None	10 minutes	Mayor's Office Personnel Office of the City Mayor
2.	2.1 Personal delivery of cash aid to the relative of deceased/ indigent		4 hours	
TOTAL		0.00	4 hours & 10 minutes	
***Note: Senior Citizen does not need Indigency Certificate				



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	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Frontline Personnel, Office of the City Mayor 1.1 Applicant states purpose 1.2 Present request letter	1.1 Review documents presented	None	3 minutes	<i>Frontline Personnel</i> 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.	2.1 Issuance of Official Receipt for the Clearance	P 150.00	5 minutes	<i>Rev. Collection Clerk</i> City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	3.1 Preparation , approval, recording and issuance of requested documents	None	5 minutes	<i>Frontline Personnel & <u>Alexander Glenn E. Bautista</u></i> City Administrator City Administrator Office
TOTAL		P150.00	13 minutes	



MAYOR'S PERMIT

Service Information

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	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	1.1 Examines & prepares the document.	None	2 minutes	<i>Frontline Personnel</i> 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.	2.1 Issuance of Official Receipt for the Permit	Php 75.00	5 minutes	<i>Rev. Collection Clerk</i> City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	3.1 Frontline personnel submit the document for signature of the approving authority. Recording and issuance of the requested documents	None	3 minutes	<i>Frontline Personnel & <u>Alexander Glenn E. Bautista</u></i> <i>City Administrator</i> City Administrator's Office
TOTAL		P75.00	10 minutes	



ADMISSION IN THE EMERGENCY ROOM

Service Information

This process covers the admission of patients in the Emergency Room. The service is open 24/7 including holidays in response to those patients needing emergency care and management.

Office or Division:	Nursing Service Section - Emergency Room Ospital ng Lungsod ng San Jose			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	All patients need admission for thorough observation, examination, treatment, and care.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Patient Data Information Form (PDIF)			Information and Admitting Section	
2. Emergency Department Patient Sheet			ER Nurse on Duty	
3. Patient Clinical History and Admission Order			ER Nurse on Duty	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Data collection accomplish Patient Data Information Form (PDIF)	1.1 Assist / Interview patient during personal data collection and forward PDIF to Admitting – Information Section for Data encoding	None	5 minutes	<i>Security Personnel Admitting – Information Personnel</i> Ospital ng Lungsod ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to the "TRIAGE AREA" for the reason of ER consultation and patient classification	2.1 Interviews patient and accomplishes ER brief history 2.2 Takes initial vital signs. 2.3 Classify Patient as Emergent, Urgent, and Non – Urgent 2.4 Endorse to ER Nurse	None	10 minutes	<i>Triage Officer</i> Ospital ng Lungsod ng San Jose
3. Proceed to the Emergency Room (ER)	3.1 Assist and place the patient on the ER bed. 3.2 Examines and assesses patient's condition if admission is deemed necessary. 3.3 Prepares and carries out written orders. 3.4 Secure Consent for Management	None	2 hours, 45 minutes	<i>ER Nurse Medical Officer</i> Ospital ng Lungsod ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>3.5 Accomplish ancillary request, and result endorsed to ER physician</p> <p>3.6 Gives initial medication and treatment</p> <p>3.7 Re-assess and take vital signs</p> <p>3.8 Checks for completeness of pertinent data and admitting orders.</p> <p>4.0 Secure consent for admission</p>			
4. Proceeds to Information/Admitting Section.	4.1 Instructs relative to go to Info – admitting Section	None	5 minutes	<p><i>ER Nurse Admitting-Information Section Personnel</i></p> <p>Ospital ng Lungsod ng San Jose</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Checks and determine for room/ ward vacancies.			
5. Transport to General Ward	5.1 Checks for the completeness of the chart. 5.2 Informs ROD regarding transfer. 5.3 Endorses patient to NOD	None	1 hour	<i>ER Nurse Medical Officer</i> Ospital ng Lungsod ng San Jose
TOTAL		0.00	4 hours & 5 minutes	



ADMISSION OF PATIENTS

Service Information

This process covers patients from Emergency Service Complex (ESC) requiring admission and thorough observation, examination, treatment and care. The service is open Monday to Sunday

Office or Division:	Information / Admitting Section Ospital ng Lungsod ng San Jose			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	All patients needing consultation/assessment/evaluation and Treatment and care			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Admission Slip		ER Nurse		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents admission slip to Admitting Section	1.1 Receives and checks completeness of admission slip and patient's personal data. 1.2 Assesses Accommodation 1.3 Interviews patient/ relative and verbalized hospital's rules and	None	5 minutes	<i>Encoder/ Admitting Officer</i> Ospital ng Lungsod ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	regulations; PHIC application and the Data Privacy Act. 1.4 Checks and determine for room/ward vacancies. 1.5 Process patient consent for admission			
2. Proceed to Emergency Room for patient room transport	2.1 Submit signed patient consent for admission. 2.1 Encoding of Patient time of admission to ward/room.	None	5 minutes	<i>Encoder/ Admitting Officer</i> Ospital ng Lungsod ng San Jose
TOTAL		0.00	10 minutes	



AVAILMENT OF MEDICAL ASSISTANCE TO FINANCIALLY INCAPABLE AND INDIGENT PATIENTS (MAIFIP)

Service Information

This process covers the availment of Medical Assistance to Financially Incapable and Indigent Patients from OPD/Walk-in, Emergency and Inpatients. The service is available from Monday to Friday (8:00am – 5:00pm).

Office or Division:	Medical Social Service Section - Ospital ng Lungsod ng San Jose			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	All patients who are Financially Incapable and Indigent from OPD/Walk-in, Emergency and Inpatients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID		Patient/Relative		
2. Certificate of Eligibility (Indigency)		Medical Social Service Section		
3. Statement of Account/Hospital Bill		Cashier and Billing Section		
4. Guarantee Letter		Respective Proponent		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. A. For OPD/Walk-In- a.1 Accomplish the Patient Data Information Sheet (PDIF) and proceed to the Information and Admitting. a.2 Proceed to the Service Section (Laboratory/ Radiology,	1.1 Encode the patient details to Bizbox based on the PDIF. Advise the patient/relative to proceed to the Service Section. (Laboratory/ Radiology/ Pharmacy)	None	20 minutes	<i>Information and Admitting Staff Service Section (Laboratory/ Radiology/ Pharmacy) Billing and Cashier</i> Ospital ng Lungsod ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>Pharmacy)and present his/her procedure request slip.</p> <p>B. For Emergency and Inpatients-</p> <p>b.1 Proceed to the Billing and Cashier Section if tag for discharged.</p>	<p>1.2 The Service Section shall charge the patient's request based on his/her procedure request slip. Advise the patient/relative to proceed to the Billing and Cashier Section together with the charge slip.</p> <p>1.3 Issue a Statement of Account/Hospital Bill to the patient/relative and refer them to the Medical Social Service Section.</p>			
<p>2. Proceed to the Medical Social Service Section and present the Valid ID and Hospital Bill.</p>	<p>2.1 Interview, assess the financial capability and identify the financial categorization of the patient.</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Medical Social Worker</i></p> <p>Ospital ng Lungsod ng San Jose</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.2 Issue and attach a Certificate of Eligibility (Indigency) to the patient's Statement of Account/Hospital Bill.</p> <p>2.3 Informs and orients regarding hospital policies, available social services, scope and limitations of MSWD services depending on patient's category.</p> <p>2.4 Instruct the patient/relative to proceed to the proponent's office.</p>			
<p>3. Proceed to the Proponent's office for the Issuance of Guarantee Letter.</p>	<p>3.1 Patient/relative shall present the Statement of Account and</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Patient /Relative Secretary of the Proponent</i></p> <p>Ospital ng Lungsod ng San Jose</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Certificate of Eligibility (Indigency) to proponent's office. 3.1 Secretary of the proponent shall issue and attach the Guarantee Letter to the patient's SOA and Certificate of Eligibility (Indigency)			
4. Proceed to the Billing and Cashier and submit the Guarantee Letter, Signed Statement of Account and Certificate of Eligibility (Indigency).	4.1 Receive the Guarantee Letter, Signed Statement of Account and Certificate of Eligibility (Indigency) and record it. 4.2 Deduct the amount indicated on the Guarantee Letter to the hospital bill and discharge the patient.	None	5 minutes	<i>Billing and Cashier</i> Ospital ng Lungsod ng San Jose
TOTAL		0.00	60 minutes	



AVAILMENT OF POINT OF SERVICE PROGRAM (POS) / PHILHEALTH ENROLLMENT

Service Information

This process covers the availment of Non-Philhealth Member Admitted patient. The service is available from Monday to Friday (8:00am – 5:00pm).

Office or Division:	Medical Social Service Section - Ospital ng Lungsod ng San Jose			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	Inpatients who are Non-Philhealth member			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID, Birth Certificate, Marriage Certificate if married.		Patient/Relative		
2. Certificate of Eligibility (Indigency)		Medical Social Service Section		
3. Philhealth Membership Registration Form (PMRF)		Philhealth Claims Section		
4. Point of Service Registration Slip.		Philhealth Claims Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Medical Social Service Section.	1.1 Interview, assess the financial capability and identify the financial categorization of the patient. 1.2 Issue a Certificate of Eligibility (Indigency) 1.3 Informs and orients regarding	None	20 minutes	<i>Medical Social Worker</i> Ospital ng Lungsod ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>hospital policies, available social services, scope and limitations of MSWD services depending on patient's category.</p> <p>1.3 Advise the patient to proceed to the Philhealth Claims Section.</p>			
2. Proceed to the Philhealth Claims Section to fill-out the Philhealth Membership Registration Form (PMRF) and submit the requirements needed.	<p>2.1 Receive the requirements of the patient and validate the filled-out PMRF.</p> <p>2.1 Record and enroll the patient details to the Point of Service Program System.</p>	None	10 minutes	<p><i>Philhealth Claims staff</i></p> <p>Ospital ng Lungsod ng San Jose</p>
3. Receive the Point of Service Registration Slip.	3.1 Issue the signed POS Registration Slip to the patient/ Relative	None	N/A	<p><i>Philhealth Claims Staff</i></p> <p>Ospital ng Lungsod ng San Jose</p>
TOTAL		0.00	30 minutes	

* - Online Processing time of Point of Service program/Philhealth Number generation is 2-3 days



CLAIMING OF PHILHEALTH AVAILMENT / NON-AVAILMENT FORM

Service Information

This process covers the claiming of Philhealth availment and non-availment Certificate. The service is offered Mondays thru Sundays, including Holidays from 08:00 A.M. -05:00 P.M.

Office or Division:	Claims and Benefits Section- Ospital ng Lungsod ng San Jose			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All PhilHealth member/s and/or their dependent/s who are previously admitted in the Hospital			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Request of Availment / Non-Availment		Claims and Benefits Section		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Request form	<p>1.1 Billing and Claims Personnel will process the request by confirming the information in the Request Form</p> <p>1.2 After confirming the information, the availment form will be encoded and printed.</p> <p>1.3 It will be received by the client</p>	None	10 minutes	<p>Admin Staff/ Claims Clerk/ Encoders Claims Section</p> <p>Ospital ng Lungsod ng San Jose</p>
TOTAL		0.00	10 minutes	



DISCHARGE PROCESS/DISCHARGING A PATIENT FROM NURSING UNIT

Service Information

This process covers discharge process provided to all patient and representatives of the patient who are ordered for discharge from Nursing Care Unit.

Office or Division:	Nursing Service Section - Emergency Room Ospital ng Lungsod ng San Jose			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	All Patient(s) and / or Patient's Representative: Relative(s) of the patient or Legal Guardian(s) of the patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Discharge Order		Nurse's Station, Written on Patient's Medical Records		
2. Primary Requirements: - PBEF - CF3, CF4 - Secondary Requirement: - Patient / Customer Satisfaction Survey - Discharge Clearance		Info – Admitting Section Nurse's Station		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives written Order of discharge - Citizen Specific: Home / Discharged against - Medical advised: Signed waiver is Necessary	1.1 Informs written order of discharge 1.2 tag the patient as May Go Home (MGH) in the Hospital Information System (HIS)	None	5 minutes	<i>General Ward Nurse on duty</i> Ospital ng Lungsod ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to the Billing Section	2.1 Accomplish discharge process to the hospital information system/ coordinate clearance slip. 2.2 Forwards patient's chart in the billing section 2.3 Instruct to proceed to the billing section	None	10 minutes	<i>General Ward Nurse on duty</i> Ospital ng Lungsod ng San Jose
3. Present the clearance slip with the copy of the paid SOA and official receipt to the nurse's station	3.1 Assist and place the patient on the Examination table. 3.2 Examines and assesses patient's condition 3.3 Prepares and carries out written orders. 3.4 Secure Consent for Management	None	10 minutes	<i>General Ward Nurse on duty</i> Ospital ng Lungsod ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Received "TAGUBILIN SA PAG-UWI" Form	4.1 Instruct and discuss written patient discharge instructions and follow-up check-up schedule 4.2 Sign clearance slip from the patient	None	5 minutes	<i>General Ward Nurse on duty</i> Ospital ng Lungsod ng San Jose
5. Complete the Client Satisfaction Survey Form	5.1 Instruct patient/relatives to complete the CSAT form and put it on the drop box	None	2 hours	<i>ER Nurse</i> <i>ER Physician</i> <i>Medical Officer</i> Ospital ng Lungsod ng San Jose
6. Present Clearance slip to the guard and exit the hospital	6.1 Handover the discharge clearance slip and transport	None	5 minutes	<i>Nurse on duty</i> <i>Nursing Attendant / Watchman</i> Ospital ng Lungsod ng San Jose
TOTAL		0.00	37 minutes	



DISPENSING OF MEDICINE TO OUT-PATIENT (OPD)

Service Information

This process covers the dispensing of medicines to out-patient. The service is open 24/7 including weekends and holidays.

Office or Division:	Pharmacy Section Ospital ng Lungsod ng San Jose			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	All individuals (Resident or non-resident of San Jose City)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Prescription		Out-Patient Physician		
2. Charge slip		Emergency Room - Nurse		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of a prescription from the Doctor or a request from the Nurse in a form of charge slip	1.1 Checking of prescription details 1.1.1 Verify that the prescription drug is available at the pharmacy 1.2 Give the client an option if he wants to buy generic or branded medicine	None	5 minutes	<i>Pharmacist</i> Ospital ng Lungsod ng San Jose
2. Payment	2.1 Paying to the cashier the corresponding amount for the medicines to be purchased	Depending on the drug to be purchased	5 minutes	<i>Cashier</i> Ospital ng Lungsod ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Return to the pharmacy and present the Official Receipt from the cashier	Verify the amount in the Official Receipt (OR) and record the OR number on the Charge Slip to verify in the Hospital Information System (HIS)	None	5 minutes	<i>Pharmacist</i> Ospital ng Lungsod ng San Jose
4. Issuance of items and reminding them of its proper use	4.1 Arrange the medicines purchased by the client. Perform counselling regarding the proper use of the purchased medicines 4.2 Mark the prescription based on the given number of medicines. Return the prescription to the client if it has not been filled, and will be left at the pharmacy if it has been filled.	None	15 Minutes	<i>Pharmacist</i> Ospital ng Lungsod ng San Jose
TOTAL		Depending on the drug to be purchased	30 minutes	



EMERGENCY AND IN-PATIENT LABORATORY PROCESS FLOW

Service Information

This process covers the process of availing laboratory procedure of ER patient and Admitted patient (In-Patient).

To provide transparent information regarding services, patient rights responsibilities and standard of care at the ER Department and Ward. The goal is to ensure patient satisfaction and trust through quality service.

Office or Division:	Clinical Laboratory Section – Emergency Department and Ward Ospital ng Lungsod ng San Jose			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	All individual's resident or Non-resident of San Jose City who consulted and admitted to OLSJ requested by Laboratory Services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient Data Information Form		Information Section		
2. Laboratory Request Form		Attending Physicians and Nurse on duty.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of request	1.1 Checking and Completion of Data in the Request Form 1.2 Checking of Physicians Request 1.3 Checking of Patient's History 1.4 Validating the correct fasting preparation (for fasting Laboratory Test)	None	5 minutes	<i>Laboratory personnel</i> Laboratory Section- Ospital ng Lungsod ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Charging of examination	2.1 Charging of Examination based on Physician's Request using BIZBOX	None	5 minutes	<i>Laboratory personnel</i> Laboratory Section- Ospital ng Lungsod ng San Jose
3. Perform examination	3.1 Laboratory Personnel Collect the sample (Blood Extraction) and/ or check patient to collect quality sample (Urine, Feces and other Body Fluids) 3.2 The patient will be informed that the result will be forwarded by the Laboratory Personnel to the Emergency Room/ Ward Station	None	10-15 minutes	<i>Laboratory personnel</i> Laboratory Section- Ospital ng Lungsod ng San Jose
	3.3 Laboratory Personnel run and process the sample for testing 3.4 Laboratory Personnel Encode and print the result to Hospital	None	Emergency: 30 minutes – 1 Hour Inpatient: 1-2-3 hours	<i>1. Medical Laboratory Scientist</i> <i>2. Laboratory personnel</i> Laboratory Section Ospital ng Lungsod ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Information System			
4. Issuance of result	4.1 Result will be forwarded to the Ward Station (Inpatient)/ Emergency Room (ER Patient)	None	Emergency: 30 minutes – 1 Hour Inpatient: 2-3 hours	1. Medical Laboratory Scientist 2. Laboratory personnel Laboratory Section Ospital ng Lungsod ng San Jose
5. Payment	5.1 Payment of Procedure is done after Doctor's Order for May-Go-Home 5.2 Releasing of Official Receipt	Depend of the type of procedure performed / requested	5 minutes	Cashier Billing Section- Ospital ng Lungsod ng San Jose
TOTAL		Depend of the type of procedure performed / requested	25 minutes Emergency: 30 minutes – 1 Hour Inpatient: 1-2-3 hours	



FILING OF PHILHEALTH BENEFIT

Service Information

This process covers application of PhilHealth members and/or their dependents for availment of their PhilHealth benefit. Required document/s may vary depending on their PhilHealth membership status at the time of application and/or as required by existing PhilHealth policies. The service is offered Mondays thru Sundays, including Holidays from 08:00 A.M. - 05:00 P.M.

Office or Division:	Claims and Benefits Section- Ospital ng Lungsod ng San Jose	
Classification:	Simple	
Type of Transaction:	Government to Citizen	
Who may avail:	All PhilHealth member/s and/or their dependent/s who are previously admitted in the Hospital	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Proof of PhilHealth membership 1.1 One (1) photocopy of Membership Data Record (MDR) 1.2 One (1) photocopy of PhilHealth ID	PhilHealth Local Health Insurance Office	
2. One (1) photocopy of Birth certificate, if applicable	Philippine Statistics Authority (PSA)	
3. One (1) photocopy of Marriage certificate, if applicable	Philippine Statistics Authority (PSA)	
4. One (1) photocopy of Senior citizen ID, if applicable	Local Government Unit	
5. One (1) photocopy of at least one (1) Government Issued ID, (e.g. PRC License, UMID, Passport, Driver's License, Postal ID, Voter's ID, etc.), if applicable.	Government Agencies (e.g. PRC, SSS, GSIS, PhilPost, DFA, Commission on Elections, etc.)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Upon admission the Relative will proceed to the admitting section for the checking of eligibility</p>	<p>1.1 Verifies patient's information on filled out PhilHealth forms against existing PhilHealth record and submitted IDs</p> <p>1.2 Representative submits all required documents</p> <p>1.3 Generates PhilHealth eligibility results, prints and signs PhilHealth Benefit Eligibility Form (PBEF)</p> <p>Condition specific:</p> <p>A. If patient has no Philhealth Membership the patient is endorsed to the Medical Social Worker for Philhealth Enrollment (Monday - Friday 08:00 A.M. - 05:00 P.M.).</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Admin Staff/ Claims Clerk/ Encoders Claims Section</i></p> <p>Ospital ng Lungsod ng San Jose</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>The patient should have a valid ID and/or a Duly Registered Birth Certificate.</p> <p>B. If the Patient is not yet a dependent, he/she will be instructed to provide the following:</p> <p>B.1 Birth Certificate if the patient is Child;</p> <p>B.2 Marriage Contract if the patient is the Spouse.</p> <p>If the patient is previously admitted.</p>			
TOTAL		0.00	10 minutes	



NUTRITION AND DIETETICS SERVICE FOR IN-PATIENT

Service Information

This process describes the step-by-step procedure in availing services from the Nutrition and Dietetics Unit for referred in-patients needing therapeutic nutrition counselling and their watchers needing guidance in food and tube feeding preparation.

Operating hours: 8am to 5pm without noon break, Mondays to Fridays except holidays

Office or Division:	Nutrition-Dietetics Service Division Ospital ng Lungsod ng San Jose			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	All Out-patients with therapeutic diet referred by Physician			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Slip for Nutrition Counseling		Attending Physician/Ward Nurse		
2. Nutrition Assessment Form		Nutrition and Dietetics Service		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures nutrition counselling referral slip from attending physician or ward nurse on duty.	1.1 Receive the referral slip. 1.2 Review and evaluate details and information in the referral for completeness. 1.3 Interview the patient, attending physician or ward nurse for the incomplete details. **In cases of no referral, the RND may identify patients needing therapeutic	None	20 minutes	<i>Attending physician/ward nurse/nutritionist-dietitian</i> Ospital ng Lungsod ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	nutrition and diet counselling from the diet list.			
2. Provides important details and information needed for nutrition assessment	2.1 Read patient's chart and evaluate appropriateness of diet prescription. 2.2 Conducts ward rounds to all patients. 2.1 Assess nutrition status and dietary practices of patients.	None	30 minutes	<i>Nutritionist-Dietitian</i> Ospital ng Lungsod ng San Jose
3. Conduct nutrition and diet counseling.	3.1 Discuss diet plan and restrictions to patient and watcher through counselling. 3.2 Provide hand-outs or copy of diet plan or meal plan to patient	None	30 minutes	<i>Nutritionist-Dietitian</i> Ospital ng Lungsod ng San Jose
4. Patient accepts hand-out and signs the nutrition counseling logbook.	4.1 Document patient's name in the logbook.	None	10 minutes	<i>Nutritionist-Dietitian</i> Ospital ng Lungsod ng San Jose
TOTAL		0.00	1 hour & 30 minutes	



NUTRITION AND DIETETICS SERVICE FOR OUT-PATIENT

Service Information

This process describes the step-by-step procedure in availing services from the Nutrition and Dietetics Unit for referred out-patients needing therapeutic nutrition counselling.

Operating hours: 8am to 5pm without noon break, Mondays to Fridays except holidays

Office or Division:	Nutrition-Dietetics Service Division Ospital ng Lungsod ng San Jose			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	All Out-patients with therapeutic diet referred by Physician			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral Slip for Nutrition Counseling		OPD Physician/OPD Nurse		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures a fully accomplished Nutrition Counselling Referral Slip from the attending Physician	1.1 Accomplish the nutrition counselling referral slip	None	10 minutes	OPD Physician/OPD Nurse Ospital ng Lungsod ng San Jose
2. Submits the Nutrition Counseling Referral Slip to the Nutritionist-Dietitian at the Dietary Section	2.2 Receive and reviews the details indicated referral slip 2.3 Interview and conduct an assessment to determine nutrition status and dietary needs of patient.	None	20 minutes	Nutritionist-Dietitian Ospital ng Lungsod ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Conducts Nutrition and Diet Counseling.	3.1 Discuss diet plan and restrictions to patient through counselling. 3.2 Provide hand-outs or copy of diet plan or meal plan to patient	None	30 minutes	<i>Nutritionist-Dietitian</i> Ospital ng Lungsod ng San Jose
4. Patient accepts hand-out and signs the nutrition counseling logbook	4.2 Document patient's name in the logbook.	None	5 minutes	<i>Nutritionist-Dietitian</i> Ospital ng Lungsod ng San Jose
TOTAL		0.00	1 hour & 5 minutes	



OBSERVATION STATUS (OBS) IN THE EMERGENCY ROOM

Service Information

This process covers patients classified as observation status in the emergency unit.

Office or Division:	Nursing Service Section - Emergency Room Ospital ng Lungsod ng San Jose			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	All patients seeking emergency care and management.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient Data Information Form (PDIF)		Hospital Security Personnel / Info - Admitting Section		
2. Emergency Department Patient Sheet		Emergency Room		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Patient Data Information Form (PDIF)	1.3 Assist / Interview patient during personal data collection and forward PDIF to Admitting – Information Section for Data encoding	None	5 minutes	<i>Security Personnel Admitting – Information Personnel</i> Ospital ng Lungsod ng San Jose
2. Proceed to the “TRIAGE AREA” for the reason of ER consultation and patient classification	2.1 Interviews patient and accomplishes ER brief history 2.2 Takes initial vital signs. 2.3 Endorse to ER Nurse	None	5 minutes	<i>Triage Officer</i> Ospital ng Lungsod ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to the Emergency Room (ER)	3.1 Assist and place the patient on the Examination table. 3.2 Examines and assesses patient's condition 3.3 Prepares and carries out written orders. 3.4 Secure Consent for Management	None	10 minutes	<i>ER Nurse</i> <i>ER Physician</i> <i>Medical Officer</i> Ospital ng Lungsod ng San Jose
4. Proceeds to designated observation unit/ bed	4.1 Assists and accompanies the patient to the designated area. 4.2 Accomplishes ER Patient Sheet 4.3 Renders initial treatment and intervention 4.4 Prepares request/s for ancillary procedures. 4.5 Checks prescription and /or request/s and instructs patient/relative 4.6 Provide definitive medication and treatment	None	2 hours	<i>ER Nurse</i> <i>ER Physician</i> <i>Medical Officer</i> Ospital ng Lungsod ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.7 Re-assess and take vital signs			
5. Forward specimen to laboratory Unit	5.1 Receives and processes laboratory requests. 5.2 Checks and verifies availability of laboratory results 5.3 Evaluate the result of ancillary. 5.4 Determines disposition of the patient 5.5 Accomplishes home meds prescription if for discharge	None	2 hours	<i>ER Nurse</i> <i>ER Physician</i> <i>Medical Officer</i> Ospital ng Lungsod ng San Jose
6. Discharge from Hospital	6.1 Provides take-home instruction, Prescription, and OPD follow-up schedule.	None	5 minutes	<i>ER Nurse</i> <i>Medical Officer</i> Ospital ng Lungsod ng San Jose
citizen specific: Present discharge clearance to ER Nurse				
TOTAL		0.00	4 hours & 25 minutes	



OUT-PATIENT (OPD) CONSULTATION AND TREATMENT

Service Information

This process covers outpatient consultation and treatment to all patients to provide quality supportive care to patients who do not need hospitalization, including promotive, preventive and primary health care in support to the DOH program. The outpatient department opens from Monday to Friday excluding holidays from 8:00am to 5:00pm. Saturday from 2:00 pm to 6:00 pm (OB–Gyne only).

Office or Division:	Nursing Service Division - Out Patient Department (OPD) Ospital ng Lungsod ng San Jose			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	All patients needing physical outpatient consultation, assessment, evaluation and treatment.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OPD Queuing card		Triage Area		
2. Scheduled Appointment		Triage Area, Nursing Ward Unit		
3. Ancillary results requested (optional)		Laboratory, Radiology		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish Patient Data Information Form (PDIF)	1.2 Assist / Interview patient during personal data collection and forward PDIF to Admitting – Information Section for Data encoding	None	5 minutes	<i>Watchman</i> Ospital ng Lungsod ng San Jose
2. Proceed to the Triage Area	2.1 Quick assessment/issuance of OPD Queuing card	None	5 minutes	<i>OPD Nurse</i> Ospital ng Lungsod ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. Proceeds to the designated clinic for consultation</p>	<p>3.1 Queuing of Patient and checking of OPD Queuing card and Instructing what to do</p> <p>3.2 Preparation of Patient Health Record, physician notes, appointment, and order form</p> <p>3.3 Assessment/ Examine the patient</p> <p>3.4 Prescribes/requests ancillary procedures, and laboratory exams if any</p> <p>3.5 Checks and instructs on prescribed medication/ancillary procedure laboratory requests, next visit schedule, and health education.</p> <p>3.6 Charging of medical supplies used</p> <p>3.7 Encoding of Initial Impression and Final Diagnosis</p>	<p>100.00 (for non-San Jose City residents)</p>	<p>36 minutes</p>	<p><i>OPD Nurse</i> <i>Medical Consultant</i></p> <p>Ospital ng Lungsod ng San Jose</p>
<p>4. Pays applicable fees to the Billing & Cashier Section</p>	<p>4.1 Issuances of charge slip/order of payment</p>	<p>Per medical supplies used</p>	<p>5 minutes</p>	<p><i>OPD Nurse</i></p> <p>Ospital ng Lungsod ng San Jose</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Discharge from OPD	5.1 Checks and instructs on prescribed medication/ancillary procedure laboratory requests, schedule of the next visit, and health education.	None	10 Minutes	<p><i>OPD Nurse</i></p> <p>Ospital ng Lungsod ng San Jose</p>
TOTAL		P100.00 – non-residence of SJC	1 hour & 1 minute	



OUTPATIENT LABORATORY PROCESS FLOW

Service Information

This process covers the process of availing laboratory procedure of OPD patient.

To provide transparent information regarding services, patient rights responsibilities and standard of care at the outpatient laboratory. The goal is to ensure patient satisfaction and trust through quality service.

Office or Division:	Clinical Laboratory Section – Outpatient Department Ospital ng Lungsod ng San Jose			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	All individual's resident or Non-resident of San Jose City who consulted OLSJ Out Patient Consultation, or any walk- in patient requested by their respected private doctors/ clinics			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient Data Information Form (PDIF)		Information Section		
2. Laboratory Request Form		Outpatient Department/ Private Doctors Requesting Laboratory Test		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Data collection accomplish Patient Data Information Form (PDIF)	1.1 Submission of Personal Information Form (PDIF) 1.2 Validation and encoding of patient Data using Hospital Information System (Bizbox)	None	5 minutes	<i>Security Personnel and/or Information Personnel-</i> Ospital ng Lungsod ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submission of request	2.1 Checking and Completion of Data in the Request Form 2.2 Checking of physicians Laboratory Request 2.3 Checking of patient's History 2.4 Validating the correct fasting preparation (for fasting Laboratory Test)	None	5 minutes	<i>Laboratory Personnel</i> Laboratory Section- Ospital ng Lungsod ng San Jose
3. Charging of examination	3.1 Charging of Examination based on Physician's Request using BIZBOX 3.2 Giving of Transaction number to the patient (Charge Slip)	None	5 minutes	<i>Laboratory Personnel</i> Laboratory Section- Ospital ng Lungsod ng San Jose
4. Payment	4.1 Present the Transaction Number to the Cashier 4.2 Releasing of Official Receipt	Depend on the type of test requested	5 minutes	<i>Cashier/ Billing Personnel-</i> Billing Section Ospital ng Lungsod ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Perform examination	<p>5.1 Patient present the Official Receipt to Laboratory Personnel</p> <p>5.2 Laboratory Personnel Collect the sample (Blood Extraction) and/ or instruct patient to collect quality sample (Urine, Feces and other Body Fluids)</p> <p>5.3 Laboratory Personnel Inform the patient for issuance of result after the testing.</p> <p>5.4 Laboratory Personnel Instruct patient to bring the Official Receipt upon issuance of result</p>	<p>None</p> <p>None</p>	<p>10-15 minutes</p> <p>Releasing of result: 1-3 hours (from the time of Extraction or submission of sample</p>	<p><i>Laboratory Personnel</i> Laboratory Section</p> <p>Ospital ng Lungsod ng San Jose</p> <p><i>Laboratory Personnel</i> Laboratory Section</p> <p>Ospital ng Lungsod ng San Jose</p>
6. Issuance of result	6.1 Laboratory Personnel run and process the sample for testing	None	1-2 hours	<p><i>Medical Laboratory Scientist</i> <i>Laboratory personnel</i> Laboratory Section</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.2 Laboratory Personnel Encode and print the result to Hospital Information System 6.3 Rechecking and validating of laboratory test procedure before releasing			Ospital ng Lungsod ng San Jose
TOTAL		Depend on the type of test requested	2 hours & 35 minutes (Releasing of result: 1-3 hours (from the time of Extraction or submission of sample))	



PROCEDURE FOR RECEIVING PATIENT AND PROVISION OF CARE TO CLINICAL AREAS

Service Information

This process covers the receiving process provided to all patients and representatives from EMERGENCY ROOM who are ordered for admission and further observation and care management in the clinical nursing unit.

Office or Division:	Nursing Service Section - General Ward Ospital ng Lungsod ng San Jose			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	All Patient(s) and/or Patient's Representative: Relative(s) of the patient or Legal Guardian(s) of the patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Admission Order		ER Nurse's Station, Written On Patient's Medical Records		
2. Emergency Room Admission/Elective Admission: <ul style="list-style-type: none"> • Written Doctor's Order • Wrist identification tag • Medical records/chart 		Admitting Section ER Nurse's Station		
3. Philhealth Forms: PBEF		Info – Admitting Section		
2. All Laboratory/Radiology/Diagnostics Results		ER Nurse's Station / Laboratory/Radiology/Diagnostics		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request information on Notification of Admission	1.3 ER Nurse on Duty informs General ward via intercom regarding patient admission e	None	5 minutes	<i>ER Nurse Ward Nurse Admitting Section</i> Ospital ng Lungsod ng San Jose
2. Safe Transport	2.1 Prepares patient safely on wheelchair/ stretcher and maintains safe transport	None	10 minutes	<i>ER Nurse Watchman</i> Ospital ng Lungsod ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Proceed to General Ward	<p>3.1 Safely transport the patient to the General Ward and assist in transferring to the patient's room</p> <p>3.2 Endorses patient and medical records to the assigned ward nurse on duty</p>	None	10 minutes	<p><i>ER Nurse Nursing attendant</i></p> <p>Ospital ng Lungsod ng San Jose</p>
4. Received "TAGUBILIN SA PAG-UWI" Form	<p>4.1 Introduces self to patient</p> <p>4.2 Receives patients' endorsement and validates records as necessary</p> <p>4.3 Place the patient on the bed comfortably and secure side rails.</p> <p>4.4 Validates patient identity as per wrist identification tag, patient records</p> <p>4.5 Checks contraption and maintains proper placement</p> <p>4.6 Takes vital signs and performs a general physical assessment</p>	None	5 minutes	<p><i>General Ward Nurse on duty</i></p> <p>Ospital ng Lungsod ng San Jose</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.7 Gives brief patient and relative orientation on standard operating procedures			
<p>5. Received / Informed on present health status</p> <p>situation-specific:</p> <p>Medical Diagnosis and other medical management are limited to patient-doctor confidentiality</p>	<p>5.1 Evaluates and validates doctors' written orders and checks for completeness of chart</p> <p>5.2 Notifies consultant on duty</p> <p>5.3 update patient data to the Hospital Information System (HIS)</p>	None	10 minutes	<p><i>General Ward Nurse staff</i></p> <p>Ospital ng Lungsod ng San Jose</p>
6. Receives satisfying Care Management	<p>6.1 Re-assesses patient condition and establishes a plan of care</p> <p>6.2 Implements care management needed.</p> <p>6.3 Carries out physician orders intelligently.</p> <p>6.4 Administer medication and treatment as per standard</p>	None	24 hours	<p><i>Resident Doctor's on duty / Consultant General Ward Nurse staff</i></p> <p>Ospital ng Lungsod ng San Jose</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	6.5 Monitors patient 6.6 Makes necessary referral for further management 6.7 Evaluate the outcome of care. 6.8 Documents care rendered.			
7. Informed of attending physician's Disposition of care (For surgical procedures, Isolation, transfer, etc..)	7.1 Re - evaluates patient condition: 7.1.1 For Improved condition and discharge 7.1.2 For surgical operation /preparation for surgery 7.1.3 For isolation for communicable disease, 7.1.4 For transfer of other services 7.1.5 Death	None	48 hours	<i>Resident Doctor's on duty / Consultant General Ward Nurse staff</i> Ospital ng Lungsod ng San Jose
TOTAL		0.00	3 days & 40 minutes	



PROCEDURE FOR SURGICAL OPERATION

Service Information

This process covers patients requiring any emergency, direct, or elective surgical operation. The procedure started upon patient transfer from the Ward to the OR complex until the completion of the surgical procedure. Elective OR services are offered Monday through Saturday, excluding holidays.

Office or Division:	Nursing Service Division – Operating Room Complex Ospital ng Lungsod ng San Jose			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	All patients needing surgical operation			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Doctor's order		Attending Surgeon (ER/Ward)		
2. Consent for Anesthesia		Attending Anesthesiologists (OR Complex)		
3. Consent for Surgery		Attending Surgeon (ER/Ward)		
4. Medical Clearance, if applicable		Attending physician of the relevant medical field		
5. Latest Laboratory / Diagnostic result		Clinical Laboratory Section / Radiology Section		
6. Wrist identification band		Emergency Room		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Brought to OR complex don in white gown via stretcher citizen specific: For patients under legal age/minor, the parent or next of kin with legal age is necessary.	1.1 Receives and checks correct patient identification vis-a-vis wrist identification band	None	5 minutes	<i>Nursing Attendant / OR Nurse</i> Ospital ng Lungsod ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Provide Information on personal data	2.1 Checks and verifies information given by the patient and ensures completeness of patient records. - Name - Date of Birth - Allergy, if any - Procedure - Consent (surgical and anesthesia procedure) - NPO status (minimum of 8 hours)	None	5 minutes	<i>Operating Room Nurse</i> Ospital ng Lungsod ng San Jose
3. Proceed to the Operating Room (OR) situation-specific: Length of time for Surgical operation depends on the type and operative site.	3.1 Safely transport the patient inside the operating and assist in transferring to the OR table 3.2 Validates patient's information (name, date of birth) and interviews for other related medical conditions. 3.3 Informs OR nurse regarding assessment, patient's condition, diagnosis,	None	2 hours, 3 minutes	<i>Surgeon</i> <i>Anesthesiologist</i> <i>Scrub Nurse</i> <i>Instrument Nurse</i> <i>Circulating Nurse</i> Ospital ng Lungsod ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>3.4 contraptions, special needs, and pre-op medications if any</p> <p>3.5 Explains the intraoperative management and confirms understanding</p> <p>3.6 Check initial vital signs and record</p> <p>3.7 Prepare patient for Anesthesia</p> <p>3.8 Prepares patient for the procedure</p> <p>3.9 Performs "Timeout" before the start of the procedure, Surgical procedure starts Initiates patient "Signout" procedure before the closing of the operative incision</p> <p>3.10 Performs Surgical procedure to finish</p>			



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. situation-specific: Relatives acknowledge receipt of specimen in the logbook	4.1 Provide Postoperative management to patient situation-specific: if with specimen: Place specimen in a tightly sealed bottle with proper label.	None	10 minutes	<i>OR Nurse</i> Ospital ng Lungsod ng San Jose
5. Proceed to Recovery Room (RR)	5.1 Transfer patient safely to Recovery Room (RR) from OR table via stretcher.	None	5 minutes	<i>OR Nurse</i> Ospital ng Lungsod ng San Jose
TOTAL		0.00	2 hours & 28 minutes	



PROCEDURES IN MEDICATION ADMINISTRATION

Service Information

This procedure for medication receipt, storage and administration. In promoting safety, maximizing benefits and reduce to a minimum the risk of medication administration to clients according to principles and standards.

Office or Division:	Nursing Service Section - General Ward Ospital ng Lungsod ng San Jose			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	All In - patient			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written physician Order for a specific medication.		Attending Physician		
2. Patient's chart/ nursing assessment form for drug history / Prescription Entry of charges at bizbox.		Nurse on duty		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Compliance with Informed prescribed medication.	1.1 Discuss by the attending physician the benefits and risks involved a) Written order for medication b) Encouraged compliance with the medication regimen.	None	15 minutes	<i>Attending Physician/ General Nurse</i> Ospital ng Lungsod ng San Jose
2. Informed of medication availability.	2.1 Determine the availability of prescribed medication in the pharmacy.	None	15 minutes	<i>General Nurse Nursing attendant on duty</i> Ospital ng Lungsod ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Securing medications from the pharmacy 2.3 Charge at bizbox. 2.4 Claiming of medications at the pharmacy. 2.5 Checked for identification and integrity. 2.6 Checked for quantity			
3. Receiving of medication as per standards of care	3.1 Facilitate medication administration 3.2 Follow the standards of medication administration. 3.3 If a skin test is needed, the physician in charge should assess for allergies. 3.4 Evaluation and documentation of medication administered	None	45 minutes	<i>Attending Physician Medication Nurse</i> Ospital ng Lungsod ng San Jose
TOTAL		0.00	1 hour & 15 minutes	



REGISTRATION AND GENERATION OF PATIENT NUMBER

Service Information

This process covers new and old patients securing/updating of hospital number (card) for consultation/assessment/evaluation and treatment.

Office or Division:	Information / Admitting Section Ospital ng Lungsod ng San Jose			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	All patients needing consultation/assessment/evaluation and Treatment and care			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Patient Data Information Form (PDIF)		Watchman / Security		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Patient Data Information Form(PDIF)	1.1 Provides PDIF	None	5 minutes	<i>Encoder/ Admitting Officer</i> Ospital ng Lungsod ng San Jose
2. Presents the accomplished PDIF.	2.2 Validates accomplished PDIF and encode in Hospital Information System(HIS).	None	5 minutes	<i>Encoder/ Admitting Officer</i> Ospital ng Lungsod ng San Jose
TOTAL		0.00	10 minutes	



RELEASING OF BIRTH CERTIFICATE / DEATH CERTIFICATE

Service Information

All inpatient, out-patient and Emergency Room patient may request the following medical records: Medical Certificate, Certificate of Confinement, Medical Abstract, Certified True Copy of selected medical documents, and Death and Birth Certificate Forms.

Office or Division:	Medical Records Section - Ospital ng Lungsod ng San Jose			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	All patients in needs of their “ <i>medical record</i> ”.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical records request form		Information Section		
2. Authorization letter signed by the patient or legal guardian (<i>for minor</i>), scanned copy of valid ID of the patient and authorized person (<i>representative</i>).		Must bring by the authorized representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish request form	1.1 Information staff will provide the request form to the requesting party. 1.2 Instruct the requesting party to proceed to Medical Records window.	None	5 minutes	<i>Information Staff</i> Ospital ng Lungsod ng San Jose
2. Submit the request to Medical Records Section	2.2 Encouraged the requesting party to verify all the information written in the interview sheet.	None	5 minutes	<i>Medical Records Staff</i> Ospital ng Lungsod ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Validate the correctness of information in the interview sheet.	3.2 Prepare and print the official BC/DC.	None	15 minutes	<i>Medical Records Staff</i> Ospital ng Lungsod ng San Jose
4. Rechecked the encoded information to the official form and affix signature to the informant section of the BC/DC.	4.1 Prepare BC/DC Waiver at logbook. 4.2 Signed the prepared section of the validated BC/DC	None	5 minutes	<i>Patient/Authorized Representative/ Medical Records Staff</i> Ospital ng Lungsod ng San Jose
5. Proceed to the City Local Civil Registrar (LCR) for the registration process of the BC/DC	5.1 Explain the process to the requesting party.	Follow the LCR Fees		<i>Patient/Authorized Representative</i> Ospital ng Lungsod ng San Jose
TOTAL		Follow the LCR Fees	25 minutes	



RELEASING OF CONFINEMENT/MEDICAL/MEDICO-LEGAL CERTIFICATE/CERTIFIED TRUE COPY (CC/MC/MLC/CTC)

Service Information

All inpatient, out-patient and Emergency Room patient may request the following medical records: Medical Certificate, Certificate of Confinement, Medical Abstract, Certified True Copy of selected medical documents, and Death and Birth Certificate Forms.

Office or Division:	Medical Records Section - Ospital ng Lungsod ng San Jose			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	All patients in needs of their “ <i>medical record</i> ”.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical records request form		Information Section		
2. Authorization letter signed by the patient or legal guardian(<i>for minor</i>), scanned copy of valid ID of the patient and authorized person (<i>representative</i>).		Must bring by the authorized representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish request form	1.1 Information staff will provide the request form to the requesting party. 1.2 Charged the fees and instruct to proceed to the cashier	None	10 minutes	<i>Information Staff</i> Ospital ng Lungsod ng San Jose
2. Proceed to Cashier for payment	2.1 Collection of payment and issuance of official receipt.	P50.00	5 minutes	<i>Cashier</i> Ospital ng Lungsod ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. Submit the request and official receipt to the Medical Records Section.</p>	<p>3.1 Prepare and print the medical records</p> <p>3.2 Proceed to attending Physician or available ER doctors for signing.</p> <p>3.3 Record and code the documents and affix institutional dry seal.</p> <p>3.4 Call the name of the patient or the requesting name for releasing.</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Medical Records Staff</i></p> <p>Ospital ng Lungsod ng San Jose</p>
<p>4. Check the medical records for accuracy of basic information and signed the releasing logbook.</p>	<p>4.1 Provide the releasing logbook to patient/ authorized representative.</p> <p>4.2 Ask the representation attachment if the requesting party is not the patient.</p>	<p>None</p>	<p>5 minutes</p>	<p><i>Patient/Authorized Representative</i></p> <p>Ospital ng Lungsod ng San Jose</p>
TOTAL		<p>P50.00</p>	<p>30 minutes</p>	



RELEASING OF MEDICAL ABSTRACT

Service Information

All inpatient, out-patient and Emergency Room patient may request the following medical records: Medical Certificate, Certificate of Confinement, Medical Abstract, Certified True Copy of selected medical documents, and Death and Birth Certificate Forms.

Office or Division:	Medical Records Section - Ospital ng Lungsod ng San Jose			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	All patients in needs of their “ <i>medical record</i> ”.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical records request form		Information Section		
2. Authorization letter signed by the patient or legal guardian(<i>for minor</i>), scanned copy of valid ID of the patient and authorized person (<i>representative</i>).		Must bring by the authorized representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish request form	1.1 Information staff will provide the request form to the requesting party. 1.2 Charged the fees and instruct to proceed to the cashier	None	5 minutes	<i>Information Staff</i> Ospital ng Lungsod ng San Jose
2. Proceed to Cashier for payment	2.2 Collection of payment and issuance of official receipt.	P50.00	5 minutes	<i>Cashier</i> Ospital ng Lungsod ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit the request and official receipt to the Medical Records Section.	3.1 Prepare and print the medical records 3.2 Proceed to attending Physician or available ER doctors for signing. 3.3 Record and code the documents and affix institutional dry seal. 3.4 Call the name of the patient or the requesting name for releasing.	None	7 Days	<i>Medical Records Staff</i> Ospital ng Lungsod ng San Jose
4. Check the medical records for accuracy of basic information and signed the releasing logbook.	4.1 Provide the releasing logbook to patient/ authorized representative. 4.2 Ask the representation attachment if the requesting party is not the patient.	None	5 minutes	<i>Patient/Authorized Representative</i> Ospital ng Lungsod ng San Jose
TOTAL		P50.00	7 days & 15 minutes	



X-RAY AND ULTRASOUND SERVICES FOR IN-PATIENT

Service Information

The Service is for Inpatient and available (RADIOLOGY:24 HRS, MONDAY-SUNDAY and ULTRASOUND: 8AM-5PM) MONDAY-FRIDAY.

Office or Division:	Radiology Section Ospital ng Lungsod ng San Jose			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	Open to all Individuals (Resident and Non-Resident of San Jose City) needing Radiological Procedure			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form		Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request	1.1 Checking the Completion of data in the Request Form. 1.2 Checking of Physician's Request 1.3 Checking of Patient's History. 1.4 Instruct Patient to fill in the Patient's Consent 1.5 For Ultrasound, the Nurse instructs the patient for proper preparation and for the schedule of the procedure.	None	5 minutes	<i>Radiology Personnel</i> Ospital ng Lungsod ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Charging of Examination	2.1 Charging of Examination based on Physician's Request using BIZBOX.	See table of examination for reference.	5 minutes	<i>Radiology Personnel</i> Ospital ng Lungsod ng San Jose
3. Perform the Examination	3.1 Radiologic Technologist perform the procedure and follow the Radiation Safety and the use of ALARA.	None	5-30 minutes	<i>Radiologic Technologist</i> Ospital ng Lungsod ng San Jose
4. Issuance of Xray Images	4.1 Printing and Releasing of X-ray Image/s after the Procedure.	None	5-10 minutes	<i>Radiology Personnel</i> Ospital ng Lungsod ng San Jose
5. Issuance of Result	<p>EMERGENCY PATIENT</p> <p>5.1 Informing the schedule to the Patient for the Issuance of Result after the Procedure and bringing the Official Receipt upon the issuance of result (RA10173)</p> <p>INPATIENT</p> <p>5.2 Radiology Personnel forward the result/s to the ward</p>	None	<p>X-RAY 24 hours (1 Day)</p> <p>ULTRASOUND 24-48 Hours (1-2 Days)</p>	<p><i>Radiology Personnel</i></p> <p>Ospital ng Lungsod ng San Jose</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
6. Payment	6.1 Payment of the Procedure is done after Doctor's Order for May-Go-Home 6.2 Releasing of the Official Receipt.	None	5 minutes	<i>Cashier (Billing Section)</i> Ospital ng Lungsod ng San Jose
TOTAL		See table of examination for reference.	50 minutes X-RAY 24 hours (1 Day) ULTRASOUND 24-48 Hours (1-2 Days)	



X-RAY AND ULTRASOUND SERVICES FOR OUT-PATIENT

Service Information

The Service is for Outpatient and available (RADIOLOGY:24 HRS, MONDAY-SUNDAY and ULTRASOUND: 8AM-5PM) MONDAY-FRIDAY.

Office or Division:	Radiology Section Ospital ng Lungsod ng San Jose			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	Open to all Individuals (Resident and Non-Resident of San Jose City) needing Radiological Procedure			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form		Physician		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Data Collection	1.1 Submission of Personal Data Information Form (PDIF). 1.2 Validation and Encoding of Patient's Data using the Hospital Information System (BIZBOX)	None	5 minutes	<i>Radiology Personnel</i> Ospital ng Lungsod ng San Jose
2. Submission of Request	2.1 Prepares patient safely on wheelchair/ stretcher and maintains safe transport	None	5 minutes	<i>Radiology Personnel</i> Ospital ng Lungsod ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Checking of Physician's Request. 2.3 Checking of Patient's History. 2.4 Instruct Patient to fill in the Patient's Consent. 2.5 For Ultrasound, Radiology Personnel instruct the patient for proper preparation and for the schedule of the procedure.			
3. Charging of Examination	3.1 Charging of Examination based on Physician's Request using BIZBOX. 3.2 Giving Transaction Number to Patient (Charge Slip)	See table of examination for reference.	5 minutes	<i>Radiology Personnel</i> Ospital ng Lungsod ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Payment	4.1 Present the Transaction Number to the Cashier 4.2 Releasing of Official Receipt.	See table of examination for reference.	5 minutes	<i>Cashier</i> Ospital ng Lungsod ng San Jose
5. Perform the Examination	5.1 Patient Present the Official Receipt 5.2 Radiologic Technologist performs the procedure and follows the Radiation Safety and the use of ALARA.	None	5-30 minutes	<i>Radiologic Technologist</i> Ospital ng Lungsod ng San Jose
6. Issuance of Result	6.1 Informing the Schedule to Patient for the Issuance of the Result after the Procedure 6.2 The Radiology Personel instruct the Patient to bring the Official Receipt upon the issuance of the result (RA 10173)	None	X-RAY 24 hours (1 Day) ULTRA SOUND 24-48 Hours (1-2 Days)	<i>Radiology Personnel</i> Ospital ng Lungsod ng San Jose
TOTAL		See table of examination for reference.	50 minutes	



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
1. Submit the requirements needed for zoning certification, for verification	1.1 Verify in the Geographic Info. System (GIS) the land classification of the property	None	10 minutes	<i>Assistant City Planning Development Coordinator</i> City Planning and Development Office
2. Once the location of the property is verified and assessed for payment, proceed to the City Treasurer's Office for payment	2.1 The acting officer will prepare order of payment	P720.00 per hectare	3 minutes	<i>Assistant City Planning and Development Coordinator</i> City Planning and Development Office
	2.2 The collection officer will issue official receipt		10 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Return to the City Planning and Development Office for the processing and release of certification	3.1 Prepare the zoning certification	None	10 minutes	<i>Assistant City Planning and Devt. Coordinator</i> City Planning and Development Office
	3.2 The Zoning Administrator will sign the document		3 minutes	<i>Assistant City Planning and Development Coordinator</i> City Planning and Development Office
	3.3 Records officer will release the signed document		3 minutes	<i>Community Devt. Assistant II</i> City Planning and Development Office
TOTAL		P720.0/ hectare	39 minutes	



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. Unified Application Form for Building Permit	Application form – City Engineering 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	1.1 Check the completeness of the requirements	None	10 minutes	<i>Project Development Officer I</i> City Planning and Development Office
2. Once evaluated and assessed for payment, proceed to the City Treasurer's Office for payment	2.1 Conduct site inspection	None	30 minutes (time will vary depending on the proximity of the location)	<i>Supervising Admin. Officer</i> City Planning and Development Office
	2.2 Compute for the corresponding fee and prepares the order of payment	Refer to Schedule of Fees	5 minutes	<i>Supervising Admin. Officer</i> City Planning and Development Office
	2.3 The collecting officer at the CTO will issue corresponding receipt		10 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
3. Go to a Notary Public & have the Unified Application form for Building Permit notarized.	3.1 The lawyer will notarize the document	P150.00 – P 200.00	30 minutes	<i>Any available lawyer</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Return to the City Planning and Development Office for the processing and release of Clearance	4.1 Prepare the locational clearance	None	5 minutes	<i>Admin. Aide II</i> City Planning and Development Office
	4.2 Conduct final checking of documents/ Approval of Zoning Locational Clearance	None	8 minutes	<i>Assistant City Planning and Development Coordinator</i> City Planning and Development Office <i>City Planning and Development Coordinator</i> City Planning and Development Office
	4.3 Release of clearance to the applicant	None	5 minutes	<i>Admin. Aide II</i> City Planning and Development Office
TOTAL		Refer to Schedule of Fees & P150.00 – P 200.00 (notarial fee)	1 hour & 25 minutes	



ASSISTIVE DEVICES

Service Information

The Person with Disability Affairs provides the PWDs 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		
1. Medical Certification as proof of disability		1. City Health Office/ Hospital		
2. Valid ID or any proof of identification showing his residency in San Jose City		2. Government Institution/ Company		
3. Whole Body Picture and Certificate of Indigency				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Client walks in and proceed at the window/ information desk and apply for assistive devices	1. Frontline staff records the general information of the applicant	None	10 minutes	<i>Oliver F. Iñigo</i> <i>Administrative Aide II</i> Person's with Disability Affairs Office
3. Client proceeds to assessment for submission and verification requirements	2. PDAO Staff verifies the submitted requirements and	None	10 minutes	<i>Jamaica Ann D. Cuevas</i> <i>Social Welfare Officer I</i> Person's with Disability Affairs Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	assesses eligibility of the applicant for issuance of ID and booklet			
4. Client waits for the approval and issuance of assistive devices (depending as to availability of needed assistive devices)	3. Approval of application and Issuance of assistive devices	None	10 minutes	<i>Christian G. Nicolas</i> Disability Affairs Officer II Person's with Disability Affairs Office
TOTAL		0.00	30 minutes	



PWD I.D AND 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		
1. Medical Certification as proof of disability		1. City Health Office/ Hospital		
2. Valid ID or any proof of identification showing his residency in San Jose City		2. 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 requests for PWD ID and purchase booklet	1. Frontline staff records the general information of the applicant	None	10 minutes	<i>Oliver F. Iñigo</i> <i>Administrative Aide II</i> <i>PDAO</i>
2. Client proceed to assessment for submission and verification requirements	2. PDAO Staff verifies the submitted requirements and assesses eligibility of the applicant for issuance of ID and booklet	None	10 minutes	<i>Jamaica Ann D. Cuevas</i> <i>Social Welfare Officer I</i> <i>PDAO</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Client waits for the approval and issuance of ID and booklet	3. Approval and Issuance of IDs and purchase booklet	None	10 minutes	<i>Christian G. Nicolas</i> Disability Affairs Officer II PDAO
TOTAL		0.00	30 minutes	



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:	Simple			
Type of Transaction:	G2C - Government - Citizen, G2G - Government to Government			
Who may avail:	Public and Private Institutions/Partner agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Information Data		City Population Office		
2. Name of Woman of Reproductive Age/Name of Couple of Reproductive Age		City Population Office		
3. Resupply of Contraceptives (pills/condoms)		City Population Office		
4. 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	1.1 Interview client of Women of Reproductive Age/couple of Reproductive Age	None	15 minutes	Ruth T. Tan Ma. Theresa D. Vizcarra Nathaniel O. Vergara City Population Office
2. Counseling of Clients	2.1 Information, Communications & counselling of clients on Modern Family Planning Method	None	15 minutes	Ruth T. Tan Ma. Theresa D. Vizcarra Nathaniel O. Vergara City Population Office
3. Issuance of Contraceptive (pills/condoms) to current Users	3.1 Provide contraceptive pills/condoms to current users and person intent to use contraceptives	None	15 minutes	Gigie I. Abad Ruth T. Tan Ma. Theresa D. Vizcarra Nathaniel O. Vergara City Population Office
TOTAL		0.00	45 minutes	



POPULATION DATA

Service Information

Concerns all members of specified Group (Women of Reproductive Age and Couple, Reproductive Age, Population per Barangay, Total Population and Ethnicity's use for Planning and implementation of difficult programs).

Office or Division:	City Population Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	Public and Private Institutions/Partner agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. 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 Sheet and questionnaire	1.1 Provide log book to the Client	None	15 minutes	<i>Gigie I. Abad</i> <i>Normita S. Agbayani</i> City Population Office
2. Letter of request for the needed data	2.1 Accept the request letter 2.2 Prepares the data needed 2.3 Evaluate/Checked the data to clients & partner agencies	None	30 minutes	<i>Ma. Theresa D. Vizcarra</i> <i>Nathaniel O. Vergara</i> City Population Office
3. Wait for the release of requested data	3.1 Issuance of particular demographic Indicator as requested	None	5 minutes	<i>Ma. Theresa D. Vizcarra</i> <i>Nathaniel O. Vergara</i> City Population Office
TOTAL		0.00	50 minutes	



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:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	All (would be couple 18 and above)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Pre-Marriage Counseling Certificate Receipt (*incorporate the Marriage License Registration Fee-P500.00)		City Treasurer's Office (any of window(s) 18, 19 & 20		
2. Pre-marriage Counseling Information Sheet		City Population Office		
3. Pre-marriage Counseling Questionnaire		City Population Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to City Population Office and present of Application of Marriage	1.1 Give the logbook to the client 1.2 Accept Official receipt issued by the City Treasurer's Office 1.3 Fill up the information sheet and questionnaire on marriage expectation	Php100.00 Registration Fee- (Php500.00)	19 minutes	<i>Sheila V. Viguilla</i> <i>PMOC</i> <i>Counselor</i> <i>Ma. Theresa D. Vizcarra</i> City Population Office



LOCAL RECRUITMENT ACTIVITY

Service Information

This is an employment facilitation that seeks to assist both local employers and job hunters in meeting their needs by hosting job interviews. Through this, PESO gains the credibility and trust of employers in providing job vacancies. It is 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:	Complex			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business			
Who may avail:	All Local Companies/Business Establishment and All Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Employers: <ul style="list-style-type: none"> • Request Letter to conduct LRA • List of Job Vacancies • Company Profile • Photocopies of Business Permits • National Skills Registration Program (Form 2) 		Client Client Client Client		
2. For Applicants: <ul style="list-style-type: none"> • Resumé&National Skills RegistrationForm (NSRP FORM 1) 		Client &PESO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Applicants: <ul style="list-style-type: none"> • Appear on the day of Local Recruitment Activity schedule 	1.3 Sign in the Client's logbook or registration form & fill out the DOLE NSRP Form 1. 1.4 Submit documentary requirements as directed by the company	None	25 minutes	<i>Jingky Lyn Diamanon/ Liezel Marie Ganotice Company's Representative</i> Public Employment Service Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.5 Interview proper 1.6 Wait for employer's notification if hired or not			
2. For Employer: <ul style="list-style-type: none"> Submit letter of intent with list of vacancies, company profile and photocopy of business permit (for new client only) 	2.1 Received letter of intent and check the availability of the date being requested via email or in person 2.2 Validate the legitimacy of documentary requirements 2.1 Approve the agreed schedule of Local Recruitment Activity (LRA)	None	11 minutes	<i>Rosendo Cinco, Jr.</i> <i>Lilybeth Y. Tagle</i> Public Employment Service Office
3. Once request is approved, appear on the date agreed to conduct the Local Recruitment Activity LRA.	3.1 Once date is set, perform information dissemination using the campaign materials provided by the agency and thru social media application available in the office and in Radio.	None	11 minutes	<i>Rosendo Cinco, Jr./Jingky Lyn Diamanon/ Liezel Marie Ganotice</i> Public Employment Service Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>3.2 During The LRA, provide the employer's Registration Form, Placement Report Form and the applicants with the National Skills Form 2 (NSRP).</p> <p>3.3 Examine and sign the forms submitted and file to secure all the NSRP forms and forward it to encoder for encoding to Public Employment Information System (PEIS).</p>			
TOTAL		0.00	47 minutes	



SPECIAL RECRUITMENT ACTIVITY

Service Information

This is an employment intervention and assistance being given to overseas placement agencies to place potential applicants who wish to work abroad without having to undergo stringent process. Likewise, holding of SRAs minimize the risks of applicants for being victimized by illegal recruitment and human trafficking.

Office or Division:	Public Employment Service Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen, G2B - Government to Business			
Who may avail:	All Local Companies/Business Establishment and All Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Employers: <ul style="list-style-type: none"> Request Letter to conduct SRA Job Order/POEA Certification Company Profile Photocopies of Bus. Permits (for new client) Promotional Materials (flyers, posters, etc.) National Skills Registration Program (Form 2) 		Client Client/POEA Client Client Client		
2. For Applicants: <ul style="list-style-type: none"> Resumé & National Skills Registry Program Form 1 		Client & PESO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Applicants: <ul style="list-style-type: none"> Appear on the date of Special Requirement Activity (SRA) 	1.1 Sign in the Client's logbook, fill out Registration Sheet & DOLE NSRP Form 1 1.2 Submit documentary requirements	None	35 minutes	<i>Jingky Lyn Diamonon/ Liezel Marie Ganotice</i> <i>Client/company</i> Public Employment Service Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	as directed by the agency 1.3 Attend Pre - Employment Orientation Seminar			
2. For Employer: <ul style="list-style-type: none"> Submit the letter of intent to PESO with the inclusion of updated and POEA-certified Job Order, company profile and photocopy of business registration and licenses (for new clients only) 	2.1 Receive Letter of intent and check the availability of the date being requested. 2.2 Validate from POEA the legitimacy of the agency as an active overseas placement agency. 2.3 Approve and schedule the SRA (for the legit agency)	None	25 minutes	<i>Rosendo Cinco, Jr.</i> <i>Lilybeth Y. Tagle</i> Public Employment Service Office
3. Once the request is approved, appear on the date agreed to conduct the SRA and present Authority to Recruit from POEA	3.1 Once the date is set, disseminate information using the campaign materials provided by the agency and a social media application available in the	None	11 minutes	<i>Rosendo Cinco, Jr.</i> <i>Lilybeth Y. Tagle</i> <i>Jingky Lyn</i> <i>Diamonon/ Liezel</i> <i>Marie Ganotice</i> Public Employment Service Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>office and on the Radio.</p> <p>3.2 During The SRA, prepare the venue according to the requirements or standards the employer requests.</p> <p>Provide the employer the Registration Form and the Placement Report and the applicants with the NMRS form for them to fill out and submit</p>			
<p>4. Submit the Registration and Placement Forms right after the SRA with complete action taken indicating the status of interview of each applicant.</p>	<p>4.1 Examine and sign the forms submitted and file it.</p> <p>4.2 Secure all the NSRP forms and forward it to encoder for encoding to PEIS.</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Rosendo Cinco, Jr.</i> <i>Lilybeth Y. Tagle</i> <i>Jingky Lyn</i> <i>Diamonon/ Liezel</i> <i>Marie Ganotice</i></p> <p>Public Employment Service Office</p>
<p>TOTAL</p>		<p>0.00</p>	<p>1 hour & 21 minutes</p>	



LED BILLBOARD ADVERTISING

Service Information

Any member of the public can request to place a paid advertisement on the Local Government Unit's LED Billboard located at the Clock Tower, Maharlika Highway. Rates are set as per City Ordinance No. 17-095.

Office or Division:	Public Information Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Client			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application for LED Billboard Advertising		Public Information Office		
2. Proof of Payment (Original Receipt)		City Treasurer's Office		
3. Approved digital layout		To be provided by the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for ad placement <ul style="list-style-type: none"> Proceed to PIO Information Desk, choose the ad length and price, and present the digital layout of the ad. 	1.1 Check if digital layout and content meets the technical specs and guidelines for the LED. 1.2 Sign the Application for LED Billboard Advertising Form	None	5 minutes	<i>Admin Asst. III, Information Officer II</i> Public Information Office
2. Pay the ad fee <ul style="list-style-type: none"> The client proceeds to the City Treasurer Office to pay the agreed 	None	See attached rates as per City Ordinance No. 17-095	10 minutes	<i>City Treasurer Office Cashier</i> Public Information Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
fee indicated on the advertising form				
3. Present proof of payment to PIO <ul style="list-style-type: none"> • The client presents the OR to PIO 	3.1 PIO Staff copies the OR for filing 3.2 Ad is activated on the LED billboard as per client's preferred schedule	None	5 minutes	<i>Admin Asst. III, Information Officer II Public Information Office</i>
TOTAL		see Annex 6	20 minutes	



ISSUANCE AND INSPECTION OF CASH TICKET

Service Information

Cash tickets are issued to transient vendors or occupant of the market premises and shall pertain only to the person whom it is issued and shall be good only for the space assigned to him/her. Separate cash tickets for goods or commodities shall be issued to vendors who bring their product to market premises.

Office or Division:		City Public Market Office		
Classification:		Simple		
Type of Transaction:		G2C- Government to Citizen		
Who may avail:		Transient Vendors / Temporary Stallholders		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Market personnel will approach the vendor to estimate or assess the quantity of products that will enter the public market.	1.1 Calculate the tariff or market entrance fee for their product depending on the quantity.	Corresponding rates (The San Jose City Market Code Sec. 17 D)	2 minutes	<i>Revenue Collection Clerk</i> Public Market Office
2. Pays the assessed market entrance fee and get the cash ticket/s.	2.1 Receives payment and issue cash ticket/s 2.2 Cash tickets will be inspected and torn in half	None	1 minutes	<i>Revenue Collection Clerk, Market Inspector II, Market Inspector I, Admin Aide I</i> Public Market Office
TOTAL		Corresponding rates (The San Jose City Market Code Sec. 17 D)	3 minutes	



ISSUANCE OF MARKET CERTIFICATION

Service Information

Certifications are issued to sustain the veracity and authenticity of the information being dispensed by the office

Office or Division:	City Public Market Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Market Vendors Only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of Business Permit		Stallholder or Business Permit & License Office		
2. 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 <ul style="list-style-type: none"> Log in name to Visitor's Logbook specifying the purpose Show documents such as photocopy of business permit or Vendor's ID. 	1.1 Give the logbook to the client 1.2 Validate the presented documents by the client.	None	2 minutes	<i>Metro Aide I, Laborer I</i> Public Market Office
2. Validation of Records	2.1 Verify vendor's name in the Master List	None	2 minutes	<i>Records Officer I</i> Public Market Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Issuance of Certification	3.1 Prepare the Certification NEW WET SECTION LGIF BLDG/ LATAGAN TERMINAL SEC. BAGSAKAN AREA NPM/PREM I PREM III	None	3 minutes	<i>Market Supervisor III,</i> <i>Market Supervisor II,</i> <i>Records Officer I,</i> <i>Market Inspector I, Admin Aide I</i> Public Market Office
4. Signing of Certification	4.1 Copy of the certification will be signed by the Market Administrator. 4.2 Issue the certification.	None	4 minutes	<i>Market Administrator,</i> <i>Assigned Section Head</i> Public Market Office
TOTAL		0.00	11 minutes	



ISSUANCE OF OFFICIAL RECEIPTS RE: MONTHLY RENTAL FEES & WATER AND ELECTRIC CONSUMPTION BILL

Service Information

Official Receipt is issued to a market vendor as evidence of payment of rentals of permanent/fixed stalls, water and electricity bill.

Office or Division:	City Public Market Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Stall Holders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Assistance of Information Desk Officer <ul style="list-style-type: none"> Log in name to Visitor's Logbook specifying the purpose 	1.1 Give the logbook to the client	None	3 minutes	<i>Metro Aide I, Laborer I</i> Public Market Office
2. Payment Rental <ul style="list-style-type: none"> Go to the Section Head/ Collection Officer to pay monthly rental/ water & electric bill. 	2.1 Verify vendor's arrears based on the account / ledger	PREM III Frontage - ₱2,200 Inner corner - ₱2,100 Inner in-bet. - ₱2,000 New Public Market Frontage - ₱2,300	3 minutes	<i>Local Revenue Collection Officer III, Local Treasury Operating Officer I, Metro Aide II, Metro Aide I, Admin Aide I</i> Public Market Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		<p>Frontage in-bet. - ₱2,200 Inner corner - ₱2,100 Inner in-bet. - ₱2,000</p> <p>PREM I (Blk. A-H & ANNEX) – ₱2.75 per sq.m/day Inner - ₱2.45 per sq.m/day</p> <p>BLDG. F(FIXED RATE) -₱90</p> <p>NEW WET TILES – ₱1,500 NEW WET STALL- ₱2,000</p> <p>LATAGAN & BAGSAKAN – ₱10.00 per sq.m/day</p> <p>(SAN JOSE CITY MARKET CODE SEC. 17A,B or CITY ORDINANCE NO. 11-063)</p>		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Issuance of Receipt <ul style="list-style-type: none"> • Ask original copy of Official Receipt upon payment to the Collection Officer 	3.1 Accept and check the filled-out CSF 3.2 Accept the payment 3.3 Issue the official receipt	None	3 minutes	<i>Local Revenue Collection Officer III, Local Treasury Operating Officer I, Metro Aide II, Metro Aide I, Admin Aide I</i> City Public Market Office
TOTAL		See table row #2	9 minutes	



PROMOTION/ ADVERTISEMENT DISPLAY FEE

Service Information

A promo/ads fee will be charged per day for holding promotional activities of any business entity within the market premises.

Office or Division:	City Public Market Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Business Entity			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of request for promotional display of item/goods		Company Manager		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Assistance of Information Desk Officer <ul style="list-style-type: none"> Log in name to Visitor's Logbook Show letter of request for promo / display together with company ID. 	1.1 Give the logbook to the client 1.2 Validate the presented documents by the client.	None	2 minutes	<i>Metro Aide I, Laborer I</i> City Public Market Office
2. Verification of availability of the area <ul style="list-style-type: none"> Wait for the confirmation of available promo area 	2.1 Verify availability of promo area	None	3 minutes	Market Supervisor III City Public Market



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Approval of the Request <ul style="list-style-type: none"> • Wait for the approval of the request 	3.1 Sign/Approve request for Payment	None	2 minutes	<i>Market Administrator</i> Public Market Office
4. Payment of Promo / Ads <ul style="list-style-type: none"> • Go to Collection Officer for payment 	4.1 Accept the payment	Building Permit Fee - ₱200/day	2 minutes	<i>Local Revenue Collection Officer III, Local Treasury Operating Officer</i> Public Market Office
5. Issuance of Receipt <ul style="list-style-type: none"> • Wait for the copy of the receipt • Go back to Promo Officer and give the second copy of the request letter together with the photocopy of the Official Receipt. 	5.1 Issue the Official Receipt 5.2 Secure the second copy of the request letter together with the photocopy of the Official Receipt.	None	3 minutes	<i>Local Revenue Collection Officer III, Local Treasury Operating Officer I</i> Public Market Office
TOTAL		P200.00/day	12 minutes	



REPAIR AND MAINTENANCE SERVICE

Service Information

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

Office or Division:	City Public Market Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Market Vendors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal appearance of vendor requesting for repair.		Requesting vendor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Assistance of Information Desk Officer <ul style="list-style-type: none"> Log in name to Visitor's Logbook Show documents such as photocopy of business permit or Vendor's ID. Report concerns for repair of building ,water/ electrical installation. 	1.1 Give the logbook to the client 1.2 Validate the presented documents by the client. 1.3 Record the area for repair.	None	3 minutes	<i>Metro Aide I, Laborer I</i> Public Market Office
2. Maintenance survey for inspection <ul style="list-style-type: none"> Assist the maintenance staff in the area to be repaired. 	2.1 Estimate repair for immediate action	None	5 minutes	<i>Electrician II, Electrician I, Admin Aide II, Plumber I</i> Public Market Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Payment of repair <ul style="list-style-type: none"> • Pay allotted repair fee • Secure Official Receipt of Payment 	3.1 Accept the payment 3.4 Issue the Official Receipt	Market Permit Fee- ₱100.00	3 minutes	<i>Local Revenue Collection Officer III, Operating Officer I</i> Public Market Office
4. Repair in action <ul style="list-style-type: none"> • If repair will be made by the Market Maintenance, ask for Schedule / exact date and time • If repair will be made by non-market personnel, such repair will be in the hands of the vendor 	4.1 Schedule repair for Immediate action	None	1 hour	<i>Local Revenue Collection Officer III, Operating Officer I</i> Public Market Office
TOTAL		P100.00	1 hour & 11 minutes	



TESTING OF WEIGHTS AND MEASURES

Service Information

Testing of weighing scales before using on a daily business to protect the market goers/ buyers against the fraudulent use of weighing scale and other measuring instruments.

Office or Division:	City Public Market Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Market Vendors Only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Weighing scale and other measuring instruments		Stallholder/ vendor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and submit weighing scale or any measuring instruments	1.1 Conduct actual inspection of unit presented.	None	15 minutes	<i>Market Supervisor II, Market Inspector II, Market Inspector I, Metro Aide II</i> Public Market Office
2. Inspectors will check the weighing scales/ measuring instruments.	2.1 Record the vendor's name and result of inspection. Release the instrument to the stallholder/vend or if no violation was found	None	2 minutes	<i>Market Supervisor II, Market Inspector II, Market Inspector I, Metro Aide II</i> Public Market Office
TOTAL		P100.00	17 minutes	



SETTLEMENT OF TICKET VIOLATIONS

Service Information

Issuance of order of payment to citizen's who neglect traffic violations or city ordinance.

Office or Division:	Public Order and Safety Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Traffic Citation Ticket (TCT) with stamp at the back		1. Traffic Management Office		
2. Ordinance Violation Ticket (OVT)		2. Enforcer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Public Order and Safety Office for checking of Traffic Citation Ticket (TCT)/Ordinance Violation Ticket (OVT).	1.1 Checking of ticket	None	2 minutes	<u>Shaira Kaye</u> <u>Trilles</u> Admin Aide III Public Order and Safety
	1.2 Assess and prepare Order of Payment	P500 per violations and P1500 for minors (TCT)	2 minutes	<u>Shaira Kaye</u> <u>Trilles</u> Admin Aide III Public Order and Safety
2. Proceed to City Treasurer's Office for Payment and Fees after getting the Order of Payment.	2.1 Accept the payment based on the Order of Payment.	None	10 minutes	Cashier on duty Treasurer's Office
	2.2 Issuance of Official Receipt			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Return to Public Order and Safety Office and present the Official Receipt and Sign in the Client Log Book	3.1 Record the Official Receipt	None	3 Minutes	<u>Karen Cabanilla</u> <i>Admin Aide III</i> <i>Public Order and Safety</i>
TOTAL		P500 per violations and P1500 for minors (TCT)	17 minutes	



WITHDRAWAL OF CASE FILES

Service Information

Issuance of order of motion to withdraw to citizen's who are requesting for a withdrawal of their subpoena.

Office or Division:	Public Order and Safety Office			
Classification:	Complex			
Type of Transaction:	Government-to-Citizens(G2C)			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Subpoena		1. Municipal Trial Court		
2. Official Receipt		2. City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Public Order and Safety Office for checking of Official Receipt and Subpoena.	1.1 Check the Subpoena and Official Receipt	None	2 minutes	<u>Shaira Kaye Trilles</u> Admin Aide III Public Order and Safety
	1.2 Verification of Criminal Case no.		2 minutes	<u>Rhona Eliza Mae Castillo</u> Admin Aide III Public Order and Safety
	1.3 Processing of Motion to Withdraw		10 minutes	<u>Maritess Vergara</u> Admin Aide III Public Order and Safety
	1.4 Signatory of Officer in Charge		5 minutes to 1 Day (depending on the availability of the Officer in Charge)	<u>Engr. Mark Julius Paulino</u> Officer in Charge Public Order and Safety Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Go to a Notary Public and have the Withdrawal file be notarized and proceed to the Justice Hall present the notarized Withdrawal file	2.1 The lawyer will notarize the document	P200.00	15 minutes	<i>Any available lawyer</i>
	2.2 Process the Withdrawal Document	None	30 minutes	<i>Staff on duty</i> City Prosecutors Office
3. Proceed to Public Order and Safety Office to present notarized Withdrawal and Sign in the Client Log Book	3.1 Receive the copy of Withdrawal file	None	1 minute	<i>Karen Cabanilla Admin Aide III</i> Public Order and Safety
TOTAL		P200.00	1 hour & 5 minutes 1 Day (depending on the availability of the Officer in Charge)	



ACCREDITATION OF CIVIL SOCIETY ORGANIZATIONS (CSO)

Service Information

Article 62 of the Implementing Rules and Regulations of the Local Government Code of 1991 mandates local government units to promote the establishment and operation of people's organizations, non-governmental organizations and the private sectors, to make them active partners in the pursuit of local autonomy and to directly involve them in the programs, projects and activities of the LGU such as representation in the Local Special Bodies

Office or Division:	Sangguniang Panlungsod Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Civil Society Organizations within San Jose City who are in operation for at least one year
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of Application (15 photocopies)	1. Organization seeking accreditation
2. Duly accomplished Application Form for Accreditation (15 photocopies)	2. Sangguniang Panlungsod Office
3. Duly approved Board Resolution signifying intention for accreditation for the purpose of representation in a local special body (15 photocopies)	3. Organization seeking accreditation
4. Certificate of Registration or existing valid Certificate of Accreditation from any NGA (or in the case of IPOs, certification issued by NCIP) (15 photocopies)	4. Organization seeking accreditation



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
5. List of current Officers (15 photocopies)	5. Organization seeking accreditation
6. Minutes of the Annual Meetings of the immediately preceding year as certified by the organization's board secretary or Certification from the board secretary certifying the annual meeting's conduct, including the date, location, attendees, and agenda (15 photocopies)	6. Organization seeking accreditation
7. Annual Accomplishment Report for the immediately preceding year (15 photocopies)	7. Organization seeking accreditation
8. Financial Statement, at the minimum, signed by the executive officers of the organization, also of the immediately preceding year, and indicating therein other information such as revenue, expenses and the source(s) of funds (15 photocopies)	8. Organization seeking accreditation

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on the Log Book	1.1 Provide Log Book for client's registration	None	1 minute	<i>Book binder II</i> Sangguniang Panlungsod Office
2. Request for the checklist of requirements	2.1 Provide the checklist of requirements	None	3 minutes	<i>Local Legislative Staff Officer II</i> Sangguniang Panlungsod Office



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Upon completion of the requirements, submit duly accomplished application form and other requirements	3.1 Verifies the completeness of the submitted documents 3.2 Include in the Order of Business of SP	None	15 minutes	<i>Local Legislative Staff Officer II</i> <i>SP Secretary</i> Sangguniang Panlungsod Office
4. Appearance of the organization's representative	4.1 Conduct Regular/ Special Session	None	15 minutes	<i>Presiding Officer and SP Members</i> Sangguniang Panlungsod Office
5. Upon notification, client should return at the Sangguniang Panlungsod Office to release the approved and duly signed Resolution and Certificate of Accreditation.	5.1 Release the approved and duly signed Resolution and Certificate of Accreditation	None	2 minutes	<i>Local Legislative Officer II</i> Sangguniang Panlungsod Office
TOTAL		0.00	36 minutes	



RECLASSIFICATION OF LAND

Service Information

Reclassification Ordinance is a requirement prior to the usage of a particular agricultural land for other purposes.

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. Agricultural TO Residential/Commercial/ Agro-industrial		
2. Endorsement Letter from the Office of the City Mayor	City Mayor's Office	
3. Letter requesting for reclassification addressed to the City Mayor and Presiding Officer (3 original or certified true copies, 15 photocopies)	Applicant/Land owner	
4. Special Power of Attorney (If the applicant is other than the Registered Owner)	Notary Public/Lawyer	
5. Transfer Certificate of Title, and or other documents establishing ownership of the land (3 original or certified true copies, 15 photocopies)	Registry of Deeds	
6. Vicinity Map/Lot Map (3 original or certified true copies, 15 photocopies)	Geodetic Engineer	
7. Tax Declaration- updated (3 original or certified true copies, 15 photocopies)	City Assessor	
8. Tax Payments Certificate- updated (3 original or certified true copies, 15 photocopies)	City Treasurer's Office	



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
9. Certification from the Barangay Chairman for the conduct of a public hearing (3 original or certified true copies, 15 photocopies)	Barangay Chairperson
10. Certification from the BARC Chairman (3 original or certified true copies, 15 photocopies)	Barangay Agrarian Reform Council Chairman
11. Barangay Resolution interposing no objection on the Reclassification (3 original or certified true copies, 15 photocopies)	Barangay Chairperson
12. Certification from NIA that the land is not irrigated or irrigable and/or subject of future irrigation project (3 original or certified true copies, 15 photocopies)	NIA Office
13. 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 rights of any agrarian reform beneficiary (3 original or certified true copies, 15 photocopies)	MARO
14. Certification from DA (3 original or certified true copies, 15 photocopies)	DA Office
15. Certification from DENR that the land is not environmentally critical, and that the proposed project or intended use is ecologically safe and sound. (Geohazard Certification) (3 original or certified true copies, 15 photocopies)	DENR Office
16. Photo of Location, (3 original, 15 photocopies)	Applicant/Land owner
17. Zoning Certification (3 original or certified true copies, 15 photocopies)	CPDO



CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
18. Residential to Commercial/ Agro-Industrial	
19. Endorsement Letter from the Office of the City Mayor	City Mayor's Office
20. Letter requesting for reclassification addressed to the City Mayor and Presiding Officer (3 original or certified true copies, 15 photocopies)	Applicant/Land owner
21. Special Power of Attorney (If the applicant is other than the Registered Owner)	Notary Public/Lawyer
22. Transfer Certificate of Title, and or other documents establishing ownership of the land (3 original or certified true copies, 15 photocopies)	Registry of Deeds
23. Vicinity Map/Lot Map (3 original or certified true copies, 15 photocopies)	Geodetic Engineer
24. Tax Declaration- updated (3 original or certified true copies, 15 photocopies)	City Assessor
25. Tax Payments Certificate- updated (3 original or certified true copies, 15 photocopies)	City Treasurer's Office
26. Certification from the Barangay Chairman for the conduct of a public hearing (3 original or certified true copies, 15 photocopies)	Barangay Chairperson
27. Barangay Resolution interposing no objection on the Reclassification (3 original or certified true copies, 15 photocopies)	Barangay Chairperson
28. Photo of Location, (3 original, 15 photocopies)	Applicant/Land owner
29. Zoning Certification (3 original or certified true copies, 15 photocopies)	CPDO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on the Log Book	1.1 Provide Log Book for client's registration	None	1 minute	<i>Administrative Asst. I (Book Binder III)</i> Sangguniang Panlungsod Office
3. Request for the checklist of requirements	3.1 Provide the checklist of requirements	None	3 minutes	<i>Local Legislative Staff Officer II</i> Sangguniang Panlungsod Office
3. Upon payment of filing fee on application for reclassification, submit application for reclassification with requirements at the OCM to be endorsed to the Sangguniang Panlungsod	3.1 Check the Completeness of the requirements 3.1.1 Inclusion in the Order of Business of the SP 3.1.2 Referral to the Committee Concerned	P500.00 Filing fee on application for Reclassification (Ordinance No. 06-114, Section 4)	On the following Wednesday (Regular Session) after receipt of the application with complete requirement	<i>Local Legislative Staff Officer II SP Secretary Presiding Officer</i> Sangguniang Panlungsod Office
4. Appearance of the applicant/attorney in fact at the scheduled session and public hearing	4.1 Schedule for public hearing/ocular inspection	None	On the next session after its referral to the concerned committee	<i>Committee on Land Use and Countryside Development and Committee on Laws and Legal Matters</i>



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	4.2 Render report by the committee concerned/ Approval on first reading 4.3 Deliberation/ Approval on 2 nd Reading 4.4. Approval on 3 rd and final reading or disapproval of the application		On the session following the conduct of a public hearing On the session after submission and adoption of committee report -On the Fifth Wednesday (Regular session after inclusion in the Order of Business	<i>Sangguniang Panlungsod Members</i> Sangguniang Panlungsod Office
5. Upon notification, client should return at the Sangguniang Panlungsod Office to pay the reclassification fee	5.1 Issue Payment Order	P5.00/ sq.m. Reclassification fee (Ordinance No. 20-022)	1 minute Refer to CTOs Citizens Charter	<i>Local Legislative Staff Officer II</i> Sangguniang Panlungsod Office City Treasurer's Office
6. Present the receipt of payment to the Records Officer	6.1 Accept the receipt of payment from the client	None	1 minute	<i>Admin. Officer I (Rec. Officer I)</i> <i>Local Legislative Staff Officer II</i> Sangguniang Panlungsod Office
7. Receive the approved and duly signed Reclassification Ordinance	7.1 Release the approved and duly signed Reclassification ordinance	None	2 minutes	<i>Admin. Officer I (Rec. Officer I)</i> <i>Local Legislative Staff Officer II</i> Sangguniang Panlungsod Office
TOTAL		P500.00 P5.00/sq. m.	8 minutes	



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 meats produced are fit for human consumption.

Office or Division:	City Slaughterhouse Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Slaughter Permit(SP)for large animals (carabao, cow, horse)			City Veterinary Office	
2. Certificate of Ownership / Certificate of Transfer			City Treasurer's Office	
3. Veterinary Health Certificate(VHC) for hogs, goats 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: 1.1 Certificate of Ownership (CO) 1.2 Certificate of Transfer (CT) (Hog, Goat and poultry)	1.1 Issue a Slaughter Permit Form to the client	None	43 minutes	<i>Veterinarian IV</i> City Veterinary Office <i>Revenue Collection Clerk</i>
	1.2 Issue Certificate of Ownership Issue Certificate of Transfer	P103.00/head		City Treasurer's Office <i>City Veterinarian</i>
	Issue VHC	P105.00/head		City Veterinary Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
-Secure a Veterinary Health Certificate (VHC				
2. Submit the Slaughter Permit (SP)/Veterinary Health Certificate (VHC) to Slaughterhouse Office for verification	2.1 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	<i>Frontline Personnel</i> City Slaughter house Office
3. Payment of fees can be made after slaughtering procedure has been done. 3.1 For regular clients (Licensed Meat Traders) 3.2 Secure an Order of Payment at the City Slaughterhouse.	3.1 Issue an order of payment to client	Large animal P200/head Hog- P150/head Goat- 100/head Poultry- 25/head	23 minutes	<i>Administrative Aide II, Administrative Aide I</i> Slaughter house Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3.3 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>3.4 Secure the Official Receipt</p> <p>For non-regular clients/out siders</p> <p>3.5 Secure the Order of Payment at the Office of the City Slaughterhouse.</p> <p>3.6 Pay the Required Fee as indicated in the Order of Payment before bringing out the carcass from the Slaughterhouse premises.</p>	<p>3.2 Submit Daily Slaughter Report to the City Public Market Office as basis of collection.</p> <p>3.3 Issue Order of Payment</p> <p>3.4 Receive the payment</p> <p>3.5 Remit to the Office of the City Public Market</p>			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure the Official Receipt within the day after the payment was remitted to the City Public Market	Give the OR to the client issued by the Public Market.			
TOTAL		P103.00/head (ownership) P105.00/head (transfer) Large animal P200/ head Hog- P150/head Goat- 100/head Poultry- 25/head	1 hour & 11 minutes	



CERTIFICATE OF FINANCIAL INCAPABILITY

Service Information

The Certificate of Financial Incapability is issued to clients falling under the financially incapable category applying for PhilHealth membership or renewal.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All indigent residents of San Jose City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal:				
1. Barangay Indigency		Barangay		
2. Valid ID		National ID, UMID, SSS, driver's license, etc.		
Representative:				
3. Barangay Indigency (of principal)		Barangay		
4. Valid ID (of representative)		National ID, UMID, SSS, driver's license, etc.		
5. Authorization letter (from principal)		From the principal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Window and state your concerns for certificate of financially incapable for Philhealth	1.1 Entertain the client requesting for certificate of financially incapable for PhilHealth	None	1 minutes	<i>Officer of the Day, Social Worker</i> City Social Welfare and Development Office
2. Submit all the requirements	2.1 Check the requirements submitted by the client	None	2 minutes	<i>Officer of the Day, Social Worker</i> City Social Welfare and Development Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Wait for the issuance of certificate of financially incapable	3.1 Provide the signed certificate of indigency to the client	None	2 minutes	<i>Officer of the Day, Social Worker</i> City Social Welfare and Development Office
TOTAL		0.00	5 minutes	



CERTIFICATE OF INDIGENCY

Service Information

The Certificate of Indigency is issued by the City Social Welfare and Development Office to indigent residents of San Jose City. This document is often required to qualify for various social programs and services as a proof that the individual/family needs the assistance offered by the programs and services that require it.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All indigent residents of San Jose City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Assistance:				
1. Medical certificate or medical prescription (original)		City Health Office		
2. Certificate of Indigency		Barangay		
3. Valid ID		National ID, UMID, SSS, driver's license, etc.		
Financial Assistance:				
4. Certificate of Indigency		Barangay		
5. Valid ID		National ID, UMID, SSS, driver's license, etc.		
Public Attorney Office (PAO)				
6. Certificate of Indigency		Barangay		
7. Valid ID		National ID, UMID, SSS, driver's license, etc.		
8. Certificate of No Property		City Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Window and state your concerns for certificate of indigency	1.1 Entertain the client requesting for certificate of indigency and assess the situation to identify the requirements needed	None	1 minutes	<i>Officer of the Day, Social Worker</i> City Social Welfare and Development Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Submit all the requirement depending on the circumstances for requests: <ul style="list-style-type: none"> • for medical assistance • for financial assistance • Wait for the issuance of certificate of indigency 	2.1 Check the requirements submitted by the client depending on the circumstances for requests: <ul style="list-style-type: none"> 2.1.1 medical assistance 2.1.2 financial assistance as required by PAO 	None	2 minutes	<i>Social Worker</i> City Social Welfare and Development Office
3. Wait for the issuance of certificate of indigency	3.1 Provide the signed certificate of indigency to the client	None	2 minutes	<i>Officer of the Day, Social Worker</i> City Social Welfare and Development Office
TOTAL		0.00	5 minutes	



SOCIAL CASE STUDY REPORT

Service Information

Social case study report is an assessment report written by social worker to document the helping process with client. It is mainly requested in the office as a requirement for endorsement of clients to institutions that provide social services such as medical assistance, rehabilitation centers, etc.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All indigent residents of San Jose City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Assistance:				
1. Medical certificate		Doctor of the patient		
2. Hospital bill		Hospital		
3. Barangay Indigency		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Window and state your concerns for social case study report	1.1 Entertain the client requesting for social case study report	None	1 minutes	<i>Officer of the Day, Social Worker</i> City Social Welfare and Development Office
2. Prepare for initial assessment and interview by the social worker. <ul style="list-style-type: none"> Comply the requirements needed for the social case study report. 	2.1 Conduct initial assessment of client and check the necessary requirements for the social case study report.	None	30 minutes	<i>Officer of the Day, Social Worker</i> City Social Welfare and Development Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Once the requirements are complete, conduct interview			
3. Wait for the issuance of social case study report.	3.1 Prepare the social case study report.	None	2 days	<i>Officer of the Day, Social Worker</i> City Social Welfare and Development Office
4. Claim the social case study report.	4.1 Provide the signed social case study report to client.	None	2 minutes	<i>Officer of the Day, Social Worker</i> City Social Welfare and Development Office
TOTAL		0.00	35 minutes	



REQUEST FOR THE USE OF COURT

Submit letter of request for the use of Pag-asa Sports Complex and Badminton Court to verify the availability of the venue.

Office or Division:	Sports Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All resident of San Jose			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal appearance of client for request of sports materials				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure letter of Request	1.1. Give the log book to the client	None	5 minutes	<i>Jeff Felimon, Isagani Corbe SDO Personnel</i>
	1.2. Validated presented documents by the client		3 minutes	Sports Development Office
2. Approval of the Request	2.1 Verify the date being requested	None	3 minutes	<i>E. Bondoc, J. Felimon, I. Corbe H. Cabrerros SDO Personnel</i>
	2.2 Submit to the head of the office for approval		3 Minutes	Sports Development Office
3. Secure copy of the request	3.1 Return the approved copy to the client	None	3 minutes	<i>J. Felimon I. Corbe H. Cabrerros SDO Personnel</i>
TOTAL		0.00	17 minutes	



SPORTS MATERIALS REQUEST

Service Information

Upon the request of individuals to borrow sports materials, the client should seek permission to the Desk Officer for the grant of the request.

Office or Division:	Sports Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All owner of transport vehicle			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal appearance of client for request of sports materials				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Assistance to Information Desk Officer.	1.1. Give the log book to the client	None	5 minutes	Jeff Felimon, Isagani Corbe <i>SDO Staff</i>
	1.2. Validated presented documents by the client		3 minutes	Sports Development Office
2. Issuance of Sports Materials	2.1 Issue the material requested	None	3 minutes	E. Bondoc, J. Felimon, I. Corbe <i>SDO Staff</i> Sports Development Office
3. Return of borrowed sports material	3.1 Accept the material borrowed	None	3 minutes	J. Felimon I. Corbe <i>SDO Staff</i>
	3.2 Give the deposited ID by the client		3 minutes	Sports Development Office
TOTAL		0.00	17 minutes	



FACILITATION OF SPORTS ACTIVITY

Service Information

Facilitation of the sports activities of the Pag-asa Sports Complex

Office or Division:	Sports Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All resident of San Jose			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal appearance of client for request of sports materials				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request to facilitate the games	1.1. Give the log book to the client	None	5 minutes	<i>Jeff Felimon, Isagani Corbe</i> Sports Development Office
	1.2. Validated presented documents by the client		3 minutes	
2. Approval of the Request	2.1. Designate staff to man the games	None	5 minutes	<i>Henry Cabreros Ericson Bondoc</i> Sports Development Office
3. Assistance of the employee	3.1 Deploy the Staff to facilitate the games	None	3 minutes	<i>Eric Bondoc Henry Cabreros</i> Sports Development Office
TOTAL		0.00	16 minutes	



REQUESTING FACILITIES (VENUE AND OTHER RELATED TOUR ACTIVITY)

Service information

Requesting Facilities (Venue and Other Related Tour Activities) this service allows individuals, organizations, or groups to book and utilize various facilities, venues, and services for tour-related activities or events. This service typically applies to those organizing events, meetings, workshops, conventions, tours, and special programs in venues tourist spots and parks.

Office or Division:	City Tourism Office			
Classification:	Simple			
Type of Transaction:	Government to Client; Government to Business			
Who may avail:	All Resident/Non-Resident of San Jose / Business Owner / Tourist			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. <i>For walk-in clients: request for relevant Tourism Data; reservation of Tayabo Nature Park facilities.</i></p> <p>Submit Letter of Request addressed to City Tourism Officer.</p> <p>Leave contact details for updates when the requested details not yet available</p>	<p>1.1 Upon approval, the requested data will be prepared by the personnel in charge</p> <p>1.2 The personnel in charge shall contact the requesting party soon as the data is prepared</p>	P75.00	1 Day	<p><i>Staff on Duty</i></p> <p>City Tourism Office</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. <i>For walk-in clients: assistance of online DOT Accreditation</i></p> <p>Bring Business Permit; DTI; Comprehensive General Liability Insurance Policy (<i>for regular accreditation, minimum coverage of P500,000.00 and premium accreditation, minimum coverage of P1,000,000.00</i>); other documents</p>	<p>2.1 Check the documents brought by the client and assists in the online accreditation procedures</p>	<p>None</p>	<p>45 minutes</p>	<p><i>Staff on Duty</i></p> <p>City Tourism Office</p>
<p>3. <i>For walk in clients: Business Permit (new and renewal)</i></p> <p>Business Permit Application</p>	<p>3.1 Check and review the duly accomplished Business Permit Application Form; Write the TRE's details at the Logbook; Issue payment receipt at the business permit application</p>	<p>None</p>	<p>7 minutes</p>	<p><i>Staff on Duty</i></p> <p>City Tourism Office</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p><i>4. For walk-in clients: Tayabo Nature Park Clients</i></p> <p>Parking fee and registration of guests/ clients</p>	<p>4.1 Registration of Clients/ guests; Issuance of parking fee ticket :</p> <ul style="list-style-type: none"> • Motorcycle • Tricycle • Four wheels • Cottage (small) (big) 	<p>P5.00 P10.00 P20.00 P50.00 P100.00</p>	<p>3 minutes</p>	<p><i>Officer of the Day</i></p> <p>City Tourism Office</p>
<p><i>5. Tourism Related Establishments</i></p>	<p>5.1 Monitor, Profile and Inspection of Tourism Related Establishments</p>	<p>None</p>	<p>1 hour / per TRE</p>	<p><i>Staff on Duty</i></p> <p>City Tourism Office</p>
<p>TOTAL</p>		<p>P5.00 P10.00 P20.00 P50.00 P100.00</p>	<p>1 day, 1 hour/TRE & 55 minutes</p>	



ANNUAL STICKER

The operators, designated drivers, official representatives of transport cooperative or corporation with PUV/PUJ franchise (LTFRB) are allowed to this transaction

Office or Division:	Transportation, Communication & Public Utilities Services Office			
Classification:	Simple			
Type of Transaction:	Business			
Who may avail:	All owner of transport vehicle			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Public Convenience or Application for extension of validity (LTFRB) or ORDER re:Provisional Authority (LTFRB)		1. Office Annex (Operation Office)		
2. O.R. (LTO)		2. Main Office		
3. Driver's License (designated driver)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for application form for annual sticker and fill-up, present the requirements	1.1 Provide application form and assist the client in filling-up the forms, check for completeness / validity of requirements	None	5 Minutes	<i>Supervisor (office annex)</i> Transportation, Communication & Public Utilities Services Office
2. Waiting	2.1 Processin Also check if there is an uncomplid violation, Issue order of payment for sticker and order of payment for uncomplid violation if any.	None	10 Minutes	<i>Staff (main office)</i> Transportation, Communication & Public Utilities Services Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2 Prepare order of payment. Make a photocopy of required documents			
3. Received the order of payment, original requirement and approved application form	3.1 Give the order of payment and return the original documents and application form	None	1 Minute	<i>Supervisor (office annex)</i> Transportation, Communication & Public Utilities Services Office
4. Present the Order of Payment and pay for the required amount	4.1 Issue Original Receipt (O.R.)	Php360.00 (Annual Sticker only) Plus violation if any	3 Minutes	<i>Cashier (treasurer's booth)</i> Transportation, Communication & Public Utilities Services Office
5. Submit the approved application form and present the O.R.	5.1 Check the documents	None	2 Minutes	<i>Staff (main office)</i> Transportation, Communication & Public Utilities Services Office
6. Sign the logbook and receive the sticker	6.1 release the sticker after signing the logbook	None	1 Minute	<i>Staff</i> Transportation, Communication & Public Utilities Services Office
TOTAL		Php360.00 (Annual Sticker only) Plus violation if any	22 minutes	



FLAG DOWN PASS (ALL ROUTES)

Service Information

This ticket is issued to PUVs/PUJs plying San Jose – to all routes.

Office or Division:		Transportation, Communication & Public Utilities Services Office		
Classification:		Simple		
Type of Transaction:		G2C – Government - Client		
Who may avail:		All transport vehicle owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		1. Treasurer's Booth		
O.R.		2. Dispatcher's Booth – exit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Stop the vehicle at the Treasurer's Booth and pay the required amount	1.1 Accept payment and issue Official Receipt (O.R.)	Php20.00 (all routes) Php50.00 (Baguio only)	2 minutes	Cashier (treasurer's booth) Transportation, Communication & Public Utilities Services Office
2. Present the O.R. and Queuing Ticket to Dispatcher's Booth (exit)	2.1 Issue Flag Down Pass after verifying O.R.	None	2 minutes	Dispatcher Transportation, Communication & Public Utilities Services Office
TOTAL		Php20.00 (all routes) Php50.00 (Baguio only)	4 minutes	



FLAG DOWN PASS FOR PILA

Service Information

This ticket is issued to PUVs/PUJs plying San Jose – Cabanatuan Pila Trip only.

Office or Division:	Transportation, Communication & Public Utilities Services Office			
Classification:	Simple			
Type of Transaction:	Business			
Who may avail:	PUVs/PUJs owner/driver			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		1. Treasurer's Booth		
O.R. and Queuing Ticket		2. Dispatcher's Booth – exit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Stop the vehicle at the Treasurer's Booth and pay the required amount	1.1 Accept payment and issue Official Receipt (O.R.)	Php 20.00	2 minutes	Cashier Transportation, Communication & Public Utilities Services Office
2. Present the O.R. and Queuing Ticket to Dispatcher's Booth (exit)	2.1 Issue Flag Down Pass after verifying O.R. and if Queuing Ticket matches the LCD Display	None	2 minutes	Dispatcher Transportation, Communication & Public Utilities Services Office
TOTAL		Php20.00	4 minutes	



QUEUING TICKET (PILA – CABANATUAN ONLY)

Service Information

This ticket is issued to PUVs/PUJs plying San Jose – Cabanatuan Pila Trip only.

Office or Division:	Transportation, Communication & Public Utilities Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Client			
Who may avail:	All PUVs/PUJs transport owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Physical presence of vehicle with current annual sticker		1. Dispatcher's Booth – entrance		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Stop the vehicle at the Dispatcher's Booth (entrance) and ask for a Queuing Ticket (pila)	1.1 Issue Queuing Ticket after checking the vehicle's sticker for validity and route	None	1 minute	<i>TCPUS Staff Dispatcher</i> Transportation, Communication & Public Utilities Services Office
TOTAL		0.00	1 minute	



CALIBRATION OF WEIGHTS AND MEASURE - GASOLINE DISPENSING PUMPS

Service Information

Ensures accuracy as well as precision. Periodic calibration helps in identifying any critical damages or permanent wear and tear. Helps you in avoiding legal implications related to weight inaccuracy of the end product by producing exact output.

Office or Division:	Business Tax and Fees Division, Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Owner of Gasoline station			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		1. Client		
2. Gasoline Dispensing pumps		2. Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Business Tax and Fees Division to submit a Request letter for calibration of Gasoline Dispensing Pumps.	1.1. Schedule the calibration of gasoline dispensing pumps, and Inform the Client on the scheduled date	None	10 minutes	<i>Frontline Personnel - Business Tax and Fees Division</i> City Treasurer's Office
2. Monitor the inspection, calibration and service of their dispensing pumps	2.1. Inspect and calibrate the dispensing pumps using a ten-liter calibration bucket;	None	20 minutes per nozzle	<i>Calibration Team - Business Tax and Fees Division</i> City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.2. If accurate: Seal the adjustment control of the pump using magnetic wire and sealing lead with the use of a sealer. Proceed to step no. 3;</p> <p>2.3. If not accurate: Inform the manager/ supervisor of the gasoline station to re-calibrate their pumps by their technical staff. Re-calibrate the dispensing pumps to verify its accuracy and re-seal the adjustment control of pumps. Proceed to step no. 3;</p>			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.4. Post inspection stickers at the instrument after the seal has been installed.			
3. Pay the required fees	3.1. Receive payment; 3.2. Prepare/ Print official receipt/s; 3.3. Affix signature at the Official Receipt/s;	PHP 45.00 per nozzle	5 minutes	<i>Revenue Collection Officer</i> City Treasurer's Office
4. Claim the Official Receipt/s	4.1 Issue Official Receipt/s to the client/s	PHP 45.00 per nozzle	5 minutes	<i>Revenue Collection Officer</i> City Treasurer's Office
TOTAL		P45.00/nozzle	4 minutes	



CALIBRATION OF WEIGHTS AND MEASURE - WEIGHING SCALE

Service Information

Ensures accuracy as well as precision. Periodic calibration helps in identifying any critical damages or permanent wear and tear. Helps you in avoiding legal implications related to weight inaccuracy of the end product by producing exact output.

Office or Division:	Business Tax and Fees Division, Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Weighing scales being utilized at the business area		1. Client		
2. Request Letter (For onsite)		2. Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PROCEED and BRING the weighing scale to Business Tax and Fees Division, City Treasurer's Office Note: For onsite calibration, request for a schedule	1.1.Determine the accuracy of the weighing scale by setting the instruments to zero reading before test weights are introduced in an increasing capacity until such time that the maximum capacity of the scale is reached. 1.2. Apply a 25% load capacity to the weighing	None	20 minutes	<i>Calibration Team - Business Tax and Fees Division</i> City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>instrument using calibrated test weights and observe the scale;</p> <p>1.3. Increase slowly the load weight until the full capacity of the weighing instrument is reached;</p> <p>1.4. Observe and Assess the capacity measures in the test weights for three (3) consecutive times to ensure its consistency;</p> <p>1.5. Seal the instrument when it displays accurate reading;</p> <p>1.6. Post inspection stickers at the instrument after the seal has been installed.</p>			
2. Pay the required fees	2.1. Receive payment	Php 45.00 per certification	5 Minutes	<i>Revenue Collection Officer</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.2. Prepare/ Print official receipt/s; 2.3. Affix signature at the Official Receipt/s;			City Treasurer's Office
3. Claim the Official Receipt/s	3.1 Issue Official Receipt/s to the client/s	Php 45.00 per certification	5 Minutes	<i>Revenue Collection Officer</i> City Treasurer's Office
TOTAL		P45.00 (per certification)	30 minutes	



CERTIFICATE OF OWNERSHIP OF LARGE CATTLE

Service Information

The certificate lists each animal's breed, sex, age, and distinguishing physical description. It also displays the municipality and owner's registered cattle brands.

Office or Division:	Cash Receipt Division, Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Owners of Large Cattle			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Information Slip		1. Office of the City Treasurer, Cash Receipt Division		
2. Stratura		2. Office of the City Treasurer, Cash Receipt Division		
3. Brand of the City		3. Office of the City Treasurer, Cash Receipt Division		
4. Registered Brand of the Owner		4. Client		
5. Valid ID		5. Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to taxpayer's lounge Windows 1-5, and present the Information Slip and request for a "Stratura"	1.1 Receive the accomplished Information Slip; 1.2. Issue a "Stratura" to the client; 1.3. Inform the client to accomplish the "Stratura" and provide a schedule of branding to the client	None	10 minutes	<i>Revenue Collection Officer</i> City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Pay the required fees	2.1. Receive payment; 2.2. Prepare/ Print official receipt/s; 2.3. Affix signature at the Official Receipt/s; 2.4. Issue Official Receipt/s to the client/s	Php103.00 per head	5 minutes	<i>Revenue Collection Officer</i> City Treasurer's Office
3. Prepare and Secure the Large Cattle for Branding	3.1 Proceed to the site of the Client; 3.2. Check/ Verify if the Large Cattle is properly harnessed; 3.3. Mark the Brand of the City to the left hip of the Large Cattle; 3.4. Mark the Private Brand of the Owner to the right hip of the Large Cattle;	None	Simple Transactions: 3 Working Days (RA 11032)	<i>Field Personnel - Cash Receipts Division</i> City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.5. Issue the Certificate of Ownership of Large Cattle to the Client			
TOTAL		P103.00/head	15 minutes Simple Transactions: 3 Working Days (RA 11032)	



ISSUANCE OF COMMUNITY TAX CERTIFICATE - INDIVIDUAL/ CORPORATION

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 (such as business registration) or receives salaries and wages.

Office or Division:	Cash Receipt Division, Office of the City Treasurer	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Every inhabitant of the Philippines who is a resident 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
1. For Individual: <ul style="list-style-type: none"> Accomplished information Slip; Valid Identification Card; Current Pay-slip/ Income Tax Return (For employed) 	1. For Individual <ul style="list-style-type: none"> Cash Receipts Division Client Client 	
2. For Corporation: <ul style="list-style-type: none"> Accomplished information Slip; Valid Identification Card; Special Power of Attorney (SPA), for representative; Sworn Declaration of Gross Sales/ Receipt 	2. For Corporation <ul style="list-style-type: none"> Cash Receipts Division Client Client Client 	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to taxpayer's lounge Windows 1-5, and present the Information slip and other documentary requirements	1.1. Receive the information slip and other documentary requirements; 1.2. Encode data and Assess tax due; 1.3. Return the documentary requirements; 1.4. Print the cedula	P5.00 basic tax plus P1.00 for every P1,000.00 of gross sales/receipts/ income for which in no case shall not exceed five thousand pesos (P5,000) ; and P500.00 basic tax plus P2.00 for every P5,000.00 of gross sales/ receipts for corporations.	10 minutes	<i>Revenue Collection Officer</i> City Treasurer's Office
2. Confirm Data and Affix signature and thumb mark in the Community Tax Certificate (Original, Duplicate, Triplicate)	2.1. Ensure the client affixes signature and thumb mark;	P5.00 basic tax plus P1.00 for every P1,000.00 of gross sales/ receipts/ income for which in no case shall not exceed five thousand pesos (P5,000) ; and P500.00 basic tax	10 minutes	<i>Revenue Collection Officer</i> City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		plus P2.00 for every P5,000.00 of gross sales/ receipts for corporations		
3. Pay the Tax due	3.1. Receive payment; 3.2. Affix signature at the cedula;	P5.00 basic tax plus P1.00 for every P1,000.00 of gross sales/receipts/ income for which in no case shall not exceed five thousand pesos (P5,000) ; and P500.00 basic tax plus P2.00 for every P5,000.00 of gross sales/ receipts for corporations.	10 minutes	<i>Revenue Collection Officer</i> City Treasurer's Office
4. Claim Individual/ Corporate Community Tax Certificate (Cedula)	4.1 Issue/ Release original copy of Individual/ Corporate Community Tax Certificate (Cedula)	P5.00 basic tax plus P1.00 for every P1,000.00 of gross sales/receipts/ income for which in no case shall not exceed	10 minutes	<i>Revenue Collection Officer</i> City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		five thousand pesos (P5,000) ; and P500.00 basic tax plus P2.00 for every P5,000.00 of gross sales/ receipts for corporations .		
TOTAL		see table row #1	40 minutes	



PAYMENT OF 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:	Cash Receipt Division, Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
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		
1. Community Tax Certificate (Current Year)		1. Office of the City Treasurer, Cash Receipt Division		
2. Information Slip		1. Office of the City Treasurer, Cash Receipt Division		
3. PRC I.D. (not expired from the time of application)		3.Client		
4. Personal Apperance, Special Power of Attorney (SPA) for representative		4. Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to taxpayer's lounge Windows 1-5, and present the Information Slip and other documentary requirements	1.1 Receive the accomplished Information Slip and other documentary requirements 1.2. Encode the details provided in request form;	Php 300.00 - On or before January 31 of each year without penalty - If availed beyond January 31, a surcharge of 25% and a penalty of	10 minutes	<i>Revenue Collection Officer</i> City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		2% per month shall be applied		
2. Pay the required fees	2.1. Receive payment; 2.2. Prepare/ Print official receipt/s; 2.3. Affix signature at the Official Receipt/s;	Php 300.00 - 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	10 minutes	<i>Revenue Collection Officer</i> City Treasurer's Office
3. Claim the Official Receipt/s	3.1 Issue Official Receipt/s to the client/s and Return the other documentary requirements	Php 300.00 - 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	10 minutes	<i>Revenue Collection Officer</i> City Treasurer's Office
TOTAL		see table row #2	30 minutes	



PAYMENT AND ISSUANCE OF REAL PROPERTY TAX CLEARANCE

Service Information

Real property tax clearance 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:	Real Property Tax Division, Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2B, G2C, G2G			
Who may avail:	Owners of Real Properties in San Jose City, Nueva Ecija			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished request form		1. Office of the City Treasurer - Real Property Tax		
2. Valid Identification Card		2. Client		
3. Previous Official Receipt (Accountable Form # 56)		3. Client		
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 (Windows 13-17)	1.1. Receive/ Acknowledge request; 1.2. Verify the documents presented; 1.3. Verify the taxpayer's ledger from the system (RPTAS); Note: If the current Real Property Tax is unpaid/ delinquent, taxpayer is advised to pay	None	10 minutes	<i>Frontline Personnel - Real Property Tax Division</i> City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>first the corresponding real property tax.</p> <p>1.4. Compute and Issue Payment Order Slip;</p> <p>1.5. Instruct the client to proceed to the Taxpayer's lounge (Windows 1-5)</p>			
<p>2. Proceed to the CTO, Taxpayer's lounge and present the Payment Order Slip (Windows 1-5)</p>	<p>2.1. Receive the payment order slip;</p> <p>2.2. Receive payment;</p> <p>2.3. Prepare/ PRINT official receipt/s;</p> <p>2.4. Affix signature at the Official Receipt/s;</p> <p>2.5. Issue Official Receipt/s to the client/s and instruct to proceed to windows 13-17.</p>	<p>Php 75.00 per Certification</p>	<p>5 minutes</p>	<p><i>Revenue Collection Officer</i></p> <p>City Treasurer's Office</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>3. Proceed to windows 13-17 and present the Official Receipt</p>	<p>3.1. Receive and Verify the Official Receipt;</p> <p>3.2. Prepare the requested Certification (2 Copies);</p> <p>3.3. Attach the scanned copy of ID to the duplicate copy of the Certification;</p> <p>3.4. Forward the certification to the Division Chief and City Treasurer for signature.</p> <p>3.5. Receive and Proof-Read certifications;</p> <p>3.6. Affix signature;</p> <p>3.7. Return the signed certification to Real Property Tax Division - Frontline personnel;</p>	<p>None</p>	<p>15 minutes</p>	<p><i>Frontline Personnel - Real Property Tax Division</i></p> <p><i>Division Chief - Real Property Tax Division</i></p> <p>City Treasurer's Office</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.8. Receive the signed certification; 3.9. Post/ Record the certification at the receiving logbook;			
4. Affix signature at the receiving logbook	4.1 Ensure client's signature at the receiving logbook; 4.2. Release/ Issue the Certification	None	5 minutes	<i>Frontline Personnel - Real Property Tax Division</i> <i>City Treasurer's Office</i>
TOTAL		P75.00	35 minutes	



PAYMENT OF BUSINESS REGULATORY FEES AND CHARGES - NEW BUSINESS

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:	Business Tax and Fees Division, Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Any individual, natural or juridical person who owns, establish, operate, conduct, or maintain a business within San Jose City, Nueva Ecija			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled out, properly evaluated and verified Unified Business Permit Application Form		1. Business Permit and Licensing Office (BPLO)		
2. Sworn statement of Capital Investment		2. Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Duly filled out, properly evaluated and verified Unified Business Permit Application Form at Windows 20-22	1.1. Receive and verify the documents/ requirements presented; 1.2. Inspection and Verification of field personnel of the actual location of the business establishment; 1.3 Forward the Unified Business Permit Application Form	None	3 Working Days & 25 minutes	<i>Frontline Personnel - Business Tax and Fees Division</i> <i>Field Inspection Personnel - Business Tax and Fees Division</i> <i>Division Chief - Business tax and Fees Division</i> <i>Revenue Collection Officer</i> City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>to the Division Chief and City Treasurer to approve the Tax Order of Payment after the conduct of Field Inspection;</p> <p>1.4. Receive and Proof-read the Tax Order of Payment;</p> <p>1.5. Affix signature;</p> <p>1.6. Return the signed Tax Order of Payment to Business Tax and Fees Division - Frontline personnel;</p> <p>1.7. Release/ Issue the signed Tax Order of Payment to client;</p> <p>1.8. Inform client to proceed to Taxpayer's lounge, Windows 1-5</p>			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>2. Proceed to windows 1-5, and present the Tax Order of Payment together with the Unified Business Permit Application Form for payment.</p>	<p>2.1. Receive the Tax Order of Payment;</p> <p>2.2. Receive payment;</p> <p>2.3. Prepare/ Print official receipt/s;</p> <p>2.4. Affix signature at the Official Receipt/s;</p> <p>2.5. Issue official Receipt and return to client the documents presented;</p> <p>2.6. Instruct the client to proceed Business Processing and Licensing Office.</p>	<p>As indicated in the Tax Order of payment based on rates provided in the</p> <p>Revised Revenue Code of San Jose City</p>	<p>10 minutes</p>	<p><i>Revenue Collection Officer</i></p> <p>City Treasurer's Office</p>
<p>TOTAL</p>		<p>As indicated in the Tax Order of payment based on rates provided in the</p> <p>Revised Revenue Code of San Jose City</p>	<p>3 Working Days & 35 minutes</p>	



PAYMENT OF BUSINESS TAX, REGULATORY FEES AND CHARGES - RENEWAL OF BUSINESS

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:	Business Tax and Fees Division, Office of the City Treasurer	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business	
Who may avail:	Any individual, natural or juridical person who owns, establish, operate, conduct, or maintain a business within San Jose City, Nueva Ecija	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Duly filled out, properly evaluated and verified Unified Business Permit Application Form	1. Business Permit and Licensing Office (BPLO)	
2. Sworn statement of Gross Sales/ Receipts of the preceding year	2. Client	
3. Financial Statement duly received by the Bureau of Internal Revenue (BIR)	3. Client	
4. Annual Income Tax Return for the preceding year with the following attachments: <ul style="list-style-type: none"> • Quarterly Income Tax Return for the preceding year • Monthly Value-Added Tax declaration for the preceding year • Quarterly Value-Added Tax Return for the preceding year 	2 Client	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the Duly filled out, properly evaluated and verified Unified Business Permit Application Form at Windows 20-22</p>	<p>1.1. Receive and verify the documents/ requirements presented;</p> <p>1.2 Forward the Unified Business Permit Application Form to the Division Chief and City Treasurer to approve the Tax Order of Payment;</p> <p>1.3. Receive and Proof-read the Tax Order of Payment;</p> <p>1.4. Affix signature;</p> <p>1.5. Return the signed Tax Order of Payment to Business Tax and Fees Division - Frontline personnel;</p> <p>1.6. Release/ Issue the signed Tax Order of Payment to client;</p>	<p>None</p>	<p>20 minutes</p>	<p><i>Frontline Personnel - Business Tax and Fees Division</i></p> <p><i>Division Chief - Business tax and Fees Division</i></p> <p><i>Revenue Collection Officer</i></p> <p>City Treasurer's Office</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.7. Inform client to proceed to Taxpayer's lounge, Windows 1-5			
2. Proceed to windows 1-5, and present the Tax Order of Payment together with the Unified Business Permit Application Form for payment.	2.1. Receive the Tax Order of Payment; 2.2. Receive payment; 2.3. Prepare/ Print official receipt/s; 2.4. Affix signature at the Official Receipt/s; 2.5. Issue official Receipt and return to client the documents presented; 2.6. Instruct the client to proceed Business Processing and Licensing Office.	As indicated in the Tax Order of payment based on rates provided in the Revised Revenue Code of San Jose City	10 minutes	<i>Revenue Collection Officer</i> City Treasurer's Office
TOTAL		As indicated in the Tax Order of payment based on rates provided in the Revised Revenue Code of San Jose City	30 minutes	



PAYMENT OF 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:	Real Property Tax Division, Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Any individual, natural or juridical person who owns real property/ies within the territory of the Local Government Unit of San Jose City, Nueva Ecija			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Transfer Certificate Title		1. Registry of Deeds		
2. Tax Declaration		2. City Assessor's Office		
3. Previous Official Receipts (may be presented as reference)		3. Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Real Property Tax Division and present the requirements to the Real Property Tax Division (Windows 13-17)	1.1 Receive the requirements from the client; 1.2 Verify from the system Real Property Tax due; 1.3 Issue Real Property Tax Order of Payment to the Client; 1.4 Instruct the client to proceed to the Taxpayer's lounge (Windows 6-8)	$\text{Tax Due} = (\text{Assessed Value}) \times (2.00\%)$ Tax $\text{Discount} = (\text{Tax Due}) \times (\text{Applicable Tax Discount Rate/s})$ Advance Payment (20% Discount) - Real Property for the following year is paid in full before	10 minutes	<i>Frontline Personnel - Real Property Tax Division</i> City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		December 1 of the current year. Prompt Payment (10% Discount) - Full payment on or before March 31 of the current year		
2. Proceed to the CTO, Taxpayer's lounge and present the Real Property Tax Order of Payment (Windows 6-8)	2.1 Receive the Tax Order of Payment from the client; 2.2 Receive payment; 2.3 Prepare/ Print official receipt/s; 2.4 Affix signature at the Official Receipt/s	$\text{Tax Due} = (\text{Assessed Value}) \times (2.00\%) \text{ Tax}$ $\text{Discount} = (\text{Tax Due}) \times (\text{Applicable Tax Discount Rate/s})$ Advance Payment (20% Discount) - Real Property for the following year is paid in full before December 1 of the current year. Prompt Payment (10% Discount) - Full payment on or before March 31 of the current year	5 minutes	<i>Revenue Collection Officer</i> City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Claim the Official Receipt/s at Windows 6-8	3.1 Issue Official Receipt/s to the client/s	Tax Due = (Assessed Value) x (2.00%) Tax Discount = (Tax Due) x (Applicable Tax Discount Rate/s) Advance Payment (20% Discount) - Real Property for the following year is paid in full before December 1 of the current year. Prompt Payment (10% Discount) - Full payment on or before March 31 of the current year	10 minutes	<i>Revenue Collection Officer</i> City Treasurer's Office
TOTAL		See table row #2	25 minutes	



PAYMENT OF SECRETARY'S FEE

Service Information

A secretary's fee shall be collected from every person requesting for a copy of Official Records and Documents from the offices of the City.

Office or Division:	Cash Receipt Division, Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Form		1. Office of the City Treasurer, San Jose City, Nueva Ecija		
2. Payment Order Slip		2. Office issuing the requested document		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to taxpayer's lounge Windows 1-5, and present the Request Form/ Payment Order Slip	1.1 Receive the accomplished request form/ payment order slip. 1.2. Encode the details provided in request form;	Php 75.00 per certification	5 minutes	<i>Revenue Collection Officer</i> City Treasurer's Office
2. Pay the required fees	2.1. Receive payment; 2.2. Prepare/ Print official receipt/s; 2.3. Affix signature at the Official Receipt/s;	Php 75.00 per certification	5 minutes	<i>Revenue Collection Officer</i> City Treasurer's Office
3. Claim the Official Receipt/s	3.1 Issue Official Receipt/s to the client/s	Php 75.00 per certification	5 minutes	<i>Revenue Collection Officer</i> City Treasurer's Office
TOTAL		P75.00	15 minutes	



PAYMENT OF TRANSFER TAX

Service Information

Transfer Tax is a tax imposed on the sale, donation, inheritance, barter, on transferring ownership or title to a real property.

Office or Division:	Real Property Tax Division, Office of the City Treasurer		
Classification:	Simple Transaction, Complex Transaction, Highly Technical		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	Property Owners, Heirs, Vendee (Conveyance of Real Property by means of Donation, Inheritance, Sale or Barter)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Deed of Sale/ Donation <ul style="list-style-type: none"> • Notarized Deed of Sale/ Donation • Certified True Copy of Tax Declaration • Certified True Copy of no improvement or with improvement • CAR from BIR (BIR form 2313-R) • Tax Clearance 		1. Deed of Sale/ Donation <ul style="list-style-type: none"> • Client • City Assessor's Office • City Assessor's Office • Bureau of Internal Revenue • City Treasurer's Office 	
3. Extrajudicial Partition <ul style="list-style-type: none"> • Notarized Extrajudicial Partition • Certified True Copy of Tax Declaration from the time of death • Certified True Copy of no improvement or with improvement • CAR from BIR (BIR form 2313-R) • Tax Clearance 		2. Extrajudicial Partition <ul style="list-style-type: none"> • Client • City Assessor's Office • City Assessor's Office • Bureau of Internal Revenue • City Treasurer's Office 	



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Extrajudicial Partition with Sale <ul style="list-style-type: none"> • Notarized Extrajudicial Partition with Sale • Certified True Copy of Tax Declaration from the time of death and at the time of execution of sale • Certified True Copy of no improvement or with improvement • CAR from BIR (BIR form 2313-R) • Tax Clearance 		4 Extrajudicial Partition with Sale <ul style="list-style-type: none"> • Client • City Assessor's Office • City Assessor's Office • Bureau of Internal Revenue • City Treasurer's Office 		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Real Property Tax Division, Windows 13-17 and PRESENT all the documentary requirements	1.1. Receive and Verify the Documents; 1.2. Prepare and ISSUE a claim slip to the client depending on the complexity of the transaction and inform the client to return on specific date as indicated in the claim slip. 1.3 Analyze different documentation for billing of transfer tax;	None	30 days 10 minutes	<i>Frontline Personnel - Real Property Tax Division, Division Chief - Real Property Tax Division & City Treasurer's Office</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.4 Compute and Prepare the Transfer Tax bill;</p> <p>1.5. Forward the Transfer Tax bill to the Division Chief and City Treasurer for signature.</p> <p>1.6. Receive and Proof-read transfer tax bill;</p> <p>1.7. Affix signature;</p> <p>1.8. Return the signed transfer tax bill to Real Property Tax Division - Frontline personnel;</p> <p>1.9. Receive the signed transfer tax bill;</p> <p>1.10. Post/ Record the transfer tax bill at the receiving logbook;</p>			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Proceed to Real Property Tax Division, Windows 13-17 and PRESENT the Claim Slip issued by the Frontline Personnel	2.1. Ensure client's signature at the receiving logbook; 2.2. Release/ issue transfer tax bill for payment at	None	5 minutes	<i>Frontline Personnel - Real Property Tax Division</i> City Treasurer's Office
3. Proceed to the CTO, Taxpayer's lounge and present the Transfer Tax Bill	3.1. Receive the Transfer Tax Bill from the client; 3.2. Receive payment; 3.3. Prepare/ Print official receipt/s; 3.4. Affix signature at the Official Receipt/s; 3.5. Issue official Receipt and return to client the documents presented;	None	5 minutes	<i>Revenue Collection Officer</i> City Treasurer's Office
TOTAL		0.00	30 days & 40 minutes	



REGISTRATION OF INDIVIDUAL BRAND OF OWNERSHIP

Service Information

The municipal treasurer, on registering and filing any brand or mark, shall issue to the person registering and filing the same a certificate setting forth, over his own signature, the fact of registering and Tiling said brand, the date of registering and filing, the name, age, civil status, and occupation or profession of the owner of the brand, and a copy of the brand as near as may be.

Office or Division:	Cash Receipt Division, Office of the City Treasurer			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Owners of Large Cattle			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Information Slip		1. Office of the City Treasurer, Cash Receipt Division		
2. Valid ID		2. Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to taxpayer's lounge Windows 1-5, and present the duly filled-out Information Slip	1.1 Receive the accomplished Information Slip; 1.2. Encode the details on the Registration of Individual Brand of Ownership Logbook;	None	10 minutes	<i>Revenue Collection Officer</i> City Treasurer's Office
2. Pay the required fees	2.1. Receive payment; 2.2. Prepare/ Print official receipt/s;	Php100.00 per Head	10 minutes	<i>Revenue Collection Officer</i> City Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.3. Affix signature at the Official Receipt/s; client/s			
3. Claim the Official Receipt/s	3.1 ISSUE Official Receipt/s to the client/s and the assigned Brand Registered Number	None	10 minutes	<i>Revenue Collection Officer</i> City Treasurer's Office
TOTAL		P100.00/head	30 minutes	



RETIREMENT OF BUSINESS OPERATION WITH CERTIFICATION

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:	Business Tax and Fees Division, Office of the City Treasurer	
Classification:	Simple	
Type of Transaction:	G2B - Government to Business	
Who may avail:	Owners of business establishments in San Jose City	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Duly filled out, properly evaluated and verified Unified Business Permit Application Form	1. Business Permit and Licensing Office (BPLO)	
2. Sworn statement of Gross Sales/ Receipts of the preceding year	2. Client	
3. Board Resolution (For Corporation)	3. Client	
4. Financial Statement duly received by the BIR	4. Client	
5. Annual Income Tax Return for the preceding year with the following attachments: <ul style="list-style-type: none"> • Quarterly Income Tax Return for the preceding year • Monthly Value-Added Tax declaration for the preceding year • Quarterly Value-Added Tax Return for the preceding year 	5. Client	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Submit the duly filled-out application form for retirement of business together with the other documentary requirements.</p>	<p>1.1. Receive and Verify the duly filled-out application form for retirement of business together with the other documentary requirements.</p> <p>1.2. Verify business tax at the BPLTAS</p> <p>1.3. Inspection and Verification of field personnel of the actual location of the business establishment;</p> <p>1.4. Assess and Compute business tax;</p> <p>1.5. Print Tax Order of Payment;</p> <p>1.6. Forward the Tax Order of Payment to the Division Chief and City Treasurer for approval</p>	<p>None</p>	<p>3 Working Days & 50 minutes</p>	<p><i>Frontline Personnel - Business Tax and Fees Division</i></p> <p><i>Field Inspection Personnel - Business Tax and Fees Division</i></p> <p><i>Division Chief - Business Tax and Fees Division</i></p> <p>City Treasurer's Office</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.7. Receive and Proof-read the Tax Order of Payment;</p> <p>1.8. Affix signature;</p> <p>1.9. Return the signed Tax Order of Payment to Business Tax and Fees Division - Frontline personnel;</p> <p>1.10. Release/ Issue the signed Tax Order of Payment to client and Payment Order Slip for Certification of Business Closure;</p> <p>1.11. Inform client to proceed to Taxpayer's lounge, Windows 1-5</p>			
<p>2. Proceed to windows 1-5, and present the Tax Order of Payment for retirement and</p>	<p>2.1. Receive the Tax Order of Payment and</p>	<p>Depending on amount of Business Tax due and Php 75.00 for the certification</p>	<p>5 minutes</p>	<p><i>Revenue Collection Officer</i></p> <p>City Treasurer's Office</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Payment Order Slip for Certification	Payment Order Slip; 2.2. Receive payment; 2.3. Prepare/ Print official receipt/s; 2.4. Affix signature at the Official Receipt/s; 2.5. Issue official Receipt and INSTRUCT the client to proceed to Windows 20-22.			
3. Present the Official Receipt to the Business Tax and Fees Division, Windows 20-22	3.1. Verify the Official Receipt; 3.2. Issue the Certificate of Business Closure	None	5 minutes	<i>Frontline Personnel - Business Tax and Fees Division</i> City Treasurer's Office
TOTAL		Depending on amount of Business Tax due and Php 75.00 for the certification	3 Working Days & 1 hour	



VETERINARY ASSISTANCE AND SERVICES (ANIMAL HEALTH SERVICES AND PRODUCTION)

Service Information

Provide Veterinary Assistance and services to cater the animals needing health services and production. These include animal disease diagnosis and treatment, deworming, vitamins and minerals supplementation and Artificial Insemination for hogs, goats, cattle and carabaos.

Office or Division:	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All raisers seeking veterinary services for their ill animals All livestock owners interested in upgrading their stocks through the conduct artificial insemination (cattle, goat, carabao and swine)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registration		Owner / Authorized Representative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Animal Treatment (Small Animals) 4 Animals like dogs and cats must be brought to the office for assessment and proper evaluation	1.1 Registration and History taking on animals information (name, age, sex, and color) 1.2 Owner's Data (Complete Name, Barangay, Contact Number 1.3 Vital Signs must be taken (temperature, heart rate and respiratory rate)	Php50.00/ head registration To buy medicine if not available in the office	30 minutes	<i>Veterinarian IV, Veterinarian I</i> City Veterinary Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.4 Ask the client for any history of the animals and check any clinical signs that the animals are manifesting</p> <p>1.5 Drugs suited to the specific kind of ailment must be administered.</p> <p>1.6 Advise the owner to observe the animals and return to the office for follow-up in case there is no improvement have been noticed.</p>			
<p>2. Animal Treatment (Livestock Animals)</p> <p>5 On field extension services</p>	<p>2.1 Clients entertain in the office and veterinarians or the technical team will go to specific area to check the animals</p> <p>2.2 Obtain animal details (name,</p>	<p>None</p> <p>To buy medicine if not available in the office</p>	<p>1 hour</p>	<p><i>Veterinarian IV, Veterinarian I, Livestock Inspector II</i></p> <p>City Veterinary Office</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.3 age, sex, and color)</p> <p>2.4 Owner's Data (Complete Name, Barangay, Contact Number</p> <p>2.5 Vital Signs must be taken (temperature, heart rate and respiratory rate)</p> <p>2.6 Ask client on the history of animals, check clinical signs that the animals manifesting</p> <p>2.7 Drugs suited to the specific kind of ailment must be administered.</p>			
<p>3. Deworming, Vitamins & Minerals Supplementation</p>	<p>3.1 History taking on animals information (name, age, sex, and color)</p> <p>3.2 Owner's Data (Complete Name, Barangay,</p>	<p>None</p> <p>To buy medicine if not available in the office</p>	<p>10 minutes</p>	<p><i>Veterinarian IV, Veterinarian I, Livestock Inspector II, Administrative Officer V</i></p> <p>City Veterinary Office</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.3 Contact Number 3.4 Vital Signs must be taken (temperature, 3.5 heart rate and respiratory rate) 3.6 Perform fecal examination for worm identification 3.7 Advise the client for follow up schedule			
4. Artificial Insemination Report prominences of estrus exhibit by the animal (Cattle, goat, carabao and swine) within 16 hours at the CVO technical personnel	4.1 Advise client to put up chute for proper conduct of artificial insemination 4.2 Advise animal owner to reduce feed intake after insemination. Likewise, animals must not be subjected to exercise work within 10 days after insemination	Free if the government provided the semen but to be purchased if on private farms	1 hour	<i>Veterinarian IV, Livestock Inspector II, Administrative Officer V</i> City Veterinary Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>4.3 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.</p> <p>4.4 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)</p>			
TOTAL		P50.00 – registration (medicine is free, if available)	2 hours & 40 minutes	



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:	City Veterinary Office			
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		
1. Business Permit Application Form		Business Permit & Licenses Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the City Veterinary Office for evaluation	1.1 Evaluation of business/ license within the scope covered by the office	1. Meat & by product - Php300.00 2. Poultry & by product - Php300.00	5 minutes	<i>Administrative Aide III, Veterinarian IV</i> City Veterinary Office
2. Proceed to the City Treasurer's Office for Payment of Fees		3. Imported Meat Allowed - Php1,000.00		
3. Return to the CVO for the release of business permit application		4. Poultry/ Piggery/ livestock traders - Php350.00		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		5.Accreditation for Livestock /Poultry/Meat Delivery Vehicle - Php500.00 a year four wheels or Php350.00 a year three wheels		
TOTAL		see column fees to be paid	5 minutes	



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 to ensure the production of wholesome meat for human consumption.

Office or Division:	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All owner / trader of animals for slaughter			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registration		City Veterinary Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the City Veterinary Office for evaluation	1.1 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 there after the animal will be put in the slaughterhouse holding pen	Cattle & carabao — Php20.00/ head	30 minutes	Veterinarian IV, Livestock Inspector II City Veterinary Office
2. Proceed to the City Treasurer's Office for Payment of Fees		Hogs — Php20.00/ head		
3. Return to the CVO for the release of Meat Inspection Certificate		Goat & Sheep- Php10.00/ head Poultry Php0.25/ head		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 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			
TOTAL		Cattle & carabao P20/head Hogs P20/head Goat & Sheep- P10/head Poultry P0.25/head	30 minutes	



VETERINARY ASSISTANCE AND SERVICES (SURGERY AND MINOR WOUND REPAIR)

Service Information

Provide Veterinary Assistance and services that needs surgical operation and to perform minor wound repair

Office or Division:	City Veterinary Office			
Classification:	Simple, Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All owner of animals that needs surgery and minor wound correction and repair			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registration		City Veterinary Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the City Veterinary Office for evaluation	<p>1.1 History taking on animals information (name, age, sex, and color)</p> <p>1.2 Owner's Data (Complete Name, Barangay, Contact Number</p> <p>1.3 Vital Signs must be taken (temperature, heart rate and respiratory rate)</p>	<p>Php50.00/ head registration</p> <p>To buy medicine and surgical supplies if not available in the office</p>	2 hours	<p><i>Veterinarian IV, Veterinarian I, Administrative Officer V, Livestock Inspector II</i></p> <p>City Veterinary Office</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Perform surgical operation and wound repair 1.5 Advise the client for post-operative measures and follow-up scheduled treatment			
TOTAL		P50.00	2 hours	



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:	City Veterinary Office			
Classification:	Simple, Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All owner / trader of animals for slaughter			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registration		City Veterinary Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Office of the City Veterinary Office for evaluation	5.1 History taking on animals information (name, age, sex, and color)	Php50.00/ head registration	2 hours	<i>Veterinarian IV, Veterinarian I, Administrative Officer V, Livestock Inspector II</i>
2. Proceed to the City Treasurer's Office for Payment of Fees	5.2 Owner's Data (Complete Name, Barangay, Contact Number	To buy medicine and surgical supplies if not available in the office		City Veterinary Office
3. Return to the CVO for the release of Meat Inspection Certificate	5.3 Vital Signs must be taken (temperature, heart rate and respiratory rate)			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	3.1 Perform surgical operation and wound repair 3.2 Advise the client for post-operative measures and follow-up scheduled treatment			
TOTAL		P50.00	2 hours	



VETERINARY SERVICES - ANTI-RABIES PROGRAMS (VACCINATION, INFORMATION & EDUCATION CAMPAIGN AND POPULATION CONTROL)

Service Information

Programs that will control and eradicate the highly fatal rabies disease in the city, It provides Anti-Rabies Vaccination to dogs and cats in 38 barangays of the city, conducts rabies information and education campaign to barangays and schools and perform castration as population control for dogs and cats.

Office or Division:		City Veterinary Office		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Registration			City Veterinary Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Anti-Rabies Vaccination 1.1 Animals like dogs and cats must be brought to the office for assessment and proper evaluation 1.2 Vaccination at the scheduled barangays	1.1 Obtain pertinent data regarding the animal to be vaccinated (Name, Sex, Age, Color and marking) 1.2 Owner's Data (Complete Name, Barangay, Contact Number 1.3 Assessment and observation	Php 50.00 for Aspin Php 100.00 for Pure Breed Php 10.00 Mass vaccination	10 minutes 10 minutes per household at 38 barangays	<i>Veterinarian IV, Veterinarian I, Livestock Inspector II, Administrative Officer V, Administrative Aide III</i> City Veterinary Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 of the animal status 1.5 Animal must be 3 months older and above 1.6 Actual vaccination 1.7 Advice the owner to rest the animal for 10 minutes for any anaphylactic reaction 1.8 Advice the owner not to bath the dog for 7 days			
2. Rabies Information & Education campaign at schools and barangays	At Schools 2.1 Technical Vet. Personnel will advise Principal of different school (Private & Public School) regarding the schedule of rabies information dissemination	None	1 hour	<i>Veterinarian IV, Veterinarian I</i> City Veterinary Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>2.2 Veterinary Technical Personnel will coordinate with School Division office regarding the rabies information dissemination to be conducted by the CVO</p> <p>2.3 Grade IV, V, VI students will be the official participant/ recipient of the program</p> <p>2.4 Video footage regarding rabies cases from DOH is also incorporated in the said activity</p> <p>2.5 Questionnaire will be given to selected student to be answered after the information campaign to assess what</p>			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>they learn from the information campaign</p> <p>At Barangay 2.6 Coordinate the barangay office on their scheduled general assemblies</p>			
<p>3. Population Control for dogs and cats (Castration)</p> <ul style="list-style-type: none"> • Animals like dogs and cats must be brought to the office for assessment and proper evaluation • The animals should be fasted at least 8 hours before the operation • Needed to be vaccinated against rabies • Only healthy dogs and cats • Must reach the age of 8 months and older with well-developed testicles • Bathe the animal before neutering • Caged the neutered animal and avoid contact to females in heat 	<p>3.1 Registration and History taking on animals information (name, age, sex, and color)</p> <p>3.2 Vital sign must be taken into consideration</p> <p>3.3 Advise the owner to observed the animal for post operation care and take its medication for a week</p>	<p>P300.00</p>	<p>1 hour</p>	<p><i>Veterinarian IV, Veterinarian I, Livestock Inspector II, Administrative Officer V</i></p> <p>City Veterinary Office</p>
<p>TOTAL</p>		<p>see table row #1 P300.00</p>	<p>2 hours & 10 minutes</p>	



INTERNAL SERVICES



CLIENT SUBMITS REQUEST/PAYROLL/DISBURSEMENT VOUCHER WITH SUPPORTING DOCUMENTS TO THE RECEIVING OFFICER

Service Information

The accounting office of the local government unit (LGU) of San Jose City, Nueva Ecija strives to continue the quality service we are providing to the LGU's stakeholders through consistent effort, hard work and motivation to serve the city. As the saying goes, "no man is an island." So, our office is doing all our services as a team. The camaraderie and friendship that we built over the past months and years are important to us and is equally important to us as well to strengthen that bond in the long run.

Office or Division:	City Accountant's Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Local Government Offices and their Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Voucher		LGU Offices		
2. Daily Time Record (DTR)				
3. Obligation Request (OBR)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FORWARD to Receiving Area in CAO	1.1 Received, Checked and Assigned Number of RATA, Clothing Allowance, Honorarium, Longevity Pay, Overtime Pay, Productivity Incentive Allowance, Subsistence, Laundry & Hazard Allowance,	None	20 minutes	<i>Admin aide II, Admin aide III, SAW I, Admin Aide I, City Accountant Officer</i> City Accountant's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1.2 Payroll of casual and Permanent Employees, Year End Bonuses and Cash Gift, Traveling Expense Reimbursement and Cash Advances to Officers.</p> <p>1.3 Posting of Payroll to Index Card. (GF,SEF& TF)</p> <p>1.4 Assigned Journal Entry Voucher</p> <p>1.5 Endorse DV to City Accountant for final checking if mandatory attachments are complied& releasing and forwarding to City Treasurer's office (MOOE,PS) for Payment</p>			
TOTAL		0.00	20 minutes	



LGU MONTHLY REMITTANCES

Service Information

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Office or Division:	City Accountant's Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Local Government Offices and their Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OBR		LGU Offices		
2. Payroll				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Monthly PAG IBIG PREMIUMS, MPL, Calamity	1.1 Prepared	None	3 days	<i>Admin aide III, City Accountant Officer</i> City Accountant's Office
	1.2 Upload			
	1.3 Approved			
2. GSIS premiums and loans	2.1 Prepared	None	3 days	<i>Admin aide III, City Accountant Officer</i> City Accountant's Office
	2.2 Upload			
	2.3 Approved			
3. BIR Remittances	3.1 Prepared	None	3 days	<i>Admin Officer II, City Accountant Officer</i> City Accountant's Office
	3.2 Upload			
	3.3 Approved			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Casual & Job Order Monthly SSS Remittances	4.1 Prepared 4.2 Upload 4.3 Approved 4.4 Submitted to City Treasurer's Office	None	5 days	<i>Admin aide III, Cashier - CTO</i> City Accountant's Office
5. LBP Remittances	5.1 Prepared 5.2 Submitted to City Treasurer's Office	None	1 days	<i>Admin aide III, Cashier - CTO</i> City Accountant's Office
6. SJC Credit Cooperative Remittances Report	6.1 Prepared 6.2 Submitted to City Treasurer's Office	None	5 days	<i>Admin aide III, Cashier - CTO</i> City Accountant's Office
7. SJC Employees Association	7.1 Prepared 7.2 Submitted to City Treasurer's Office	None	5 days	<i>Admin Asst. II, Cashier - CTO</i> City Accountant's Office
8. PHILHEALTH premiums	8.1 Prepared 8.2 Upload 8.3 Approved	None		<i>Admin aide III, City Accountant Officer</i> City Accountant's Office
TOTAL		0.00	5 days (maximum)	



PREPARATION OF FINANCIAL STATEMENT

Service Information

The accounting office of the local government unit (LGU) of San Jose City, Nueva Ecija strives to continue the quality service we are providing to the LGU's stakeholders through consistent effort, hard work and motivation to serve the city. As the saying goes, "no man is an island." So, our office is doing all our services as a team. The camaraderie and friendship that we built over the past months and years are important to us and is equally important to us as well to strengthen that bond in the long run.

Office or Division:	City Accountant's Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Local Government Offices and their Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OBR		LGU Offices		
2. Payroll				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. PS/MOOE Disbursement vouchers encoded at GAAMS	1.1 Encoded and Posted at GAAMS Paid Vouchers /Payrolls	None	3 minutes	<i>Admin aide III</i> City Accountant's Office
2. Wages Disbursement vouchers encoded at GAAMS	2.1 Encoded and Posted at GAAMS Paid Vouchers/ Payrolls	None	3 minutes	<i>Admin aide III</i> City Accountant's Office
3. Check Disbursement vouchers encoded at GAAMS	3.1 Encoded and Posted at GAAMS	None	3 minutes	<i>Admin Asst. II</i> City Accountant's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Cash Receipt Report	4.1 Encoded and Posted at GAAMS	None	3 minutes	<i>Admin Asst. II</i> City Accountant's Office
5. Monthly Depreciation Report of General Fund	5.1 Updating of PPE Depreciation	None	5 minutes	<i>Admin Asst. II</i> City Accountant's Office
6. Encoded/Reconcile Accounts payable	6.1 Checked and reconciled Encoded Vouchers	None	5 minutes	<i>Admin Officer II</i> City Accountant's Office
TOTAL		0.00	22 minutes	



REQUEST FOR CERTIFICATIONS

Service Information

The accounting office of the local government unit (LGU) of San Jose City, Nueva Ecija strives to continue the quality service we are providing to the LGU's stakeholders through consistent effort, hard work and motivation to serve the city. As the saying goes, "no man is an island." So, our office is doing all our services as a team. The camaraderie and friendship that we built over the past months and years are important to us and is equally important to us as well to strengthen that bond in the long run.

Office or Division:	City Accountant's Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Local Government Offices and their Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		LGU Offices		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Payroll Slip Preparations	1.1 Prepared Payroll Slip 1.2 Endorse Payroll Slip to City Accountant for final checking and signature	None	20 minutes	<i>Admin aide II, Admin aide III, SAW I, Admin Aide I, City Accountant Officer</i> City Accountant's Office
2. Request for GSIS Loans/Contributions	2.1 Prepared for GSIS Certification 2.2 Internal Control/ Audit /Review	None	5 minutes	<i>City Accountant Officer</i> City Accountant's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Request for Pag-Ibig and Philhealth Clearances	3.1 Prepared for Pag-Ibig and Philhealth Clearances 3.2 Internal Control/Audit/ Review and Signature	None	5 minutes	<i>Admin aide III,</i> <i>City Accountant Officer</i> City Accountant's Office
4. Request for Approved LBP We Access Advice	4.1 Prepared and Upload Check Issued from City Treasurers Office 4.2 Reviewed and Approved Uploaded Advice thru We access	None	10 minutes	<i>Admin Asst. II,</i> <i>City Accountant Officer</i> City Accountant's Office
5. Request for BIR form 2316 (Annual Income Tax Return) & BIR form 1701A	5.1 Prepared and Issued for Permanent Employees 5.2 Prepared and Issued for Casual Employees	None	8 minutes	<i>Admin Officer II,</i> <i>Admin aide III</i> City Accountant's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Receive the requested Data <ul style="list-style-type: none"> The client waits for the copying of data to be finished and receives the storage device once completed 	3.1 Databank Officer/ authorized PIO staff saves the data to the storage device provided by the client and releases the same once done	None	3 minutes (for every 500 mb for flash storage)	<i>Admin Aide V, Information Officer II</i> Public Information Office
TOTAL		0.00	51 minutes	



ALLOTMENT RELEASE ORDER & LOCAL BUDGET MATRIX

Service Information

Allotment release order is a comprehensive authority issued to incur obligations not exceeding an authorized amount during a specified period for the purpose indicated.

Office or Division:	City Budget office			
Classification:	Complex Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LGU Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Work and Financial Plan		Concerned office		
2. Supplemental Budget Ordinance(for Supplemental Budget)		Sangguniang Panlungsod		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned office submits Work and Financial Plan for quarterly releases / request letter for additional allotment release	1.1 Receives Work and Financial Plan/ request letter for additional allotment release/ Supplemental Budget Ordinance	None	5 minutes	City Budget Staff, City Budget Officer/ City Mayor, City Budget Officer/staff City Budget Office
	1.2 Prepares Allotment Release Order and Local Budget Matrix		15 minutes	
	1.3 Approves Allotment Release Order & Local Budget Matrix		5 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Distributes copies of Allotment Release Order & Local Budget Matrix 1.5 Uploads to GAAMS MIS Server/Database		30 minutes 1 hour	
2. Sangguniang Panlungsod issues Ordinance (for Supplemental Budget)		None		
TOTAL		0.00	1 hour & 55 minutes	



ANNUAL BUDGET

Service Information

Annual Budget is covered under Republic Act No. 7160 or the Local Government Code of 1991. Annual Budget refers to the financial plan embodying the estimates of income and expenditures for one fiscal year (Sec. 306 [a] of the Local Government Code).

Office or Division:	City Budget office
Classification:	Highly Technical Transaction
Type of Transaction:	G2G - Government to Government
Who may avail:	LGU Office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. LBP Form No. 1 (Budget of Expenditures & Sources of Financing)	City Treasurer's Office
2. LBP Form No. 2 (Programmed Appropriation & Obligation by Object of Expenditure)	Concerned office
3. LBP Form No. 3 (Plantilla of LGU Personnel)	City Human Resource Management Office
4. LBP Form No. 4 (Mandate, Vision/ Mission, Major final output, Performance Indicators & Targets)	Concerned office
5. LBP Form No. 5 (Statement of Indebtedness)	City Budget Office/City Accounting Office
6. LBP Form No. 6 (Statement of Statutory & Contractual Obligations & Budgetary Requirements)	City Budget Office
7. LBP Form No. 7 (Statement of Fund Allocation by Sector)	City Budget Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned office submits Budget Proposal	1.1 Issuance of Budget Call	None	June 16	<i>City Mayor, Local Finance Committee/City Budget Officer, City Budget Staff, Local Finance Committee/City Budget Officer & Staff,</i>
	1.2 Conducts Budget Forum		Not later than July 15	
	1.3 Consolidates Budget Proposals		Not later than July 15	
	1.4 Conducts Budget Hearings		July 16 to August 31	<i>City Budget Officer & Staff, City Mayor/City Budget Officer/Local Finance Committee</i>
	1.5 Consolidates Budget Proposals		September 16-30	
	1.6 Prepares and binds LEP, BESF and Budget Message		Not later than October 15	City Budget Office
	1.7 Submits Executive Budget to Sangguniang Panlungsod		On or before October 16	
	1.8 Distributes copies of approved Annual Budget		January 2	
	1.9 Uploads to GAAMS MIS Server/Database		Not later than 1st day of the ensuing year	
TOTAL		0.00	(see column on processing time)	



AUGMENTATION

Service Information

Augmentation is the act of augmenting any item in the approved Annual Budget for a respective office from savings in other items within the same expense

Office or Division:	City Budget office			
Classification:	Complex Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LGU Office/National Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter for Augmentation		Concerned Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned office submits request letter for Augmentation	1.1 Prepares Augmentation Form	None	15 minutes	City Budget Staff, City Budget Officer/City Accountant/City Mayor, City Budget Officer
	1.2 Approves the Augmentation Form		5 minutes	
	1.3 Uploading to GAAMS MIS Server/Database		1 hour	
TOTAL		0.00	1 hour & 21 minutes	



BARANGAY BUDGET REVIEW

Service Information

A Budget review is a process of examining the Barangay Appropriation Ordinance of the Sangguniang Panlungsod to ensure compliance of the Barangay on all requirements and limitations provided by laws.

Office or Division:	City Budget office			
Classification:	Complex Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Barangay			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Annual and Supplemental Budget (2 original, 13 photocopies)		Concerned Barangay		
2. Barangay Annual Investment Plan				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Barangay submits Annual & Supplemental Budget	1.1 Receives Annual/Supplemental Budget	None	10 minutes	<i>City Budget Staff, City Budget Officer</i> City Budget Office
	1.2 Encodes endorsement & initial review letter		15 minutes	
	1.3 Signs endorsement & review letter		5 minutes	
	1.4 Submits endorsement & review letter to Sangguniang Panlungsod		10 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Sangguniang Panlungsod issues confirmation and copy of City Resolution	2.1 Receives SP Resolution	None	5 minutes	City Budget Staff City Budget Office
	2.2 Prepares confirmation letter		10 minutes	
	2.3 Issues confirmation letter to Barangay		5 minutes	
TOTAL		0.00	1 hour	



BIDS AND AWARDS

Service Information

In this process refers to the formal procedure followed by government agencies, public institutions, or private organizations for procuring goods, services, or works through competitive bidding. This process ensures transparency, accountability, and the best value for money in public procurement. It involves inviting bids from suppliers, evaluating those bids based on pre-established criteria, and awarding contracts to the most qualified bidders.

Office or Division:	City Budget office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Bids and Awards Committee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bids and Awards of procurement and infrastructure contracts		Bids and Awards Committee Secretariat		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bids and Awards Committee Secretariat sends Bids and Awards of procurement and infrastructure contracts	1.1 Receives Bids and Awards of procurement and infrastructure contracts	None	5 minutes	City Budget Staff, City Budget Officer City Budget Office
	1.2 Approves and affixes signature at Bids and Awards		10 minutes	
	1.3 Records and releases Bids and Awards		5 minutes	
TOTAL		0.00	20 minutes	



CERTIFICATE OF APPROPRIATION BALANCE

Service Information

The Certificate of Appropriation Balance is an official document used by government agencies and departments to certify the remaining balance of allocated funds within a specific appropriation or budget line. It confirms the amount of funds still available for use after accounting for obligations, expenditures, and other financial commitments. This certificate is essential for ensuring that funds are properly managed and not overspent, and it helps in monitoring the financial status of an agency or department.

Office or Division:	City Budget office			
Classification:	Complex Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LGU Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned office sends request letter	1.1 Receives request letter and drafts certification	None	15 minutes	City Budget Staff, City Budget Officer City Budget Office
	1.2 Encodes and prints certification		5 minutes	
	1.3 Approves certification		5 minutes	
	1.4 Releases copies to requesting office		5 minutes	
TOTAL		0.00	30 minutes	



JOB ORDER BUDGET ESTIMATION

Service Information

It is a financial document or report in government to estimate the cost of specific projects, works, or services that will be contracted out or undertaken as part of the organization's operations. Job orders refer to tasks or work orders that are assigned to external contractors or internal departments to complete specific projects within a designated scope, time frame, and budget.

Office or Division:		City Budget office		
Classification:		Complex Transaction		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Job Order and Casual employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Job Order		City Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. City Human Resource Management Office sends Job Order	1.1 Receives Job Order	None	2 minutes	<i>City Budget Staff, City Budget Officer</i>
	1.2 Computes & records as to available appropriations		2 hours	City Budget Office
	1.3 Certifies availability of appropriations		15 minutes	
	1.4 Releases certified Job Order		2 minutes	
TOTAL		0.00	2 hours 19 minutes	



OBLIGATION REQUEST

Service Information

Obligation Request is issued to certify that there is available appropriation for a certain disbursement.

Office or Division:	City Budget office	
Classification:	Simple Transaction	
Type of Transaction:	G2G - Government to Government	
Who may avail:	LGU Office	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
PAYMENT TO SUPPLIER		
1. Disbursement Voucher	General Services Office/Concerned Office	
2. Purchase Request	Concerned Office	
3. Purchase Order	General Services Office	
4. Acceptance & Inspection Report	General Services Office	
5. Property Acknowledgement Receipt or Inventory Custodian Slip (for Equipment)	General Services Office	
6. Waste Material Report if necessary	General Services Office	
7. Certification (transaction on Emergency mode of Procurement)	Concerned Office	
8. BAC documents (transaction on PhilGEPS& Public Bidding mode of Procurement)	BAC Secretariat	
TRAVEL EXPENSE VOUCHER		
1. Disbursement Voucher	Concerned Office	
2. Travel Order		
3. Certificate of Appearance/Training Certificate		
4. Appendix A & B		
5. Justification/Certification (for Job Order)		
SALARIES/CASUAL WAGES/OVERTIME PAY/JOB ORDER PAYMENT		
1. General Payroll (for Salaries & Wages- Regular)	City Human Resource Management Office	
2. Disbursement Voucher/Payroll	Concerned Office	



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Job Order/ Plantilla Appointment				
4. Daily Time Record				
5. Accomplishment Report				
6. Authority to render overtime service				
7. Certification Form (for payroll)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned office submits required documents	1.1 Receives required documents & checks completeness & codes to corresponding appropriation funds	None	5 minutes	City Budget Staff City Budget Office
	1.2 Processes & encodes to corresponding appropriation funds at GAAMS MIS Server/ Database		5 minutes	
2. Receives Obligation Request	2.1 Records Obligation Request	None	5 minutes	City Budget Staff City Budget Office
3. Submits signed Obligation Request	3.1 Releases Obligation Request to concerned office for signature	None	5 minutes	City Budget Officer, City Budget Staff City Budget Office
	3.2 Certifies/ signs Obligation Request		5 minutes	
	3.3 Releases signed Obligation Request to concerned office		5 minutes	
TOTAL		0.00	30 minutes	



PURCHASE REQUEST EARMARKING

Service Information

Purchase Request form is a request for purchase or requisition of supplies, materials and equipment or its equivalent, duly approved by proper authorities.

Office or Division:	City Budget office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LGU Office & other national agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Request		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned office sends Purchase Request	1.1 Reviews and checks Purchase Request	None	5 minutes	City Budget Staff City Budget Office
	1.2 Codes to corresponding appropriations & encoding to PR database		10 minutes	
	1.3 Records and releases coded Purchase Request		5 minutes	
TOTAL		0.00	20 minutes	



REQUEST OF BUDGET BALANCES

Service Information

A formal request made by the department to inquire about the remaining balances of allocated funds in its budget. It allows departments to track and monitor the use of appropriated funds and ensure that expenditures are within the approved budget.

Office or Division:	City Budget office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LGU Office/National agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request of Budget Balance		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned office sends request of budget balances	1.1 Receives request of budget balances	None	3 minutes	<i>City Budget Staff</i> City Budget Office
	1.2 Prints and checks request		3 minutes	
	1.3 Releases budget balances		3 minutes	
TOTAL		0.00	9 minutes	



STATEMENT OF APPROPRIATIONS, ALLOTMENTS, OBLIGATIONS AND BALANCES (SAAOB) & MONTHLY REPORT, ANNUAL REPORT AND OTHER REPORTS.

Service Information

The Statement of Appropriations, Allotments, Obligations, and Balances (SAAOB) is an essential financial document used by government agencies and departments. It is typically prepared as part of the budgeting, financial monitoring, and reporting process. This statement tracks the flow of funds allocated to a department, their utilization, and remaining balances, ensuring transparency and accountability in government financial operations.

Office or Division:	City Budget office			
Classification:	Complex Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LGU Office & other national agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request letter		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting office sends request letter for a report	1.1 Prepares and gathers needed data	None	3 hours	<i>City Budget Staff, City Budget Officer</i>
	1.2 Encodes data & prints reports		1 hour	
	1.3 Reviews and certifies requested reports		1 hour	
	1.4 Submits/releases copy to requesting office		5 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	2.1 Prepares SAAOB & Monthly Report and Annual Report 2.2 Reviews and approves Monthly Report & SAAOB and Annual Report 2.3 Submits copies to COA, MIS Office & other agencies	None	4 hours 30 minutes 30 minutes	<i>City Budget Staff, City Budget Officer</i> City Budget Office
TOTAL		0.00	10 hours & 5 minutes	



SUPPLEMENTAL BUDGET

Service Information

A Supplemental Budget is a financial plan authorized by a legislative body through the enactment of an ordinance or law that authorizes the changes in the

Office or Division:	City Budget office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LGU Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. LBP Form No. 1 (Budget of Expenditures & Sources of Financing)		City Treasurer's Office		
2. LBP Form No. 2 (Programmed Appropriation & Obligation by Object of Expenditure)		Concerned office		
3. LBP Form No. 3 (Plantilla of LGU Personnel)		City Human Resource Management Office		
4. LBP Form No. 4 (Mandate, Vision/ Mission, Major final output, Performance Indicators & Targets)		Concerned office		
5. LBP Form No. 5 (Statement of Indebtedness)		City Budget Office/City Accounting Office		
6. LBP Form No. 6 (Statement of Statutory & Contractual Obligations & Budgetary Requirements)		City Budget Office		
7. LBP Form No. 7 (Statement of Fund Allocation by Sector)		City Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sangguniang Panlungsod issues Appropriation Ordinance (for General Fund)	1.1 Consolidates , prepares, prints & checks copies of Supplemental Budget forms	None	3 hours	City Budget Officer/staff, City Budget Officer, City Accountant/Treasurer, City Mayor, Sangguniang Panlungsod/Local School Board, City
	1.2 Reviews Supplemental Budget contents		1 hour	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.3 Certifies Statement of Funding source 1.4 Endorses Supplemental Budget 1.5 Enacts Supplemental Budget/ Approves LSB Resolution 1.6 Approves Supplemental Budget Ordinance/ Local School Board Supplemental Budget 1.7 Transmits & distributes copies of Supplemental Budget 1.8 Uploads to GAAMS MIS Server/ Database		1 hour 1 hour 1 or more scheduled session/ meeting within 3 days 30 minutes 1 hour	Mayor/Schools Division Superintendent, City Mayor/Schools Division Superintendent, City Budget staff City Budget Office
2. Local School Board issues Resolution of Appropriation (for Special Education Fund)		None		
TOTAL		0.00	within 3 days, 7 hours & 30 minutes	



PROVIDING DOCUMENTATION FOR THE LIQUIDATION OF EXPENSES

Service Information

The City Community Affairs Office oversees all affairs related to the barangays and communities within our city. This office offers a variety of essential services, including supplying the necessary documentation for the liquidation of expenses from the recently concluded Liga ng mga Barangay seminar.

Office or Division:	City Community Affairs Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Any valid ID issued by the government or from private employment			Government institution/private company	
2. Request letter			Government institution/private company or individual party	
3. Certificate of Appointment/Termination			Concerned Barangay	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Providing the necessary documentation for the liquidation of expenses from the recently concluded Liga ng mga Barangay seminar. 1.1 Log in your name in the record book and state the purpose of the requested document. 1.2 Fill up client satisfaction survey form 1.3 Wait for the necessary document until it is processed.	1.1 Record/process the requested document.	None	5 minutes	<i>Ma. Teresa A. Dela Cruz</i> <i>Administrative Aide I</i> City Community Affairs Office
TOTAL		0.00	5 minutes	



CAPACITY BUILDING OF COOPERATIVE FOR MANDATORY TRAINING'S IN PARTNERSHIP WITH OTHER GOVERNMENT AGENCIES

Service Information

This service typically focuses on offering mandatory training programs required by law or regulations to ensure that cooperatives are able to comply with statutory provisions and best practices. These programs also enhance the capacity of cooperatives to better serve their members and communities, improve financial management, and ensure sustainable development.

Office or Division:	City Cooperative Development Office (CCDO)			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizens G2B - Government to Business G2G - Government to Government			
Who may avail:	New & All existing Micro/Small,Medium and Large Cooperatives in San Jose City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Updated Certificate of Compliance (COC)		1. Cooperative Development Authority (CDA), Extension Office, DMGC, Brgy. Maimpis, City of San Fernando Pampanga		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Partners/Cooperative; submit a formal letter of request for the required Training to CCDO either online (i.e.email) or personal	1.1 Validate the request & discuss with client/ Partners	None	15 minutes	<i>Office Head/Staff</i> City Cooperative Development Office
	1.2 Meet/ discuss the venue/date/ time for their availability & tasking for the required Training Plan and prepare	None	1 hour	<i>Office Head/Staff</i> City Cooperative Development Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	the necessary details needed for the training E-digital platform(mode of training, module, etc.) Actual Training	None	2 days	<i>M. Lubiano CDS II H. Domingo CDS II</i> City Cooperative Development Office
2.Registered Cooperative dialogue with CCDO staff re: Mandatory Training's Conducted by the Cooperative Development Authority	2.1 Coordinate training online/by face to face accredited trainers as speakers with supervision of CCDO's	P6,500.00 (Speakers Honorarium In two sessions & Certificates)	16 hours 2 days	<i>Accredited trainers with Office Head & staff M.Lubiano CDS II H.Domingo CDS II</i> City Cooperative Development Office
	2.2 Monitor the attendance of participants every session for certification	None	20 minutes	<i>M.Lubiano CDS II H.Domingo CDS II W.Pascual J.O</i> City Cooperative Development Office
	2.3 Provide the evaluation form to be accomplished by the participants of every training/seminar & gather/collate every	None	15 minutes	City Cooperative Development Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>after the training/ seminar</p> <p>2.4 Evaluate/Assess the training to gauge the performance & delivery output of the training provider and its content For enhancement</p> <p>2.5 Prepare & provide the training certificates duly signed by the trainers & Head of CCDO for the participants</p>	<p>None</p> <p>None</p>	<p>1 hour</p> <p>2 hours</p>	<p><i>M. Lubiano</i> <i>CDS II</i> <i>H. Domingo</i> <i>CDS II</i> <i>W. Pascual</i> <i>J.O</i></p> <p>City Cooperative Development Office</p>
TOTAL		0.00	4 days & 19 hours 50 minutes	



LGU ACCREDITATION OF NEWLY REGISTERED COOPERATIVES AS CSO

Service Information

This service ensures that newly established cooperatives are formally integrated into the local government's roster of accredited organizations, which can benefit from various legal rights, privileges, and opportunities. The process helps build the capacity of cooperatives, making them eligible for local government support and facilitating collaboration with other community-focused organizations.

Office or Division:	City Cooperative Development Office (CCDO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens G2B - Government to Business G2G - Government to Government			
Who may avail:	Newly established Cooperatives in San Jose City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Cooperative's Registry Certification		1. Cooperative Development Authority (CDA), Extension Office, DMGC, Brgy. Maimpis, City of San Fernando Pampanga		
2. Endorsement Checklist Form		2. Office of the Vice Mayor, 2 nd Floor, City Hall, Cardenas St., Barangay Rafael Rueda, San Jose City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of intent to Sangguniang Panlungsod with corresponding requirements of accreditation	1. Fill up the Endorsement Checklist Form based on the Attached & reviewed	None	15 minutes	<i>Client</i>
	2. Acknowledge the submittal & arrange Schedule hearing at SP		20 minutes	<i>CCDO Staff</i> City Cooperative Development Office
			1 hour and 30 minutes	<i>CCDO Staff</i> <i>M.Lubiano</i> <i>CDS II</i> <i>H.Domingo</i> <i>CDS II</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	upon SP scheduled Hearing, the CCDO will inform the coop and Guide/assist in the SP hearing			<i>E.Reyes</i> <i>CDS II</i> City Cooperative Development Office
2. LGU accreditation	1. Upon SP approval of Accreditation CCDO staff will furnish a copy Accreditation	None	5 days	<i>CCDO Staff</i> City Cooperative Development Office
TOTAL		0.00	5 Days, 2 hour & 15 minutes	



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 – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.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	1.1 Received the required documents 1.2 Approval of request 1.3 Preparation and release of requested forms	None	5 minutes	<i>Computer Operator I</i> City Environment and Natural Resources Office
TOTAL		0.00	5 minutes	



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 these documents regarding environment.

Office or Division:	City Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 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. Clients presents one (1) proof of identity	1.1 Received the required documents 1.2 Preparation and release of document/s to be borrowed	None	6 minutes	<i>Administrative Aide II</i> City Environment and Natural Resources Office
TOTAL		0.00	6 minutes	



CHECKING OF PROPERTY ACCOUNTABILITY FOR CLEARANCE PURPOSES

Service Information

Property clearance is issued to requesting employees who wants to be cleared from the accountability of being the custodian of any vehicle or equipment of the LGU.

Office or Division:	City General Services Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Employees who are retiring, resigning, applying for indefinite leave, maternity leave 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		
1. Unserviceable Equipment / Request letter for transfer of equipment		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Clearance Form or request letter to the Property Division	1.4 Printing of accountabilities (from PIAS) 1.5 Assessment of items to be returned (if applicable) 1.6 Endorsement of Clearance Form and/ or Property Transfer Report to the General Services Officer for signing/approval 1.7 Preparation of Property Return Slip or Inventory and Inspection	None	40 minutes	<i>Administrative Aide III (Property Div.)</i> City General Services Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.8 Report (I&I) of Unserviceable (for unserviceable equipment, if applicable) 1.9 Approval of PRS / I&I			
TOTAL		0.00	40 minutes	



CONDUCT OF ANNUAL INVENTORY OF GOVERNMENT PROPERTY AND EQUIPMENT

Service Information

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

Office or Division:	City General Services Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
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 ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Assessment of property / equipment	None	20 days	<i>Administrative Aide IV (Property Div.)</i> <i>and</i> <i>Administrative Aide II (Property Div.)</i> City General Services Office
	1.2 Issuance of Property Return Slip for unserviceable property /equipment (if applicable)			
	1.3 Collection of unserviceable property / equipment			
	1.4 Storing of unserviceable property / equipment			
	1.5 Preparation of I&I			



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.6 Submission of I&I to City Accounting Office and/or COA for appraisal 1.7 Preparation of proposal for auction to COA			
TOTAL		0.00	20 days	



PROCESSING OF ACCIDENT CLAIMS

Service Information

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:	City General Services Office			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Concerned offices with vehicular accident claims to GSIS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Formal Notice of Loss/Claim		Property, Inventory and Supplies Division		
2. Copy of the Policy and Official Receipt for the Premium Payment		Property, Inventory and Supplies Division		
3. Vehicle/s Certificate of Registration and Official Receipt and/or Sales Invoice (for new vehicle)		Requesting Office		
4. Stencils of motor and chassis number		Requesting Office		
5. Copy of Driver's License and Official Receipt		Requesting Office		
6. Notarized Automobile Accident Report and/or Affidavit of the Assured/Driver		Requesting Office		
7. Trip Ticket / Travel Order		Requesting Office		
8. Police Report		Nearest PNP Station		
9. Repair Estimate (preferable dealer's estimate)		Vehicle Dealer / Casa		
10. Photos of the damaged unit		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Gathering and submission of requirements to GSIS	1.1 Submit the requirements to GSIS	None	1 day	<i>Administrative Officer I (Property Div.)</i> City General Services Office
TOTAL		0.00	1 day	



PROCESSING OF GSIS INSURANCE OF BUILDING

Service Information

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

Office or Division:	City General Services Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	GSIS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Billing Statement		GSIS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Request for the billing statement (for the particular building to be insured)	None	1 day	<i>Administrative Officer I</i> City General Services Office
	1.2 Prepare the voucher and its attachments for the payment of insurance premium			
	1.3 Submit the requirements to GSIS			
	1.4 Pay the insurance fee and wait for the Insurance Premium			
TOTAL		0.00	1 day	



PROCESSING OF GSIS INSURANCE OF VEHICLE

Service Information

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

Office or Division:	City General Services Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LGU-SJC offices with service vehicle			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Billing Statement		GSIS		
2. Photo of Vehicle (all sides) for new vehicles		GSO		
3. Stencil of engine and chassis of the vehicle		Office where vehicle is designated		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.1 Request Billing statement from GSIS. For newly purchased vehicle, request should be attached with the vehicle's 4-side photo and stencil of the vehicle's engine and chassis. For old vehicles, request should be attached with the OR/CR of vehicle	Depends on the computation of insurance premium	1 day	<i>Administrative Officer I (Property Div.)</i> or <i>Administrative Aide V (Property Div.)</i> City General Services Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.2 Prepare the voucher and its attachments for the payment of Certificate of Cover (COC) 1.3A Submit the requirements to GSIS 1.4 Pay the insurance fee and wait for the COC			<i>Administrative Officer I (Property Div.)</i> <i>or</i> <i>Administrative Aide V (Property Div.)</i> City General Services Office
TOTAL		0.00	1 day	



RELEASING OF PROPERTY RETURN SLIP (PRS) / INVENTORY AND INSPECTION REPORT (I&I) OF UNSERVICEABLE EQUIPMENT

Service Information

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:	City General Services Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Employees who want to return unserviceable equipment or transfer property custody of the equipment			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Unserviceable Equipment / Request letter for transfer of equipment		Requesting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of request letter for transfer of equipment; Or Return of unserviceable equipment	1.1 Assessment of Item to be returned 1.2 Preparation of PRS and/or I&I 1.3 Approval of PRS and/or I&I	None	40 minutes	<i>Administrative Aide III (Property Div.)</i> City General Services Office
TOTAL		0.00	40 minutes	



VEHICLE REGISTRATION

Service Information

Property This service is mandatory for the registration of new vehicle or renewal of registration of all service vehicles of the LGU of San Jose.

Office or Division:	City General Services Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	LGU-SJC offices with service vehicle			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For New Vehicles: Copy of Official Receipt (OR) and Certificate of Cover from GSIS		GSO		
2. For Renewal: Copy of Official Receipt (OR) and/or Certificate of Registration (CR) (prior year), Emission Testing Result, and Certificate of Cover from GSIS		GSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Submit Requirements to Land Transportation Office	Depends on the computed amount	1 day	<i>Administrative Officer I (Property Div.) or Administrative Aide V (Property Div.)</i> City General Services Office
	2. Process the payment of the renewal fee	None	1 day	<i>Administrative Officer I (Property Div.) or Admin. Aide V (Property Div.)</i> City General Services Office
TOTAL		0.00	2 days	



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	PROCESSING TIME	PERSON RESPONSIBLE
Applicant states the requested document/s	1.8 Retrieval and preparation of document/s	None	5 minutes	<i>Administrative Officer V (HRMO III)</i>
	1.2 Start processing the request			City Human Resource Management Office
Payment of Fee at Cash Receipts Division, City Treasurer's Office	1.1 Accept the payment based on the Order of Payment	Certification Fee P75.00	-	<i>Local Revenue Collection Officer IV City</i>
	1.2 Issue the official Receipt			Treasurer's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Signature and Releasing of documents	1.1 Check the Official Receipt 1.2 Issue the Certificate to the client	None	2 minutes	<i>City Human Resource Mngt. Officer</i> City Human Resource Management Office
TOTAL		0.00	7 minutes	



CLIENT FEEDBACK AND COMPLAINT

Service Information

Provide a structured approach for conveying performance-related information, facilitating continuous improvement, and fostering a culture of transparency and accountability.

Office or Division:	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Employees of the City Government of San Jose and any other individual, resident and non-resident of San Jose City, Nueva Ecija			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requester		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the written letter regarding the services received from a certain employee or office in the LGU	1.1 Received the letter and record in the incoming communication	None	2 minutes	<i>Administrative Aide III(Clerk I)</i> City Human Resource Management Office
	1.2 Assess/ evaluate and conduct primary 1.3 Investigation	None	15 minutes	<i>City Human Resource Mngt. Officer</i> City Human Resource Management Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.4 Inform the appropriate channel/ office and follow up for possible solution and development regarding the issue/s	None	24 hours	<i>Employee / Office concerned</i> City Human Resource Management Office
	1.5 Inform the client	None	2 minutes	<i>City Human Resource Mngt. Officer</i> City Human Resource Management Office
TOTAL		0.00	24 hours & 19 minutes	



8888 CITIZEN'S COMPLAINT HOTLINE

Service Information

8888, also known as the Citizens' Complaint Hotline and the President's Hotline, is a 24/7 national public service hotline operated by the government of the Philippines.

Office or Division:	City Legal Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen and G2G – Government to Government G2E – Government to Employee			
Who may avail:	Individuals/Organization			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Written Request		1. 8888 website or SMS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/File Complaint to 8888 thru their website, call or SMS; Wait for the endorsement of complaint	1.1 Assess issues / concerns indicated on the 8888 portal 1.2 Prepare endorsement of complaint to the concerned office or individual	None	10 minutes	<i>Administrative Assistant II, City Legal Officer</i> <i>City Legal Office</i>
2. Wait for the feedback of the concerned	2.1 Provide feedback to the client from the concerned office/ individual 2.1 Upload document regarding 8888 complain	None	2-3 days / as necessary	<i>Administrative Assistant II, City Legal Officer</i> <i>City Legal Office</i>
TOTAL		0.00	2-3 days/as necessary & 10 minutes	



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:	Highly Technical			
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office of the City Mayor & Sangguniang Panlungsod or offices concerned submits a written request for legal opinion	1.1 Receive the written request from the City Mayor / the Sangguniang Panlungsod / Office	None	3-7 days	<i>Administrative Aide I</i> City Legal Office Supervising Administrative Officer
	1.2 Concerned Drafting and Encoding of paperwork needed			<i>Administrative Assistant II</i> City Legal Office
	1.3 Issue the Legal opinion to the concern of the requesting office			<i>City Legal Officer</i> City Legal Office
TOTAL		0.00	3-7 days	



REQUEST FOR DOCUMENTS /RECORD REPRODUCTION

Service Information

This service pertains to transactions or requests for copies/certified true copies of documents/records.

Office or Division:		Administrative Section, Local Disaster Risk Reduction and Management Office		
Classification:		Simple		
Type of Transaction:		G2G – Government to Government		
Who may avail:		Other LGU Personnel and other concerned agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter for Request Documents		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for documents / Record reproduction	1.1 Receives the request	None	5 minutes	<i>Admin Staff</i> Local Disaster Risk Reduction and Management Office
	2.2 Check in database and files and printing of documents	None	30 minutes	<i>Admin Staff</i> Local Disaster Risk Reduction and Management Office
2. Receives copy of requested documents.	3.2 Release of requested documents	None	5 minutes	<i>Admin Staff</i> Local Disaster Risk Reduction and Management Office
TOTAL		0.00	40 minutes	



MAINTENANCE AND REPAIR OF IT RELATED EQUIPMENT AND PARAPHERNALIA

Service Information

Maintenance and Repair of IT Related Equipment and Paraphernalia is a service that identify problems, fix, maintain and repair IT related equipment and paraphernalia provided to all LGU employees.

Office or Division:	Management Information System Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All LGU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report issues or bring unit for repair to MIS Office	1.1 Problem Identification/troubleshoot 1.2 Repair	None	3 hours 10 minutes	<i>Computer Operator I, Administrative Aide II</i> Management Information System Office
TOTAL		0.00	3 hours & 10 minutes	



TECHNICAL ASSISTANCE – MIS

Service Information

Technical Assistance is a service provided to employees that resolves issues in their Government Application System, networks and computer software.

Office or Division:		Management Information System Office		
Classification:		Simple		
Type of Transaction:		G2G - Government to Government		
Who may avail:		All LGU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report issues and concern to MIS Office	1.1 Problem Identification /troubleshoot 1.2 Take necessary action about the issues	None	40 minutes	<i>City Government Dept. Head I, Computer Operator I, Administrative Aide IV, Administrative Aide II</i> Management Information System Office
TOTAL		0.00	40 minutes	



PROCESSING OF CUSTOMER SATISFACTION / COMPLAINTS

Service Information

Involves conduct of interview for Patient's satisfaction survey/complaint

Office or Division:	Administrative Section: Public Assistance & Complaint Desk Ospital ng Lungsod ng San Jose			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	All Out-patients with therapeutic diet referred by Physician			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Hospital Client Experience Survey (HCES) Form		Public Assistance & Complaint Desk (PACD)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the HCES Form	1.1 Explains the client/patient hospital client experience survey (HCES) form.	None	5 minutes	<i>PACD Personnel</i> Ospital ng Lungsod ng San Jose
2. Submit filled out HCES form to PACD and drop the form at drop box. Retrieval of HCES form and CSAT form from drop box	2.2 Receive the form from client and inform that their concern will be immediately addressed. 2.3 Weekly retrieval of HCES forms from OLSJ- PACD drop box and HR-CSAT drop box.	None	Weekly	<i>PACD Personnel</i> Ospital ng Lungsod ng San Jose



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Collate & Review	<p>1.3 Analyze and interpret the data, comments, and suggestions from HCES form.</p> <p>1.4 Prepare the HCES report and submit to CQI, AO, COH.</p>	None	1 day	<p><i>PACD Personnel</i></p> <p>Ospital ng Lungsod ng San Jose</p>
6. Case Investigation	6.1 CQI Office demand incident report (IR) and explanation letters; conduct a root-cause analysis (RCA); and issue a corrective action request (CAR) to involved section/individuals.	None	1-3 days	<p><i>Concerned Section/Individual</i></p> <p>Ospital ng Lungsod ng San Jose</p>
7. Continual Improvement	7.1 The CQI, COH, & Section Head will communicate and resolve the issues/concerns with the client/patient	None	1-3 days	<p><i>CQI Officer</i></p> <p>Ospital ng Lungsod ng San Jose</p>
TOTAL		0.00	1 day, 1-3 days & 5 minutes weekly	



DATA REQUEST (OFFICIAL PHOTOS/VIDEOS)

Service Information

Employees of the local government unit can request for official photos and/or videos of LGU events documented by the Public Information Office.

Office or Division:	Public Information Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Government			
Who may avail:	Employees/ workers at the Local Government Unit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Data Request Form		Public Information Office		
2. Storage Device (USB)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Data <ul style="list-style-type: none"> Proceed to PIO Information Desk and state the specific data needed 	1.1 Verify if data is available	None	5 minutes	<i>Admin Asst. III, Information Officer II</i> Public Information Office
2. Sign the Data Request Form <ul style="list-style-type: none"> If data is available, the requestor must fill-out the Data Request Form and provide their own storage device 	2.1 PIO Staff provides the Data Request Form to the requestor 2.2 Databank Officer/ authorized PIO staff retrieves the requested data	None	5 minutes	<i>Admin Asst. III, Information Officer II</i> Public Information Office
TOTAL		0.00	10 minutes	



ISSUANCE OF SANGGUNIANG PANLUNGSOD DOCUMENTS

Service Information

Refers to the documents approved or enacted by the Sangguniang Panlungsod in the form of resolutions and ordinances duly certified by the SP Secretary.

Also refers to other documents such as minutes of the meetings or transcribed proceedings of the sessions, public hearings or committee meetings duly certified by the SP Secretary.

Office or Division:		Sangguniang Panlungsod Office		
Classification:		Complex		
Type of Transaction:		G2G-Government to Government		
Who may avail:		Government Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form		1. Sangguniang Panlungsod Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register on the Log Book	1.1 Provide Log Book for client's registration	None	1 minute	<i>Book Binder III</i> Sangguniang Panlungsod Office
2. Secure and fill up-request form	2.1 Provide request form to the client	None	2 minutes	<i>Admin. Officer I (Rec. Officer I)</i> Sangguniang Panlungsod Office
3. Present the request form to the Records Officer	3.1 Accept the request form and search/retrieve the requested document/s	None	10 minutes (for current records) 2 days (for old records)	<i>Admin. Officer I (Rec. Officer I)</i> Sangguniang Panlungsod Office
4. Receive the requested document/s	4.1 Releasing of requested document/s	None	2 minutes	<i>Admin. Officer I (Rec. Officer I)</i> Sangguniang Panlungsod Office
TOTAL		0.00	2 days (old record) 15 minutes (current)	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ul style="list-style-type: none"> ➤ Citizens can send comments or suggestions: <ul style="list-style-type: none"> • via the official Facebook page of City of San Jose • Email: piosanjosecity@gmail.com
How feedbacks are processed	<ul style="list-style-type: none"> ➤ Public Information Office documents the feedback through a transmittal slip routed/electronic form to the concerned department/ agency
How to file a complaint	<ul style="list-style-type: none"> ➤ Citizens can send complaints via the Official Facebook page of City of San Jose
How complaints are processed	<ul style="list-style-type: none"> ➤ 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)	<ul style="list-style-type: none"> ➤ Website: contactcenterngbayan.gov.ph ➤ Presidential Complaint Center Call 8888 ➤ Email: complaints@arta.gov.ph ➤ 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.	0925-7756569
Office of the City Administrator	2 nd Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	0939-9201989
City Legal Office	2 nd Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	0985-8652701
City Human Resource Management Office	2 nd Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	0917-1102316
City Engineering Office	Engineering Compound, Brgy. Calaocan	0932-5434398
City Agriculture Office	Agriculture Compound, Brgy. Malasin	0997-6990111
Franchising & Regulatory Office	Ground Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	0919-8185466
City Population Office	Ground Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	0905-2416046
City Social Welfare Development Office	City Health Compound, A.O Pascual St., Brgy. R. Eugenio	0923-2917451
City Civil Registrar	Ground Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	0932-8813132
City Health Office	City Health Compound, A.O Pascual St., Brgy. R. Eugenio	0932-6615237
Business Permit Licenses Office	Ground Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	0927-9439282
City Assessor's Office	Ground Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	0906-5982525
City Planning & Development Office	2 nd Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	0922-8945520
City Treasurer's Office	Ground Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	0917-9719737
Public Market Office	Public Market Bldg, Brgy. R. Rueda, Sr.	0923-1328520
City Budget Office	2 nd Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	0923-7331478
City Environment Natural Resources Office	2 nd Floor, LDRRM Bldg., City Hall Compound, Brgy. R. Rueda Sr.	0995-4705834
Public Information Office	2 nd Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	0917-5892235
City Accounting Office	Accounting Bldg., City Hall Compd. Maharlika Highway, Brgy. R. Rueda Sr.	0919-0086978
City Vice-Mayor's Office/ Sangguniang Panlungsod	2 nd Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	0933-8202040



Office	Address	Contact Information
City Cooperative Office	Ground Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	0927-0133926
General Services Office	2 nd Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	0918-9082326
City Tourism Office	2 nd Floor, OTOP Bldg., Brgy. F. E Marcos	0968-8550812
Community Affairs Office	3 rd Floor, LDRRM Bldg., City Hall Compound, Brgy. R. Rueda Sr.	0927-9439020
City Library	City Health Compound, A.O Pascual St., Brgy. R. Eugenio	0922-8041762
Management Information System	2 nd Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	0917-5202121
City Slaughterhouse	Ground Floor, Brgy. Sto. Niño 2nd	0933-3244072
Ospital ng Lungsod ng San Jose	City Health Compound, A.O Pascual St., Brgy. R. Eugenio	0917-1344014
Housing & Homesite Regulation Office	2 nd Floor, City Hall Bldg., Maharlika Highway, Brgy. R. Rueda Sr.	0927-9747769
Public Order and Safety Office	2 nd Floor, LDRRM Bldg., City Hall Compound, Brgy. R. Rueda Sr.	0917-3194581
Department of the Interior & Local Government	2 nd Floor, LDRRM Bldg., City Hall Compound, Brgy. R. Rueda Sr.	
Local Disaster Risk Reduction & Management Office/ Makisig Rescue 3121	Ground Floor, LDRRM Bldg., City Hall Compound, Brgy. R. Rueda Sr.	0917-3825487
San Jose City Police Station	Government Center Compound, Brgy. Sto. Niño 1 st	0916-4320401 0927-7374416
San Jose City Fire Station	Abar 1 st , San Jose City	0925-453-0777



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 - Php2.00/sq. m
 - ii. Additional/renovation/alteration up to 20.00 sq. m regardless of floor area of original construction - Php2.40/sq. m
 - iii. Above 20.00 sq. m to 50.00 sq. m - Php3.40/sq. m
 - iv. Above 50.00 sq. m to 100.00 sq. m - Php4.80/sq. m
 - v. Above 100.00 sq. m to 150.00 sq. m - Php6.00/sq. m
 - vi. Above 150.00 sq. m - Php7.20/sq. m
- b. Division A-2
 - i. Original complete construction up to 20.00 sq. m - Php3.00/sq. m
 - ii. Additional/renovation/alteration up to 20.00 sq. m regardless of floor area of original construction - Php3.40/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 - $\text{Php}200.00 + 20.00/\text{kVA}$
 - iii. Over 50 kVA to 300 kVA - $\text{Php}1,100.00 + 10.00/\text{kVA}$
 - iv. Over 300 kVA to 1,500 kVA - $\text{Php}3,600.00 + 5.00/\text{kVA}$
 - v. Over 1,500 kVA to 6,000 kVA - $\text{Php}9,600.00 + 2.50/\text{kVA}$
 - vi. Over 6,000 kVA - $\text{Php}20,850.00 + 1.25/\text{kVA}$

- b. Total Transformer/Uninterrupted Power supply (UPS)/Generator Capacity (kVA)
 - i. 5 kVA or less - Php40.00
 - ii. Over 5 kVA to 50 kVA - $\text{Php}40.00 + 4.00/\text{kVA}$
 - iii. Over 50 kVA to 300 kVA - $\text{Php} 220.00 + 2.00/\text{kVA}$
 - iv. Over 300 kVA to 1,500 kVA - $\text{Php}720.00 + 1.00/\text{kVA}$
 - v. Over 1,500 kVA to 6,000 kVA - $\text{Php}1,920.00 + 0.50/\text{kVA}$
 - vi. Over 6,000 kVA - $\text{Php}4,170.00 + 0.25/\text{kVA}$

- c. Pole/Attachment Location Plan Permit
 - i. Power Supply Pole Location - $\text{Php}30.00/\text{pole}$
 - ii. Guying Attachments - $\text{Php}30.00/\text{Attachment}$

- d. Miscellaneous Fees: Electric Meter for union, separation, alteration, reconnection or relocation and issuance of Wiring Permit:

Residential - $\text{Php}15.00$ (Electric Meter and $\text{Php}15.00$ (Wiring Permit Issuance)

Commercial/Industrial - $\text{Php}90.00$ (Electric Meter) and $\text{Php}36.00$ (Wiring Permit Issuance)

5. Mechanical Fees

- a. Refrigeration, Air Conditioning and Mechanical Ventilation
 - i. Refrigeration (cold storage), per ton or fraction thereof - $\text{Php}40.00$
 - ii. Ice Plants, per ton or fraction thereof - $\text{Php}60.00$
 - iii. Packaged/Centralized Air Conditioning Systems up to 100 tons per ton - $\text{Php}90.00$
 - iv. Every ton or fraction thereof above 100 tons - $\text{Php}40.00$
 - v. Window type air conditioners, per unit - $\text{Php}60.00$
 - vi. Mechanical ventilation, per kW or fraction thereof of blower or fan, or metric equivalent - $\text{Php}40.00$

- b. Escalators and Moving Walks, funiculars and the like:
 - i. Escalator and moving walk, per kW or fraction thereof - $\text{Php}10.00$
 - ii. Escalator and moving walks up to 20.00 lineal meters or fraction thereof - $\text{Php}20.00$



- 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	➤ 0% tax for new business
2. Renewal of Business Permit	➤ 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 - 10
2. Small	Over Php500,000 to Php5M	11 - 99
3. Medium	Over Php5M to Php20M	100 - 199
4. Large	Over Php20M	200 and above

1. On Manufacturers/Importers/Producers

AMOUNT OF TAX PER ANNUM

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

AMOUNT OF TAX PER ANNUM

2. On Banks

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

AMOUNT OF TAX PER ANNUM

4. On Contractor/Service Establishments

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
	AMOUNT OF TAX PER ANNUM
6. On Trans loading Operations	
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
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 ----- Php15.00
(for new applications)

G. Weights and Measures Fee

	Amount of Fee
➤ With capacity if not more than 30 kg -----	Php45.00
➤ With capacity of more than 30 kg but not more than 300 kg --	Php55.00
➤ With capacity of more than 300 kg but not more than 3,000 kg	Php65.00
➤ With capacity of more than 3,000 kg -----	Php75.00
➤ With complete set of Weights (Baskula)	Php115.00

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

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+(1/10 of 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+(1/10 of 1% of cost in excess of 2M)



ANNEX 6 LED BILLBOARD ADVERTISING RATES

(as per City Ordinance No. 17-095)

Length of Ad in Seconds	Minimum No. Exposures per Day	Rates (in pesos)		
		1 Week	2 Weeks	1 Month
5	100	P 1,700.00	P 3,000.00	P 5,000.00
10	100	P 3,200.00	P 6,000.00	P 10,000.00
15	100	P 4,200.00	P 8,000.00	P 15,000.00

Layout size (height X width): 1280pixels X 960pixels (PORTRAIT)