



LOCAL GOVERNMENT OF ORMOC CITY

CITIZEN'S CHARTER



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CITIZEN'S CHARTER HANDBOOK

2021 1ST EDITION



FOREWORD

The Local Government Unit of Ormoc, a 1st class independent component city in the Eastern Visayas became a city by virtue of *Republic Act No. 179* on October 20, 1947. With this, it became the fifteenth city in the Philippines and the first in the Eastern Visayas region.

In view of R.A. 11032 requiring all government agencies to have a Citizen's Charter, the different offices in the City of Ormoc took into account the directives of the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" for the crafting and upgrading of its Citizen's Charter. It aims to make transparent and accessible to its constituents and clients the with the service standards of the external and internal services of the City of Ormoc, covering business and non-business related transactions. This is to further lay the prescribed procedural and documentary standards to be translated by civil servants to efficient and effective services.

This City is committed to be agents of the realization of the vision of Ambisyon Natin 2040 through: discovery, design, delivery and continuous improvement, to wit:

- 1. Discovery:** Identifying the biggest problems clients face.
- 2. Design:** Use of tools such as time and motion studies and creativity to redesign problem areas and using benchmarking to set improvement targets.
- 3. Delivery:** Making changes quickly and successfully, overcoming any resistance.
- 4. Continuous improvement:** Monitoring performance and being ready to act again.

All these to meet the mandates and standards set forth by relevant laws and orders targeted to ease of doing business and delivery of government services that will greatly benefit the public and society, in general.



I. Mandate:

Under Section 17 of RA 7160, otherwise known as the Local Government Code of the Philippines, on Basic Services and Facilities. – (a) Local government units shall endeavor to be self-reliant and shall continue exercising the powers and discharging the duties and functions currently vested upon them. They shall also discharge the functions and responsibilities of national agencies and offices devolved to them pursuant to this Code. Local government units 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.

Such basic services and facilities for a City include, but are not limited to, the following:

All the services and facilities of the municipality and province, and in addition thereto, the following:

- (i) Adequate communication and transportation facilities;
- (ii) Support for education, police and fire services and facilities;
- (c) Notwithstanding the provisions of subsection (b) thereof, public works and infrastructure projects and other facilities, programs and services funded by the National Government under the annual General Appropriations Act, other special laws, pertinent executive orders, and those wholly or partially funded from foreign sources, are not covered under this section, except in those cases where the local government unit concerned is duly designated as the implementing agency for such projects, facilities, programs, and services.
- (d) The designs, plans, specifications, testing of materials, and the procurement of equipment and materials from both foreign and local sources necessary for the provision of the foregoing services and facilities shall be undertaken by the local government unit concerned, based on national policies, standards and guidelines.
- (e) National agencies or offices concerned shall devolve to local government units the responsibility for the provision of basic services and facilities enumerated in this section within six (6) months after the effectivity of this Code.

As used in this Code, the term “devolution” refers to the act by which the National Government confers power and authority upon the various local government units to perform specific functions and responsibilities.

- (f) The National Government or the next higher level of local government unit may provide or augment the basic services and facilities assigned to a lower level of local government unit when such services or facilities are not made available or, if made available, are inadequate to meet the requirements of its inhabitants.
- (g) The basic services and facilities hereinabove enumerated shall be funded from the share of local government units in the proceeds of national taxes and other local revenues and funding support from the National Government, its instrumentalities and government-owned or -controlled corporations which are tasked by law to establish and maintain such services or facilities. Any fund or resource available for the use of local government



units shall be first allocated for the provision of basic services or facilities enumerated in subsection (b) hereof before applying the same for other purposes, unless otherwise provided in this Code.

(h) Regional offices of national agencies or offices whose functions are devolved to local government units as provided herein shall be phased out within one (1) year from the approval of this Code. Said national agencies and offices may establish such field units as may be necessary for monitoring purposes and providing technical assistance to local government units. The properties, equipment, and other assets of these regional offices shall be distributed to the local government units in the region in accordance with the rules and regulations issued by the Oversight Committee created under this Code.

(i) The devolution contemplated in this Code shall include the transfer to local government units of the records, equipment, and other assets and personnel of national agencies and offices corresponding to the devolved powers, functions, and responsibilities.

Personnel of said national agencies or offices shall be absorbed by the local government units to which they belong or in whose areas they are assigned to the extent that it is administratively viable as determined by the said oversight committee: Provided, That the rights accorded to such personnel pursuant to civil service law, rules and regulations shall not be impaired: Provided, further, That regional directors who are career executive service officers and other officers of similar rank in the said regional offices who cannot be absorbed by the local government unit shall be retained by the National Government, without any diminution of rank, salary or tenure.

(j) To ensure the active participation of the private sector in local governance, local government units may, by ordinance, sell, lease, encumber, or otherwise dispose of public economic enterprises owned by them in their proprietary capacity.

Costs may also be charged for the delivery of basic services or facilities enumerated in this section.

II. Vision

“Ormoc City as the Renewable Energy Capital of the Philippines and the Agro-Commercial, Industrial and Tourism Hub in Eastern Visayas, in a safe and Disaster-Resilient Environment and a Growth Inclusive Economy”



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Business Permits and Licensing Office

External Services



1. New Business / Mayor's Permit

Any person, whether natural or juridical, desiring to engage in any business, trade or activity, within the territorial jurisdiction of the City of Ormoc, shall first submit an application for the corresponding permit and license to the City Mayor thru the Business Permits and Licensing Office. The applicant shall comply all requirements and pay taxes and fees whereupon the Business Permit and Licensing Office will issue the corresponding permit before they can legally operate. The permit and license granted shall be for a period of one (1) year, to take effect on the date of issue and shall expire on the date specified therein but not beyond December 31 of the year it was issued.

Office Or Division:	City Mayors Office - Business Permits and Licensing Office – Business License and Inspectorate Section	
Classification:	Simple Transaction	
Type Of Transaction:	G2C/G2B - Government to Citizen/ Government to Business	
Who May Avail:	Any person who wants to conduct or establish a business, trade or activity with the territorial jurisdiction of Ormoc City.	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly filled-out Unified Business Permit Application Form (1 original)		Business Permits and Licensing Office – Business License and Inspectorate Section, Ground Floor, New Ormoc City Hall, Ormoc City The same is accessible at www.ormoc.gov.ph
2. Proof of registration: (select only one that is applicable)		
i. Certificate of Registration for all kinds of corporation with complete set of Article of Incorporation and By-laws. (1 photocopy)		Securities and Exchange Commission (SEC) CEBU : Englis V. Rama Avenue, Cebu City, 6000 Cebu MANILA : Secretariat Building, PICC Complex, Pasay , Metro Manila , Philippines Website : www.sec.gov.ph
ii. Certificate of Cooperation for Cooperative with complete set of Article of Cooperation and By-laws. (1 photocopy)		Cooperative Development Authority (CDA) TACLOBAN : New Bus Terminal Compound, Tacloban City, Leyte CEBU : 2/F Coop Bank of Cebu Bldg, M. Velez St, Cebu City, Cebu MANILA : 827 Aurora Blvd, Immaculate Conception, Quezon City, 1111 Metro Manila Website : www.sec.gov.ph



iii. Certificate of Business Name Registration for sole proprietor. (1 photocopy)	Department of Trade and Industry (DTI) ORMOC : Ground Floor, New Ormoc City Hall, Aunubing St., Brgy. Cogon, Ormoc City Website : www.dti.gov.ph			
3. Proof of right of applicant to use the location as business address: (select only one that is applicable)	Applicant			
i. If owned, proof of ownership				
Transfer Certificate of Title or Tax Declaration (1 photocopy)				
ii. If not owned by applicant				
Contract of Lease / Memorandum of Agreement / Written consent of property owner (1 photocopy)				
4. Sketch of Business Location (free hand sketch is acceptable) Two (2) copies	Applicant			
Additional Requirements, as applicable				
✓ Clearances, Permits, Authorizations and Certifications in compliance to certain laws (1 photocopy)	National Government Agencies			
✓ Special Power of Attorney for represented Sole Proprietorship (1 updated and original)	Any Notary Public			
✓ Duly Notarized Partnership Resolution for represented partnership (1 updated and original)	Applicant			
✓ Duly Notarized Secretary's Certificate or Board Resolution for other form of ownership (1 updated and original)	Applicant			
5. One (1) Long Folder	Applicant			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out Unified Application Form together with all supporting documents.	1. Receive application and requirements.	None	30 minutes	<i>Admin. Aide I</i> Business License and Inspectorate Section



	1.1 Interview applicant.			- Business Permits and Licensing Office
	1.2 Validate all the details on the Application Form.			
	1.3 Verify taxpayer record whether delinquent or not.			
	1.4 Taxpayer with tax delinquency shall be referred to CTO for computation of surcharges and penalties.			
	1.5 Taxpayer with inactive business/es is advised to update status of business or to file retirement of business.			
	1.6 Regulatory Offices referral: Office of the Building Officials - New Bldg. Environment and Natural Resources Office - Environmentally Critical Business City Health Department - Food, Water, Beauty Products and Wellness business			<i>Office of the Building Officer</i> Office of the Building Officials <i>ENRO Officer</i> Environment and Natural Resources Office <i>City Health Department Head</i> City Health Department



	1.7 Conduct Ocular Inspection.	None	1 day (shall be inspected along with others who applied for permit)	<i>License Inspector and/or Admin. Aide I - Business License and Inspectorate Section - Business Permits and Licensing Office</i>
	1.8 Assign nature/line of business.		30 minutes	<i>Licensing Officer III and/or Licensing Officer I Business License and Inspectorate Section – Business Permits and Licensing Office</i>
	1.9 Assess business capitalization.			
	1.10 Encode and upload necessary information.			
	1.11 One-time assessment of taxes and fees.	Fees will depend on the - Nature /Line of Business -Regulatory Fees - Barangay Clearance Fee - Business Plate @ P 250.00	10 minutes	<i>Revenue Collection Officer - City Treasurers Office</i>
	1.12 Print and issue assessment of taxes and fees.			
2. Pay the assessment to the CTO personnel assigned at the BPLO or may opt to pay at the CTO counter.	2.1 CTO personnel to receive assessment and payment.	None	5 minutes	<i>Admin. Aide I Business License and Inspectorate Section – Business Permits and Licensing Office</i>
	2.2 CTO to issue official receipt.			
3. Submit assessment form with all supporting documents and official receipt.	3.1 Receive and verify documents.	None	3 minutes	<i>Admin. Aide I Business License and Inspectorate Section – Business Permits and Licensing Office</i>
	3.2 Issuance of Claim Slip.			



	3.3 Indorse electronically for approval of permit.		30 minutes	<i>City Treasurer</i> City Treasurer's Office <i>City Gov't Asst. Dept. Head I</i> Business Permits and Licensing Office
	3.4 Electronic approval of application.		30 minutes	<i>City Administrator</i> City Administrator's Office
	3.5 Print and issue approved permit.		30 minutes	<i>Admin. Aide I</i> Business License and Inspectorate Section – Business Permits and Licensing Office
	3.6 Segregate documents as to owner's copy and office file.			
	3.7 Release permit and business registration plate.			
TOTAL		See Below Schedule of Fees	1 day, 2 hours and 48 minutes	



**MAYOR'S PERMIT FEE IS BASED ON TAX ORDINANCE NO. 001, SERIES OF 2018
REGULATORY FEES**

Garbage	Php. 45.00
Health	15.00
Sanitary Permit Fee	200.00 / 100.00
Annual Inspection Fee	120.00/240.00/480.00/720.00/1,200.00
Police Fee	5.00
Barangay Clearance Fee	(Based on Approved Brgy. Tax Ordinance)
Health Fee (Sanitary)	15.00/employee
Laboratory Fee (Sanitary)	20.00/employee

LIST OF PERMITS/CLEARANCES FROM NATIONAL GOVERNMENT AGENCIES FOR SELECTED SECTORS

LINE OF BUSINESS	PERMIT/CLEARANCES NEEDED	ISSUING NATIONAL GOVERNMENT AGENCIES
1. All establishments	Fire Safety Inspection Certificate	Local Bureau of Fire Protection (BFP)
2. Animal Facilities	Certificate of Registration	Bureau of Animal Industry
3. Brokers/ Merchants involved in the sale of commodities for future transactions	Future Commodity Merchants/Brokers License	Securities and Exchange Commission (SEC)
4. Cell sites	Refer to ARTA JMC-01-2020	
5. Customs Brokerage Business	License	Customs Brokerage Commission
6. Dealers of Rice and Corn and Wheat	License (depending on the type of activity)	National Food Authority
7. Drugstores	License to Operate	Food and Drug Administration
8. Forwarders	Accreditation for Sea Freight Forwarders	Philippine Shippers Bureau
9. Funeral Homes/Parlors	Training Certificate and license of Undertaker and Embalmer	Department of Health



10.	General/Specialty and Engineering Contractor	Contractor's License	Philippine Contractors Accreditation Board
11.	Household/Urban Pesticides	- License to Operate - Certificate of Product Registration	Food and Drug Administration
12.	Lending Institutions	Certificate of Authority to Operate	Bangko Sentral ng Pilipinas
13.	LPG Dealer	Application to Supply Natural Gas	Department of Energy
14.	Manning and Crewing Services	License for Recruitment Agency	Philippine Overseas and Employment Agency
15.	Manpower Agencies with paid up capital of at least Php 5,000,000.00	License to Operate a Private Recruitment and Placement Agency	Department of Labor and Employment Regional Office
16.	Medical Devices	License to Operate	Food and Drug Administration
17.	Messengerial and Courier Services		Department of Transportation and Communication
18.	Mining	Permits depend on the activity	Department of Environment and Natural Resources
19.	Pest Control Services	Pest Control License	Fertilizer and Pesticide Authority
20.	Processed Foods	- License to operate - Certificate of Product Registration	Food and Drug Administration
21.	Pre-school, Elementary and High School	Permit to operate	Department of Education (DepEd) Division Office and Regional Board
22.	Real Estate Broker	License	Department of Trade and Industry of Professional Regulatory Board
23.	Rent-a-Car and Transportation Services	Franchise/Certificate of Public Conveyance	Land Transportation Franchising and Regulatory Board
24.	Security Agencies	National License	PSCUCIA (PNP Clearance)
25.	Spa/Massage Clinic	Certificate of Training of Therapist or Masseur/Masseuse	- Department of Health - TESDA



26.	STL (Small Town Lottery)	Permit to Operate	Philippine Charity and Sweepstakes Office
27.	Structure within 10KM radius of Communication – Navigation Surveillance Facilities located off-airport	Height Clearance Permit	Civil Aviation Authority of the Philippines
28.	Telecommunications Firm	License to Operate	National Telecommunication Commission
29.	Toys and Childcare Articles	- License to Operate - Certificate of Product Registration	Food and Drug Administration
30.	Veterinary Products	- License to Operate - Certificate of Product Registration	Food and Drug Administration
31.	Video Rental Services	Registration for Optical Media Business	Optical Media Board
32.	Pawnshop and Money Service Business	Certificate of Authority to Operate	Bangko Sentral ng Pilipinas



2. Renewal of Business /Mayor's Permit

It is required for existing businesses operating within the territorial jurisdiction of Ormoc City to renew their permit within the first twenty (20) days of January of the year. Permit and license granted for a period of one (1) year, to take effect on the date of issue and shall expire on the date specified therein but not beyond December 31 of the year it was issued unless revoked or the business has an approved application retirement of business.

Office Or Division:	City Mayors Office - Business Permits and Licensing Office – Business License and Inspectorate Section			
Classification:	Simple Transaction			
Type Of Transaction:	G2C/G2B - Government to Citizen/ Government to Business			
Who May Avail:	Any person who has an existing business establishment within the territorial jurisdiction of Ormoc			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly filled-out Unified Business Permit Application Form (1 original)		Business Permits and Licensing Office – Business License and Inspectorate Section, Ground Floor, New Ormoc City Hall, Ormoc City The same is accessible at www.ormoc.gov.ph		
2. Previous Mayor's Permit (Original or 1 photocopy)		Applicant		
3. Proof of annual gross receipts which may include any of the following:				
i. Sworn Declaration of Gross Sales or Receipt (1 original)		Any Notary Public Office		
ii. Audited Financial Statement ("AFS") or Unaudited FS for those who are not required to file AFS with BIR (1 photocopy)		Applicant		
iii. Income Tax Returns (1 photocopy)		Bureau of Internal Revenue		
4. One (1) Long Folder		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit all requirements for renewal of business permit.	1. Receive and verify requirements.	None	5 minutes	<i>Admin. Aide I</i> Business License and Inspectorate Section – Business Permits and Licensing Office
	1.1 Encode and upload necessary information.	Taxes and fees will depend on Sworn Declaration of Gross Sales or Receipt and Nature /Line of Business - Variable and Graduated schedule of Taxes and Fees (see schedule of fees as per Ordinance No. 29, Series of 1992)	15 minutes	<i>Licensing Officer III and/or Licensing Officer I</i> Business License and Inspectorate Section – Business Permits and Licensing Office
	1.2 One-time assessment of taxes and fees.			
	1.3 Print and issue assessment of taxes and fees.			
2. Pay the assessment to the CTO personnel assigned at the BPLO or may opt to pay at the CTO counter.	2. CTO to receive assessment and payment.		15 minutes	<i>Revenue Collection Officer</i> City Treasurers Office
	2.1 CTO to issue official receipt.			
3. Submit assessment form with supporting documents and official receipt.	3. Receive and verify documents.	None	5 minutes	<i>Admin. Aide I</i> Business License and Inspectorate Section – Business Permits and Licensing Office
	3.1 Issuance of Claim Slip.		3 minutes	



	3.2 Indorse electronically for approval of permit.		30 minutes	<i>City Treasurer</i> City Treasurer's Office <i>City Gov't Asst. Dept. Head I</i> Business Permits and Licensing Office
	3.2 Electronic approval of application.		30 minutes	<i>City Administrator</i> City Administrator's Office
	3.3 Print and issue approved permit.		30 minutes	<i>Admin. Aide I</i> Business License and Inspectorate Section – Business Permits and Licensing Office
	3.4 Segregate documents as to owner's copy and office file.			
	3.5 Release permit and sticker.			
TOTAL		See Below Schedule of Fees	2 hours and 13 minutes	



RETAILERS

With gross sales or receipts
for the preceding calendar
year in the amount of :

Rate of Tax
per Annum

P 400,000.00 or less	1%	
more than P 400,000.00	1/2%	(50% of 1%)

WHOLESALEERS/DISTRIBUTORS/DEALERS

On wholesalers, distributors, or dealers in any article of commerce of whatever kind or nature in
Accordance with the following schedule :

With gross sales or receipts for the
Preceding calendar year in the amount of :

Amount of Tax
per Annum

Less than P 1,000.00		P	22.50
P 1,000.00 or more than but less than	P	2,000.00	45.00
2,000.00 or more than but less than		3,000.00	67.50
3,000.00 or more than but less than		4,000.00	97.50
4,000.00 or more than but less than		5,000.00	135.00
5,000.00 or more than but less than		6,000.00	165.00
6,000.00 or more than but less than		7,000.00	195.00



7,000.00 or more than but less than	8,000.00	225.00
8,000.00 or more than but less than	10,000.00	255.00
10,000.00 or more than but less than	15,000.00	300.00
15,000.00 or more than but less than	20,000.00	375.00
20,000.00 or more than but less than	30,000.00	450.00
30,000.00 or more than but less than	40,000.00	600.00
40,000.00 or more than but less than	50,000.00	900.00
50,000.00 or more than but less than	75,000.00	1,350.00
75,000.00 or more than but less than	100,000.00	1,800.00
100,000.00 or more than but less than	150,000.00	2,550.00
150,000.00 or more than but less than	200,000.00	3,300.00
200,000.00 or more than but less than	300,000.00	4,500.00
300,000.00 or more than but less than	500,000.00	6,000.00
500,000.00 or more than but less than	750,000.00	9,000.00
750,000.00 or more than but less than	1,000,000.00	12,000.00
1,000,000.00 or more than but less than	2,000,000.00	20,000.00
2,000,000.00 or more than at a rate not exceeding fifty-percent (50%) of one percent (1%)		



SERVICE ESTABLISHMENTS

On contractors, and other independent contractors, in accordance with following schedule.

With gross sales or receipts for the Preceding calendar year in the amount of		Amount of Tax per Annum
Less than P 5,000.00		P 37.50
P 5,000.00 or more than but less than	P 10,000.00	84.00
10,000.00 or more than but less than	15,000.00	142.50
15,000.00 or more than but less than	20,000.00	225.00
20,000.00 or more than but less than	30,000.00	375.00
30,000.00 or more than but less than	40,000.00	525.00
40,000.00 or more than but less than	50,000.00	750.00
50,000.00 or more than but less than	75,000.00	1,200.00
75,000.00 or more than but less than	100,000.00	1,800.00
100,000.00 or more than but less than	150,000.00	2,700.00
150,000.00 or more than but less than	200,000.00	3,600.00
200,000.00 or more than but less than	250,000.00	4,950.00
250,000.00 or more than but less than	300,000.00	6,300.00
300,000.00 or more than but less than	400,000.00	8,400.00



400,000.00 or more than but less than	500,000.00	11,250.00
500,000.00 or more than but less than	750,000.00	14,000.00
750,000.00 or more than but less than	1,000,000.00	17,250.00
1,000,000.00 or more than but less than	2,000,000.00	20,000.00
2,000,000.00 or more at the rate not exceeding fifty-percent (50%) of one percent (1%)		

MANUFACTURERS

With gross sales for the preceding calendar year in the amount of:		Amount of Tax per Annum	
Less than P 10,000.00		P	225.00
P	10,000.00 or more but less than	P	300.00
	15,000.00 or more but less than	15,000.00	412.50
	20,000.00 or more but less than	20,000.00	600.00
	30,000.00 or more but less than	30,000.00	900.00
	40,000.00 or more but less than	40,000.00	1,125.00
	50,000.00 or more but less than	50,000.00	1,800.00
	75,000.00 or more but less than	75,000.00	2,250.00
		100,000.00	



100,000.00 or more but less than	150,000.00	3,000.00
150,000.00 or more but less than	200,000.00	3,750.00
200,000.00 or more but less than	300,000.00	5,250.00
300,000.00 or more but less than	500,000.00	7,500.00
500,000.00 or more but less than	750,000.00	11,250.00
750,000.00 or more but less than	1,000,000.00	15,000.00
1,000,000.00 or more but less than	2,000,000.00	18,750.00
2,000,000.00 or more but less than	3,000,000.00	22,500.00
3,000,000.00 or more but less than	4,000,000.00	27,000.00
5,000,000.00 or more but less than	5,000,000.00	31,500.00
6,000,000.00 or more but less than	6,500,000.00	36,000.00
6,500,000.00 or more at a rate not exceeding thirty-seven & a half percent (37 1/2%)		
of one percent (1%)		



3. Retirement Of Business / Mayors Permit

Businesses operating within the territorial jurisdiction of Ormoc City upon retirement or termination of its operations shall apply and surrender the issued business permit to the Business Permits and Licensing Office for cancellation and record of the same in the system.

Office or Division:	City Mayors Office - Business Permits and Licensing Office – Business License and Inspectorate Section
Classification:	Simple Transaction
Type of Transaction:	G2C/G2B - Government to Citizen/ Government to Business
Who may avail:	Any person who has an existing business establishment within the territorial jurisdiction of Ormoc City whose business operations had ceased
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Duly filled-out Application for Retirement of Business (3 forms originally filled up)	Business Permits and Licensing Office – Business License and Inspectorate Section, Ground Floor, New Ormoc City Hall, Ormoc City
2. latest Business/ Mayors Permit Permit (1 original)	Applicant
Affidavit of Loss if the same cannot be provided (1 original)	Any Notary Public Office
3. Business Registration Plate (original)	Applicant
Affidavit of Loss if the same cannot be provided (1 original)	Any Notary Public Office
4. Letter of Intent to Retire the business, if sole proprietor (1 original)	Applicant
Duly Notarized Secretary's Certificate / Board Resolution), if corporation, partnership or cooperative (1 original)	Applicant
5. Sworn Statement of the Gross Sales Receipts for the Current Year or Quarter within Thirty (30) days following closure. (1 Original)	Any Notary Public Office
6. Certificate of Business Closure stating the exact Date of Closure (1 photocopy)	Location of Business (Barangay/Mall/Lessor/Building Administrator)



7. Affidavit if Closure of Business is not reported as closed for more than Two (2) years. (1 Original)		Any Notary Public Office		
8. Special Power of Attorney for represented Sole Proprietorship (1 updated and original)		Any Notary Public		
9. Partnership Resolution for represented partnership (1 updated and original)		Any Notary Public		
10. Secretary's Certificate or Board Resolution for other form of ownership (1 updated and original)		Any Notary Public		
11. One (1) Long Folder		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit filled-out Application for Retirement of Business Form together with supporting documents.	1. Receive and verify requirements.	None	30 minutes	Admin. Aide I Business License and Inspectorate Section – Business Permits and Licensing Office
	1.1 Interview applicant.			
	1.2 Validate all the details on the Application Form.			
	1.3 Verify taxpayer record whether delinquent or not.			
	1.4 Taxpayer with tax delinquency shall be referred to CTO for computation of surcharges and penalties.			



	1.5 Indorse for ocular inspection if no delinquency.			
	1.6 Ocular Inspection.		2 days (shall be inspected along with others who applied for retirement of business)	<i>License Inspector and/or Admin. Aide I - Business License and Inspectorate Section - Business Permits and Licensing Office</i>
	1.7 Assessment of tax obligation if the business has already. stopped operation upon ocular inspection.	Tax Obligation based on gross sales or receipt as per Ordinance No 29, Series of 1992	15 minutes	<i>Licensing Officer III and/or Licensing Officer I Business License and Inspectorate Section – Business Permits and Licensing Office</i>
	1.8 If business is still operating upon ocular inspection, application will be denied.			
2. Pay the assessment to the CTO personnel assigned at the BPLO or may opt to pay at the CTO counter.	2.1 CTO to receive assessment and payment.		15 minutes	<i>Revenue Collection Office City Treasurers Office</i>
	2.2 CTO to issue official receipt.		5 minutes	



3. Submit assessment form with all supporting documents and official receipt.	3.1 Receive and verify documents.	None	5 minutes	<i>Admin. Aide I</i> Business License and Inspectorate Section – Business Permits and Licensing Office
	3.2 Indorse application for approval of retirement of business.		5 minutes	<i>Licensing Officer III and/or Licensing Officer I</i> Business License and Inspectorate Section
	3.3 Approval of application for retirement of business.		5 minutes	<i>City Gov't Asst. Dept. Head I</i> Business Permits and Licensing Office
	3.4 System update business status as Retired Business.		5 minutes	<i>Licensing Officer III and/or Licensing Officer I</i> Business License and Inspectorate Section – Business Permits and Licensing Office
	3.5 Segregate documents as to owner's copy, CTO file and office file.		10 minutes	<i>Admin. Aide I</i> Business License and Inspectorate Section – Business Permits and Licensing Office



	3.6 Release approved retirement of business as to owner's copy and CTO file.			
TOTAL		None	2 days, 1 hours and 35 minutes	

4. Occupational Permit

Occupational Permit is a requirement for those who may be employed in any business establishment/s in Ormoc City. It shall be valid for a period of not more than one (1) year and shall expire on the last day of the year it was issued.

Office or Division:	Business Permits and Licensing Office - Business License and Inspectorate Section			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Any Persons working or intents to work in the City of Ormoc			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 x 1 ID Picture (2pcs)		Any Photo shoot businesses		
2. Police Clearance (1 original, 1 photocopy)		Application is done online at https://pnpclearance.ph/ , processing is done at the Ormoc City Police Office, Brgy. Camp Downes, Ormoc City		
3. Barangay Clearance (1 original, 1 photocopy)		Barangay Hall of Clients' place of residence		
4. Cedula (1 original, 1 photocopy)		Barangay Hall of Clients' place of residence/ City Treasurers Office		
5. Mayors Clearance(1 original, 1 photocopy)		Business Permits and Licensing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Secure Checklist of Requirements	1. Provide checklist of requirements.	None	3 Minutes	<p style="text-align: center;"><i>Admin. Aide I</i> Business License and Inspectorate Section – Business Permits and Licensing Office</p>
2. Submit requirements	2.1 Check completeness of documents and every information.	None	5 Minutes	
	2.1 If incomplete, return to client and ask to comply.			
	2.2 If complete, accept application, and issue Order of Payment to client.			
3. Receive Order of Payment and Present it to the CTO for payment.	3.1 Received Order of Payment Form and Payment	Fees will depend on the kind of occupation as per Tax Ordinance No. 001, Series of 2018 P 45.00 Garbage Fee P 15.00 Health Fee	5 minutes	<p style="text-align: center;"><i>Revenue Collection Officer</i> City Treasurers Office</p>
	3.2 Issue Official Receipt (OR)			
4. Submit Official Receipt	4.1 Receive Official Receipt	None	5 minutes	<p style="text-align: center;"><i>Admin. Aide I</i> Business License and Inspectorate Section – Business Permits and Licensing Office</p>
	4.2 Print and issue Occupational Permit for applicants signature and Thumbmark			
4.1 Receive Occupational Permit for				



Signature and Thumbmark	4.2 Received signed with Thumbmark Occupational Permit			
	4.3 Countersign City Mayor's Name	None	2 minutes	<i>City Gov't Asst. Dept. Head I</i> Business Permits and Licensing Office
	4.4. Release of Occupational Permit	None	1 minute	<i>Admin. Aide I</i> Business License and Inspectorate Section – Business Permits and Licensing Office
5. Forward Occupational Permit to City Administrator's Office	Approval of Occupational Permit	None	15 minutes	<i>City Mayor or his duly authorize representative (i.e. City Administrator)</i> City Mayors Office or City Administrators Office
6. Claim Occupational Permit	Release Occupational permit	None	2 minutes	<i>Admin. Aide I</i> Business License and Inspectorate Section – Business Permits and Licensing Office
5.1 Sign in the Client Logbook	Provide Client Logbook			



Total	Fees will depend on the kind of occupation as per Tax Ordinance No. 001, Series of 2018 P 45.00 Garbage Fee P 15.00 Health Fee	38 minutes	
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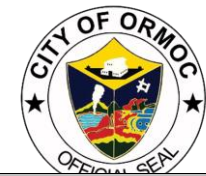
5. Special Mayor's Permit for Hanging of Streamers in the Streets and Roads within the City of Ormoc

Streamers allowed to be hanged shall not be more than one (1) meter in width and five (5) meters in length. The City has identified the following designated areas: Agua Dulce Street, Cogon Bridge, Don Felipe Road, Alegria Bridge, Real Cor. Hermosilla Drive, Lilia Avenue, Rivilla Avenue, Bus Terminal and Public Market. Hanging of streamers is permitted to be hanged for not more than 15 days and shall be removed within three (3) days.

Office or Division:	Office of the City Mayor - Business Permits and Licensing Office	
Classification:	Simple Transaction	
Type of Transaction:	G2C/G2B/G2G – Government to Citizen/Government to Business/Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Intent which shall states: <ul style="list-style-type: none"> ✓ No. of Streamers to be hanged ✓ Exact dates of the 15 days duration; and ✓ Place where the streamer/s is/are to be hanged (1 original) 		Applicant



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent	1. Receive Letter of Intent	None	5 Minutes	<i>Admin. Aide I</i> Business License and Inspectorate Section – Business Permits and Licensing Office
	1.1 Create and Issue Order of Payment to the Client			
2. Receive Order of Payment and Present it to the CTO	2. Received Order of Payment Form and Payment	200.00/streamer plus 200.00 deposit/streamer	5 minutes	<i>Revenue Collection Officer</i> City Treasurers Office
2.1 Receive Official Receipt	1.1 Issue Official Receipt (OR) and change, if there is any			
2.2 Submit Official Receipt	2.2 Receive Official Receipt	None	3 Minutes	<i>Admin. Aide I</i> Business License and Inspectorate Section – Business Permits and Licensing Office
	2.3. Print Streamers Permit			
	2.4 Countersign City Mayor's Name	None	2 minutes	<i>City Gov't Asst. Dept. Head I</i> Business Permits and Licensing Office
	2.5 Release of Streamers Permit	None	1 minute	<i>Admin. Aide I</i> Business License and Inspectorate Section – Business Permits and Licensing Office
3. Forward Streamers Permit to City Administrator's Office	Approval of Streamers Permit	None	15 minutes	<i>City Mayor or his duly authorize representative (i.e. City Administrator)</i> City Mayors Office or City Administrators Office
4. Claim Streamers Permit	4. Release Streamers Permit	None	2 minutes	<i>Admin. Aide I</i> Business License and Inspectorate Section – Business Permits and Licensing Office
4.1 Sign in the Client Logbook	4.1 Provide Client Logbook			



Total	200.00/streamer plus 200.00 deposit/streamer	33 minutes	
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Exemptions for the payment of required permit fee	
1.	Streamers welcoming high ranking government officials, the same shall allowed to be hanged across streets, roads, and highways at such clearance as will not obstruct the passage of motor vehicles.
2.	Streamers welcoming dignitaries, the same shall allowed to be hanged across streets, roads, and highways at such clearance as will not obstruct the passage of motor vehicles.
3.	Streamers hanged at the place of residence or business establishments of the client provided that same will not be hanged across the street
4.	Streamers promoting government programs
Penalty:	
Any individual or group of persons, educational institutions, business establishments, organization or corporation violating any of the Ordinance shall suffer the penalty of a fine of not more than Two Hundred (P200.00), or imprisonment of not more than 7 days, or both fine and imprisonment at the discretion of the Honorable Court.	



6. Streamers Clearance

Streamers Clearance is issued to be able to claim refund of streamers deposit after the removal of Streamers at the designated areas with three (3) days after the prescription of the allowed 15 days duration. Failure to remove the subject streamer/s within the prescribed period shall cause forfeiture of the deposit in favor of the City Government.¹

Office or Division:	Office of the City Mayor - Business Permits and Licensing Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C/G2B/G2G – Government to Citizen/Government to Business/Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Receipt (OR) of the Deposit Paid (Original)	Applicant (released by CTO during the application of special mayors permit for streamers)			
2. Streamers Permit issued (1 Photocopy)	Applicant			
3. Streamers Clearance (1 Original)	Business Permits and Licensing Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Official Receipt and other Documents	1. Receive Requirements and check veracity if the streamers are removed with the prescribed period.	None	5 Minutes	Admin. Aide I Business License and Inspectorate Section – BPLO
	1.1 Prepare and issue Streamers Clearance			
	1.2 Approve Streamers Clearance	None	2 Minutes	City Gov't Asst. Dept. Head I BPLO
2. Receive approved Streamers Clearance with supporting documents and proceed to CTO.	Release the Streamers Clearance	None	2 Minutes	Admin. Aide I Business License and Inspectorate Section – BPLO
Total		None	9 minutes	

¹ City Ordinance No. 87 series of 2002



7. Special Mayor's Permit to Transport Products/Scrap Iron

Special Mayor's Permit is issued to a person or entity to transport products/ scrap iron within the specific period.

Office or Division:	Office of the City Mayor - Business Permits and Licensing Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C/G2B/G2G – Government to Citizen/Government to Business/Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent (1 original)		Client		
2. PNP Certification (1 original)		Philippine National Police		
3. Affidavit (1 original)		Any Notary Public Office		
4. Mayors Permit (1 photocopy)		Business Permits and Licensing Office		
5. Official Receipt (OR) and Certificate of Registration (CR) (1 photocopy)		Land Transportation Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1. Receive Requirements and check veracity of information	None	3 Minutes	<i>Admin. Aide I</i> Business License and Inspectorate Section – Business Permits and Licensing Office
	1.1 Create and Issue Order of Payment to the Client	None	2 Minutes	<i>Admin. Aide I</i> Business License and Inspectorate Section – Business Permits and Licensing Office
2. Receive Order of Payment and Present it to the CTO	2. Received Order of Payment Form and Payment	100.00	5 minutes	<i>Revenue Collection Officer</i> City Treasurers Office
2.1 Receive Official Receipt	2.1 Issue Official Receipt (OR) and change, if there is any	None		



2.2 Submit Official Receipt	2.2 Receive Official Receipt	None	5 Minutes	Admin. Aide I Business License and Inspectorate Section – Business Permits and Licensing Office
	2.3. Print Special Mayors Permit			
	2.4 Countersign City Mayor's Name	None	2 Minutes	City Gov't Asst. Dept. Head I Business Permits and Licensing Office
	2.5 Release Special Mayor's Permit	None	1 Minute	Admin. Aide I Business License and Inspectorate Section – Business Permits and Licensing Office
3. Forward Special Mayor's to City Administrator's Office	Approval of Special Mayor's Permit	None	15 Minutes	City Mayor or his duly authorize representative (i.e. City Administrator) City Mayors Office or City Administrators Office
4. Return to BPLO and submit the approved Special Mayor's Permit	Segregate documents as client's copy and office file	None	2 minutes	Admin. Aide I Business License and Inspectorate Section – Business Permits and Licensing Office
5. Claim Special Mayors Permit	3. Issue approved Special Mayors Permit	None	3 minutes	Admin. Aide I Business License and Inspectorate Section – Business Permits and Licensing Office
5.1 Sign in the Client Logbook	3.1 Provide Client Logbook			
Total		100.00	38 minutes	



8. Special Mayor's Permit for Cockfighting Derby, Pintakasi, Tupada, Hackfights or Tari

Application of Special Mayor's Permit for Cockfighting Derby, Pintakasi, Tupada, Hackfights or Tari.

Office or Division:	Office of the City Mayor - Business Permits and Licensing Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C/G2B – Government to Citizen/Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent (1 original)		Requesting Party		
2. Affidavit of Undertaking (1 original)		Any Notary Public Office		
3. Additional Requirements, if any				
a. Certification from City Health Department allowing to conduct said activity (1 original or photocopy)		City Health Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent	1. Receive Letter of Intent and evaluate request	None	5 Minutes	Admin. Aide I Business License and Inspectorate Section – Business Permits and Licensing Office
	1.1 Create and Issue Order of Payment to the Client			
2. Receive Order of Payment and Present it to the CTO	2. Received Order of Payment Form and Payment	See below	5 minutes	Revenue Collection Officer City Treasurers Office
2.1 Receive Official Receipt	1.1 Issue Official Receipt (OR) and change, if there is any			
2.2 Submit Official Receipt	2.2 Receive Official Receipt	None	3 Minutes	Admin. Aide I Business License and Inspectorate Section – Business Permits and Licensing Office
	2.3. Print Special Mayors Permit			



	2.4 Forward Special Mayors Permit for City Mayors' Approval	None	20 minutes	City Mayor or his duly authorize representative (i.e. City Administrator) City Mayors Office or City Administrators Office
3. Claim Special Mayors Permit	3. Release Special Mayors Permit	None	2 minutes	Admin. Aide / Business License and Inspectorate Section – Business Permits and Licensing Office
3.1 Sign in the Client Logbook	3.1 Provide Client Logbook			
Total		See schedule of fees below	35 minutes	

Schedule of Fees:

Type of Fees	Amount
<i>Three (3) days pintakasi with sponsor without derby</i>	500.00
<i>Three (3) days pintakasi with derby and sponsor</i>	1,000.00
<i>Promotional Derby, one day only</i>	500.00
<i>City Fiesta, three (3) days pintakasi without derby and sponsor</i>	500.00
<i>City Fiesta, three (3) days pintakasi with derby</i>	1,000.00



9. Request for Business Data Records/Report

Every Filipino resident of the City shall have access to information, official records, public records and to documents and papers pertaining to official acts, transactions or decisions, as well as to government research data used as basis for policy development, in the custody of the City Government of Ormoc or any of its offices. Freedom of Information (FOI) shall be denied when the information falls under any of the exceptions enshrined in the Constitution, existing laws or jurisprudence. In providing information, the Data Privacy Act of 2012 (Republic Act No. 10173) must be observed and followed at all times.

Office or Division:	Office of the City Mayor - Business Permits and Licensing Office			
Classification:	Complex Transaction			
Type of Transaction:	G2C/ G2G – Government to Citizen/ Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request stating the: a. Name and contact information of requesting party b. Reasonable describe the information requested c. Reason for or purpose of the request for information (1 original)		Requesting Party		
2. Valid ID of the representative (2 photocopies)		Representative of the requestor		
3. Additional Requirements, if necessary				
a. Letter of Authorization, if representative is not related to the requesting party (1 original)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1.1 Stamp received of the request	None	2 Minutes	<i>Administrative Officer II</i> Business Permits and Licensing Office
	1.2 Provide FOI Request Form			



2. Submit duly filled-out FOI Request form and supporting documents	2.1 Check completeness of documents and verify information	None	1 Minute	<i>Administrative Officer II</i> Business Permits and Licensing Office
	2.2 Prepare Approval and Assessment Form and forward to Office Head	None	5 Minutes	
	2.3 Decision to Approve or Disapprove Request	None	5 Minutes	<i>City Gov't Asst. Dept. Head I</i> Business Permits and Licensing Office
	2.3.1 If approved, prepare requested documents and assess the applicable fees	See below schedule of fees	2 Days	<i>Administrative Officer II</i> Business Permits and Licensing Office
	2.3.2 If Denied, prepare Notice of Denial	None	1 Day	
3. Pay Fees	3. Issue Approval and Assessment Form for Payment (only if approved)	See below schedule of fees	5 Minutes	<i>Revenue Collection Officer</i> City Treasurers Office
4. Present Official Receipt and Received Requested Records/ Reports or Notice of Denial of Request	4. Issue Requested Records/Reports or Notice of Denial	None	5 minutes	<i>Administrative Officer II</i> Business Permits and Licensing Office
Total		See Schedule of Fees below	3 days and 23 minutes	



Schedule of Fees

Certification of Official Records	P50.00/page for the 1 st Copy P10.00/page for succeeding copies
Printing	P10.00/page
Photocopying <ul style="list-style-type: none"> • Long • Short/A4 	P5.00/page P3.00/page
Exemptions <ul style="list-style-type: none"> • Indigent, through the presentation of Certificate of Indigency; • Government agency or Office for official use thereof; • City Government Officials and Employees for official use thereof 	

10. Request for Certified True Copy, Certification for Closure, No Business and other similar purpose

Request for Certified True Copy of permits, Certificate of Closure, Certificate of No Business and other similar purpose

Office or Division:	Office of the City Mayor - Business Permits and Licensing Office	
Classification:	Simple Transaction	
Type of Transaction:	G2C/G2B/ G2G – Government to Citizen/ Government to Business/Government to Government	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Official Receipt (Original)	City Treasurers Office, New Ormoc City Hall, Aunubing Street, Brgy. Cogon, Ormoc City	
2. Additional Requirements, if necessary		
Affidavit of Lost (if Certified true copy is requested and the original document is lost, stolen or destroyed) (1 original)	Any Notarial Public Office	
Approved Closure Form of business (1 Photocopy)	Business Permits and Licensing Office	



CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Complete Requirements	1.1 Received complete requirements for evaluation	None	2 Minutes	<i>Admin. Aide I</i> Business License and Inspectorate Section – Business Permits and Licensing Office
	1.2 Ask the client to go to CTO for payment of fee			
2. Proceed to CTO and inform them to pay for certification fee. Make sure to secure OR after the transaction	2. Accept Payment for Certification Fee and issue Official Receipt to Client.	50.00/copy	5 Minutes	<i>Revenue Collection Officer</i> City Treasurers Office
3. Forward the OR to BPLO for printing of certification	3. Accept the OR and print Certification	None	5 minutes	<i>Admin. Aide I</i> Business License and Inspectorate Section – Business Permits and Licensing Office
	3.1 Forward the Certification to BPLO Head for signature	None	10 minutes	<i>City Gov't Asst. Dept. Head I</i> Business Permits and Licensing Office
4. Claim Special Mayors Permit	2. Release Special Mayors Permit	None	2 minutes	<i>Admin. Aide I</i> Business License and Inspectorate Section – Business Permits and Licensing Office
4.1 Sign in the Client Logbook	2.1 Provide Client Logbook			
Total		50.00/copy	24 minutes	



11. New Motorized Tricycle Operator's Permit (MTOPO)

Application for New Motorized Tricycle Operator's Permit (MTOPO) for the following cases:

A. NEW MTOPO

Issuance of Motorized Tricycle Operators Permit to a person allowing him to operate a tricycle for hire valid for three (3) years from date of approval and renewable for the same period.

B. TRANSFER OF OWNERSHIP: DEATH OF OPERATOR

Application for MTOPO Transfer of Ownership is granted to a qualified successor upon death of the registered operator.

C. TRANSFER OF OWNERSHIP: SSS RETIREMENT

Application for MTOPO Transfer of Ownership is granted to operator/s who may wish to terminate or stop his business and transfer ownership of their unit/s to their qualified successor.

Office or Division:	City Mayors Office - Business Permits and Licensing Office – Transportation Franchising and Regulation Section	
Classification:	Highly Technical Transaction	
Type of Transaction:	G2C/G2B - Government to Citizen/ Government to Business	
Who may avail:	All MTOPO Holders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. NEW MTOPO		
1. Duly filled-out Application Form (1 original)		Transportation Franchising and Regulation Section, Ground Floor, New Ormoc City Hall, Ormoc City
2. Voters ID or Birth Certificate or Baptismal Certificate or Marriage Certificate, Brgy. Certificate (2 photocopies,)		COMELEC Office, Superdome Bldg., Ormoc City/ Local Civil Registry Office, Ground Floor, New Ormoc City Hall, Barangay Hall, Ormoc City
3. Certificate of Registration (MC) (2 photocopies)		Land Transportation Office, Aunubing Street, Brgy Cogon, Ormoc City
4. Official Receipt (MC) (2 photocopies)		
5. Plate Authorization (MC) (2 photocopies)		
6. Sketch Location of Garage (2 photocopies)		Applicant



7. Affidavit of No Income or Latest Withholding Tax or Income Tax Return (2 photocopies)	Any Notary Public Office, BIR- Ormoc : Revenue District Office No. 89 – Ormoc City, Leyte. Share. Office Address: National Highway, Brgy. Bantigue, Ormoc City			
8. Picture of Unit (Front View) (2 colored print 3R)	Applicant			
9. Insurance Policy of Tricycle for Hire (TC) (2 photocopies)	Any of the LGU- Ormoc Accredited Insurance Companies for Motorized Tricycle for Hire			
10. Driver's Certificate of Safety Driving Seminar From LTO (2 photocopies)	Land Transportation Office, Aunubing St, Brgy Cogon, Ormoc City			
B. ADDITIONAL REQUIREMENTS FOR TRANSFER OF OWNERSHIP UPON DEATH OF REGISTERED OPERATOR				
11. Deed of Donation or Deed of Adjudication or Deed of Extra Judicial Settlement of Estate (2 photocopies)	Any Notary Public Office			
12. Death Certificate (2 photocopies)	Local Civil Registry, Ground Floor, New Ormoc City Hall, Ormoc City			
13. Notarized Waiver of City Identification No. (2 photocopies)	Any Notary Public Office			
C. ADDITIONAL REQUIREMENTS FOR TRANSFER OF OWNERSHIP FOR SSS RETIREMENT				
14. Deed of Donation(2 photocopies)	Any Notary Public Office			
15. SSS application for retirement(2 photocopies)	SSS Office, Don Felipe Larrazabal Road, Brgy Punta, Ormoc City			
16. Notarized Waiver of City Identification No <i>Note: Present the original documents(2 photocopies)</i>	Any Notary Public Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure checklist of requirements	1. Provide checklist of requirements and application form	None	2 minutes	Admin. Aide I Transportation Franchising and Regulation Section – Business Permits and Licensing Office



2. Submit all requirements	2.1. Verify the completeness and correctness of the documents submitted	None	3 minutes	<i>Admin. Aide I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
	2.2 Print assessment of taxes, fees and other charges. (Include penalties for expired MTOP for Case B and C)	<i>See Schedule of MTOP Fees and Penalties</i>	5 minutes	<i>Transportation Regulation Officer I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
3. Pay the assessment at the cashier assigned at the BPLO or may opt to pay at the CTO counter.	3.1. Accept Payment and Issue Official Receipt	<i>Per assessment</i>	5 minutes	<i>Revenue Collection Officer</i> City Treasurers Office
	3.2 Print the New MTOP documents and release to the applicant for Notarization.	None	5 minutes	<i>Admin. Aide IV</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
4. Notarize the duly signed New MTOP documents and submit back once notarized .	4.1 Indorse the duly notarized New MTOP documents to the City Legal Office for approval	None	5 minutes	<i>Admin. Aide IV</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
	4.2 Review and approval of Application for New MTOP	None	1 day	<i>City Legal Officer</i> City Legal Office



	4.4 Indorse the approved application for New MTOP to Sanguniang Panlungsod for review and for the issuance of Resolution.	None	5 minutes	<i>Admin. Aide IV</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
	4.5 Review and pass the resolution to grant the New MTOP	None	14 days	<i>SP Secretary, City Vice Mayor & SP Members</i> Sangguniang Panlungsod
5. After 2 weeks, claim the approved new MTOP documents. (Proceed with the processing of the Confirmation)	5.1 Segregate documents as to owner's copy and office file.	None	3 minutes	<i>Admin. Aide I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
	5.2. Release the owner's copy of the approved new MTOP	None	2 minutes	<i>Admin. Aide I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
TOTAL		<i>See schedule of fees below</i>	15 days and 35 minutes	



MTOP SHEDULE OF FEES:

ZONE	FRANCHISE FEE	FILING FEE	ADDITIONAL FRANCHISE FEE	TOTAL
<i>Freezone</i>	400	30	-	430.00
<i>Zone 2</i>	400	30	600	1,030.00
<i>Zone 3</i>	400	30	600	1,030.00
<i>Zone 4</i>	400	30	600	1,030.00

SCHEDULE OF PENALTIES FOR EXPIRED MTOP:

ZONE	PENALTY	TOTAL
<i>Freezone</i>	122.5	122.5
<i>Zone 2, 3, 4</i>	272.5	272.5

12. Renewal of Motorized Tricycle Operator's Permit (MTOP)

Issuance of MTOP is based on existing law and city ordinance to authorized individuals to render public transport in the City of Ormoc valid for three (3) years from date of approval and renewable for the same period.

Office or Division:	City Mayors Office - Business Permits and Licensing Office – Transportation Franchising and Regulation Section	
Classification:	Highly Technical Transaction	
Type of Transaction:	G2C/G2B - Government to Citizen/ Government to Business	
Who may avail:	All MTOP Holders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Certificate of Registration (2 photocopies)		Land Transportation Office, Aunubing St, Brgy Cogon, Ormoc City
2. Official Receipt (2 photocopies)		
3. Plate Authorization (TC) (2 photocopies)		Land Transportation Office, Aunubing Street, Brgy Cogon, Ormoc City
4. Latest MTOP (2 photocopies)		Business Permits and Licensing Office - Transportation Franchising and Regulation Section, Ground Floor, New Ormoc City Hall, Ormoc City



5. Renewed Insurance Policy of Tricycle for Hire (TC) (2 photocopies) <i>Note: Present the original documents</i>		Any of the LGU- Ormoc Accredited Insurance Companies for Motorized Tricycle for Hire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure checklist of requirements	1. Provide checklist of requirements and application form	None	2 minutes	<i>Admin. Aide I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
2. Submit all requirements	2.1. Verify the completeness and correctness of the documents submitted	None	3 minutes	<i>Admin. Aide I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
	a. Print assessment of taxes, fees and other charges; include penalty if expired on the day of application;	<i>See Schedule of MTOP Fees and Penalties</i>	5 minutes	<i>Transportation Regulation Officer I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
3. Pay the assessment at the cashier assigned at the BPLO or may opt to pay at the CTO counter.	3.1. Accept Payment and Issue Official Receipt	<i>Per assessment</i>	5 minutes	<i>Revenue Collection Officer</i> City Treasurers Office



	3.2 Print the Renewal of MTOP documents and release to the applicant for Notarization.	None	5 minutes	<i>Admin. Aide IV</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
4. Notarize the duly signed Renewal of MTOP documents and submit back once notarized .	4.1 Indorse the duly notarized Renewal of MTOP documents to the City Legal Office for approval	None	5 minutes	<i>Admin. Aide IV</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
	4.2 Review and approval of Application for Renewal of MTOP	None	1 day	<i>City Legal Officer</i> City Legal Office
	4.4 Indorse the approved application for Renewal of MTOP to Sanguniang Panlungsod for review and for the issuance of Resolution.	None	5 minutes	<i>Admin. Aide IV</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
	4.5 Review and pass the resolution to grant the Renewal of MTOP	None	14 days	<i>SP Secretary, City Vice Mayor & SP Members</i> Sangguniang Panlungsod
5. After 2 weeks, claim the approved Renewal of MTOP documents.	5.1 Segregate documents as to owner's copy and office file.	None	3 minutes	<i>Admin. Aide I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office



(Proceed with the processing of the Confirmation)	5.2. Release the owner's copy of the approved Renewal of MTOP	None	2 minutes	Admin. Aide I Transportation Franchising and Regulation Section – Business Permits and Licensing Office
TOTAL		See schedule of fees below	15 days and 35 minutes	

MTOP SHEDULE OF FEES:

ZONE	FRANCHISE FEE	FILING FEE	ADDITIONAL FRANCHISE FEE	TOTAL
Freezone	400	30	-	430.00
Zone 2	400	30	600	1,030.00
Zone 3	400	30	600	1,030.00
Zone 4	400	30	600	1,030.00

SCHEDULE OF PENALTIES FOR EXPIRED MTOP:

ZONE	PENALTY	TOTAL
Freezone	122.5	122.5
Zone 2, 3, 4	272.5	272.5



13. New Mayor's Permit For Motorized Tricycle For Hire

New Mayor's Permit is issued to operators of Motorcab Tricycle for Hire; valid until Dec.31 of the same year.

Office or Division:	City Mayors Office - Business Permits and Licensing Office – Transportation Franchising and Regulation Section			
Classification:	Simple Transaction			
Type of Transaction:	G2C/G2B - Government to Citizen/ Government to Business			
Who may avail:	All MTOP Holders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Tricycle Business Application Form with attach location sketch(Original)		Business Permits and Licensing Office - Transportation Division, Ground Floor, New Ormoc City Hall, Ormoc City		
2. LTO Certificate of Registration & Official Receipt (TC) (1 photocopy)		Land Transportation Office, Aunubing St,Brgy Cogon, Ormoc City		
3 Plate Authorization (TC) (1 photocopy)				
4. Insurance Policy (TC) (1 photocopy)		Any LGU - Ormoc Accredited Insurance Provider		
5. Affidavit of Undertaking (1 Original)		Business Permits and Licensing Office - Transportation Division, Ground Floor, New Ormoc City Hall, Ormoc City		
6. Latest MTOP (1 photocopy)				
7. DTI Business Name Registration (1 photocopy)		Negosyo Center, beside Business Permit and Licensing Office, Ground Floor, New Ormoc City Hall, Ormoc City		
8. 1x1 Colored ID Picture of Owner (Original)		Applicant		
9. Tax Identification Number (TIN) (1 photocopy)		BIR- Ormoc : Revenue District Office No. 89 – Ormoc City, Leyte. Share. Office Address: National Highway, Brgy. Bantigue, Ormoc City		
<i>Note: Present the original documents</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Secure checklist of requirement	1. Provide checklist of requirements and application form	None	2 minutes	<i>Admin. Aide I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
2. Submit all requirements	2.1. Verify the completeness and correctness of the documents submitted	None	5 minutes	<i>Admin. Aide I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
	2.2 Print assessment of taxes, fees and other charges.	<i>See Breakdown of Mayor's Permit Fees</i>	5 minutes	<i>Transportation Regulation Officer I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
3. Pay the assessment at the cashier assigned at the BPLO or may opt to pay at the CTO counter.	3. Accept Payment and Issue Official Receipt	Per assessment	3 minutes	<i>Revenue Collection Officer</i> City Treasurers Office
4. Bring the Motorized Tricycle for Hire at the inspection area together with the documents for Inspection	4.1 Inspect the Motorized Tricycle for Hire	None	15 minutes	<i>Transportation Inspector</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office



	4.1.1 If the unit is fit to operate, sign the Inspection report			
	4.1.2 If the unit is not fit to operate, schedule the Applicant for re-inspection of unit upon completion of the lacking requirements.			
5. Submit all the documents for printing of Mayor's Permit	5.1 Issue claim Slip for the Mayor's Permit	None	2 minutes	<i>Admin. Aide I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
	5.2 Electronic endorsement and approval of Mayor's Permit	None	1 hour	<i>City Treasurer</i> City Treasurer's Office <i>City Gov't Asst. Dept. Head I</i> Business Permits and Licensing Office <i>City Administrator</i> City Administrator's Office



	5.3 Printing of the Mayor's Permit and the Brgy Clearance.	None	30 minutes	<i>Admin. Aide IV</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
6. Present the Claim Slip to claim the Mayor's Permit and sticker.	6.1 Segregate documents as to owner's copy and office file.	None	3 minutes	<i>Admin. Aide I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
	6.2. Release the owner's copy of the Mayor's Permit and Brgy Clearance and sticker	None	2 minutes	<i>Admin. Aide I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
TOTAL		See Breakdown of Mayor's Permit Fees	2 hours and 7 minutes	



Breakdown of Mayor's Permit Fees:	
Mayor's Permit Fee	170.00
Local Business Tax	50.00
Health Permit Fee	15.00
Fare Adjustment Fee (FAF)	30.00
Sticker	30.00
Sanitary Permit Fee	100.00
Annual Inspection Fee (Eng,'ng)	100.00
Police Fee	10.00
Health Fee (Sanitary)	15.00
Laboratory Fee (Sanitary)	20.00
Garbage Fee	45.00
Brgy Clearance	Varies per Brgy
TOTAL	P585.00 + Brgy. Clearance Fee

14. Renewal of Mayor's Permit for Motorized Tricycle for Hire

Renewal of Mayor's Permit issued to operators of Motorcab Tricycle for Hire is renewed yearly.

Office or Division:	City Mayors Office - Business Permits and Licensing Office – Transportation Franchising and Regulation Section	
Classification:	Simple Transaction	
Type of Transaction:	G2C/G2B - Government to Citizen/ Government to Business	
Who may avail:	All MTOP Holders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Tricycle Business Application Form with attach location sketch(1 Original)		Business Permits and Licensing Office - Transportation Division, Ground Floor, New Ormoc City Hall, Ormoc City Land Transportation Office, Aunubing St,Brgy Cogon, Ormoc City
2. Certificate of Registration (2 photocopies)		
3. Official Receipt (2 photocopies)		
4 Plate Authorization (TC) (2 photocopies)		
5. Mayor's Permit of Last Year (1 photocopy)		



6. Latest MTOP (2 photocopies)		Business Permits and Licensing Office- Transportation Franchising and Regulation Section window, Ground Floor, New Ormoc City Hall, Ormoc City		
7. Tax Identification Number (TIN) (1 photocopy) <i>(Note: present the original documents)</i>		From BIR- Ormoc : Revenue District Office No. 89 – Ormoc City, Leyte. Share. Office Address: National Highway, Brgy. Bantigue, Ormoc City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure checklist of requirement	1. Provide checklist of requirements and application form	None	2 minutes	<i>Admin. Aide I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
2. Submit all requirements	2.1. Verify the completeness and correctness of the documents submitted	None	5 minutes	<i>Admin. Aide I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
	2.2 Print assessment of taxes, fees and other charges. Include penalties if application is done after 20 th of January of the current	<i>See Breakdown of Mayor's Permit Fees</i>	5 minutes	<i>Transportation Regulation Officer I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
3. Pay the assessment at the cashier assigned at the BPLO or may opt to pay at the CTO counter.	3. Accept Payment and Issue Official Receipt	Per assessment	3 minutes	<i>Revenue Collection Officer</i> City Treasurers Office



4. Bring the Motorized Tricycle for Hire at the inspection area together with the documents for Inspection.	4.1 Inspect the Motorized Tricycle for Hire	None	15 minutes	<i>Transportation Inspector</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
	4.1.1 If the unit is fit to operate, sign the Inspection report			
	4.1.2 If the unit is not fit to operate, schedule the Applicant for re-inspection of unit upon completion of the lacking requirements.			
5. Submit all the documents for printing of Mayor's Permit	5.1 Issue claim Slip for the Mayor's Permit	None	2 minutes	<i>Admin. Aide I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office



	5.2 Electronic endorsement and approval of Mayor's Permit	None	1 hour	<p><i>City Treasurer</i> City Treasurer's Office</p> <p><i>City Gov't Asst. Dept. Head I</i> Business Permits and Licensing Office</p> <p><i>City Administrator</i> City Administrator's Office</p>
	5.3 Printing of the Mayor's Permit and the Brgy Clearance.	None	30 minutes	<i>Admin. Aide IV</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
6. Present the Claim Slip to claim the Mayor's Permit and sticker.	6.1 Segregate documents as to owner's copy and office file.	None	3 minutes	<i>Admin. Aide I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
	6.2. Release the owner's copy of the Mayor's Permit and Brgy Clearance and sticker	None	2 minutes	<i>Admin. Aide I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
TOTAL		See Breakdown of Mayor's Permit Fees	2 hours and 7 minutes	



Breakdown of Mayor's Permit Fees:	
Mayor's Permit Fee	170.00
Local Business Tax	1,800.00
Health Permit Fee	15.00
Fare Adjustment Fee (FAF)	30.00
Sticker	30.00
Sanitary Permit Fee	100.00
Annual Inspection Fee (Eng,'ng)	100.00
Police Fee	10.00
Health Fee (Sanitary)	15.00
Laboratory Fee (Sanitary)	20.00
Garbage Fee	45.00
Brgy Clearance	Varies per Brgy
TOTAL	P2,335.00 + Brgy. Clearance

15. Dropping of Motorized Tricycle Operator's Permit (MTO)

Application for Dropping of MTO for the following cases:

A. SUBSTITUTION OF UNIT (SAME OWNER)

Refers to change of unit and continue rendering public transport operations.

B. SURRENDER/RECALL OF CITY IDENTIFICATION NUMBER (CIN)

Refers to giving back/ recalling the City Identification No. in favor of the City Government of Ormoc.

C. TRANSFER OF OWNERSHIP

Refers to transfer of ownership of Motorized Tricycle for Hire unit/s to their qualified successor



Office or Division:	City Mayors Office - Business Permits and Licensing Office – Transportation Franchising and Regulation Section	
Classification:	Highly Technical Transaction	
Type of Transaction:	G2C/G2B - Government to Citizen/ Government to Business	
Who may avail:	All MTOP Holders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. SUBSTITUTION OF UNIT (SAME OWNER)		Land Transportation Office, Aunubing St, Brgy Cogon, Ormoc City
1. Certificate of registration from LTO (2 photocopies)		
2. Official Receipt from LTO (2 photocopies)		
3. OR of return plate if permanent plate number was issued if Temporary Plate submit Plate authorization (2 photocopies)		
4. Latest MTOP (2 photocopies)		Business Permits and Licensing Office - Transportation Franchising and Regulation Section, Ground Floor, New Ormoc City Hall, Ormoc City
B. ADDITIONAL REQUIREMENTS IN CASE OF SURRENDER/RECALL OF CIN		Any Notary Public Office
5. Notarized Waiver of City identification No. (2 photocopies)		



C. TRANSFER OF OWNERSHIP				
6. Notarized Waiver of City Identification No. (2 photocopies) 7. Deed of Donation or Deed of Adjudication or Deed of Extra Judicial Settlement of Estate (2 photocopies) (whichever is applicable) <i>Note: Present the original documents</i>		Any Notary Public Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure checklist of requirement	1. Provide checklist of requirements and application form	None	2 minutes	<i>Admin. Aide I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
2. Submit all the requirements	2.1. Verify the completeness and correctness of the documents submitted,	None	3 minutes	<i>Admin. Aide I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
	2.2 Print assessment of taxes, fees and other charges; Include penalty if expired on the day of application.	<i>See Schedule of Dropping Fees and Penalties</i>	5 minutes	<i>Transportation Regulation Officer I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
3. Pay the assessment at the cashier assigned at	3.1. Accept Payment and Issue Official Receipt	<i>Per assessment</i>	5 minutes	<i>Revenue Collection Officer</i> City Treasurers Office



the BPLO or may opt to pay at the CTO counter.	3.2 Print the Dropping of MTOP documents and release to the applicant for Notarization.	None	5 minutes	<i>Admin. Aide IV</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
4. Notarize the duly signed Dropping of MTOP documents and submit back once notarized .	4.1 Indorse the duly notarized Dropping of MTOP documents to the City Legal Office for approval	None	5 minutes	<i>Admin. Aide IV</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
	4.2 Review and approval of Application for Dropping of MTOP	None	1 day	<i>City Legal Officer</i> City Legal Office
	4.4 Indorse the approved application for Dropping of MTOP to Sanguniang Panlungsod for review and for the issuance of Resolution.	None	5 minutes	<i>Admin. Aide IV</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
5. After 2 weeks, claim the approved	4.5 Review and pass the resolution to Drop the of MTOP	None	14 days	<i>SP Secretary, City Vice Mayor & SP Members</i> Sangguniang Panlungsod



Dropping of MTOP documents. <i>(Proceed with the processing of the Confirmation)</i>	5.1 Segregate documents as to owner's copy and office file.	None	3 minutes	<i>Admin. Aide I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
	5.2. Release the owner's copy of the approved Dropping of MTOP	None	2 minutes	<i>Admin. Aide I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
TOTAL		<i>See schedule of fees below</i>	<i>15 days and 35 minutes</i>	

SCHEDULE OF DROPPING PENALTIES

ZONE	PENALTY	TOTAL
<i>Freezone</i>	122.5	122.5
<i>Zone 2, 3, 4</i>	272.5	272.5

SCHEDULE OF DROPPING FEES

ZONE	SUPERVISION FEE	FILING FEE	TOTAL
<i>Freezone, Zone 2, 3, 4</i>	30.00	30.00	60.00



16. Confirmation of Motorized Tricycle Operator's Permit (MTO)P

A Confirmation is a document issued to an operator stating that his unit/tricycle for hire has valid and unexpired franchisee (MTO)P to operate, for purpose of renewing his LTO registration.

Office or Division:	City Mayors Office - Business Permits and Licensing Office – Transportation Franchising and Regulation Section			
Classification:	Simple Transaction			
Type of Transaction:	G2C/G2B - Government to Citizen/ Government to Business			
Who may avail:	All MTO)P Holders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration (1 photocopy)		Land Transportation Office, Aunubing St, Brgy Cogon, Ormoc City		
2. Official Receipt (1 photocopy)				
3. Plate Authorization (TC) (1 photocopy)		Land Transportation Office, Aunubing Street, Brgy Cogon, Ormoc City		
4. Latest MTO)P (1 photocopy)		Business Permits and Licensing Office- Transportation Franchising and Regulation Section, Ground Floor, New Ormoc City Hall, Ormoc City		
5. Insurance Policy of Tricycle for Hire (TC) (1 photocopy) <i>Note: Present the original documents</i>		Any of the LGU- Ormoc Accredited Insurance Companies for Motorized Tricycle for Hire		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure checklist of requirement	1.1. Provide checklist of requirements and application form	None	2 minutes	<i>Admin. Aide I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
2. Submit all the requirements	2.1. Verify the completeness and correctness of the documents submitted	None	2 minutes	<i>Admin. Aide I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office



	2.2 Print assessment of taxes, fees and other charges	Filing Fee P30.00 Supervision Fee P 30.00 Total P60.00	2 minutes	Transportation Regulation Officer I Transportation Franchising and Regulation Section – Business Permits and Licensing Office
3. Pay the assessment at the cashier assigned at the BPLO or may opt to pay at the CTO counter.	3.1. Accept Payment and Issue Official Receipt	<i>Per assessment</i>	5 minutes	Revenue Collection Officer City Treasurers Office
4. Claim the Confirmation/ Certification	4. Print and release the Confirmation/ Certification	None	5 minutes	Admin. Aide I Transportation Franchising and Regulation Section – Business Permits and Licensing Office
TOTAL		Php. 60.00	16 minutes	

17. Certification (Ceased to Operate)

Issuance of Certification to Clients who needs to process closure of business with other regulatory agencies

Office or Division:	City Mayors Office - Business Permits and Licensing Office – Transportation Franchising and Regulation Section	
Classification:	Simple Transaction	
Type of Transaction:	G2C/G2B - Government to Citizen/ Government to Business	
Who may avail:	All MTOP Holders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.Approved Dropping Order(2 photocopies)		Transportation Franchising and Regulation Section - Business Permits and Licensing Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure checklist of requirement	1.1. Provide checklist of requirements	None	2 minutes	<i>Admin. Aide I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
2. Submit all the requirements	2.1. Verify the completeness and correctness of the documents submitted	None	2 minutes	<i>Admin. Aide I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
	2.2 Print assessment of taxes, fees and other charges	Php. 50.00	2 minutes	<i>Transportation Regulation Officer I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
3. Pay the assessment at the cashier assigned at the BPLO	2.1. Accept Payment and Issue Official Receipt	Per assessment	5 minutes	<i>Revenue Collection Officer</i> City Treasurers Office
4. Claim the Certification	3.1 Print the certification and release to Client.	None	5 minutes	<i>Admin. Aide I</i> Transportation Franchising and Regulation Section – Business Permits and Licensing Office
TOTAL		Php. 50.00	16 minutes	



18. Local Investment Incentives

Application of Local Investment Incentives offered by the City of Ormoc to new, expansion or diversification of projects by investors pursuant to the amended List of Investment Priority Areas (IPAs) of the City and the Ormoc City Investment Incentives Code. Local Investment Incentives given may be either fiscal or non-fiscal for a period not exceeding **seven (7)** years but not less than **two (2)** years.

Office or Division:	City Mayors Office - Business Permits and Licensing Office – Local Economic and Investment Promotion Section	
Classification:	Highly Technical Transaction	
Type of Transaction:	G2B – Government to Business	
Who may avail:	Prospective local and foreign investors in the City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter of Intent addressed to the City Mayor(1 Original)		Applicant
2. Application form to be notarized (3 copies)		LEIPS, Business Permits and Licensing Office
3. Certified true copies of ((1 photocopy): <ul style="list-style-type: none"> ● SEC Registration Certificate and Articles of Incorporation and by-Laws for corporation/ partnership, or ● CDA Certification or ● DTI Business Name registration, whichever is applicable) 		Security Exchange and Commission, Cooperative Development Authority Department of Trade and Industry
4. Latest comparative audited financial statements acknowledged received by the BIR and/or SEC (in the case of corporation), If operation has already commenced (1 photocopy)		Applicant/ Bureau of Internal Revenue
5. Proof of proposed place of business which shall show that the main operating facility, whether a service/manufacturing/production facility or plantation, and not just the warehouse or the administrative office of the applicant, is located within the territorial jurisdiction of the City. (1 photocopy)		Applicant
6. Duly Notarized Secretary's Certificate or Board Resolution authorizing the partners or the Board of Directors, or any of their authorized representative as the case may be, to file the application. (1 photocopy)		Applicant
7. Additional Requirements, if necessary		



Certified true copy of its Certificate of Registration with the appropriate Registering Agency including the terms and conditions of the same, if applicant has existing Registration with other registering agencies. (1 photocopy)		Concerned Registering Agency		
8. Feasibility Study or Project Study (1 photocopy)		Applicant		
9. Proof that the applicant meets the criteria pursuant to which it is claiming eligibility to avail of incentives. (1 photocopy)		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client secures Checklist of Requirements and Forms from BPLO-LEIPS	1. Provide checklist of requirements and forms	None	5 Minutes	<i>Administrative Officer II</i> Local Economic and Investment Promotion Section Business Permits and Licensing Office
2. Submit all complete Requirements	2. Accept complete requirements	None	10 Minutes	<i>Administrative Officer II</i> Local Economic and Investment Promotion Section Business Permits and Licensing Office
	2.1 Logged application in the Registration Application Logbook and stamped the application form "Received" with date of acceptance for it to be considered officially accepted.			
3 Pay the reasonable, non-refundable filing fee	3.1 LEIPO issues Order of Payment to Client	P 2,000.00*	10 minutes	<i>Local Economic and Investment Promotion Officer</i> Local Economic and Investment Promotion Section Business Permits and Licensing Office
	3.2 Accepts payment and issue Official Receipt			<i>Revenue Collection Officer</i> City Treasurers Office



	3.3 Post application in the City Hall bulletin board	NONE	10 minutes	<i>Administrative Officer II</i> Local Economic and Investment Promotion Section Business Permits and Licensing Office
	a. Conduct evaluation to the proposed project. Evaluation may include conduct of ocular inspection at the premises of the business, if necessary	NONE	2 days	<i>Local Economic and Investment Promotion Officer</i> Local Economic and Investment Promotion Section- Business Permits and Licensing Office
	3.5 Submit application together with the result of evaluation and recommendation to Ormoc City Investment Incentives Board for discussion and decision.	None	1 hour	<i>Local Economic and Investment Promotion Officer</i> Local Economic and Investment Promotion Section Business Permits and Licensing Office
4. Client may be ask to present project before the board and answer queries raised	5. Approve or disapprove application	None	60 days/30 days**	<i>Members</i> Ormoc City Investment Incentives Board (OCIIB)



5. Receive Certification of Approval of Notice of Disapproval	6. Issuance of Certificate of Approval or Notice of Disapproval	None	1 day	Local Economic and Investment Promotion Officer Local Economic and Investment Promotion Section Business Permits and Licensing Office
Total		P2,000.00	63/33days , 1 hr and 35 mins	

* If Applicant is Micro Enterprises, they are exempted for the payment of filing fee.

** 60 days if applicant is local registrants and 30 days for those already registered with Registering Agencies.



City Agriculture Office

External Services



1. Auxiliary/Transport Permit for Fish & Fishery Products Issuance

No person shall transport fish/fishery products without securing first Auxiliary/Transport Permit. It is issued to individuals who wish to transport fish/fishery products derived from the City Waters of Ormoc. Permits are issued to affirm that the fish/fishery products are not prohibited and are well inspected by the CFLMU personnel. On the other hand, Auxiliary/Transport Permits issued from other Municipalities/Cities that will pass through the City of Ormoc are likewise checked.

Office or Division:	City Agriculture Office: City Fishery Licensing and Management Unit (CFLMU)				
Classification:	Simple				
Type of Transaction:	Government to Citizen				
Who may avail:	All				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Fish/Fishery Products (in kilograms)		City Fishery Licensing and Management Unit, Barangay Alegria, Ormoc City			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
1. Present fish/fishery products to be transported to fishery in-charge for inspection	1.1. Conducts inspection and interview for the needed information 1.2. Assess corresponding fees	<u>KilogramsPesos</u>		5 mins	<i>Aquacultural Technician II, City Fishery Licensing and Management Unit, City Agriculture Office</i>
		0-9	15.00		
		10-50	25.00		
		51-100	35.00		
		101-200	45.00		
		210-300	55.00		
2. Pay the corresponding fees	2.1. Receive payment and issue OR	301-500	65.00		
		501 & above	115.00		
3. Receives Auxiliary/Transport Permits with OR	3.1. Release Auxiliary/Transport Permit	Bangusfry/prawn/crab lets	10.00/ thousand		
Total		Variable		5 mins	

Auxiliary/Transport Permit for Fish & Fishery Products Issuance is covered under Section 15 of City Fishery Ordinance No. 097 series of 2002



2. Certificate of FisherFolk Registration (CFR) Issuance

All fisher folk who meet the eligibility requirement shall be allowed to register with the city through the CAO-CFLMU Fisherfolk Registration System (FishR) including city fisher folks who are operating on a full-time or part time basis. Registration shall cover new entrants and returning fisher folk. No person shall be permitted to engage in fishery related activities in the City Waters unless they are listed in the City Fisher folk Registry. Registered fisher folks shall carry with them CFR at all times when engage in fishing operations. Likewise, Fisher folk registration is the basic requirement in availing fishery assistance/support if there's any.

Office or Division:	City Agriculture Office (CAO): City Fishery Licensing and Management Unit (CFLMU)			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Personal Appearance		City Fishery Licensing and Management Unit, Barangay Alegria, Ormoc City		
2. Government Issued ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Intent for CFR	1.1. Give the log book to the client	None	5 mins	<i>Aquacultural Technician II,</i> City Fishery Licensing and Management Unit, City Agriculture Office
2. Sign in Client Logbook in the office	2.1. Verify entry correctness			
3. Provide information needed	3.1. Interview and encode data thru Fisher folk Registration System			
4. Photo shoot for ID	4.1. Take photo			
5. Receives Fisher folk Registration Number	5.1. Issues and release Certificate of Fisher folk Registration 5.2 Accomplish client satisfaction feedback form			
Total		None	5 mins	

Certificate of FisherFolk Registration (CFR) Issuance is covered under Section 5-8 of City Fishery Ordinance No. 012, series of 2016.



3. Domestic Plant Permit Issuance

Domestic Plant Permit is issued to individuals who wish to transport plants/planting materials from its origin and can be secured at the Quarantine Services Unit. A thorough conduct of plant inspection by the deputized Plant Quarantine Officer is performed prior to its issuance. It is the restriction on the movement of certain plants/parts that are prohibited under Bureau of Plant Industry Quarantine orders.

Office or Division:	City Agriculture Office: Quarantine Services Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Plants/Planting materials		Quarantine Services Unit, Port Area, Ormoc City Proper		
2. Plant Products to be shipped				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to visit Quarantine Services Office with the plants/planting materials /plant products to be shipped		None	3 mins	<i>Administrative Aide I, Quarantine Services Unit</i>
2. Present plants/planting materials/plant products to Plant Quarantine Officer for inspection	2.1. Plant Quarantine Officer will conduct plant inspection and determine prohibited plants			
3. Provide information needed	3.1 Gather information and fill-up plant permit forms 3.2 Plant Quarantine Officer approved and signed permit			
4. Receives Transport Permits	4.1. Release plant transport permit			
Total		None	3 mins	

Domestic Plant Permit Issuance is covered under BPI PD 143.



4. Farm Tractor Operation Services

In accordance with the Agriculture and Fisheries Mechanization Law mandating the state to promote the development and adoption of modern, *appropriate, cost effective and environmentally safe agriculture and fisheries* machinery and equipment to enhance farm productivity, efficiency and thereby increase farm income.

The City has provided additional farm tractors for the use and for the benefit of all Ormocanons and farmers under the City Agriculture Office and will be used solely for Agri-farms within the jurisdiction of Ormoc City. These machineries/equipment are available to requesting individual or group of individuals for only a maximum of three (3) hectares regardless of actual farm size on a first come, first serve basis with a corresponding fees. However, due to limited no. of farm tractors w/ high demand, client is subject to wait listing and queuing for time slot.

Office or Division:	City Agriculture Office: Agricultural Engineering Section			
Classification:	Multi-stage			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of land ownership, any of the ff: -Land Title, Tax Declaration, Brgy. Certification, Lease Contract		Agricultural Engineering Section 2 nd Floor, City Agriculture Office Barangay San Pablo		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit office and look for Farm Tractor Record Clerk	1.1. Record Officer verify masterlist for the slots availability/time slot 1.2. If long lists found, client is informed that services requested is under waiting lists and subject for queuing 1.3 Ask for its confirmation to proceed	Regular Services Fees/Hectare basis (1 st 15km from designated parking area) Plowing 1,800 Harrow 1,500 Furrow 1,200 Back Hoe 1,800	5 mins	Admin Alde I, City Agriculture Office
2. Confirm to proceed service requested	2.1. Record officer register name, farm address/ location & contact no. in		2mins	



	the Master list and set time slot	Land Topography (slope beyond 18%): Regular fee x 2		
3. Wait for actual inspection/ validation at field	3.1. Scheduling of farm site actual validation/ inspection by the Field Inspector (FI) 3.2. FI will inform client a day before prior to field inspection	Additional fees: Regular Fee Plus Php100.00/pass/ha for every km above 5.0km	2 days	<i>Agricultural Engineer I, City Agriculture Office</i>
4. During field inspection present proof of ownership where service operation is requested	4.1. Ask and check proof of ownership 4.2. Conducts actual site and farm area validation 4.3 Identify actual farm size thru GPS 4.4 Recommends for City Agriculturist approval of the service requested	Excess of declared area: Will be based on existing regular rental fees	15 mins	<i>Administrative Aide I / Agricultural Engineer I, City Agriculture Office</i>
5. Back to office to pay the corresponding fees as per validated area to Receiving Officer	5.1. Fill-up Request and Pre-Inspection Form for payment assessment as per actual site validation and services requested 5.2. Client will sign inspection form and conformed with the assessment 5.3. Received payment and issued O.R. 5.4. Approval of requests by the Division Head/City Agriculturist		5 mins	<i>Admin Aide I / Senior Agriculturist City Agriculture Office</i>



6. Waiting for actual farm operation	6.1. Inform client/renter thru call or text a day before the final farm operation schedule. 6.2. In-case of weather disturbance and/or tractor and equipment malfunctions, client will be informed for the service postponement		30 days	<i>Agricultural Engineer I, City Agriculture Office</i>
7. Actual field operation	7.1. Farm tractor operator conducts operation services as per approved request 7.2 Once operation is accomplished, client will sign the Farm Tractor Utilization Report		6 hrs	<i>Administrative Aide I, City Agriculture Office</i>
8. Sign Farm Tractor Utilization Report and conformed that services are completed	8.1. Farm Operation Service completed		1 min	
9. Accomplish client satisfaction feedback form	9.1. Submit Farm Tractor Utilization Report and feedback form to In-charge for office filing		1 min	<i>Agricultural Engineer I, City Agriculture Office</i>
Total		Variable	32 day	

Farm Tractor Operation Services is covered under Ormoc City Ordinance No. 039, series of 2017: An Ordinance Setting Guidelines and Policies in the Use of Ormoc City Farm Tractors, Providing Rental Fees for Usage and for Other Purposes.



5. Freedom of Information Request/Certification Issuance

Every Filipino resident of the City of Ormoc shall have access to information, official records, public records and to documents and papers pertaining to official acts, transactions or decisions, as well as to government research data used as basis for policy development, in the custody of the City Government of Ormoc or any of its offices. Government office shall not charge any fee for accepting requests for access of information. Likewise, there shall be no charge for obtaining information in digital. However, a schedule of fees is imposed for printing, photocopying and certification services by a government office.

Office or Division:	City Agriculture Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Administrative Unit, 2 nd Floor, City Agriculture Office, Barangay San Pablo		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to visit office and approach information desk	1.1. Desk in-charge will endorse client to Freedom of Information (FOI) Officer 1.2. FOI provides Information/ Certification request form/slip	<u>Certification of Official Records</u> P 50.00/page for the 1 st copy and P10.00/page for succeeding copies	3 mins	<i>Administrative Aide I/ Senior Agriculturist, City Agriculture Office</i>
2. Fill-up and submit information request form/slip	2.1. Verify request form for its completeness 2.2. Locate and prepare documents to be photo copied and encode Certification 2.3. Assess corresponding fees		10 mins	
3. Pay applicable fees as per assessment	3.1. Accept payment & issue O.R. 3.2. Photo copy requested information/Certification printing 3.3. With the OR, Certification/Information for City Agriculturist signature 3.4. Release Information/ Certification	<u>Printing</u> P10.00/page	3 mins	<i>Administrative Aide I/ Senior Agriculturist, City Agriculture Office</i>
4. Received requested	4.1. Accomplish client satisfaction feedback form	<u>Photocopying</u> Long P5.00/pg Short P3.00/pg		



information/certification with OR attached				
Total		Variable	16 mins	

Freedom of Information Request/Certification Issuance is covered under "Freedom of Information Ordinance of Ormoc City No. 053, series of 2021.

6. IEC Materials at Techno-Gabay Center Availment

The Techno-Gabay Center is a one stop shop for information education campaign (IEC) Materials related to Agri-fishery Technologies as a modality for extension service delivery system. It is given free of charge to individual/group of farmers and Fisherfolks who want to back up his farming technique with science-based technologies.

Office or Division:	City Agriculture Office:			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Ground Floor Lobby, City Agriculture Office, Barangay San Pablo		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPONSIBLE
1. Client to visit office	Techno-Gabay in-charge let client register to logbook	None	5 mins	<i>Agricultural Technologist, City Agriculture Office</i>
2. Accomplish office logbook with signature	2.1 Verify logbook for entry completeness 2.2 Ask what IEC materials or information needed 2.3. Release IEC/information needed			
3. Receive IEC materials requested	3.1. Accomplish client satisfaction feedback form			
Total		None	5 mins	



7. Motorized/Non-motorized Fishing Boat and Fishing Gear Registration and License to Operate Issuance

It is the policy of the City of Ormoc thru the City Agriculture Office to promote the proper management, conservation, development, protection and utilization of its City Waters. With this, our office thru the CFMLU shall regulate the utilization of its coastal and fishery resources. It shall be achieved through registration and licensing with corresponding allowable fishing activities and its fees.

Only eligible Fishing Vessels of three (3) gross tons or below shall be allowed to fish in the City Waters and shall be registered with the city through CAO-CFLMU. Likewise, all fishing gears and/or paraphernalia to be used by the registered fisher folk shall be issued a license. Registration and License shall be carried at all times when engaged in fishing operations. Registration of Fishing Vessel and Gear is free while license shall be granted upon payment of the corresponding license fees.

Office or Division:	City Agriculture Office: City Fishery Licensing and Management Unit			
Classification:	Highly Technical			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Non-Motorized Fishing boat			City Fishery Licensing and Management Unit Brgy. Alegria, Ormoc City	
2. Motorized Fishing Boats/Vessel not more than 3-Gross Tons				
3. Fishing Gear				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring Fishing boat and gear at the Fisher folk Ports/ Wharves, Brgy. Alegria				
2. Visit CFLMU and inform In-charge that fishing boat/gear are ready for inspection	2.1 Conduct inspection, admeasurement and photo shoot of the fishing boat/gear 2.2 Encode data to the Boat and Gear Registration System at the CFLMU office	<u>Licensing Fee:</u> Fishing Vessel Non-motorized P50 Motorized	7 mins	



3. Receives CN	Release Certificate of Number	Below 10 hp P100	15 days	Administrative Aide I / Aquacultural Technician I, Fishery Licensing and Management UniCity
4. Waiting period for the release of license to operate	4.1 Encoding of Permit to Operate, printing and for Division Head and City Agriculturist signature at the City Agriculture Office	10-16 hp 125		
		4.2 For approval and signature by the City Mayor/ Administrator at the City Mayor/ Administrator's Office, City Hall	Above 16 hp 150	
5. Receives License to Operate	5.1 Delivers and release License to Operate at the respective Coastal Barangays 5.2 Accomplish client satisfaction feedback form	Fishing Gear Hook & Line P 50	2-3	
		Gill nets 50		
		Squid jigs 50		
		Pots & Traps Bubo P20/50pcs Bentol P10/50pcs		
		Spear Fishing P 50		
		Fish Corrals 200		
		Stationary Liftnets 300		
		Scoopnet 50		
Total		Variable	15 days	

Motorized/Non-motorized Fishing Boat and Fishing Gear Registration and License to Operate Issuance is covered under Ordinance No. 12, series of 2016: Mandatory Fishing Registration and Licensing Ordinance of Ormoc City.



8. Natural Farming Inputs (NFI)/Biological Control (BIOCON) Agents/Spawns Availment

The City strongly support the promotion, implementation, adoption development of Organic Agriculture technologies in support to amended Organic Agriculture Act (RA 11511) of thru mass production of aforementioned Bio inputs for free distribution to local constituents who wanted to support their farming with organic inputs to minimize if not totally cancelled their synthetic farming inputs usage for consumer and environmental safety and agriculture sustainability not to exclude its overall benefits on climate change mitigation.

Office or Division:	City Agriculture Office:			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Organic Practitioner		Information Desk, Ground Floor Lobby, City Agriculture Office		
2. Container				
3. Eco bag				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPONS-IBLE
1. Client to visit office and bring containers/ eco bag	1.1. Receiving clerk at information desk will let client register to logbook	None	1 min	<i>Administrative Aide I/ Agricultural Technologist, City Agriculture Office</i>
2. Fill-up and accomplish master list	2.1. Verify master list for entry completeness 2.2. Issuance of Issue Slip with specified quantity to receive		2 mins	
3. Hand-in issue slip to In-charge with the container	3.1. Release requested NFI/Biocon/Spawn as per issue slips		3 mins	
4. Receive NFI/Biocon agent/Mushroom Spawn	4.1. Accomplish client satisfaction feedback form		1 min	
Total		None	7 mins	

Natural Farming Inputs (NFI)/Biological Control (BIOCON) Agents/Spawns Availment is covered under City Ordinance No. 007: Ormoc City Organic Agriculture Ordinance of 2014



9. Registry System for Basic Sector in Agriculture (RSBSA) Registration

RSBSA is the official list of governments for the provision and distribution of assistance interventions to Ormocanon farmer and fisher folks, eighteen (18) years old and above. Any member of the family or individuals working in the farm as their main source of livelihood are also qualified to apply as farm worker/service providers. After evaluation and verification, issuance of a permanent “Reference/Control Number” to the applicant indicates approval of the RSBSA. Registered farmers/fisher folks can update their information (following the same procedure) as the need may arise.

Office or Division:	City Agriculture Office: Crops Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 2 valid Govt issued IDs		Crops Division, 1 st Floor, City Agriculture Office, Barangay San Pablo, Ormoc City		
2. 2 pcs recent 2x2 ID picture a				
3. Proof of Land Ownership: Land Title, CLOA, etc..				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to visit office	1.1. Receiving clerk at information desk will let client register to logbook 1.2. Endorse to RSBSA In-charge 1.3. Provides Registration Form	None	5 mins	<i>Agricultural Technologists, City Agriculture Office</i>
2. Fill-out Registration Form & accomplish required documents	2.1. Assists and guide clients in filling-out the form		20 mins	
3. Submit filled-out registration form with complete required documents	3.1 Review & verify filled-out form for its completeness and correctness 3.2 Encode entries to registry system		15 mins	
4. RSBSA registered and received Reference Control No.	4.1. RSBSA registered and release Reference Control No.		5 mins	
Total		None	45 mins	

RSBSA Registration is covered under RA 11203, Section 4, IRR 14.3; Memo from the DA Secretary dated 3/15/19; and DA Central Office Memorandum dated 9/24/19.



10. Rice/Corn Seeds and/or Fertilizer Distribution

The local government supports the farmers by providing inputs to achieve food sufficiency. The farm inputs will be distributed to qualified beneficiaries. Qualified beneficiary should be RSBSA registered, for rice, present Barangay Certification indicating location of area and actual tiller for corn. The seeds/fertilizer will be released once the beneficiary has accomplished: the master list, picture documentation, and Client Satisfaction Feedback form.

Office or Division:	City Agriculture Office:			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. RSBSA Reference Control Number (RCN)		Crops Division, 1 st Floor, City Agriculture Office, Barangay San Pablo, Ormoc City		
2. Barangay Certification				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to visit office	1.1. Receiving clerk at the information desk will let the client register to logbook 1.2. Endorse to seeds/fertilizer releasing in-charge and provides priority number	None	2-3 mins	<i>Administrative Aide I,</i> City Agriculture Office
2. Present RSBSA RCN	2,1, Validates RCN in RSBSA database.		5 mins	<i>Agricultural Technologists,</i> City Agriculture Office
3. Sign acknowledgement receipt in accordance to recipient seeds and/or fertilizer allocation	3.1. Verify acknowledgement receipt for entry completeness 3.2 Issue withdrawal slips 3.3. Take photo of recipient w/ ID Tag (for hybrid rice seeds only)		15 mins	
4. Present withdrawal slip to seeds and/or fertilizer releasing in-charge	4.1. Wait priority number to be called at designated Warehouse/Bodega		30 mins	
5. Receives seeds and/or fertilizer	5.1. Accomplish client satisfaction feedback form		2 mins	
Total		None	55 mins	

Rice/Corn Seeds and/or Fertilizer Distribution is covered under the Local Government Code of 1991, R.A. 7160 and Executive Order No. 138, date June 1, 2021



11. Technical Advice Provision For Pests and Diseases Management and Control

An agricultural extension service which offers technical advice to farmers and fisherfolks on agricultural related queries which includes information dissemination on the latest doable Agri-fishery technologies, improved seeds, soil fertility, farm machineries and tools, water management, crop protection, climate-resilient agricultural practices including livestock farming through various extension service modalities: One on One – Face to Face visitation on site, seminars/trainings and regular monitoring on the outcome of the technology adopted. It can be availed by all farmers and fisher folks within Ormoc City jurisdiction who seeks technical assistance regarding their field or existing commodity problem.

Office or Division:	City Agriculture Office:			
Classification:	Highly Technical			
Type of Transaction:	Government to Client			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		City Agriculture Office, Barangay San Pablo, Ormoc City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to visit office and sign logbook at information desk	1.1. Receiving attendant log purpose and query of client 1.2. Endorse client to concern section/division and/or AEW	None	3 min	<i>Administrative Aide I,</i> City Agriculture Office
2. Answer queries asked by attending agricultural extension workers (AEW)	2.1. Ask queries pertaining to assistance needed 2.2. Arrange schedule for farm visitation for proper verification and diagnosis		15 mins	<i>Agricultural Technologists,</i> City Agriculture Office
3. Waiting period for farm visitation	3.1. Visits farm as scheduled		2 days	
4. Actual Farm visitation/inspection	4.1.. Conduct field assessment with client 4.2. Investigate field/production problem 4.3. Diagnose and provide appropriate recommendation		30 mins	<i>Agricultural Technologists,</i> City Agriculture Office



5. Receives technical corrective measures & apply recommendations as diagnosed	5.1. Conducts follow-up after 7-14 days with the client		7-14 days	
Total		None	16 days	

Technical Advice Provision for Pests and Diseases Management and Control is covered under Local Government Code of 1991, RA 7160, Sec 17

12. Tilapia Fingerlings Availment

Local production of fingerlings is produced at the Macabug Freshwater Fish Hatchery and Nursery and with support from Regional Freshwater Aquaculture Production Center-TES, BFAR at Babatngon Leyte to augment our local fingerlings demand. It is distributed for free to any Ormocanon constituents/individual who engaged in backyard fishpond production of not more than 500 pcs fingerlings as per BFAR8 guidelines on tilapia fingerlings dispersal.

Office or Division:	City Agriculture Office:			
Classification:	Multi-Stage			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Polypropylene Plastic bags (size: 20x30x0.001 cm) as container for fingerlings		Fishery Section, 1 st Floor, City Agriculture Office, Barangay San Pablo, Ormoc City		
2. Production Data (if previous fingerlings recipient)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCE-SSING TIME	PERSON RESPONSIBL E
1. Client to visit office	1.1. Receiving clerk at information desk will let client register to logbook 1.2. Endorse to Fishery section 1.3. Provides fingerlings request slip	None	2 mins	<i>Administrative Aide I,</i> City Agriculture Office
2. Accomplish fingerlings requests slip	2.1. Accepts and verify for entry completeness		3 mins	



	2.2. Scheduling for pond verification/ inspection			Administrative Aide I/ Agriculturist II, City Agriculture Office
3. Wait at field for actual pond verification and inspection	3.1. Conducts ocular inspection and assessed pond stock/volume capacity 3.2. Application requests with quantified no. of fingerlings as per validation for City Agriculturist signature		2 days	
4. Waiting period for the availability of fingerlings	4.1. Client will be advised ahead to provide prescribed plastic bags prior to fingerlings availability 4.2. Client will be informed a day before the schedule of distribution to withdraw fingerlings allocation		44 days	Administrative Aide I/ Agriculturist II, City Agriculture Office
5. Received fingerlings	5.1. Signed acknowledgment receipt 5.2. Fill-up and accomplished feedback form		1-3 mins	
Total		None	46 days	

Tilapia Fingerlings Availment is covered under BFAR Fisheries Office Order No. 308, Series of 2019: Guidelines on the Dispersal/Distribution of Fish Fingerlings and Brood stock.

13. Trumping of Cargo Vessel/Seaport Inspection

All vessels coming from or passing through Ormoc City shall be inspected and cleared by the Plant Quarantine Officer/Inspector (PQO). It shall be the duty of the owner, agent or master of such vessel to furnish PQO with a copy of either domestic cargo manifest, parcel list or other shipping document which the PQO may require. Inspection protocol in the seaport is observed particularly in the conduct of quarantine inspection of all plants, plant materials, products loaded as cargo and food provisions. Restriction on the movement, are subject of the BPI Quarantine Orders. If prohibited materials are intercepted, owner will be informed on the basis of confiscation.

Office or Division:	City Agriculture Office: Quarantine Services Unit
Classification:	Simple
Type of Transaction:	Government to Business
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Domestic Cargo Manifest	Quarantine Services Unit, Port Area, Ormoc City			
2. Parcel List and/or other shipping document				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	PQO sent Notice of Boarding to Captain vessel			
1. Captain/Master of the vessel allow PQO onboard for the conduct of inspection	1.1. Check plants, plant materials & food products for presence of pests & diseases	None	5 mins	<i>Administrative Aide I/ Deputized Quarantine Officer, Quarantine Services Unit</i>
	1.2. Take note origin of plant commodities & possible quarantine regulations prohibiting their movement		2 mins	
	1.3. Hold specimen of plant pest/diseases (if there's any) & secure it in sealed container for submission to Plant Quarantine Service (PQS) Tacloban		2 mins	
	1.4. Hold/confiscate prohibited plants transported and those exhibits signs and symptoms of plant pests and diseases		2 mins	
	1.5 Record all inspections in a Boarding inspection report		2 mins	
2. Ship's Captain or his representative attest boarding inspection report	2.1 Issue and release Boarding Inspection Report		2 mins	
3. Receive Certificate of Inspection				
Total		None	13 mins	

Trumping of Cargo Vessel/Seaport Inspection is covered under BPI Quarantine Administrative Order No.1, Series of 1981, Section 3



14. Various Seeds/Seedlings and Other Planting Materials Availment

The local government is tasked to address issues arising from poverty, like malnutrition and limited livelihood options. Any individual and institution can avail of this intervention. This project is a component of various programs of the city Nutrition Program of the city Health Office, 4-P's Pabasa project of the CDSWD, cash for work of PESO, Gulayan sa Paaralan and Livelihood project of BJMP. An individual needing various seeds/seedlings and other planting materials for backyard garden only (=>100 meter square) will fill up the masterlist of beneficiaries indicating recipient's full name, address, gender information, present of underweight family member, availed planting materials. On the other hand, for institutions, offices, barangay, a letter of request is required indicating purpose and signed by the head or authorized personnel.

Office or Division:	City Agriculture Office:			
Classification:	Simple			
Type of Transaction:	Government to Citizen and Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request for Institutional/Communal gardening purposes		Crops Division, 1 st Floor, City Agriculture Office, Barangay San Pablo, Ormoc City		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client to visit office	1.1. Receiving clerk at information desk will let client register to logbook 1.2. Endorse to seeds/ seedlings In-charge 1.3. For home gardening purposes proceed to Steps No. 4	None	2 mins	<i>Administrative Aide I, City Agriculture Office</i>
2. Submit letter request to City Agriculturist for approval (for institutional/ communal gardening only)	2.1. Receives letter request for approval 2.2. Schedule for garden assessment		5 mins	<i>Administrative Aide I/ Agricultural Technician,</i>



3. Wait at field/garden site for inspection	3.1. Validates garden site for crops identification and technical recommendation		2 days	City Agriculture Office
4. Accomplish Seedling/Seeds Master list	4.1. Verify master list for entry completeness 4.2. Issue Withdrawal Slip with specified no. of seeds/seedlings to receive		3 mins	Administrative Aide I/ Agricultural Technologists, City Agriculture Office
5. Present withdrawal slip to releasing in charge: -Seeds at office Crops Division Window -Seedlings at City Nursery	5.1. Accepts withdrawal slips and release seeds/seedlings		3 mins	
6. Receives seeds/seedlings/planting materials	5.2. Fill-up and accomplish feedback form		2 mins	
Total		None	2 days	

Various Seeds/Seedlings and Other Planting Materials covered under Local Government Code of 1991, R.A. 7160, Sec 17



City Agriculture Office

Internal Services



1. Gate Pass for bringing Office Equipment, Apparatus, Supplies and Materials outside Office Premises

The Office has available office equipment, apparatus, supplies and materials to support the Agricultural Extension Workers (AEW's) daily activities and field works. It is part of our extension support and services to have a smooth delivery system of our farmer and fisher folk clientele thus usage of such items outside office is deemed necessary, provided that a Gate Pass has to be accomplished and be approved. It will be forwarded to security guards on duty when taken outside from office for record purposes. It will be thoroughly checked upon returning it back to the office to make sure its normal functionality and in good condition. Once irregularities are observed, it is the borrower's obligation to have it checked and repaired.

Office or Division:	City Agriculture Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All CAO employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		2 nd floor, Administrative Unit, City Agriculture Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask Gate Pass Slip from In-charge	1. Provide Borrower's/ Gate Pass Slip		1 min	<i>Administrative Aide / Senior Agriculturist, City Agriculture Office</i>
2. Fill-up form indicating item to be borrowed, its usage purposes and expected date of return	2.1. Requests noted by respective division heads 2.2 Signed for recommending approval by the Administrative In-charge 2.2. Approved by the City Agriculturist		4 mins	
3. Present approved Gate Pass to property custodian for recording purposes	3.1 Custodian thoroughly checked items in good condition and its functionality 3.2. Release borrowed items	None	10 mins	<i>Agricultural Engineer // City Agriculture Office</i>



4. Received borrowed items and present approved Gate Pass to Guard on Duty	4.1. Guard on duty inspect and check item/s as reflected in the Gate Pass and affixed signature for the exact date and time out from office. 4.2. File gate pass for safe keeping		3 mins	<i>Security Guard on Duty, City Agriculture Office</i>
5. Use of borrowed item/s			2 days	
6. Upon return of the borrowed item back to office, ask Guard on Duty for the filed Gate Pass	6.1. Guard check items in good condition, affix signature for the exact time and date of return and gave back the Gate Pass to the borrower	None	3 mins	<i>Security Guard on Duty, City Agriculture Office</i>
7. With the accomplished Gate Pass from the Guard, items will be turned-over to In-charge	7.1. Admin In-charged will double check the item/s -in good condition -normal functionality (If, irregularities are observed the borrower must have it repaired first) 7.2 Marked Gate Pass returned in good condition and provides copy to borrower		10 mins	<i>Agricultural Engineer I/ City Agriculture Office</i>
8. Receive copy of gate pass marked with item/s returned in good condition	8.1. File accomplished gate pass for future use/record purposes		1 min	
Total		None	2 days	



2. Leave Application

The Leave of Application is a benefit given to casual and regular employees of the City Agriculture Office and other agencies of the government both for national and local. Force leave must be scheduled ahead to avoid personnel leave duplication. Sick leave is filed the day when assumed back to work at the office.

Office or Division:	City Agriculture Office:			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All Regular and Casual Plantilla			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Sick Leave: Medical Certificate for more than 5 days			Administrative Unit, City Agriculture Office Human Resource Management Office, City Hall	
2. Force Leave and other leave, follow the force leave schedule submitted and file up application 1 week ahead before the scheduled date				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask leave application slip from Admin In-charge and fill up request slip	1. Noted by the Division Heads for leave of absence approval	None	1 min	<i>Administrative Aide I,</i> City Agriculture Office
2. Submit approved slip to record officer	2.1 File application slip at HRMO, for printing of Leave of Application 2.2 Follow up and receive printed Leave of Application and bring back to office for employees signature and head of office approval		1 day	<i>Administrative Aide I/ Administrative Officer,</i> Human Resource Management Office
3. Affix signature to printed Leave Form from HR	3.1 Endorse to concern Division Heads and/or City Agriculturist for signature 3.2 Signed Leave form will be submitted back to HRMO for approval by Head		3 mins 2 days	<i>Administrative Aide I/ Administrative Officer,</i> Human Resource Management Office



	3.3. Follow-up for the release of Approved Leave			
4. Receive approved leave	4.1. Get copy for office file			<i>Administrative Aide I, City Agriculture Office</i>
Total		None	3 days	

Leave Application is covered under the Omnibus Rules Implementing E.O. No. 292, Rule XVI, Sec 21, 25, 43, 51

3. Pass Slip Issuance

The office will take care of the safety of our staff and monitor their official whereabouts for all technical and administrative staff performing duties and responsibilities outside office jurisdiction. Thus, no one is allowed to perform outside office transactions without an approved pass slip. The said pass slip will determine the number of hours or minutes spent by the staff in specific activities conducted, the importance and for record purpose. It will be attached to DTRs as proof that a transaction done outside office is an approved official business. Personal transaction is likewise allowed but in a limited number of minutes as long as tasks assigned for the day may not be jeopardized.

Office or Division:	City Agriculture Office:			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Administrative Unit/Respective Division of Assignment, City Agriculture Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Pass Slip Form indicating destination and purpose	1.1. Administrative unit provides pass slip at every Division	None	1 min	<i>Administrative Aide I, City Agriculture Office</i>
2. Process Pass Slip	2.1. Respective Division/Section Head approves pass slip		2 mins	<i>Agriculturist II/ Senior Agriculturist, City Agriculture Office</i>
3. Present approved Pass Slip to Guard on duty	3.1. Guard on Duty receive pass slip and enter correct time of departure from the office and keep slip for noting time of arrival at office		1 min	<i>Security Guard on Duty, City Agriculture Office</i>



4. Upon arrival at Office, report back to Guard on Duty	4.1. Enter actual time of arrival at office		2 mins	Security Guard on Duty, City Agriculture Office
5. Back to Office work	5.1. At the end of the day, Guard on Duty endorsed all compiled pass slip to Admin unit for office filing and recording			Administrative Aide I, City Agriculture Office
Total		None	4-6mins	

4. Service Vehicle Request

The Office provides service vehicles to support the Agricultural Extension Workers (AEW's) daily activities and field works. It is part of our extension support and services to have a smooth delivery system to our farmer and fisher folk clientele. All agricultural extension workers/agents can request service vehicles particularly in transporting farm inputs at field or during delivery of extension services in holistic/team effort approaches. Likewise, service vehicles can also be requested for travelling outside official stations in groups, various office/agency transactions at destination and withdrawal of farm inputs, materials and supplies.

Office or Division:	City Agriculture Office:			
Classification:	Complex			
Type of Transaction:	Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation Letter for outside Official Station Travel, File request 1 week ahead before travel schedule		Administrative Unit 2 nd Floor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up service vehicle request slip: date, purpose of travel and destination	1.1. Verify availability of service vehicles and record schedule of usage		1 min	Agricultural Engineer I, City Agriculture Office
2. Process vehicle request slip for respective division	2.1 Division heads sign request as recommending approval		3 mins	Agriculturist II/ Senior Agriculturist/ City Agriculturist,



head's recommending approval	2.2 Approved requests by the Office Head (City Agriculturist) 2.3 Dispatcher officer will assign vehicle	None		City Agriculture Office
	2.3 Prepare and process trip tickets, pass slip and gasoline RIS (if necessary) 2.4 Prepares Travel Order (for outside travel only)		2 days	<i>Administrative Aide I, City Agriculture Office</i>
3. Actual travel/ Request Served	3.1 Driver of assigned vehicle shall bring along Approved Trip Ticket, Pass Slip and Travel Order (if there's any) 3.2 Fill up feedback form for the requesting party		2 days	<i>Administrative Aide I, City Agriculture Office</i>
4. Fill-up clients feedback form for the driver	Submit to Dispatcher for office file and consolidation of feedbacks		2 mins	
Total		None	4 days	

5. Travel Order (T.O.) Request and Narrative Report of Travel (NRT)

Travel Order is issued to Permanent and Casual Plantilla positions with an official business outside official station subject for funds availability. After travel is completed NRT shall be submitted highlighting travel accomplishments

Office or Division:	City Agriculture Office:
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Invitation letter for an Official Business outside official station; NRT of Previous Travel (if there's any)	2 nd Floor, Administrative Unit City Agriculture Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Travel request slip with Invitation Letter attached	1.1. Noted by concerned division heads 2. Approved by the City Agriculturist	None	1-2 mins	<i>Requesting Personnel</i>
2. Submit approved request to Comp. Encoder	Print out Travel Order and Itinerary of Travel		1 min	<i>Administrative Aide I, City Agriculture Office</i>
3. Signed Itinerary of Travel	T.O and Itinerary of Travel approved by City the Agriculturist		1-2 mins	
4. Waiting period for the T.O approval	4.1 Process Travel Order for approval by the City Administrator (within Region 8) and City Mayor for outside Region 8 travel 4.2 Follow up T.O. at the City Admin Office/CMO 4.3 Release of approved T.O.			<i>Administrative Aide I/ Administrative Officer, City Administrator Office/ City Mayor's Office</i>
5. Received copy of approved Travel Order	File original T.O. for office record		1 min	<i>Administrative Aide I, City Agriculture Office</i>
6. Official Travel to destination			7 days	
7. Prepare and submit NRT once travel is completed	7.1 Noted by the concerned Division heads and Admin Unit head 7.2 Approved by the City Agriculturist 7.3 Office File/Record (as attachment for next TO request)	None	5 days after travel	<i>Administrative Aide I/ Senior Agriculturist/ City Agriculturist, City Agriculture Office</i>
Total		None	12 days	



City Budget Division/ Administrative Unit
Education and Scholarship Office
External Services



1. Education and Scholarship Program

A section under City Budget Office that aims in strengthening the effectiveness and efficiency in the management in Special Education Fund (SEF), implementation of the City Scholarship programs as well as the operations of the Local School Board and City Scholarship Board.

Office Or Division:	City Budget Division/ Education and Scholarship Office (ESO)			
Classification:	Complex			
Type Of Transaction:	G2C - Government to Citizens G2G - Government to Government			
Who May Avail?	Permanent residents of Ormoc City who qualifies the scholarship program and all Public Schools in Deped Ormoc City Division.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Good Moral Character from school (1 copy-original)		Previous school attended or school currently enrolled		
Certificate of grade from Registrar with an average grade of 2.50 or 80% with no failing grade (1 copy - original)		Previous school attended or school currently enrolled		
2x2 ID Picture (1 piece)		Photo Studio		
Latest Income Tax Return or Cert. from BIR as exempted or Affidavit of Applicant's parents stating the reason for not filing the ITR (1 copy – original)		BIR Public Attorney's Office at RTC / Private Law Firm		
Case Assessment from CSWDO (1 copy – original)		District 3 in 1 building where the barangay residents belong.		
Barangay Clearance attesting to residency (1 copy-original)		Barangay Hall		
Electric bill and water bill for the past month (1 copy – original)		Leyeco V/ ORWASA Water Billing Station		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Provide guidelines and assistance to existing and new scholars	None	5 minutes	<i>Education and Scholarship Personnel</i> City Budget Office



	<p>2. Secretariat services for the Local School Board and Local Scholarship Board</p> <p>2.1 Resolutions prepared</p> <p>2.2 Meeting folders prepared</p> <p>2.3 Minutes of meetings conducted prepared</p> <p>2.4 Communication letters to stakeholders (School and Scholar)</p>	None	<p>3 days</p> <p>2 days</p> <p>2 days</p> <p>5 minutes</p>	<p><i>Education and Scholarship Personnel</i> City Budget Office</p>
3. Applicants will submit their requirements as stated above.	3. Process/ Assess Scholarship Applications	None	5 minutes	<p><i>Education and Scholarship Personnel</i> City Budget Office</p>
	<p>4. Administrative Support services provided</p> <p>4.1 Allowance distribution</p> <p>4.2 Conduct of Orientation for new scholars</p> <p>4.3 Conduct of qualifying exam for scholar applicants</p> <p>4.4 OBR/PR/ PPMP and other reports Preparation</p>	None	<p>1 day</p> <p>1 day</p> <p>1 day</p> <p>1 day</p>	<p><i>Education and Scholarship Personnel</i> City Budget Office</p>
TOTAL		None	11 days and 15 minutes	



2. Initial Review of Barangay and SK Budget

A local budget process where the local budget is subjected to scrutiny and evaluation in pursuance of the local Government Code.

Office Or Division:	City Budget Division, Administrative Unit			
Classification:	Simple			
Type Of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	All City Departments/Offices, National Government Agencies and other Government instrumentalities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Barangay Budget Preparation Form No. 1 (6 copies)			Respective Barangay	
Barangay Budget Preparation Form No. 2 (6 copies)			Respective Barangay	
Barangay Budget Preparation Form No. 3 (6 copies)			Respective Barangay	
Barangay Budget Preparation Form No. 4 (6 copies)			Respective Barangay	
Barangay Supplemental Budget Preparation Form no. 5 (6 copies)			Respective Barangay	
Barangay Supplemental Budget Preparation Form no. 6 (6 copies)			Respective Barangay	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Barangay Treasurer submits their Annual/ Supplemental Budget	1. Initial Review of Annual and Supplemental Budgets of 110 barangays	None	2 hours	<i>Barangay Budget Division</i>
	2. Initial review of SK Annual and Supplemental Budgets	None	2 hours	<i>Administrative Assistant III City Budget Office</i>
TOTAL		None	4 hours	



City Budget Division/ Administrative Unit

Internal Services



1. Budget Management and Execution Program

After the usual recording of appropriations in the proper registries, the execution of the budget involves the release of allotments, the certification of available appropriations and cash, the recording of actual obligations and disbursements of funds for approved PPAs and the delivery of goods and services to target clients in the most efficient, effective, economical and ethical way.

Office Or Division:	City Budget Division, Administrative Unit			
Classification:	Complex			
Type Of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	All City Departments/Offices, National Government Agencies and other Government instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certification on Appropriations, Funds and Obligation of Allotment – 6 copies(original)		Requesting Office		
2. Allotment Release Orders (AROs): 2.1 Comprehensive Release – 6 copies (original) 2.2 Supplemental ARO – 6 copies (original) 2.3 Augmentation ARO - 4 copies (copies) 2.4 Release of Retention (FLR) – 6 copies (original)		City Budget Office		
3. Request letter – 2 copies (original)		Requesting Office		
4. Supplemental PPMP – 3 copies (original)		Requesting Office		
5. Copy of LGU Annual Budget – 1 copy (Original)		City Budget Office		
6. Copy of Appropriation Ordinance (1 copy) original		Sangguniang Panlungsod		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Issuance of Allotment Release Orders (AROs)	None	5 days	<i>Budgeting Assistants/ CBO staff</i>
	1.1 Comprehensive Release		2 days	
	1.2 Supplemental ARO		2 days	
	1.3 Augmentation within same Allotment class (PS or MOOE)	None		



	1.4 ARO for Release of Retention (FLRs)	None	1 day	
	1.5 ARO for Staffing / Organizational Structure modification	None	1 day	
	2. CAFOA/Vouchers certified as to availability of Appropriations/Funds	None	1 hour	<i>Staff</i> City Budget Office
	3. Purchase Requests (PR) Purchase Orders (POs) and Requisition Issuance Slips (RIS) certification and recording	None	30 minutes	<i>Budgeting staff</i> City Budget Office
	4. Disbursement vouchers (for payrolls/cash advances) recorded/ logged	None	30 minutes	<i>Admin Aide I</i> City Budget Office
	5. Annual / Supplemental PPMPs reviewed/checked	None	1 hour	<i>Budget Officer III/ staff</i> City Budget Office
TOTAL		None	11 days and 3 hours	



2. Budget Preparation

The local budget process where generated funds are allocated to prioritized programs/activities/ projects of the LGU to pursue its development goal.

Office Or Division:	City Budget Division, Administrative Unit			
Classification:	Complex			
Type Of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	All City Departments/Offices, National Government Agencies and other Government instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Budget Preparation Calendar		City Budget Office		
2. Local Budget Preparation Forms: (all original copies) 2.1 LBP Form No. 1 (Annex A) – 6 copies 2.2 LBP Form No. 2 (Annex F) – 6 copies 2.3 LBP Form No. 2A (Annex G) – 6 copies 2.4 LBP Form No. 3 (Annex H) – 6 copies 2.5 LBP Form No. 3A (Annex I) – 6 copies 2.6 LBP Form No.4 (Annex J) – 6 copies 2.7 LBP Form No.5 (Annex K) – 6 copies 2.8 LBP Form No.6 (Annex L) – 6 copies 2.9 LBP Form No.7 (Annex M) – 6 copies		City Budget Office		
3. Budget Proposal		All Local Offices and Selected National Agencies		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Prepare and submits budget proposal	1.Preparation of Executive Budget	None	2 days 1 week	<i>Supervising Administrative Officer And staff City Budget Office</i>
2.Department heads/Office-In-charge attend budget consultation	1.1 Issuance of budget call		2 weeks	
	1.2 Conduct Budget Forum		2 weeks	



	<p>1.3 One on one budget consultation with LGU departments and Offices</p> <p>1.4 Consolidation of budget proposals</p> <p>1.5 Review and finalization of budget proposals</p> <p>1.6 Preparation of Budget message and Local Expenditure Program (LEP) using all LBP forms.</p> <p>1.7 Submission of Executive Budget to the Sanguniang Panlungsod</p> <p>2. Preparation of Annual Budget</p>	None	<p>2 weeks</p> <p>1 week</p> <p>2 months</p> <p>1 day</p> <p>1 month</p>	<p><i>Supervising Administrative Officer And staff City Budget Office</i></p>
	3.Preparation of Supplemental Budgets: LBP Form 8 and 9 accomplished	None	2 weeks	<p><i>Supervising Administrative Officer And staff City Budget Office</i></p>
TOTAL		NONE	4 months & 2 weeks & 3 days	



3. Budget Accountability

The last phase of budget process where all funds are accounted for at end of the year to explain what PPAs were implemented, where funds were spent and utilized results were attained

Office Or Division:	City Budget Division, Administrative Unit			
Classification:	Complex			
Type Of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	All City Departments/Offices, National Government Agencies and other Government instrumentalities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Local Budget Accountability Forms: LBAc Form No.1 – 4 copies (original) LBAc Form No.2 – 4 copies (original) LBAc Form No.3 – 4 copies (original) LBAc Form No.4 – 4 copies (original) LBAc Form No.5 – 4 copies(original)		City Budget Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Submit Accountability Reports	None	2 days	<i>Budget Officer III</i> City Budget Office
	2. Prepare/Issue monthly/Quarterly Reports on budget/funds utilization, Obligations & Balances (CLA, CONLA, RAOs)	None	5 days	<i>Budget Officer III</i> City Budget Office
	3. Encode in the BLGF's electronic Statement of receipts and expenditures (eSRE) LGU system	None	2 days	<i>Administrative Assistant III</i> City Budget Office
TOTAL		NONE	9 days	



City General Services Office

External Services



1. Repair – Installation of Streetlightings Fixture

Repair/ Installation of Street lightings to various barangays

Office Or Division:	CGSO – RMD (City General Services Office – Repair and Maintenance Division)			
Classification:	Simple			
Type Of Transaction:	G2C - Government to Citizen			
Who May Avail:	Client/Barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter for Repair (1 original copy)		Barangay Concern		
Barangay Resolution, Program of Works		Barangay Concern		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter – Request	1. Evaluate / Approval from the City Mayor’s Office	None	15 mins.	<i>Admin Aide I</i> CGSO - RMD
2. Submit Brgy. Resolution	2. Evaluate / Approval from the City Mayor’s Office	None	15 mins.	<i>Admin Aide I</i> CGSO – RMD
TOTAL		None	30 mins.	

2. Burial Services Assistance

Transportation Assistance / Burial Services

Office Or Division:	CGSO (City General Services Office)			
Classification:	Simple			
Type Of Transaction:	G2C – Government to Citizen			
Who May Avail:	Barangay Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter – Request (1 original copy)		Barangay Residents		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to the GSO	2. Evaluate and Schedule	None	10 mins.	<i>Admin Aide I</i> CGSO
TOTAL		None	10 mins.	



3. Cleanliness/orderliness/Janitorial Services

Maintain the cleanliness/orderliness of Parks and Plazas / public toilets

Office Or Division:	CGSO (City General Services Office)			
Classification:	Simple			
Type Of Transaction:	G2C - Government to Citizen			
Who May Avail:	Barangay / Public School			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Call City General Services Office		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call CGSO for Assistance	1. Schedule Assistance	None	None	CGSO Officer GSO - RMD
TOTAL		None	None	

4. Trimming and Grass – cutting / Janitorial Services

Trimming of Trees / grass – cutting in various public schools / barangays

Office Or Division:	CGSO (City General Services Office)			
Classification:	Simple			
Type Of Transaction:	G2C - Government to Citizen			
Who May Avail:	Barangay / Public School			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter – Request (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter – Request	1. Evaluate / Approval	None	10 mins.	Admin Aide III CGSO-RMD
TOTAL		None	10 Mins.	



5. Delivery of Goods

Deliver goods to various government offices per approved PO as requested.

Office Or Division:	CGSO (City General Services Office)			
Classification:	Simple			
Type Of Transaction:	G2G - Government to Government			
Who May Avail:	LGU – Government Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter – Request (1 original copy)			Client	
Approved Purchase Order (1 original copy, 3 photocopies)			Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter – Request and approved P.O (Purchase Order)	1. Evaluate / Approval	None	15 mins.	<i>Admin Aide I</i> CGSO
TOTAL		None	15 Mins.	

6. Preparation of Program of Works

Prepare program of works relative to request /project of various barangays

Office Or Division:	CGSO (City General Services Office)			
Classification:	Simple			
Type Of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who May Avail:	Clients / Barangay Council			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Brgy. Resolution / Request (5 original copies)			Client / Barangay	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit / endorse barangay resolution	1. Evaluate / Prepare and process Program of works	None	5 days	<i>Admin Aide I</i> CGSO
TOTAL		None	5 days	



City General Services Office

Internal Services



1. Repair / Maintenance Services

Conduct repairs of furniture's, air-conditioning unit, electrical facilities to various LGU – Offices.

Office Or Division:	CGSO (City General Services Office)			
Classification:	Simple			
Type Of Transaction:	Government to Government			
Who May Avail:	LGU – Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter – Request (1 original copy)			Client / Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter – Request	1. Evaluate / Approval	None	15 mins.	<i>Admin Aide I- CGSO Admin Aide III- CGSO -RMD</i>
TOTAL		None	15 mins.	

2. Janitorial / Maintenance Services

Service Description: Maintenance cleanliness/orderliness of public buildings such as City hall building, etc. and public toilets

Office Or Division:	CGSO (City General Services Office)			
Classification:	Simple			
Type Of Transaction:	G2G- Government to Government			
Who May Avail:	LGU – Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Call City General Services Office			1. None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Call CGSO	1. Schedule services	None	None	<i>Admin Aide I-CGSO</i>
TOTAL		None	None	



3. Preparation of Office Documents / Attachment

Prepare ARE's , WMR , ICS,VOUCHERS, etc for various LGU – Government Offices.

Office Or Division:	CGSO (City General Services Office)			
Classification:	Simple			
Type Of Transaction:	G2G - Government to Government			
Who May Avail:	LGU – Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved purchase order / voucher (2 original copies, 3 photocopies)			Client / Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare purchase order/voucher	1. Evaluate / Approval	None	15 mins.	<i>Admin Aide VI- CGSO</i>
TOTAL		None	15 mins.	

4. Inspection and Receiving of Goods Delivered

Delivery of goods per approved PO shall be subject for Inspection/Receiving

Office Or Division:	CGSO (City General Services Office)			
Classification:	Simple			
Type Of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who May Avail:	Clients / LGU – Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved purchase order (2 original copies, 3 photocopies)			Client / Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Deliver/endorse approved purchase order	1. Evaluate / Approval	None	20 mins.	<i>Storekeeper II CGSO - Warehouse</i>
TOTAL		None	20 mins.	



5. Recording/Safekeeping of Public Documents

Service Description: Conduct safekeeping/recording of public documents such as Certificate of Titles, ARE'S, WMR, etc.

Office Or Division:	CGSO (City General Services Office)			
Classification:	Simple			
Type Of Transaction:	Government to Government Government to Citizen			
Who May Avail:	Client / LGU – Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
ARE'S, WMR, Certificate of Titles, ICS (4 original copies, 1 photocopy)			Client / Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit / endorse requirements to CGSO	1. Record / Safekeeping	None	15 mins.	<i>Admin Aide VI</i> CGSO
TOTAL		None	15 mins.	



City Planning and Development Office

External Services



1. Locational Clearance / Zoning Certificate

The City Planning and Development Office (CPDO) Zoning Division is responsible for the issuance of Locational Clearance / Zoning Certificate upon application of building permit to all commercial, institutional, industrial, residential buildings and other structures prior to the start of the actual construction, renovation or expansion works to ensure that the applied use conforms to the city's Comprehensive Land Use Plan (CLUP) and Zoning Ordinance (ZO).

Office Or Division:	City Planning and Development Office
Classification:	Complex
Type Of Transaction:	G2C – Government to Transacting Public
Who May Avail:	Building Permit applicants
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Blue print or white print copy of Architectural Plans (i.e. Perspective, Floor Plan/s & Elevation Plan/s) signed and sealed by a licensed Architect / Civil Engineer with the conformity of the owner/applicant (5 sets)	Licensed Architect / Engineer
2. Blue print / white print copy of location plan duly signed and sealed by a Licensed Geodetic Engineer (not applicable to tenants/lessee) (5 sets)	Licensed Geodetic Engineer
3. Transfer Certificate of Title (1 Certified True Copy, 4 photocopies)	Registry of Deeds
4. Latest Real Property Tax receipt (1 photocopy)	City Treasurer's Office
5. Tax Declaration (1 Certified True Copy)	City Assessor's Office
6. Bill of Materials and Plan's Specification duly signed and sealed by a Licensed Civil Engineer or Architect (1 photocopy)	Licensed Architect / Civil Engineer
7. Barangay Clearance (for construction) (1 original copy)	Barangay Hall
8. Other Supporting Documents If applicant is not the property owner, 1 original copy of any of the following is required:	



<p>8.1. Special Power of Attorney 8.2. Notarized Affidavit of Lot Owner’s Consent 8.3. Notarized Deed of Absolute Sale 8.4. Deed of Donation 8.5. Notarized Contract of Lease (with Affidavit of Lot Owner’s Consent) 8.6. Contract to Sell (Lease (with Affidavit of Lot Owner’s Consent) 8.7. Notice of Award / Offer Sheet 8.8. For corporations and other Juridical Entities, a Secretary’s Certificate or Board Resolution authorizing the applicant as representative</p>	<p>Notary Public Notary Public Property Owner Property Owner Property Owner Property Owner Concerned Government Agency Corporate Board</p>			
<p>9. Homeowner’s Clearance (if applicable) (1 Copy)</p>	<p>Accredited Homeowner’s Association</p>			
<p>CLIENT STEPS</p>	<p>AGENCY ACTION</p>	<p>FEES TO BE PAID</p>	<p>PROCESSING TIME</p>	<p>PERSON RESPONSIBLE</p>
	<p>1. Complete documents submitted by (OBO) 1.1 Check for completeness and authenticity of the documents 1.2 Sign the log book of the OBO 1.3 Record at office log book</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Front Desk Staff CPDO</i></p>



	<p>2. Determine the documents' conformity to the CLUP and Zoning Ordinance</p> <p>2.1 GIS plots for Land Use classification</p>	None	45 Minutes	<i>Zoning Officer II / Comp. Optr. IV CPDO</i>
	3. Stamping for signatories	None	10 Minutes	<i>Draftsman I CPDO</i>
1. Submit lacking document/s	<p>4. Ocular inspection is scheduled on the next working day.</p> <p>4.1 If additional documents are required, the documents are returned to the client through the OBO</p> <p>NOTE: OBO will notify the clients</p>	None	1 Day	<i>Zoning Officer III Draftsman I CPDO</i>
	Database encoding and computation of fees as per	None	15 Minutes	<i>Draftsman I CPDO</i>



	HLURB Schedule of Fees			
Pay the required fees at the City Treasurer's Office window	a. Residential Structure (single attached / detached):			Staff City Treasurer's Office
	P100,000 and below -	P228.00		
	P100,000 to P200,000	P576.00		
	Over P200,000	P720.00 (+ 1/10 of 1% in excess of P200,000)		
	b. Apartment / Townhouse:			
	P500,000 and below			
	P500,000 to P2 Million	P1,440.00		
	Over P2 Million	P2,160.00		
		P3,600.00 (+ 1/10 of 1% of cost in excess of P2M regardless of the number of floors)		
	c. Dormitories:			



	P2 Million and below Over P2 Million	P3,600.00 P3,600.00 (+ 1/10 of 1% of cost in excess of P2M regardless of the number of floors)		
	d. Institutional: P2 Million and below Over P2 Million	 P2,880.00 P3,660.00 (+ 1/10 of the amount in excess of P2M)		
	e. Commercial, Industrial, Agri-Industrial: P100,000 and below P100,000 to P500,000 P500,000 to P2Million Over P2 Million –	 P1,440.00 P2160.00 P4,320.00 P7,200.00 (+1/10 of 1% in excess of P2M)		



	<p>f. Special Uses/ Special Projects (gasoline station, cell site, slaughterhouse, treatment plant, etc.):</p> <p>P2 Million and below</p> <p>Over P2 Million -</p>	<p>P7,200.00</p> <p>P7,200.00 (+ 1/10 of 1% in excess of P2M)</p>		
	6.Prepare Locational Clearance / Zoning Certificate	None	10 minutes	<i>Zoning Officer III</i> CPDO
	7. Review and approval of Locational Clearance / Zoning Certificate	None	10 minutes	<i>City Planning and Development Coordinator</i> CPDO
	8. Segregate and take one (1) set of complete document as file copy for office filing	None	25 minutes	<i>Draftsman I</i> CPDO
	<p>9. Endorse the complete set of documents back to OBO</p> <p>9.1.Give the office log book and let the OBO employee sign</p>	None	5 minutes	<i>Front Desk Staff</i> CPDO



	9.1. Return the complete documents to OBO to continue the processing			
TOTAL		(Variable)	1 day 2 hours and 5 minutes	

2. Subdivision Permit (PD 957 and BP 220)

A Preliminary Subdivision Development Permit (PSDP) and Development Plan (DP) shall be secured for all residential, farm, industrial, memorial parks and cemetery projects before commencing any development works. This is a requirement to ensure that the proposed subdivision project conforms to the city's Comprehensive Land Use Plan (CLUP) and compliant to Presidential Decree 957 and Batas Pambansa Blg. 220.

Office Or Division:	City Planning and Development Office / Zoning Division
Classification:	Simple
Type Of Transaction:	G2C – Government to Transacting Public
Who May Avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application form (1 Copy)	City Planning and Development Office (CPDO) front desk
2. Transfer Certificate of Title (1 Original, 3 photocopies)	Registry of Deeds
3. Tax Declaration (1 Original, 3 Photocopies)	City Assessor's Office
4. Zoning Certification (1 Original, 3 Photocopies)	CPDO
5. Site Development Plan (1 original, 3 photocopies)	Licensed Civil Engineer
6. Topographic Plan (1 original, 3 photocopies)	Licensed Geodetic Engineer
7. Water Treatment Facility Details and Computation (1 original, 3 photocopies)	Licensed Civil Engineer / DENR
8. Water Treatment Facility Process Flow (1 original, 3 photocopies)	Licensed Civil Engineer
9. Drainage Plan and Blow-Up Drainage Outfall	Licensed Civil Engineer



10. Blow-Up Road Section Detail (1 original, 3 photocopies)		Licensed Civil Engineer		
11. Parking Area Design (4 Copies)		Licensed Civil Engineer		
12. Perimeter Fence Layout (4 Copies)		Licensed Civil Engineer		
13. Environmental Compliance Certificate (ECC) (for Development Permit (DP) (4 Copies)		DENR		
14. Certification Permit to Drill (for DP) (4 Copies)		ORWASA		
15. CDRRMO Certificate (for DP) (4 Copies)		CDRRMO		
16. Geo-Hazard Certification (DP) (4 Copies)		Mines and Geo-Sciences Bureau		
17. Earthquake Hazard Assessment (for DP) (4 copies)		PHILVOCS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements	1. Receive complete documents 1,2. Check for completeness and authenticity of the documents 1.3. Record at office log book	None	20 minutes	<i>Front Desk Staff</i> CPDO
	Conduct ocular inspection		1 day	<i>Zoning Officer III & Draftsman I</i> CPDO
	Prepare the inspection result and the recommendation		20 minutes	<i>Zoning Officer III</i> CPDO
	Evaluate the requirements as to its		2 days	<i>Zoning Officer III</i> CPDO



	compliance to PD 957 / BP 220			
	<p>Endorse three sets of documents to the City Mayor's Office for checking and verification:</p> <ul style="list-style-type: none"> - WTF Computation and Process Flow; - Drainage Flow and Outfall; and - Parking Area Details and Design <p>CMO submit the documents to SP for committee meeting and deliberation for the approval and issuance of SP Resolution</p> <p>SP endorses the documents back to CMO</p> <p>CMO forwards the documents back to CPDO</p>		<p>10 minutes</p> <p>-</p> <p>-</p>	<p><i>Staff</i> City Mayor's Office</p> <p><i>Staff</i> Sangguniang Panlungsod</p> <p><i>Staff</i> City Mayor's Office</p> <p><i>Front desk</i> CPDO</p>
	Prepare Order of Payment			<i>Draftsman I</i> CPDO



<p>2. Pay the required fees at the City Treasurer's Office window (Make sure to secure Official Receipt upon payment)</p>	<p>PSDP Development Permit Inspection fee (PSDP & DP)</p>	<p>has. or a fraction thereof x P90.00 / ha. has. or a fraction thereof x P600.00/ha. has. or a fraction thereof x P1,500.00/ha.</p>		<p><i>Staff City Treasurer's Office</i></p>
<p>3. Submit the OR to the CPDO</p>	<p>Get the Official Receipt and attach in the documents</p>		<p>30 minutes</p>	<p><i>Zoning Officer III / Draftsman CPDO</i></p>
	<p>Print out PSDP and DP Certificate, stamped for signatories and signed</p>	<p>None</p>	<p>30 minutes</p>	<p><i>Zoning Officer III CPDO City Planning & Development Coordinator CPDO</i></p>
	<p>Forward PSDP and DP to CMO for the Mayor's signature</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Staff City Mayor's Office</i></p>
	<p>PSDP and DP back at CPDO for release to the client</p>	<p>None</p>		<p><i>Draftsman CPDO</i></p>



3. Sign at office log book	Give the log book to the client	None	5 minutes	Front desk CPDO
4. Receive the documents	Release the documents to the client	None		
TOTAL		(Variable)	3 days 2 hours and 5 minutes	

3. Zoning Certification (Land Use Classification)

Zoning Certificate is issued to requesting parties for verification if the intended use of the property conforms to the city's Comprehensive Land Use Plan (CLUP) and Zoning Ordinance (ZO) and to ensure of its compliance.

Office Or Division:	City Planning and Development Office / Zoning Division			
Classification:	Simple			
Type Of Transaction:	G2C – Government to Transacting Public			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application form (1 Copy)		CPDO front desk		
2. Transfer Certificate of Title (1 photocopy)		Registry of Deeds		
3. Tax Declaration (1 photocopy)		City Assessor's Office		
4. Sketch Plan (1 photocopy)		Licensed Geodetic Engineer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements	1. Receive complete documents 1.2. Check for completeness and authenticity of the documents 1.3. Record at office log book	None	5 minutes	Front Desk Staff CPDO



	2. Plot lot location in Geographic Information System (GIS) as to land use classification	None	20 minutes	<i>Computer Operator IV CPDO</i>
2. Pay the required fees at the City Treasurer's Office window (Make sure to secure Official Receipt upon payment)	3. Issue Order of Payment	P720.00 / ha.	5 minutes	<i>Draftsman I CPDO</i>
3. Return to CPDO and present the Official Receipt	4. Check Official Receipt 4.1 Prepare the Zoning Certification	None	15 minutes	<i>Draftsman I CPDO</i>
	5. Issuance of Zoning Certification	None	10 minutes	<i>Zoning Officer III & City Planning & Development Coordinator CPDO</i>
4. Sign at office log book	6. Give the log book 6.1 Issue the Zoning Certification to the client	None		<i>Front Desk Staff CPDO</i>
TOTAL		P720.00 / ha.	55 minutes	



4. Request for Data

The City Planning and Development Office is the technical arm of the City Mayor's Office. It is mandated to consolidate various data submitted by different government offices and maintains data banking.

Office Or Division:	City Planning and Development Office			
Classification:	Simple			
Type Of Transaction:	G2C – Government to Transacting Public			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (2 Copies)		Requesting Person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter at front desk (2 Copies)	1. Letter stamped "received" at front desk	None	10 minutes NOTE: may take longer if through electronic mail)	Front Desk Staff CPDO
Wait for the requested document (may leave if agreed to be sent through electronic mail)	Record the letter at office log book			
	Letter forwarded to employee concerned			
	Take action			Employee concerned CPDO
Pay the appropriate fees		Printed – P10.00 Photocopied: Long – P5.00 / page Short – P3.00 / page		Staff City Treasurer's Office
Sign in the office log book	Give the office log book to the client	None	5 minutes	Front Desk Staff CPDO
Receive the requested document	Release the document			
TOTAL		(Variable)	Minimum of 15 minutes	



City Planning and Development Office

Internal Services



1. Request for Data

The City Planning and Development Office is the technical arm of the City Mayor's Office. It is mandated to consolidate various data submitted by different government offices and maintains data banking.

Office Or Division:	City Planning and Development Office			
Classification:	Simple			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (2 Copies)		Requesting Person		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter at front desk (2 Copies)	1. Letter stamped "received" at front desk	None	10 minutes NOTE: may take longer if through electronic mail)	Front Desk Staff CPDO
2. Wait for the requested document (may leave if agreed to be sent through electronic mail)	2. Record the letter at office log book			
	2.1 Letter forwarded to employee concerned			
	2.2 Take action	None		Employee concerned
3. Sign in the office log book	3. Give the office log book to the client	None	5 minutes	Front Desk Staff CPDO
4. Receive the requested document	4. Release the document	None		
TOTAL		NONE	15 minutes	



City Treasurer's Office

External Services



1. Issuance of Certificate of Ownership of Large cattle (AF53)

To issue certificate of ownership (AF53) of Large Cattle. (Cow, Carabao and Horse)

Office Or Division:	City Treasurer's Office			
Classification:	Simple			
Type Of Transaction:	G2C – Government to Citizen			
Who May Avail:	Those who are owners of Large Cattle can secure this service.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 Original Copy)		From large cattle owner		
Office Order (1 Original Copy)		City Treasurer's Office – Head of Office		
Brgy Certification attesting ownership or Proof of Purchase document. (1 Original Copy)		Barangay		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
SCHEDULED ISSUANCE: 1. To submit written request from large cattle owner/s.	1. Receive written request from cattle owner/s and set date, time and place for issuance.	50.00	5 minutes	<i>Administrative Officer</i> City Treasurer's Office
	1.1 Issue office order to RCC for the issuance of Certificate of Large Cattle/s		10 minutes	<i>City Treasurer</i> City Treasurer's Office
	1.2 Conduct issuance of certificate of ownership of large cattle and draw identifying mark/s through cowlick/s at the back portion of AF 53		10 minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office



<p>FOR WALK – IN ISSUANCE</p> <p>1. Submit/Present a Barangay certification attesting ownership of large cattle or proof of Purchase document.</p>	<p>1. Verify Presented Document for walk – In issuance</p> <p>1.1 Issuance of Ownership of Large Cattle and Acknowledging payment</p>	<p>50.00</p>	<p>5 Minutes</p> <p>5 minutes</p>	<p><i>Revenue Collection Clerk</i> City Treasurer's Office</p> <p><i>Revenue Collection Clerk</i> City Treasurer's Office</p>
TOTAL		PHP 50.00	35 Minutes	



2. Fidelity Bond Application

To assist in the processing of Fidelity Bond application

Office Or Division:	City Treasurer's Office			
Classification:	Simple			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	Barangay Chairman and Treasurer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form 3: Annex D Fidelity Bond Application (1 Original copy)		City Treasurer's Office		
Form 4: Annex E List of Bonded accountable Public Officers (1 Original Copy)		City Treasurer's Office		
Annual Budget (1 Original Copy)		City Budget Office		
Balance Sheet or Trial Balance (1 Original Copy)		City Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Duly accomplished in triplicate Form 3: annex D Fidelity Bond Application Form	1. Review documents submitted by the requesting Barangay.	None	10 Minutes	<i>Administrative Officer</i> City Treasurer's Office
2. Fidelity Bond Application to be Notarized by the Notary Public and with the recommending approval of the City Mayor		None	20 Minutes	<i>City Mayor</i> Mayor's Office
3. Submit complete documents to the Bureau of the Treasury		None	10 minutes	
TOTAL		None	40 Minutes	



3. Barangay Request for AF 51 and Community Tax Certificate

To be able to collect revenue/s

Office Or Division:	City Treasurer's Office			
Classification:	Simple			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	It covers all the barangay Treasurers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
RIV (1 original copy and 3 photocopies)		Barangay Treasurer		
Monthly Report of Collection Remittances and Accountable forms (1 Original copy and 5 photocopies)		Barangay Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the approved RIV and Monthly Report of Collections, remittances and Accountable Forms	1. Check and verifies previous requisition already remitted.	Cost of AF 51 P200.00 CTC - None	10 Minutes	<i>Liquidating Officer</i> City treasurer's office
	1.1 Proceed with payment to the Cashier		5 Minutes	<i>Cashier IV</i> City Treasurer's Officer
	1.2 Official Receipt will be issued		2 Minutes	<i>Designated Accountable Forms Custodian</i>
	1.3 Issuance of the Accountable Forms Requested.		5 Minutes	City Treasurer's Officer
TOTAL		P200.000	22 Minutes	



4. Water Bill Payments

To collect all the amount due from the consumers in order to maintain the good service and to give safe and efficient water supply that could serve Ormoc City and all its Barangay.

Office Or Division:	City Treasurer's Office			
Classification:	Simple			
Type Of Transaction:	G2C – Government to Citizen			
Who May Avail:	It covers all the consumers who avail the service from ORWASA.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (1 copy)		City Treasurer's Office – Window 9, 10 and 11		
Statement of Account (1 Copy)		City Treasurer's Office – Water Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form	1. Verify information and issue Statement of Account	None	5 Minutes	<i>Administrative Assistant III</i> City Treasurer's Office
2. Proceed to window 9, 10 and 11 for issuance of Official Receipts for payment received.	2. Issue and Release Official Receipt.		3 Minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
TOTAL		see Attachment - Annex A	8 Minutes	

Annex A - FEES TO BE PAID

RESIDENTIAL

Size of Meter – ½ diameter:

	RATE (PHP)
Min. 10 cu.m.	100.00
11-20 cu.m.	+11.00
21-30 cu.m.	+12.00
31-40 cu.m.	+13.00
41-50 cu.m.	+15.00
Over 50 cu.m	+16.00



FULL COMMERCIAL/INDUSTRIAL

Size of Meter – ½ diameter:

Min. 10 cu.m.	175.00
11-20 cu.m.	+19.00
21-30 cu.m.	+21.00
31-40 cu.m.	+23.00
41-50 cu.m.	+26.00
Over 50 cu.m.	+28.00

Size of meter – ¾ “ diameter:

Min. 10 cu.m.	350.00
11-20 cu.m.	+19.00
21-30 cu.m.	+21.00
31-40 cu.m.	+23.00
41-50 cu.m.	+26.00
Over 50 cu.m.	+28.00

Size of meter – 1 “ diameter:

Min. 10 cu.m.	700.00
11-20 cu.m.	+31.00
21-30 cu.m.	+34.00
31-40 cu.m.	+37.00
41-50 cu.m.	+41.00
Over 50 cu.m.	+45.00

Size of meter – 1 ½ “ diameter:

Min. 10 cu.m.	1,050.00
11-20 cu.m.	+46.00
21-30 cu.m.	+51.00
31-40 cu.m.	+56.00
41-50 cu.m.	+62.00
Over 50 cu.m.	+68.00



Size of meter – 2” diameter:

Min. 10 cu.m.	2,000.00
11-20 cu.m.	+62.00
21-30 cu.m.	+68.00
31-40 cu.m.	+75.00
41-50 cu.m.	+82.00
Over 50 cu.m	+90.00

Size of meter – 2 ½ ” diameter:

Min. 10 cu.m.	2,100.00
11-20 cu.m.	+92.00
21-30 cu.m.	+102.00
31-40 cu.m.	+112.00
41-50 cu.m.	+123.00
Over 50 cu.m	+135.00

SEMI - COMMERCIAL A

Size of Meter – ½ diameter:

Min. 10 cu.m.	155.00
11-20 cu.m.	+19.00
21-30 cu.m.	+21.00
31-40 cu.m.	+23.00
41-50 cu.m.	+26.00
Over 50 cu.m	+28.00

Size of meter – ¾ “ diameter:

Min. 10 cu.m.	310.00
11-20 cu.m.	+19.00
21-30 cu.m.	+21.00
31-40 cu.m.	+23.00
41-50 cu.m.	+26.00
Over 50 cu.m	+28.00



Size of meter – 1 " diameter:

Min. 10 cu.m.	615.00
11-20 cu.m.	+31.00
21-30 cu.m.	+34.00
31-40 cu.m	+37.00
41-50 cu.m.	+41.00
Over 50 cu.m	+45.00

All Government offices and facilities with existing size of meter above one ("1") diameter shall be charged equivalent to the fees for one (1") diameter size meter.

SEMI – COMMERCIAL B

Size of Meter – ½ diameter:

Min. 10 cu.m.	130.00
11-20 cu.m.	+19.00
21-30 cu.m.	+21.00
31-40 cu.m	+23.00
41-50 cu.m.	+26.00
Over 50 cu.m	+28.00

BULK WATER FEE/ SPECIAL SERVICES FEE:

Per cubic meter	65.00
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SECURITY DEPOSIT FOR WATER INSTALLATION:

Size of Meter – ½ " diameter	1,000.00
Size of Meter – ¾ " diameter	1,500.00
Size of Meter – 1" diameter	2,000.00
Size of Meter – 1½ " to 2 And above diameter	3,000.00



INSTALLATION FEE:

Size of Meter – ½ “ diameter	600.00
Size of Meter – ¾ “ diameter	900.00
Size of Meter – 1“ diameter	1,200.00
Size of Meter – 1½ “ to 2 And above diameter	1,700.00

RE-CONNECTION FEE:

Size of Meter – ½ “ diameter	300.00
Size of Meter – ¾ “ diameter	600.00
Size of Meter – 1“ diameter	1,200.00
Size of Meter – 1½ “ to 2 And above diameter	2,400.00

CHANGE NAME FEE	600.00
TRANSFER LOCATION FEE	600.00



5. Terminal Stall Rentals and other Fees

To collect Terminal stall rentals and other fees to sustain terminal operation as Economic Enterprises

Office Or Division:	City Treasurer's Office			
Classification:	Simple			
Type Of Transaction:	G2C – Government to Citizen			
Who May Avail:	It governs all the Terminal Stallholder and Drivers.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Lease of Contract (1 Copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Stall Rentals				
1. Submit Lease of Contract	1. Verified Lease of Contract 1.2 Issue official Receipt, receive payment 1.3 Release original copy of receipt to the stallholder	PHP 150 per sq meter per month	15 Minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
Other Fees				
	1. Issuance of Cash Ticket to the Drivers.	PHP 5.00	1 Minute	<i>Revenue Collection Clerk</i> City Treasurer's Office
TOTAL		PHP 150 per sq meter per month (depend on the space occupied by the client)	16 Minutes	



6. Slaughterhouse Fees

The Imposition and Collection of Slaughterhouse Fees.

Office Or Division:	City Treasurer's Office			
Classification:	Simple			
Type Of Transaction:	G2C – Government to Citizen			
Who May Avail:	Shall govern the General public who wish to avail for services and use of facilities in the Ormoc Slaughterhouse			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (1 original or photocopy Copy)		Slaughterhouse		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form	1. Receives/verifies request form submitted by the client. 1.2 Compute amount due		5 Minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
2. Pay the amount stated in the request form	2. Issue and Release Official receipt to the client		2 Minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
TOTAL		see Attachment -Annex A	7 Minutes	



Annex A - FEES TO BE PAID

PIG/GOAT/SHEEP/OTHER SMALL ANIMALS

Permit to Slaughter - Php 20.00 / Head

CARABAO/COW

Permit to Slaughter - Php 50.00 / Head

PIG/GOAT/SHEEP/OTHER SMALL ANIMALS

1. Entrance Fee - Php 20.00/ head
2. Weighing Fee - Php 20.00/ head
3. Stockyard Fee - Php 20.00/ head
4. Yardage Fee - Php 20.00/ head
5. Ante – mortem - Php 10.00/ head
6. Holding Pen - Php 10.00/ head / day
7. Slaughter Fee - Php 1.00/ kilo Live Weight
8. Post – mortem - Php .50/ kilo Carcass Weight
9. Delivery Fee from the Slaughterhouse
To the City Proper - Php 20.00/ head
10. Delivery Fee from the Slaughterhouse to-
Outside the City Proper - Php 20.00/ head plus
Php 1.00/km/head
11. Chiller/Storage Room Fee - Php 1.00/ kilo Carcass Weight
per 24hours
12. Roasting Fee - Php 100.00/head

CARABAO/COW

1. Entrance Fee - Php 100.00/head
2. Weighing Fee - Php 200.00/head
3. Stockyard Fee - Php 20.00/day/head



- | | | |
|---|---|--|
| 4. Yardage Fee | - | Php 100.00/head |
| 5. Ante – mortem | - | Php 10.00/head |
| 6. Holding Fee | - | Php 30.00/head |
| 7. Slaughter Fee | - | Php 1.00/Kilo live weight |
| 8. Certificate of Ownership/Credential Fee | - | Php 50.00 |
| 9. Transfer of Certificate of Ownership fee | - | Php 25.00 |
| 10. Post – Mortem | - | Php 0.50/ Kilo Carcass Weight |
| 11. Delivery Fee from the Slaughterhouse
To the City Proper | - | Php 40.00/ head |
| 12. Delivery Fee from the Slaughterhouse to-
Outside the City Proper | - | Php 40.00/ head plus
Php 1.00/km/head |
| 13. Chiller Room Fee
per 24hours | - | Php 1.00/ kilo Carcass Weight |

7. Application fee for Market Stall

To be able to screen all the applicants with prepare documentation and process.

Office Or Division:	City Treasurer's Office			
Classification:	Simple			
Type Of Transaction:	G2B – Government to Business Entity			
Who May Avail:	The General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Market Application Form (1 Original Copy)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Market Application form	1. Receives/verifies document submitted by client		20 Minutes	Revenue Collection Clerk City Treasurer's Office
2. Submit the filled-up application form together with payment	2. Issue of official receipt, receive payment	PHP 500.00	2 Minutes	Revenue Collection Clerk City Treasurer's Office



	2.1 Release original copy of receipt to the stall holder		1 Minute	<i>Revenue Collection Clerk</i> City Treasurer's Office
TOTAL		PHP 500.00	23 Minutes	

8. Market Stall Rentals and other Fees.

To collect Market stall rentals and other fees to sustain market operation as Economic Enterprises

Office Or Division:	City Treasurer's Office			
Classification:	Simple			
Type Of Transaction:	G2B – Government to Business Entity			
Who May Avail:	All the market Stallholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Lease Contract		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Lease contract	1. Receives/verifies documents submitted by client.		10 Minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
2. Pay the amount of rental to the Market Collector	2. Received payment and issue/released official receipt.	PHP 150 per sq meter per month	5 Minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
TOTAL		PHP 150 per sq meter per month (depend on the space occupied by the client)	15 Minutes	



9. Collection of payment for business taxes, licenses and Mayor's Permit Fee

To collect payment for business taxes, licenses & mayors permit fee

Office Or Division:	City Treasurer's Office			
Classification:	Simple			
Type Of Transaction:	G2C – Government to Citizen			
Who May Avail:	Business taxpayer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Unified Assessment Form (1 Original Copy)		BPLO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present fully accomplished Unified Assessment Form from the BPLO	1. Receive Assessment form BPLO (Unified Assessment form) 1.1 Verify in the computer the account of Taxpayer	Based on BPLO computerized assessment	3 Minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
2. Pay the amount stated in the Assessment Form	2. Received / Issuance of Official Receipt acknowledging payment	Based on BPLO computerized assessment	3 Minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
TOTAL		Based on BPLO computerized assessment	6 Minutes	



10. Collection of payment for other fees, charges and administrative fine

To collect payment for other fees, charges & administrative fine

Office Or Division:	City Treasurer's Office			
Classification:	Simple			
Type Of Transaction:	G2C – Government to Citizen			
Who May Avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Miscellaneous Assessment Number		Office Concern		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Ask for Miscellaneous Assessment number from the office concern.	1. Receive Order of payment Miscellaneous Assessment number (MA#) from the office concern. 1.1 Verify in the computer system the amount to be paid	Based on the MA computation issued by the concerned offices	3 Minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
2. Pay the amount due	2. Receive / Issuance of Official Receipt acknowledging payment	Based on the MA computation issued by the concerned offices	3 Minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
TOTAL		Based on the MA computation issued by the concerned offices	6 Minutes	



11. Request of computation of the Real Property Tax (RPT)

To be able to know the exact amount due or payable of the Real Property Owner.

Office Or Division:	City Treasurer's Office			
Classification:	Simple			
Type Of Transaction:	G2C – Government to Citizen			
Who May Avail:	Real Property Owner			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (1Copy)		City Treasurer's Office – RPT Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form and present it.	1. Receive request form and Compute the Tax due of the client	Residential - 1% Agricultural - 1%	3 Minutes	LRCO / City Treasurer's Office
2. Received the RPT computation/RPT tax bill		None		
TOTAL		Residential - 1% Agricultural - 1%	3 Minutes	

12. Computation of Surcharges and Interests on Unpaid Taxes, Fees or charges.

To compute surcharges and interest on unpaid taxes, fees or charges.

Office Or Division:	City Treasurer's Office			
Classification:	Simple			
Type Of Transaction:	G2C – Government to Citizen			
Who May Avail:	Delinquent Businesses			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Mayor's Permit		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Mayor Permit for Computation	1. Compute unpaid taxes, Fees or Charges.		10 Minutes	Revenue Collection Clerk City Treasurer's Office



2. Proceed to window 5, 6, 7 or 8 and pay the amount due	2. Receive / Issuance of Official Receipt acknowledging payment	Tax amount + surcharges +2% interest per month until amount is fully paid but not exceed 36 months	3 Minutes	Revenue Collection Clerk City Treasurer's Office
TOTAL		Tax amount + surcharges +2% interest per month until amount is fully paid but not exceed 36 months	13 Minutes	

13. Issuance of Real Property Tax Clearance

The issuance of **tax certificates** proves that you are completely **paying property tax** and if the tax for the whole year has been properly paid.

Office Or Division:	City Treasurer's Office			
Classification:	Simple			
Type Of Transaction:	G2C – Government to Citizen			
Who May Avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Form (1 Copy)			City Treasurer's Office – RPT Division	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and Present filled – up request form at window 1,2 or 3	1. Verify Real Property owner account in the computer system.		10 Minutes	LTOO 1 City Treasurer's Office
2. Pay Certification Fee at window 5, 6, 7 or 8	2. Present Official Receipt of Certification Fee at window 2	PHP 50.00	3 Minutes	LTOO 1 City Treasurer's Office
3. Receive Tax Clearance				
TOTAL		PHP 50.00	13 Minutes	



14. Issuance of Professional Tax Receipt

To issue Professional Tax Receipt to registered professionals under the supervision of PRC

Office Or Division:	City Treasurer's Office			
Classification:	Simple			
Type Of Transaction:	G2C – Government to Citizen			
Who May Avail:	PRC Licensed Professional and those who take government examination			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid PRC Card			PRC	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Valid PRC Card	1. Verify as to validity of the PRC Card presented by the client		5 Minutes	Revenue Collection Clerk City Treasurer's Office
2. Pay the amount due	2. Issuance of Official Receipt acknowledging payment	PHP 150.00	2 Minutes	Revenue Collection Clerk City Treasurer's Office
TOTAL		PHP 150.00	7 Minutes	

15. Issuance of Community Tax Certificate (Individual and Corporate Tax)

To issue Community Tax Certificate (Individual and Corporate Tax)

Office Or Division:	City Treasurer's Office	
Classification:	Simple	
Type Of Transaction:	G2C – Government to Citizen	
Who May Avail:	General Public and Business Corporation	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Any Valid Government ID		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG
BIR Form 2316 (Individual)		BIR
BPLO Unified Assessment Form (gross receipt/Sales) Corporate		BPLO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Individual: Present any valid ID, old CTC and BIR Form 2316 For Corporate: BPLO Unified Assessment form (Gros Receipt/sales)	1. Verification of documents presented by the client.	For Individual: Basic Community Tax P5.00 + additional community tax P1.00 for every P1, 000.00 based on gross receipts or earnings + interest if beyond deadline.	2 Minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
	1.1 Computation of amount due.		3 Minutes	
	1.2 Inform client of his/her total amount to be paid	For Corporation: Basic Community Tax P500.00 + additional community tax P2.00 for every P5, 000.00 + interest if beyond deadline.	1 Minute	<i>Revenue Collection Clerk</i> City Treasurer's Office
			2 Minutes	
2. Pay the amount due	2. Receive / Issuance of Community Tax Certificate upon payment 2.1 Release Community Tax Certificate		1 Minute	
TOTAL		For Individual: Basic Community Tax P5.00 + additional community tax P1.00 for every P1,000.00 based on gross receipts or earnings + interest if beyond deadline.	9 Minutes	



	For Corporation: Basic Community Tax P500.00 + additional community tax P2.00 for every P5,000.00 + interest if beyond deadline.		
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16. Issuance of check to Suppliers and Contractor

Payment to Suppliers and Contractors

Office Or Division:	City Treasurer's Office			
Classification:	Simple			
Type Of Transaction:	G2B – Government to Business Entity			
Who May Avail:	Suppliers and Contractors of LGU Ormoc			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Disbursement Voucher				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive approved Disbursement Voucher with complete attachment	None	2 Minutes	Cash Clerk City Treasurer's Office
	1.1 Issuance		5 Minutes	
	1.2 Releasing of check		2 Minutes	
TOTAL		None	9 Minutes	

17. Issuance of Notice of Disconnection

To be able to collect all delinquent account.

Office Or Division:	City Treasurer's Office
Classification:	Simple
Type Of Transaction:	G2C – Government to Citizen
Who May Avail:	All the water consumer who has delinquent account for a period of time.



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Disconnection		CTO- Water Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Print notice of Disconnection	None	1 Minute	<i>Administrative Assistant III</i> City Treasurer's Office
	1.1 Distribute notice of disconnection to all consumer who has delinquent account	None	3 Minutes / Consumer	<i>Revenue Collection Clerk</i> City Treasurer's Office
TOTAL		None	4 Minutes	

18. Payment of Delinquent Account with Notice of Disconnection.

To collect payment from water consumer with delinquent account.

Office Or Division:	City Treasurer's Office			
Classification:	Simple			
Type Of Transaction:	G2C – Government to Citizen			
Who May Avail:	All the water consumer who has delinquent account for a period of time.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Disconnection (1 original Copy)		City Treasurer's Office – Water Section		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Notice of Disconnection to window 9, 10, 11 together with payment	1. Issuance of Official Receipts for payment received.	Depend on the cubic consume by the consumer	3 Minutes	<i>Revenue Collection Clerk</i> City Treasurer's Office
TOTAL		Depend on the cubic consume by the consumer	3 Minutes	



19. Disbursing Salaries and Wages, honorarium, allowances, Senior Birthday gift and others

To encash and prepare based on general payroll and pay salaries and wages, honorarium, allowances, Senior Birthday gift and others

Office Or Division:	City Treasurer's Office			
Classification:	Simple			
Type Of Transaction:	G2C – Government to Citizen			
Who May Avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Valid Government ID (1 Valid ID)		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG		
Community Tax Certificate (1 Original)		City Treasurer's Office, Brgy. Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive the Cash Advances with complete attachment and signatures	None	3 Minutes	<i>Disbursing Officer</i> City Treasurer's Office
	1.1 Encashment of Checks	None	2 Hours	<i>Disbursing Officer</i> City Treasurer's Office
2. Present any Valid Government ID or Community Tax Certificate to the Disbursing Officer.	2. Disburse the salaries and wages, honorarium, allowances, Senior Birthday gift and others to the respective receipts	None	3 Minutes	<i>Disbursing Officer</i> City Treasurer's Office
	3. Prepare Report of Disbursement and update logbook	None	15 Minutes	<i>Disbursing Officer</i> City Treasurer's Office
TOTAL		None	2 Hours, 21 Minutes	



20. Monthly Employees withholding Tax Remittance

To remit the monthly withholding of all the employees of LGU-Ormoc

Office Or Division:	City Treasurer's Office			
Classification:	Simple			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	LGU- Ormoc Regular and Plantilla employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Alphalist			BIR	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Printing of voucher monthly withholding remittance report for accounting verification	None	5 Minutes	<i>Administrative Assistance III</i> City Treasurer's Office
	2. Printing of employees alpha list for signature of the City Treasurer	None	5 Minutes	<i>Administrative Assistance III</i> City Treasurer's Office
	3. Online to BIR EFPS filing	None	30 Minutes	<i>Administrative Assistance III</i> City Treasurer's Office
	4. 1601C form – encoding total amount of withholding taxes regular and casual plantilla employees validate and submit to BIR	None	5 Minutes	<i>Administrative Assistance III</i> City Treasurer's Office
	5. Printing of filing reference no	None	2 Minutes	<i>Administrative Assistance III</i> City Treasurer's Office
	6. Efps payment form – encoding the total amount of tax, return period, mode of payment and submit to LBP head office	Based on the alphalist	5 Minutes	<i>Administrative Assistance III</i> City Treasurer's Office
TOTAL		Based on the alphalist	52 Minutes	



City Treasurer's Office

Internal Services



1. Fidelity Bond Application for LGU- Ormoc Employees

To assist in the processing of Fidelity Bond application

Office Or Division:	City Treasurer's Office			
Classification:	Simple			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	LGU-Ormoc employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Application:		City Treasurer's Office		
Duly approved GF 57 (1 original copy)				
Appointment / Special Order (1 Original Copy)		Client		
Oath of Office (1 Original Copy)		Client		
Latest SALN (1 Original Copy)		Client		
ID Picture (1 2x2 ID picture)		Client		
Renewal of Fidelity Bond:		City Treasurer's Office		
Duly approved GF 57 (1 Original Copy)				
Latest SALN (1 Original Copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling of GF 57 or 58 or both whichever is applicable	1. For new bond application issue Gen Form 57(A) & 58(A) and for Renewal issue Gen Form 57(A)	None	2 Minutes	<i>Administrative Officer</i> City Treasurer's Office
	2. Review documents for Submission to the Bureau of the Treasury, Tacloban City	None	5 Minutes	<i>Administrative Officer</i> City Treasurer's Office
	3. Endorsement of the City Treasurer recommending approval to the Bureau of the Treasury, Tacloban City	None	5 Minutes	<i>City Treasurer</i> City Treasurer's Office
TOTAL		None	12 Minutes	



2. Issuance of Accountable forms to LGU Accountable Bonded Officers

For security of the Public fund.

Office Or Division:	City Treasurer's Office			
Classification:	Simple			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	LGU Accountable Bonded Officers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Requisition Issue Slip			Procurement Section	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare Requisition Issue slip		None	2 Minutes	Client
2. Proceed to the Liquidating Officer for verification	2. Liquidation Officer counter sign the requisition issue voucher for approval by the City Treasurer	None	5 Minutes	Liquidating Officer <i>City Treasurer's Office</i>
3. Submit approved Requisition Issue Slip to the CTO procurement window	3. Verify account of bonded accountable employees in the logbook and in the system as to issuances and balances on hand.	None	5 Minutes	<i>Designated Accountable Form Custodian</i> City Treasurer' Office
4. Signed in the logbook acknowledging receipt of the Accountable Forms	4. Release accountable forms	None	5 Minutes	<i>Designated Accountable Form Custodian</i> City Treasurer' Office
TOTAL		None	17 Minutes	



3. Liquidation of Cash Advances

To settled and liquidated either by returning the money advanced if unspent, or by the presentation of regularly accomplished vouchers, giving satisfactory detail of the items thereon paid which must be in accordance with the purpose for which the cash advance was granted, and further supported by proper

Office Or Division:	City Treasurer's Office			
Classification:	Simple			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	This process covers all the Disbursing Officer, employees with cash advances who are required to submit a liquidation report with supporting documents to the Accounting Office.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cash Advance				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepare all the Cash Advances for liquidation	None	15 Minutes	<i>Disbursing Officer</i> City Treasurer's Office
	2. Record all the Cash advances ready for liquidation at the logbook	None	5 Minutes	<i>Disbursing Officer</i> City Treasurer's Office
	3. Prepare the Liquidation Report	None	10 Minutes	<i>Disbursing Officer</i> City Treasurer's Office
	4. Submit the Liquidation Report together with the attachment to OCA.	None	5 Minutes	<i>Disbursing Officer</i> City Treasurer's Office
TOTAL		None	35 Minutes	



4. Return of excess of Cash Advances

To return excess of Cash Advances.

Office Or Division:	City Treasurer's Office			
Classification:	Simple			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	All Bonded LGU-Ormoc employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Slip (1 Original Copy)		City Treasurer's Office - Slip		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Present the slip to the Cashier	None	2 Minutes	<i>Disbursing Officer</i> City Treasurer's Office
	2. Proceed with payment to the Cashier	(depend on the Cash advance excess)	3 Minutes	<i>Disbursing Officer</i> City Treasurer's Office
	3. Issue Official Receipt		1 Minute	<i>Cashier</i> City Treasurer's Office
TOTAL		(depend on the Cash advance excess)	6 Minutes	



City Veterinary Office

External Services



1. Dog anti-rabies Vaccination

A component of the Rabies Prevention, Control and Eradication Program of the City of Ormoc in which all dogs are required to be vaccinated against rabies.

Office or Division:	City Veterinary Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to transacting client			
Who may avail:	All Dog Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Animal Registration Record (1 original copy)		Barangay or at the City Veterinary Office		
2. Animal Health Record (1 original copy)		City Veterinary Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry about vaccination program	1. The clients detail will be jotted in a logbook; 1.1 The CVO employee will register the dog & will provide to client the appropriate vaccination program	Dog Registration Fee of PHP 25.00 / head	3 minutes	<i>Veterinarian/Rabies Program Coordinator / CVO Employees City Veterinary Office</i>
2. Present animal for vaccination	2. The vet will instruct client for proper handling of dog; 2.1 Vaccine will be given to the dog ; 2.2 Registration/Vaccination card will be provided;	None	5 minutes	<i>Veterinarian / Rabies Program Coordinator / CVO Employees City Veterinary Office</i>
3. Sign in the client's Log book	3. Follow up and monitor any adverse vaccine reaction.	None	2 minutes	<i>Veterinarian / Rabies Program Coordinator / CVO Employees City Veterinary Office</i>
TOTAL		PHP 25.00/head	10 minutes	



2. Livestock Vaccination

This is part of the livestock infusion program of City of Ormoc in which all livestock are required to be vaccinated against Hemorrhagic Septicemia.

Office or Division:	City Veterinary Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to transacting client			
Who may avail:	All Livestock Owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Animal health record (1 original copy);			City Veterinary Office	
2. Livestock credential (1 original copy)			City Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry about livestock vaccination program	1. The clients detail will be jotted in a logbook; 1.1 The vet will provide to client the appropriate vaccination program;	None	3 minutes	<i>Veterinarian / Livestock Inspector</i> City Veterinary Office
2 Present animal for vaccination	2. The vet will instruct client for proper handling& restraining of the animal; 2.1 Vaccine will be given to the animal; 2.2 The owner will be advice to rest the vaccinated animal for a week.	None	1 hour	<i>Veterinarian / Livestock Inspector</i> City Veterinary Office
3 Sign in Logbook	3. Monitor progress	none	1 minute	-do-
TOTAL		None	1 hour & 4 minutes	



3. Stray Dog Catching and Impounding

This is a component of the Rabies Prevention, Control and Eradication Program of the City of Ormoc to get rid of stray dogs in the streets that may cause road accidents among motorists, causes the garbage to be scattered and poses danger of dog biting incidents among children.

Office or Division:	City Veterinary Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to transacting client			
Who may avail:	All constituents of Ormoc City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Dog Vaccination record (1 original copy, if there is);			City Veterinary Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Client(s) will submit a written request to the City Veterinary Office or may be course through the barangay where the client(s) reside;	1. The request will be coordinated to the barangay; 1.1 Police assistance will be requested and the schedof dog catching activity will be relayed to the brgy. on that very same day; 1.2 Dog catching will be carried-on; 1.3 Dog caught will be impounded for three (3) days;	None	6hours	<i>Veterinarian / Rabies Program Coordinator / CVO Employees City Veterinary Office</i>



2	The owner of stray dog(s) will redeemed the impounded dog(s);	2. The owner will be required to pay an impounding fee to be paid at the City Treasurer's Office;	Impounding Fee of PHP 500.00 / dog	30minutes	<i>CTO Employee</i> City Treasurer's Office
3	The owner will present the Official Receipt of impounding fee to the City Vet Office (CVO);	3. The CVO upon receipt of the O.R. will release the dog to the owner;	None	1 hour	<i>Veterinarian / Rabies Program Coordinator / CVO Employees</i> City Veterinary Office
4	If case the owner of the impounded dog(s) will not redeem the dog(s).	4. The CVO will offer the dog for adoption to interested individual or the dogs will be turned-over to NGO that take cares dogs or will be donated to vet schools for their study.	None	1 hour	<i>Veterinarian / Rabies Program Coordinator / CVO Employees</i> City Veterinary Office
TOTAL			PHP 500/dog	1 day & 30minutes	



4. Spay and Neuter & other surgical operation

This is also a component of the Rabies Prevention, Control and Eradication Program of the City of Ormoc to control the population or reproduction of dogs.

Office or Division:	City Veterinary Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to transacting client			
Who may avail:	Dog Owners who want to prevent dog's reproduction			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Animal vaccination record (1 original copy)			City Veterinary Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Inquiry about spay and neuter program;	1. The clients detail will be jotted in a logbook; 1.1 The vet will provide a list for the materials to be provided by the client.	None	3 minutes	<i>Veterinarian</i> City Veterinary Office
2 Present animal for spay & neuter / surgical operation;	2. The vet will instruct client for proper handling of the animal; 2.1 Anesthetic will be given to the animal ; 2.2 Surgical operation will be conducted;	None	30 minutes for castration; 2 hours for spaying	<i>Veterinarian</i> City Veterinary Office
3 Sign in the clients logbook	3. Animal will be given time to be conscious and recover before release	None	1 minute	<i>Veterinarian</i> City Veterinary Office
TOTAL		None	2 hours & 34 minutes	



5. Animal Health Consultation

This is one of the mandates of the Veterinary Services to help or assist the constituents of Ormoc City particularly the livestock owners or farmers to provide technical knowledge in safeguarding the health of the animals to achieve high production.

Office or Division:	City Veterinary Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to transacting client			
Who may avail:	All Livestock / Animal Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Livestock credential for large animal (1 original copy)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry about livestock/animal health problem and mention the signs and symptoms they observed on their animals;	1. The client details will be asked and will be write down in a logbook; 1.1 Clarify from client the signs/symptoms noted from animal(s); 1.2 If animal needs immediate attention, the vet will conduct visit to see the condition of the animal; 1.3 The vet will prescribe medicines or give the shot to the affected animal; 1.4 Monitor the animal progress	None	15 minutes	<i>Veterinarian /Livestock Inspector</i> City Veterinary Office
2. Sign in the Client's Logbook				
	TOTAL	None	15 minutes	



6. Animal Deworming

This is one of the mandates of the Veterinary Services to help or assist the constituents of Ormoc City particularly the animal or livestock owners or farmers to provide technical knowledge in safeguarding the health of the animals to achieve high production.

Office or Division:	City Veterinary Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to transacting client			
Who may avail:	All Livestock / Animal Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Livestock credential for large animal(1 original copy)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry about livestock/animal health problem and mention the signs and symptoms they observed on their animals;	1 The client details will be asked and will be writedown in a logbook; 1.1 Clarify from client on the recent deworming of their animal(s); 1.2 If animal needs immediate attention, the vet will conduct visit to the animal to see the physical appearance and condition of the animal; 1.3 The vet will prescribe dewormer for the animal(s) or give the shot to the animal(s);	None	30 minutes	<i>Veterinarian / Livestock Inspector</i> City Veterinary Office
2. Sign in the Client's Logbook	2. Monitor the animal progress.			
TOTAL		None	30 minutes	



7. Animal Medication (Antibiotic and Vitamins)

This is one of the mandates of the Veterinary Services to help or assist the constituents of Ormoc City particularly the animal/livestock owners or farmers to provide technical knowledge in safeguarding the health of the animals to achieve high production.

Office or Division:	City Veterinary Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to transacting client			
Who may avail:	All Livestock / Animal Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Livestock credential for large animal (1 original copy)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry about livestock/animal health problem and mention the signs and symptoms they observed on their animals;	1. The client details will be asked and will be write down in a logbook; 1.1 Clarify from client the signs/ symptoms noted from animal(s); 1.2 If animal needs immediate attention, the vet will conduct visit to see condition of the animal; 1.3 The vet will prescribe medicines or give the shot to the affected animal;	None	30 minutes	<i>Veterinarian / Livestock Inspector</i> City Veterinary Office
2. Sign in the Client's Logbook	2. Follow up and monitor the health progress of the animal.			
TOTAL		None	30 minutes	



8. Issuance of Veterinary Health Certificate

This is to help the constituents of Ormoc City and nearby municipalities who wants to ship or travel their animals with them and/or for other purposes. This document is required by the quarantine and port office to assure that the animals being transported are apparently healthy, in good condition and free from any highly contagious animal diseases.

Office or Division:	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to transacting client			
Who may avail:	All Livestock / Animal Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Animal health record (1 copy original);		City Veterinary Office		
2. Livestock credential for large animal;		City Treasurer's Office		
3. Barangay Certification (if applicable)		Barangay /point of origin of animal(s)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry about Vet Health Certificate (VHC);	1 The client details will be asked and will be write down in a logbook; 1.1 The vet will ask the owner of animal(s) for shipment to present the animal(s) for actual physical examination; 1.2 The client will be required to pay Certification Fee; 1.3 Issuance of signed VHC;	PHP 50.00	10 minutes	<i>Veterinarian</i> City Veterinary Office
2. Sign in the Client's Logbook	2. The client will be advised to go to the quarantine office to secure the shipping/transport permit.			
TOTAL		PHP 50.00	10 minutes	



9. Issuance of Transport / Shipping Permit

This is to help the constituents of Ormoc City and nearby municipalities who wants to travel or ship their animals with them during travels or for other purposes. This document is required by the quarantine and port office to assure that the animals being transported are apparently healthy, in good condition and free from any highly contagious animal diseases.

Office or Division:	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to transacting client			
Who may avail:	All Livestock / Animal Owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Veterinary Health Certificate (1 copy original);			City Veterinary Office	
2. Livestock credential for large animal (2 copies, original & photocopy);			City Treasurer's Office	
3. Barangay Certification (if applicable)			Barangay /point of origin of animal(s)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry about Transport Permit or Shipping Permit;	1. The client details will be asked and will be write down in a logbook; 1.1 The vet will ask the owner of animal(s) for shipment to present the required documents;	None	10 minutes	<i>Veterinarian / Livestock Inspector City Veterinary Office</i>
2. Sign in the Client's Logbook	2. If required documents are complete, the transport permit or shipping permit will be processed and issued.			
TOTAL		None	10 minutes	



10. Meat Inspection at Ormoc City Slaughterhouse

This is to assure the constituents of Ormoc City and nearby municipalities that the livestock received in Slaughterhouse is healthy and have undergo the process of inspection and the meat they consumed is safe for human consumption.

Office or Division:	City Veterinary Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to transacting client			
Who may avail:	Livestock and Meat Vendors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Veterinary Health Certificate (1 copy original);		City Veterinary Office		
2. Livestock credential for large animal (1 copy original);		City Treasurer's Office		
3. Barangay Certification (1 copy original)		Barangay /point of origin of animal(s)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will bring the food animal to Slaughterhouse;	1. The Meat Inspector (M.I.) or Livestock Inspector (L.I.) on duty will ask the owner of the food animal(s) of the required documents; 1.1 The animal(s) will be physically examined by the L.I. or M.I.; 1.2 For healthy animal(s), the owner will be required to pay certification fee for VHC prior to admission	None	5 minutes	<i>Meat Inspector / Livestock Inspector</i> City Veterinary Office
2. The client will pay the Certification Fee	2 Issuance of the Veterinary Health Certificate (VHC)	PHP 50.00	1 minute	<i>Veterinarian / Meat Inspector / Livestock Inspector</i> City Veterinary Office



3. Admission of food animal to receiving area of Slaughterhouse	3 Client details and animal details will be entered in SLH logbook; 3.1 The animal will be weighed-in and will be rested in holding pens; 3.2 The client will be required to pay the different SLH Fees	Please refer the details of SLH Fees to SLH Management	10 minutes	<i>Livestock Receiver / Livestock Tender / Livestock Ushers</i> Slaughterhouse Division
4. Secure Official Receipt	4 The L.I. or M.I. will conduct ante-mortem inspection; 4.1 The animal will be subjected to slaughtering; 4.2 The M.I. on duty will conduct post-mortem inspection of carcass meat and offals;	Ante-mortem Fee of PHP 10.00 per head Post-mortem Fee of PHP 0.50 / kilo	1 hour for ante-mortem inspection 3 hours for post-mortem inspection	<i>Veterinarian / Meat Inspector / Livestock Inspector</i> City Veterinary Office
	4.3 Stamping / branding of carcass (inspected and passed)	None	40 minutes	<i>Veterinarian / Meat Inspector / Livestock Inspector</i> City Veterinary Office
5. Carcass / meat withdrawal	5 The carcass / meat will be dispatched and will be transported to the public market, meat stalls or meat shops using the SLH Meat van. The client may opt to directly withdraw the carcass at the SLH dispatching area using their private vehicle allowed by the SLH Management.	None	1 hour	<i>Carcass Dispatchers / Meat Van Driver</i> Slaughterhouse Division and <i>Meat Inspector / Livestock Inspector</i> City Veterinary Office
TOTAL		Variable	5 hours & 56 minutes	



11. Meat Inspection at Accredited Poultry Dressing Plants

This is to assure the constituents of Ormoc City and nearby municipalities that the poultry received in Dressing Plants are healthy and have undergone the process of inspection and the poultry meat they consumed is safe for human consumption.

Office or Division:	City Veterinary Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to transacting client			
Who may avail:	Poultry Dressing Plant Owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Veterinary Health Certificate (1 original copy to be provided by poultry integrator);			City Veterinary Office or Licensed Vet on Private Practice	
2. Transport / Shipping Permit (1 original copy if source is from outside Ormoc)			Quarantine Office (from point of origin)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will ask for Meat Inspector to supervise production process of Poultry Dressing Plant;	1 The Vet / Meat Inspector / Livestock Inspector on duty will ask the owner of the poultry/birds of the required documents;	Ante-mortem fee of PHP 0.15 / bird	1 hour	Veterinarian / Meat Inspector / Livestock Inspector City Veterinary Office
	1.1 The birds will be received by the DP and rested in receiving area;			
	1.2 Ante-mortem inspection will be conducted;			
	1.3 Birds will be subjected to dressing procedure;			
	1.4 Monitor the Dressing procedure for GMP compliance;	Post-mortem fee of PHP 0.25 / kilo	4 hours	Veterinarian / Meat Inspector / Livestock Inspector



	1.5 Post-mortem inspection will be conducted; 1.6 Branding will be required by use of leg band and branded packaging materials; 1.7 Recording of the total production quantity in heads and in kilos; 1.8 Preparation of billing			City Veterinary Office
2. Pay the ante and post-mortem inspection fees	2 Collection of fees by the City Treasurer's Office			
TOTAL		Variable	5 hours	

12. Post Abattoir Meat Inspection

This is to assure the constituents of Ormoc City and nearby municipalities that the meat displayed and being sold in the markets are of good quality and have undergone the process of inspection and the meat they consumed is safe for human consumption.

Office or Division:	City Veterinary Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to transacting client			
Who may avail:	Meat vendors in Public Market, Meat Stalls, Meat Shops and Supermarkets			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Meat Inspection Certificate (1 original copy);		City Veterinary Office		
2. Brand (Meat Stamps, leg band)				
3. Certificate of Meat Inspection / COMI for frozen meat (1 original copy)		NMIS or Quarantine Office from point of origin		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. The public consumer will request the Meat Inspector in the City Veterinary Office to conduct meat inspection and check the quality of meat being displayed and sold to public</p>	<p>1. The Vet / Meat Inspector on duty will ask the meat stall owner of the required documents; 1.1 Meat inspection will be conducted; 1.2 If no documents presented, meat displayed and sold to public is considered hot meat and will be confiscated; 1.3 If documents are complete, meat is considered safe and fit for consumption.</p>	<p>None</p>	<p>1 hour</p>	<p><i>Veterinarian / Meat Inspector / City Veterinary Office</i></p>
TOTAL		<p>None</p>	<p>1 hour</p>	

13. Veterinary Extension

This is the process of working with rural people in order to improve their livelihoods. This involves helping farmers to improve the productivity of their farms and also developing their abilities to direct their own future development.

Office or Division:	City Veterinary Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to transacting client			
Who may avail:	Livestock and Poultry Farmers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Farmer(s) will request the Livestock	1. The Vet / Livestock Inspector will schedule	None	2 hours	<i>Veterinarian / Livestock Inspector /</i>



Inspector or Veterinarian in the City Veterinary Office to conduct extension service to their barangay to check status of the animals	<p>an extension service to requesting farmer.</p> <p>1.1 The Vet / Livestock Inspector will evaluate the productivity performance of their animals;</p> <p>1.2 The Vet / Livestock Inspector will extend technical inputs on how to be more efficient in their farming;</p> <p>1.3 Give medicines and vitamins to farmer as form of assistance to them.</p>			City Veterinary Office
TOTAL		None	2 hours	

14. Farm Advisory and Consultancy

This is the services needed and demanded by farmers and other actors in rural settings to assist them in developing their own technical, organizational and management skills and practices so as to improve their livelihoods and well-being.

Office or Division:	City Veterinary Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to transacting client			
Who may avail:	Semi-commercial and Commercial Farm Owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1	Farm Owner(s) will request the Livestock Inspector or Veterinarian in the City Veterinary Office for and advisory and consultancy service to their farm(s) to improve efficiency, production performance and income of their farm(s).	1. The Vet / Livestock Inspector will schedule a visit to requesting farmer. 1.1 The Vet / Livestock Inspector will evaluate the productivity performance of their farm(s); 1.2 The Vet / Livestock Inspector will extend technical inputs on how to be more efficient in their farming; 1.3 Follow up visits and close monitoring per grow-out.	None	2 hours	Veterinarian / Livestock Inspector / City Veterinary Office
TOTAL			None	2 hours	

15. Submission of Monthly Reports to DA-RFO8 Livestock Division

This is considered as one of the services of the CVO in compliance to the required submission of reports by the Department of Agriculture- Regional Field Office No. VIII for its Livestock Programs monitoring and data gathering.

Office or Division:	City Veterinary Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DA-RFO8			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The DA-RFO8 Livestock Division	1. The head of office will remind all concerned employees about the	None	4 hours	CVO Employees



will require submission of reports on Livestock Programs.	reports required by the DA-RFO8 a week before its deadline; 1.1 Concerned employees will prepare the reports; 1.2 Concerned employee(s) and head of office will sign the report(s); 1.3 All reports will be consolidated and will be send to the DA-RFO8 thru courier services.			City Veterinary Office
TOTAL		None	4 hours	

16. Submission of Monthly Reports to Philippine Statistics Authority (PSA)

This is considered as one of the services of the CVO in compliance to the required submission of reports by the Philippine Statistics Authority (PSA) for the Livestock Slaughtered and Meat Production (poultry and livestock) monitoring and data gathering.

Office or Division:	City Veterinary Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Philippine Statistics Authority (PSA)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 The PSA will require submission of reports on Livestock slaughtered and meat production.	1.The head of office will remind all concerned employees about the reports required by the PSA a week before its deadline; 1.1 Concerned employees will prepare the reports; 1.2 Concerned employee(s) and head of office will sign the report(s);	None	4 hours	CVO Employees City Veterinary Office



	1.3 All reports will be consolidated			
	1.4 and will be submitted or handed personally to the PSA field personnel.			
TOTAL		None	4 hours	

17. Submission of Quarterly Reports to the Department of Interior and Local Government

This is considered as one of the services of the CVO in compliance to the required submission of reports by the Department of Interior and Local Government (DILG) for the Rabies Program compliance and ASF monitoring and data gathering.

Office or Division:	City Veterinary Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Department of Interior and Local Government (DILG)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The PSA will require submission of reports on Livestock slaughtered and meat production.	1. The head of office will remind all concerned employees about the reports required by the DILG a week before its deadline; 1.1 Concerned employees will prepare the reports; 1.2 Concerned employee(s) and head of office will sign the report(s); 1.3 All reports will be consolidated and will be submitted to the DILG Office.	None	4 hours	CVO Employees City Veterinary Office
TOTAL		None	4 hours	



Civil Security Unit

External Services



1. Security Services

The unit will provide security services to maintain the peace and order situation at the place engagement. It will also conduct security inspection in the area to avoid/preempt any incident that may arise during event/activity/occasion.

Office Or Division:	Civil Security Unit			
Classification:	Complex			
Type Of Transaction:	G2G – Government to Government, Government to Citizen			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request from the requesting organization or group for G2G (2 Copies)		Office of the City Mayor for notation and approved and endorsed to Civil Security Unit to provide security personnel.		
Letter request from National Government/Local Government Unit for G2G (2 Copies)		Office of the City Mayor for notation and approved and endorsed to CSU to provide security personnel		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter Request	1. Receive Letter Request	None	3 minutes	<i>Admin Aide I</i> Civil Security Unit Office
2. Interview with Staff concerned	2. Assess need for security	None	10 minutes	<i>Admin Aide I</i> Civil Security Unit Office
3. Receive approval/disapproval of Request	3. Approval/Disapproval of Request	None	2 minutes	<i>Security Officer IV</i> Civil Security Unit Office
Fill-out the Client Satisfaction Rating Form				
TOTAL		None	15 minutes	



2. Investigation Assistance

The unit accept request to conduct investigation on matters related to Pilferage, Abuse of Authority, Violation of the existing laws implementing rules and regulation and local ordinances committed by the City Government employees or a person or group of persons in cahoots with the government employee/s.

Office Or Division:	Civil Security Unit			
Classification:	Complex			
Type Of Transaction:	G2G – Government to Government, Government to Citizen			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of complaint from complainant requesting investigation.		Client		
List of witnesses if there is any		CSU Investigator on case		
Documentary and Material evidences if there is any		Client		
Personnel appearance of complainant and his/her witnesses.		Client		
Letter request for Police Assistance, telephone call for Police assistance and as personal appearance requesting police assistance		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Letter of Complaint	1. Receive Letter of Complaint	None	3 minutes	Admin Aide I Civil Security Unit Office
2. Interview with the complainant and/or his/her authorized representative	2. Assess the Complainant and conduct initial investigation and refer to the PNP if necessary	None	30 minutes	Admin Aide I Civil Security Unit Office
3. Received letter of endorsement address to the PNP to conduct full investigation	3. Approval of Letter of Endorsement	None	15 minutes (stop time)	Security Officer IV Civil Security Unit Office
4. Received approval of complete investigation by CSU	4. Approval to conduct complete investigation	None	(stop time)	Security Officer IV Civil Security Unit Office
TOTAL		None	48 minutes	



Environment and Natural Resources Office

External Services



1. Issuance of No Objection Certification for chainsaw registration

The DENR requires that all chainsaws shall be registered. One of the requirements is the certification of no objection from the concerned LGUs.

Office Or Division:	Environment and Natural Resources Office			
Classification:	Complex			
Type Of Transaction:	G2C-Government to Citizen			
Who May Avail:	Chainsaw Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 Original Copy)		Client		
Barangay Certification (1 Original Copy)		Barangay Office of residence		
Photo of the chainsaw (1 Original Copy)		Client		
Receipt/Proof of ownership of the item (1 Photocopy)		Issued by the store where the item was purchased		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of application with complete documents	1.1 The receiving clerk receives, record and route the document to the office head.	None	20 Minutes	<i>Administrative Aide I</i> ENRO
	1.2 The head pins instructions to the routing slip addressed to the concerned section to provide appropriate action			<i>Environment Management Specialist II</i> ENRO
	1.3 The concerned section evaluates the submitted document and prepares the order of payment and the certification	None	10 minutes	<i>Environment Management Specialist I</i> ENRO



2. Payment for registration and/or renewal of chainsaw.	2. The City Treasurer's Office receives the payment from the client through the submitted order of payment and issue the corresponding official receipt	50 Php	30 minutes	Cashier City Treasurers Office
3.Receives the Certification	3. Once the certification is being signed by the Office Head and the OR copy is presented by the client, the certification now be released to the requesting client.	None	5 minutes	Administrative Aide / ENRO
TOTAL		50.00 Php	1 hour and 5 minutes	

2. Issuance of no objection certification for tree cutting request or registration of tree plantation

The DENR requires that one basis for their issuance of tree cutting permit is the certification of No objection from the LGU through ENRO. Same is true for commercial tree plantation ventures through issuance of certificate of registration.

Office Or Division:	Environment and Natural Resources Office
Classification:	Complex
Type Of Transaction:	G2C-Government to Citizen
Who May Avail:	Owners of lot where the tree is planted (tree cutting)/Owner of lot where trees will be planted (tree registration)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Letter request (1 Copy)	Client
Barangay Certification (1 Original Copy)	Barangay Office of residence
Land Title and/or Tax Declaration (1 Photocopy)	Client



Photo Documentation (1 Original Copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of application with complete documents	1.1 The receiving clerk receives, record and route the document to the office head.	None	20 Minutes	<i>Administrative Aide I</i> ENRO
	1.2 The head pins instructions to the routing slip addressed to the concerned section to provide appropriate action			<i>Environment Management Specialist II</i> ENRO
	1.3 Inspection and report writing: The concerned section evaluates the submitted document then conducts coordination for the inspection then writes report.	None	1 day	<i>Environment Management Specialist I</i> ENRO
2. Payment for registration and/or renewal of chainsaw.	2. The City Treasurer's Office receives the payment from the client through the submitted order of payment and issue the corresponding official receipt	50 Php	30 minutes	<i>Cashier I</i> City Treasurers Office
3. Receives the certification	3. Once the certification is being signed by the	None	5 minutes	<i>Administrative Aide I</i> ENRO



	Office Head and the OR copy is presented by the client, the certification now be released to the requesting client.			
TOTAL		50.00 Php	1 day and 55 minutes	

3. Request for tree planting activity

Any person and/or group or organizations, agencies interested to participate, or in some cases, part of their compliance or requirements in applying for a permit. A request letter is to be submitted to ENRO indicating the purpose and No. of participants for scheduling.

Office Or Division:	Environment and Natural Resources Office			
Classification:	Complex			
Type Of Transaction:	G2C-Government to Citizen			
Who May Avail:	Anyone but the trees should not be planted at the private lot			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request to ENRO (Includes Purpose, Date, Number of Participants, and number and name of Contact person) (1 Original Copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of application with complete documents	1.1 The receiving clerk receives, record and route the document to the office head.	None	20 Minutes	<i>Administrative Aide I</i> ENRO
	1.2 The head pins instructions to the routing slip addressed to the concerned section to provide appropriate action	NONE	3 Minutes	<i>Environment Management Specialist II</i> ENRO



	1.3 Application assessment: Evaluate, conduct Coordination and area inspection and schedule the tree planting activity	None	2 days	Environment Management Specialist I ENRO
2. Conduct of tree planting	1.1 Facilitate and document the activity	None	4 hours	Environment Management Specialist I ENRO
TOTAL		None	2 days,4 hours and 23 minutes	

4. Request of tree seedlings

An individual or group's interest to plant and promote planting of indigenous trees in their allocated area for reforestation and not for plantation and harvest of private individuals.

Office Or Division:	Environment and Natural Resources Office			
Classification:	Complex			
Type Of Transaction:	G2C-Government to Citizen			
Who May Avail:	Anyone long as the trees should not be planted at a private lot			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request to ENRO (Includes Purpose, Date, Number of Participants, and number and name of Contact person) (1 Original Copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of application with complete documents	1.1 The receiving clerk receives, record and route the document to the office head.	None	20 Minutes	Administrative Aide I ENRO
	1.2 The head pins instructions to the routing slip addressed to the			Environment Management Specialist II



	concerned section to provide appropriate action			ENRO
	1.3 Evaluate: If for public purpose, seedlings will be granted; if to be planted at private area, the subject request will be endorsed to DENR or to the City Agriculture Office.	None	20 minutes	<i>Environment Management Specialist I</i> ENRO
TOTAL		None	40 Minutes	

5. Submission of complaints on watershed and wildlife concerns

An individual's complaint or concern in relation to the section issues that are to be taken action and if necessary be solved.

Office Or Division:	Environment and Natural Resources Office			
Classification:	Complex			
Type Of Transaction:	G2C-Government to Citizen			
Who May Avail:	Anyone			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Complaint letter (1 Original Copy) Text/call if urgent			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of application with complete documents	1.1 The receiving clerk receives, record and route the document to the office head. 1.2 The head pins instructions to the routing slip addressed to the concerned section to provide appropriate action	None	20 Minutes	<i>Administrative Aide I</i> ENRO <i>Environment Management Specialist II</i> ENRO



	1.3 Conducts initial gathering of information (location, person to contact etc.) and coordination with PNP and other concerned Government/Private Offices	None	20 minutes	<i>Environment Management Specialist / ENRO</i>
	1.4 Conduct of inspection/verification and report writing	None	2 days	<i>Administrative Aide / ENRO</i>
	1.5 Execution of recommendations			<i>Administrative Aide / ENRO</i>
TOTAL		None	2 Days and 40 Minutes	

6. Submission of complaints on pollution (water/air) concerns

The office receives written complaints regarding water/air issues and conducts inspection for verification and produce inspection report indicating recommendations for compliance to the complaint. A follow-up monitoring will be conducted.

Office Or Division:	Environment and Natural Resources Office			
Classification:	Complex			
Type Of Transaction:	G2C-Government to Citizen			
Who May Avail:	Owners of lot where the tree is planted (tree cutting)/Owner of lot where trees will be planted (tree registration)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request (1 Copy)		Client		
Barangay Certification (1 Original Copy)		Barangay Office of residence		
Land Title and/or Tax Declaration (1 Photocopy)		Client		
Photo Documentation (1 Original Copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of application with complete	1.1 The receiving clerk receives, record and route the document to the office head.	None	20 Minutes	<i>Administrative Aide / ENRO</i>



documents and routing	1.2 The head pins instructions to the routing slip addressed to the concerned section to provide appropriate action			Environment Management Specialist II ENRO
	1.3 Conducts initial gathering of information (location, person to contact etc.) and coordination with PNP and other concerned Government/Private Offices	None	20 minutes	Environment Management Specialist I ENRO
	1.4 Conduct of inspection/verification and report writing	None	2 days	Administrative Aide I ENRO
	1.5 Execution of recommendations and Monitoring of result			Administrative Aide I ENRO
TOTAL		50.00 Php	2 days and 40 minutes	

7. Application of pre-loading certificate for poultry owners

The Pre-loading inspection before loading/operation of poultry is required as proactive move of the office to ensure that all of the poultry operators comply with their environmental management plans as required under their issued Environmental Compliance Certificate (ECC) in compliance to PD 1586.

Office Or Division:	Environment and Natural Resources Office			
Classification:	Complex			
Type Of Transaction:	G2C-Government to Citizen			
Who May Avail:	Owners of lot where the tree is planted (tree cutting)/Owner of lot where trees will be planted (tree registration)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request (1 Copy)		Client		
Barangay Certification (1 Original Copy)		Barangay Office of residence		
Land Title and/or Tax Declaration (1 Photocopy)		Client		
Photo Documentation (1 Original Copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE



1. Letter request from the poultry owner for the conduct of pre-loading inspection. Should be submitted to ENRO 3 days prior to the target loading date.	1.1 The receiving clerk receives, record and route the document to the office head.	None	20 Minutes	<i>Administrative Aide I</i> ENRO
	1.2 The head pins instructions to the routing slip addressed to the concerned section to provide appropriate action	None	3 Minutes	<i>Environment Management Specialist II</i> ENRO
	1.3 Conducts initial gathering of information (location, person to contact etc.)	None	20 minutes	<i>Environment Management Specialist I</i> ENRO
	1.4 Conduct of inspection/verification and report writing	None	2 days	<i>Administrative Aide I</i> ENRO
2. Receives the Pre-loading certificate and/or sign an affidavit of undertaking if applicable	2.1 Issuance of Pre-loading inspection report and undertaking if applicable after approval of the Head	None	10 minutes	<i>Administrative Aide I</i> ENRO
TOTAL		50.00 Php	2 days and 53 minutes	

8. Exportation of sand and gravel for government projects

The lifting of the prohibition on the export of sand and gravel materials outside Ormoc City is in relation to Executive Order No. 42 and letter to the Local Chief Executive of Ormoc City to the District Engineer of the Fourth District Engineering Office-DPWH in support to the thrust under the build, build, build Program of the national government.

Office Or Division:	Environment and Natural Resources Office
Classification:	Complex
Type Of Transaction:	G2C-Government to Citizen
Who May Avail:	Contractor/ Government Office
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Contract between agency and contractor (1 Original copy and 1 Photocopy)	Client



Program of work indicating the total volume required for the undertaking (1 Original copy and 1 Photocopy)	Client
Supply agreement between contractor and SAG Supplier (1 Original copy and 1 Photocopy)	Contractor/Supplier
Supply agreement between contractor's SAG supplier and supplier to the supplier who is a holder of City/MGB-Issued permit for extraction, if the contractor's supplier is not a permit holder for extraction (1 Original copy and 1 Photocopy)	Contractor/Supplier
ENRO Certification that the extraction made by supplier, or the supplier to the supplier, has not gone over the limit set by the permits issued (1 Original copy)	ENRO
Proof of payment of extraction fees by supplier-permit holder to the LGU-Ormoc City Treasurer's Office (1 Original copy and 1 Photocopy)	Official Receipt at City Treasurer's Office
Other documents relevant to the foregoing (1 Original copy and 1 Photocopy)	Client

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of mandatory requirements to the office and Filling-out of the provided Supply Contract Form with a legit SAG Supplier;	1.1 The receiving clerk receives, record and route the document to the office head	Additional 50% of the extraction fee amount for sand and gravel or 20 pesos per cubic meters	20 Minutes	<i>Administrative Aide I</i> ENRO
	1.2 The office head routes the document to the concerned section with instruction	None	20 minutes	<i>Environment Management Specialist II</i> ENRO



2. Receives the Control form with released date and approval from ENRO OIC	2.1 If the documents are complete and found in order, the control form will be released to the client. 2.2 If the documents are not complete, the application will be returned right away.	None	20 minutes	<i>Environment Management Specialist I</i> ENRO
3. Receives briefing on the use of the Supply for Government Project Control form and the process of exportation after approval thereon.	3.1 A copy will be given to the border checkers and another copy will be given to the client.	None	10 minutes	<i>Administrative Aide I</i> ENRO
TOTAL			1 hour and 10 minutes	

9. Application for gratuitous permit (for government use)

Government Gratuitous permit is given to any government entity/instrumentality in need of materials for infrastructure projects over an area of not more than two (2) hectares for a period coterminous with the duration of the project and subject to minimum conditions for the approval of the City Mayor.

Office Or Division:	Environment and Natural Resources Office
Classification:	Complex
Type Of Transaction:	G2C-Government to Citizen
Who May Avail:	Government Office
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter of Intent from concerned government agency (1 Original copy and 4 Photocopy)	Requesting government office Requesting government office



Program of Works indicating the total volume needed for the projects; (Source of materials and duration of the project) (1 Original copy and 4 Photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of mandatory requirements	1.1 The receiving clerk receives, record and route the document to the office head	Permit application- 1,110 Processing fee – 200 Filing fee – 25 PD 1856 – 10 Verification fee – 950	20 Minutes	<i>Administrative Aide I</i> ENRO
	1.2 The office head routes the document to the concerned section with instruction	None	20 minutes	<i>Environment Management Specialist I</i> ENRO
2. Attend CMRB deliberation and present the Work Program	2.1 Review and Evaluation of submitted requirements; 2.2 Urgent LGU requests/projects may proceed without deliberation of the City Mining Regulatory Board (CMRB) 2.3 Other Government Office will undergo CMRB deliberation	None	20 minutes	<i>City Mining Regulatory Board</i>
	2.4 If approved by the CMRB, a resolution recommending for the		10 minutes	<i>Administrative Aide I</i> ENRO



	permit approval will be prepared together with the draft Gratuitous permit for Mayor's Signature			
	2.5 Approval of the Gratuitous Permit by the City Mayor;		2 days	City Mayor CMO
3. Receives the permit and works on the Notarization of the Gratuitous Permit	3.1 Issuance of the Gratuitous Permit to the client;			Administrative Aide I ENRO
4. Receives the notarized permit	4.1 Record and Release of the Gratuitous Permit			Administrative Aide I ENRO
TOTAL		2,295.00 Php	2 days, 1 hour and 10 minutes	

10. Application for gratuitous permit (for private use)

Any land owner may apply for a Private Gratuitous Permit to ENRO for the extraction, removal and utilization of quarry, sand and gravel and other unconsolidated or loose materials for his/her own land. Extracted materials thereof shall be for personal use only and that there is adequate proof of ownership over the area.

Office Or Division:	Environment and Natural Resources Office
Classification:	Complex
Type Of Transaction:	G2C-Government to Citizen
Who May Avail:	Anyone
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Letter of Intent from the client (1 Original copy and 4 Photocopy)	Requesting government office
2. Barangay Resolution indicating the Barangay interposes no objection (1 Original copy and 4 Photocopy)	Barangay Office of residence
3. Proof of Ownership; (1 Original copy and 4 Photocopy)	Client



4. Undertaking stating that the materials is for own use only (1 Original copy and 4 Photocopy)		Client		
5. Program of Works indicating the projected timeline, conveyances to be used and the estimated quantity of materials for extraction (1 Original copy and 4 Photocopy)		Program of Works Signed by Mining Engineer		
6. Environmental Compliance Certificate/Certificate of Non Coverage from DENR-EMB to determine impact of the project (1 Original copy and 4 Photocopy)		DENR EMB via online application		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of mandatory requirements	1.1 The receiving clerk receives, record and route the document to the office head	Permit application- 470 Processing fee – 200 Filing fee – 50 PD 1856 – 10 Verification fee - 850	20 Minutes	<i>Administrative Aide I</i> ENRO
	1.2 The office head routes the document to the concerned section with instruction		20 minutes	<i>Environment Management Specialist II</i> ENRO
2. Attend CMRB deliberation and present the Work Program	2.1 Review and Evaluation of submitted requirements via ENRO and CMRB deliberation	None	6 hours	<i>City Mining Regulatory Board</i>
	2.2 If approved by the CMRB, a resolution recommending for the permit approval will be prepared together with the		10 minutes	<i>Administrative Aide I</i> ENRO



	draft Gratuitous permit for Mayor's Signature			
	2.3 Approval of the Gratuitous Permit by the City Mayor;		2 days	City Mayor CMO
3. Receives the permit and works on the Notarization of the Gratuitous Permit	3.1 Issuance of the Gratuitous Permit to the client;		20 minutes	Administrative Aide I ENRO
4. Receives the notarized permit	4.1 Record and Release of the Gratuitous Permit		20 minutes	Administrative Aide I ENRO
TOTAL		1,580.00 Php	2 days, 7 hours and 30 minutes	

11. Industrial sand and gravel application

The use of mechanical processor like a mineral processing plant or crusher and the extraction of sand and gravel materials from rivers is applied to ENRO for areas below five (5) hectares.

Office Or Division:	Environment and Natural Resources Office
Classification:	Complex
Type Of Transaction:	G2C-Government to Citizen
Who May Avail:	Anyone with crushing plant and heavy equipment
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Barangay Resolution indicating the Barangay approves the renewal/new application of the quarry in the area (Interposing no objection on the application with minutes of the meeting, attendance and photos of the public hearing); (1 Original copy and 4 Photocopy)	Barangay where the extraction area is located
2. Industrial Sand and Gravel Application (Secure Application template from ENRO-LGU Ormoc and Filing & Registration Fee); (1 Original copy and 4 Photocopy)	Secure Application template from ENRO-LGU Ormoc



3. Copy of Previous permit (if renewal); (1 Original copy and 4 Photocopy)	Client
4. ECC Amended & Certified True Copy (if renewal); (1 Original copy and 4 Photocopy)	DENR-EMB Tacloban
5. Environmental Compliance Certificate (ECC) (For New Application); (1 Original copy and 4 Photocopy)	DENR-EMB Tacloban
6. Survey Plan (1 Original copy and 4 Photocopy)	Prepared by Mineral Land Geodetic Engineer deputized by DENR-MGB Tacloban
7. Area Status Clearance	DENR MGB R08
8. Certification from City Agriculture Office (Indicating area is not within the Agriculture Zone);	City Agriculture Office (CAO)
9. Certification from CENRO (Indicating the Land Classification Status of the area applied for);	DENR Ormoc City
10. Certification from DENR – ENIPAS Certification;	DENR Ormoc City (PASu)
11. Certification from CPDO- Zoning Certification;	City Planning and Development Office (CPDO)
12. Certification from National Irrigation Administration (Applied area is not within the NIA structures);	National Irrigation Agency (NIA)
13. Certification from DPWH (Indicating area applied for is not within Public Structures);	Department of Public Works and Highways (DPWH)
14. Cash Bond (A cash bond for Three Hundred Thousand Philippines Pesos (Php300, 000) per hectare, or a fraction thereof, or 10% of the total project cost indicated in the work program, whichever is higher);	Client
15. 1-Year Development Work Program;	Licensed Mining Engineer
16. 1-Year Environmental Protection and Enhancement Program (EPEP) (MGB FORM 16-2);	Licensed Mining Engineer
17. Proof of Application for CEMCRR at MGB;	DENR MGB Tacloban City
18. Proof of Technical Competence;	Client
19. BIR Certification on Excise Taxes;	BIR
20. Audited Comparative Financial Statements incurred during the operations;	Client
21. Comprehensive and Validated Technical Report on the outcome of the operations, including their environmental	Client



effects duly prepared, signed and sealed by a License Mining Engineer or Geologist;				
22. Sand and Gravel Field Verification Report		ENRO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of mandatory requirements	1.1 The receiving clerk receives, record and route the document to the office head	Permit application- 1,110 Processing fee – 200 Filing fee – 25 PD 1856 – 10 Verification fee - 950	20 Minutes	<i>Administrative Aide I</i> ENRO
	1.2 The office head routes the document to the concerned section with instruction		20 minutes	<i>Environment Management Specialist II</i> ENRO
2. Attend CMRB deliberation and present the Work Program	2. Review and Evaluation of submitted requirements via ENRO and CMRB deliberation	None	6 hours	<i>City Mining Regulatory Board</i>
	2.1 If approved by the CMRB, a resolution recommending for the permit approval will be prepared together with the draft permit for Mayor's Signature		10 minutes	Technical staff
	2.2 Approval of the Permit by the City Mayor;		2 days	<i>City Mayor</i> CMO
3. Receives the permit and works on the Notarization of the Gratuitous Permit	3. Issuance of the Permit to the client;	40 pesos per cubic meters for sand and gravel (LGU	20 minutes	<i>Administrative Aide I</i> ENRO



		extraction fee equivalent to the allowable volume indicated in the permit)		
4. Receives the notarized permit	4. Record and Release of the Permit		20 minutes	<i>Administrative Aide I ENRO</i>
TOTAL		2,295.00 Php	2 days, 7 hours and 30 minutes	

12. Industrial mountain quarry application

Mountain Quarry Permit Application is processed from ENRO for an area below five (5) hectares which involves extraction and disposition of quarry/limestone materials.

Office Or Division:	Environment and Natural Resources Office
Classification:	Complex
Type Of Transaction:	G2C-Government to Citizen
Who May Avail:	Titled lot owners
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Letter of Intent from the Applicant (1 Original copy and 4 Photocopy)	Client
2. Barangay Resolution indicating the Barangay approves the renewal/new application of the quarry in the area (Interposing no objection on the application with minutes of the meeting, attendance and photos of the public hearing); (1 Original copy and 4 Photocopy)	Barangay where the extraction area is located
3. Industrial Mountain Quarry Application (Secure Application template from ENRO-LGU Ormoc and Filing & Registration Fee); (1 Original copy and 4 Photocopy)	Secure Application template from ENRO-LGU Ormoc
4. Land Title of the area applied (1 Original copy and 4 Photocopy)	Client



5. Copy of Previous permit (if renewal); (1 Original copy and 4 Photocopy)	Client
6. Geologic Assessment by the Mines and Geosciences Bureau R08 in connection to the Application of Environment Compliance Certificate (To determine the total or remaining Quarry resources as basis in determining for the allowable volume for the applied permit pursuant to EMB Memorandum Circular No. 2020-27); (1 Original copy and 4 Photocopy)	DENR MGB Tacloban
7. Environmental Compliance Certificate (ECC); (1 Original copy and 4 Photocopy)	DENR-EMB Tacloban
8. Approved Survey Plan (1 Original copy and 4 Photocopy)	Prepared by Mineral Land Geodetic Engineer deputized by DENR-MGB Tacloban
9. Benching Plan (1 Original copy and 4 Photocopy)	Prepared by Mineral Land Geodetic Engineer
10. Topographic Plan (1 Original copy and 4 Photocopy)	Prepared by Mineral Land Geodetic Engineer
11. Area status clearance (1 Original copy and 4 Photocopy)	DENR MGB Region 8
12. Certification from City Agriculture Office (Indicating area is not within the Agriculture Zone); (1 Original copy and 4 Photocopy)	City Agriculture Office (CAO)
13. Certification from CENRO (Indicating the Land Classification Status of the area applied for); (1 Original copy and 4 Photocopy)	DENR Ormoc City
14. Certification from CPDO- Zoning Certification; (1 Original copy and 4 Photocopy)	City Planning and Development Office (CPDO)
15. Certification from National Irrigation Administration (Applied area is not within the NIA structures); (1 Original copy and 4 Photocopy)	National Irrigation Agency (NIA)
16. Certification from DPWH (Indicating area applied for is not within Public Structures); (1 Original copy and 4 Photocopy)	Department of Public Works and Highways (DPWH)
17. Cash Bond (A cash bond for Three Hundred Thousand Philippines Pesos (Php300, 000) per hectare, or a fraction thereof, or 10% of the total project cost indicated in the work program, whichever is higher); (1 Original copy and 4 Photocopy)	Client



18. 1-Year Development Work Program; (1 Original copy and 4 Photocopy)		Licensed Mining Engineer		
19. 1-Year Environmental Protection and Enhancement Program (EPEP) (MGB FORM 16-2); (1 Original copy and 4 Photocopy)		Licensed Mining Engineer		
20. Proof of Application for CEMCRR at MGB; (1 Original copy and 4 Photocopy)		DENR MGB Tacloban City		
21. Proof of Technical Competence; (1 Original copy and 4 Photocopy)		Client		
22. BIR Certification on Excise Taxes; (1 Original copy and 4 Photocopy)		BIR		
23. Audited Comparative Financial Statements incurred during the operations; (1 Original copy and 4 Photocopy)		Client		
24. Proof of financial capability to undertake the activities in pursuant to the Work Program and EPEP; Statement of Assets and Liabilities duly sworn in accordance with existing laws, credit lines and income tax return for the preceding three (3) years; (1 Original copy and 4 Photocopy)		Client		
25. Comprehensive and Validated Technical Report on the outcome of the operations, including their environmental effects (1 Original copy and 4 Photocopy)		Prepared, signed and sealed by a Licensed Mining Engineer or Geologist;		
26. Mountain Quarry Field Verification Report (1 Original copy and 4 Photocopy)		ENRO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of mandatory requirements	1.1 The receiving clerk receives, record and route the document to the office head	None	20 Minutes	<i>Administrative Aide I</i> ENRO
	1.2 The office head routes the document to the concerned section with instruction	None	20 minutes	<i>Environment Management Specialist II</i> ENRO



2. Attend CMRB deliberation and present the Work Program	2.1 Review and Evaluation of submitted requirements via ENRO and CMRB deliberation	None	6 hours	<i>City Mining Regulatory Board</i>
	2.2 If approved by the CMRB, a resolution recommending for the permit approval will be prepared together with the draft permit for Mayor's Signature		10 minutes	<i>Administrative Aide I ENRO</i>
	2.3 Approval of the Permit by the City Mayor;	None	2 days	<i>City Mayor CMO</i>
3. Receives the permit and works on the Notarization of the Gratuitous Permit	3.1 Issuance of the Permit to the client;	20 pesos per cubic meters for mountain quarry (LGU extraction fee equivalent to the allowable volume indicated in the permit)	20 minutes	<i>Administrative Aide I ENRO</i>
4. Receives the notarized permit	4.1 Record and Release of the Permit	None	20 minutes	<i>Administrative Aide I ENRO</i>
TOTAL			2 days, 7 hours and 30 minutes	



13. Mountain quarry/sand and gravel application for commercial use

For mining Permit Application below five (5) hectares, the ENRO processes and evaluates applications on the commercial disposition of mountain quarry and sand and gravel materials within Ormoc City.

Office Or Division:	Environment and Natural Resources Office		
Classification:	Complex		
Type Of Transaction:	G2C-Government to Citizen		
Who May Avail:	For mountain quarry: Titled lot owners For sand and gravel: Private without crushing plant		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1.-Survey Plan (1 Original copy and 4 Photocopy) -Initial Environment Examination Report, (1 Original copy and 4 Photocopy) -Rehabilitation Plan, (1 Original copy and 4 Photocopy) -Environmental Compliance Certificate (ECC), (1 Original copy and 4 Photocopy)		-Mineral Land Geodetic Engineer deputized by DENR -Mining Engineer / Geologist -Client -EMB R08	
2.Barangay Resolution indicating the Barangay approves the renewal/new application of the quarry in the area (Interposing no objection on the application with minutes of the meeting, attendance and photos of the public hearing); (1 Original copy and 4 Photocopy)		Barangay where the extraction area is located	
3.Industrial Mountain Quarry Application (Secure Application template from ENRO-LGU Ormoc and Filing & Registration Fee); (1 Original copy and 4 Photocopy)		Secure Application template from ENRO-LGU Ormoc	
4.Land Title of the area applied for; (1 Original copy and 4 Photocopy)			
5.Copy of Previous permit (if renewal); (1 Original copy and 4 Photocopy)			
6.Geologic Assessment by the Mines and Geosciences Bureau R08 in connection to the Application of Environment Compliance Certificate (To determine the total or remaining Quarry resources as basis in determining for the allowable		DENR MGB Tacloban	



volume for the applied permit pursuant to EMB Memorandum Circular No. 2020-27); (1 Original copy and 4 Photocopy)	
7.Environmental Compliance Certificate (ECC); (1 Original copy and 4 Photocopy)	DENR-EMB Tacloban
8.Approved Survey Plan (1 Original copy and 4 Photocopy)	Prepared by Mineral Land Geodetic Engineer deputized by DENR-MGB Tacloban
9.Benching Plan (1 Original copy and 4 Photocopy)	Prepared by Mineral Land Geodetic Engineer
10.Topographic Plan (1 Original copy and 4 Photocopy)	Prepared by Mineral Land Geodetic Engineer
11.Area status clearance (1 Original copy and 4 Photocopy)	DENR MGB Region 8
12.Certification from City Agriculture Office (Indicating area is not within the Agriculture Zone); (1 Original copy and 4 Photocopy)	City Agriculture Office (CAO)
13.Certification from CENRO (Indicating the Land Classification Status of the area applied for); (1 Original copy and 4 Photocopy)	DENR Ormoc City
14.Certification from CPDO- Zoning Certification; (1 Original copy and 4 Photocopy)	City Planning and Development Office (CPDO)
15.Certification from National Irrigation Administration (Applied area is not within the NIA structures); (1 Original copy and 4 Photocopy)	National Irrigation Agency (NIA)
16.Certification from DPWH (Indicating area applied for is not within Public Structures); (1 Original copy and 4 Photocopy)	Department of Public Works and Highways (DPWH)
17.Cash Bond (A cash bond for Three Hundred Thousand Philippines Pesos (Php300, 000) per hectare, or a fraction thereof, or 10% of the total project cost indicated in the work program, whichever is higher); (1 Original copy and 4 Photocopy)	Client
18.1-Year Development Work Program; (1 Original copy and 4 Photocopy)	Licensed Mining Engineer
19.1-Year Environmental Protection and Enhancement Program (EPEP) (MGB FORM 16-2); (1 Original copy and 4 Photocopy)	Licensed Mining Engineer



20.Proof of Application for CEMCRR at MGB; (1 Original copy and 4 Photocopy)	DENR MGB Tacloban City
21.Proof of Technical Competence; (1 Original copy and 4 Photocopy)	Client
22.BIR Certification on Excise Taxes; (1 Original copy and 4 Photocopy)	BIR
23.Audited Comparative Financial Statements incurred during the operations; (1 Original copy and 4 Photocopy)	Client
24.Proof of financial capability to undertake the activities in pursuant to the Work Program and EPEP; Statement of Assets and Liabilities duly sworn in accordance with existing laws, credit lines and income tax return for the preceding three (3) years; (1 Original copy and 4 Photocopy)	Client
25.Comprehensive and Validated Technical Report on the outcome of the operations, including their environmental effects (1 Original copy and 4 Photocopy)	Prepared, signed and sealed by a Licensed Mining Engineer or Geologist;
26.Mountain Quarry Field Verification Report (1 Original copy and 4 Photocopy)	ENRO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of mandatory requirements	1.1 The receiving clerk receives, record and route the document to the office head	Permit application- 470 Processing fee – 100 Filing fee – 25 PD 1856 – 10 Verification fee - 335	20 Minutes	<i>Administrative Aide I</i> ENRO
	1.2 The office head routes the document to the concerned section with instruction	None	20 minutes	<i>Environment Management Specialist II</i> ENRO
2.Attend CMRB deliberation and	2.1 Review and Evaluation of submitted requirements	None	6 hours	<i>City Mining Regulatory Board</i>



present the Work Program	via ENRO and CMRB deliberation			
	2.2 If approved by the CMRB, a resolution recommending for the permit approval will be prepared together with the draft permit for Mayor's Signature	None	10 minutes	<i>Administrative Aide I</i> ENRO
	2.3 Approval of the Permit by the City Mayor;	None	2 days	<i>City Mayor</i> CMO
3. Receives the permit and works on the Notarization of the Gratuitous Permit	3.1 Issuance of the Permit to the client;	20 pesos per cubic meters for mountain quarry (LGU extraction fee equivalent to the allowable volume indicated in the permit)	20 minutes	<i>Administrative Aide I</i> ENRO
4.Receives the notarized permit	4.1 Record and Release of the Permit	None	20 minutes	<i>Administrative Aide I</i> ENRO
TOTAL			2 days, 7 hours and 30 minutes	



14. Special garbage collection

Special requests such as collection of bottles, tires and other bulky wastes requires proper coordination for scheduling of collection.

Office Or Division:	Environment and Natural Resources Office			
Classification:	Complex			
Type Of Transaction:	G2C-Government to Citizen			
Who May Avail:	Anyone			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request (1 Original Copy)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to ENRO and present the Request letter for assessment	1.1 The receiving clerk receives, record and route the document to the office head.	None	20 Minutes	<i>Administrative Aide I</i> ENRO
	1.1 The head pins instructions to the routing slip addressed to the concerned section to provide appropriate action	None	10 Minutes	<i>Environment Management Specialist II</i> ENRO
2.If inquired, provide further information to the ENRO Staff	2.1 Conducts initial gathering of information (location, person to contact etc.)	None	20 minutes	<i>Administrative Aide I</i> ENRO
3.If approved, follow the procedure and agreements provided by ENRO	3.1 Approve/Deny. If approve, provides schedule.	None	10 minutes	<i>Administrative Aide I</i> ENRO
TOTAL		50.00 Php	1 hour and 5 minutes	



15. Payment of the committed violation through an issued citation ticket

Violators of SWM Ordinances issued with citation ticket shall settle their fines within Seventy Two (72) hours upon issuance of the ticket.

Office Or Division:	Environment and Natural Resources Office			
Classification:	Complex			
Type Of Transaction:	G2C-Government to Citizen			
Who May Avail:	Anyone			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
The citation ticket issued (1 Duplicate copy)			Solid Waste Management Enforcer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to ENRO and present the Citation ticket	1.1 The staff fill's up the online MA form and issue order of payment	None	20 Minutes	<i>Administrative Aide / ENRO</i>
2. Pay the penalty amount to the City Treasurer's Office using the issued order of payment	2.1 Instructed the Client to go to City Treasurers Office cashier	Depending on the violation committed indicated on the ticket	20 minutes	<i>Cashier / CTO</i>
3.Proceed to ENRO and present the OR	3.1 Records the payment made	None	5 minutes	<i>Administrative Aide / ENRO</i>
TOTAL			45 minutes	

16. Waste disposal request for third party hauler

Third party haulers who are disposing their residual or compostable wastes at the Sanitary Landfill shall secure a waste disposal permit and comply necessary requirements for approval of their disposal permit prior to their disposal at the Sanitary Landfill.

Office Or Division:	Environment and Natural Resources Office			
Classification:	Complex			
Type Of Transaction:	G2C-Government to Citizen			
Who May Avail:	Anyone			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	



Original Photo of the wastes to be disposed loaded on the truck (1 Original copy)		Client		
Waste weight receipt/stub (1 Original copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to ENRO and submit the requirements the fill up the disposal form	1.1 Reviews and decide approval/denial	None	20 Minutes	<i>Administrative Aide I</i> ENRO
	1.2 If approved. The permit to dispose form will be signed by the approval authority			<i>Administrative Aide I</i> ENRO
2. Transport the waste to landfill then show the disposal permit. Once allowed to dispose, should dump the wastes to the designated area as instructed.	2.1 Landfill guard receives and checks the permit then allow entry of the truck then file the document for record purposes		3 hours including travel time to landfill from City hall	<i>Administrative Aide I</i> Eco-Waste Center ENRO
TOTAL			3 Hours and 20 minutes	

17. Grievance

Complaints concerning solid waste management shall be properly recorded and coordinated to address concerns and will serve basis as for future actions.

Office Or Division:	Environment and Natural Resources Office			
Classification:	Complex			
Type Of Transaction:	G2C-Government to Citizen			
Who May Avail:	Anyone			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter (1 Original copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Proceed to ENRO and submit the complaint letter	1.1 Received and routed to the Office head. 1.2 The Head routes the complaint to the concerned section with instruction	None None	20 Minutes	<i>Administrative Aide I</i> ENRO <i>Environmental Management Specialist II</i> ENRO
2. Provides contact details or any information if inquired	2.1 Reviews the complaint and investigate. Then schedule ocular inspection of the site if applicable. Informs the complainant if identified	None	10 Minutes	<i>Administrative Aide I</i> ENRO
TOTAL			30 minutes	

18. Request for garden soil/compost

Farmers or individuals who requests provision of free garden/soil compost shall submit request and provide sacks as container of the garden/soil.

Office Or Division:	Environment and Natural Resources Office			
Classification:	Complex			
Type Of Transaction:	G2C-Government to Citizen			
Who May Avail:	Anyone			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Empty Sack (minimum of 3)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to ENRO and fill up request form	1. Evaluates and approve request	None	10 Minutes	<i>Administrative Aide I</i> ENRO
2. If given the approval, may proceed to Eco-waste center located at Barangay Green Valley, Ormoc City then present the request form to the in-charge	2. Exchange the empty sack with sack of compost/garden soil.	None	3 hours	<i>Administrative Aide I</i> ENRO
TOTAL			3 hours and 10 minutes	



HUMAN RESOURCE MANAGEMENT OFFICE

External Services



1. Application for Retirement

Retirement – is the act or fact of leaving one’s job and ceasing to work, it refers to the time of life when one chooses to permanently leave the workforce behind, where the traditional retirement age is 65 years old and is called compulsory retirement and 60 years old or below is called optional retirement.

Office Or Division:	Human Resource Management Office			
Classification:	Complex			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	Retired Employees of LGU-Ormoc			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Intent to Retire (1 original)			Concerned employee	
Acceptance of Notice to Retire (1 original)			HRMO	
Clearance As To Money, Property Accountability (5 original)			HRMO	
Service Record (1 original)			HRMO	
Official Receipt (1 original)			CTO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter to the HRM Office indicating his/her intention to retire	1. HRM Officer receives letter of intent from concerned employee	None	5 mins.	<i>HRM Officer III</i> Human Resource Management Office
2. Wait for the Acceptance of Notice to Retire with City Mayor's signature	2. HRM Officer makes Acceptance of Notice to Retire to be signed by the City Mayor	None	15 mins.	<i>HRM Officer III</i> Human Resource Management Office
3. Secure Official Receipt from CTO	3. HRM Officer receives the receipt	PHP 50.00	15 mins.	<i>CTO personnel</i>
4. Wait for the issuance of Clearance as to Money, Property Accountability	4. HRM Officer prints and issues the Clearance to the concerned employee for different signatories	None	5 days	<i>HRM Officer II</i> Human Resource Management Office
5. Submit duly accomplished GSIS Forms to HRMO for issuance of Service Record		None	15 mins.	<i>Concerned employee</i>



needed to support the GSIS claim for retirement				
6. Concerned employee receives the GSIS Form	6. HRM Officer releases the GSIS form	None	15 mins.	<i>HRM Officer II</i> Human Resource Management Office
TOTAL		PHP 50.00	6 days & 5 mins.	

2. Certificate of Employment

Certificate of Employment – a document that certifies the date of employment, date of termination of employment, and types of work performed and issued to all workers who have been employed by the agency regardless of employment status (job order, casual, regular)

Office Or Division:	Human Resource Management Office			
Classification:	Simple			
Type Of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	LGU employees and separated LGU employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification Fee (1 original)		Office of the City Treasurer		
Service Record (for Job Order) (1 original)		Office of the City Accountant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client must secure receipt of Certification Fee from CTO		PHP 50.00	15 mins.	Office of the City Treasurer
2. For JO, (secure a copy of service record from accounting) before forwarding the receipt to the receiving section, for Casual and Regular (receipt only). The receipt shall be forwarded to the receiving section for proper recording and monitoring	2. HRM Staff will assess and evaluate the records of the requester	None	15 mins.	<i>HRM Aide</i> Human Resource Management Office



3. Submit the receipt to the receiving section for proper recording and monitoring	3. HRM staff prints the Certificate of Employment	None	5 mins.	<i>HRM Aide</i> Human Resource Management Office
	4. COE will be signed by the HRM Staff and designate and certified by the Head of the HRMO	None	15 mins.	<i>HRM Aide</i> Human Resource Management Office
5. Client receives the signed Certificate of Employment	5. HRMO release the Certificate of Employment to the client	None	15 mins.	<i>Releasing Section</i> Human Resource Management Office
TOTAL		PHP 50.00	1 hr. & 5 mins.	

3. Certificate of Leave Credits

Leave of Credits – means **earned but unused termination leaves**, sabbatical leave, personal and legal holiday time, and anticipated or earned but unused annual leave.

Office Or Division:	Human Resource Management Office			
Classification:	Simple			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	LGU employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original)		Concerned Employee		
Certification Fee (1 original)		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client must submit to the HRMO his/her letter request	1. HRM Officer review record of leave for the exact number of days accumulated	None		<i>HRM Officer II</i> Human Resource Management Office



2. Client must secure receipt of Certification Fee from CTO	2. HRM Officer print Certification	PHP 50.00	5 mins.	Office of the City Treasurer
	3. Endorse certification to the HRM Office Head for signature	None	15 mins.	<i>HRM Head</i> Human Resource Management Office
3. Client receives the Certification of Leave of Credits	4. HRM release the Certification to the client	None	15 mins.	<i>HRM Officer II</i> Human Resource Management Office
TOTAL		PHP 50.00	35 mins.	

4. Issuance of Clearance

Clearance from money and property accountability refers to **the act of releasing an official or employee from responsibility and/or liability** due to the money and property granted and/or entrusted to officials/employees.

This CSC Form 7 or otherwise known as the Clearance as to Money, Property Accountability is one of the requirements when an employee files for a 1 month or more leave of absences from work whether Vacation Leave or Sick Leave and fro such other following:

1. Travel Abroad
2. Scholarship or Training Grants
3. Voluntary separation from the service
 - a. Resignation
 - b. Transfer
 - c. Optional retirement
4. Involuntary separation from the service
 - a. Dropping from the rolls
 - b. Compulsory retirement
 - c. Death
5. Personnel movement
 - a. Reassignment
 - b. Detail
 - c. Secondment
 - d. Designation as Officer-in-Charge



Office Or Division:	Human Resource Management Office			
Classification:	Complex			
Type Of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	LGU employees and separated LGU employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification Fee (1 original)		Office of the City Treasurer		
Letter of Intent (for travel Abroad) (1 original)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client must secure receipt of Certification Fee from CTO or Letter of Intent to Travel (for Travel Abroad)	1. HRM Officer receive, review and record necessary details	PHP 50.00	15 mins.	Office of the City Treasurer
2. Client receive clearance form for signatory of concerned departments	2. HRM Officer print clearance form	None	5 days	Client
3. Submit clearance form to the HRMO	3. HRM Officer received signed clearance form from client	None	15 mins.	<i>HRM Officer II</i> Human Resource Management Office
TOTAL		PHP 50.00	5 days & 30 mins.	

5. Issuance of Service Record

In terms of human resources, a service record may refer to an employee's written record that details service and performance history. Contains Basic employees' information that includes personal information/personnel profile, hiring documents related to hiring process, compensation termination and post-employment information.

Office Or Division:	Human Resource Management Office
Classification:	Simple
Type Of Transaction:	G2C – Government to Citizen G2G – Government to Government



Who May Avail:		LGU employees and separated LGU employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter (1 original)		Concerned employee		
Certification Fee (1 original)		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client must submit to HRMO his/her request letter	1. HRM Officer receive, acknowledge and log request from client	None	15 mins.	Client
2. Client secure receipt of Certification Fee	2. HRM Officer review data and completeness of document	PHP 50.00	15 mins	<i>HRM Officer II</i> Human Resource Management Office
	3. HRM Officer prepare, print and affix initial on the document	None	5 mins.	<i>HRM Officer II</i> Human Resource Management Office
	4. HRM Officer forward the service record to the HRM Head for signature	None	5 mins.	<i>HRM Head</i> Human Resource Management Office
5. Client receives the Service Record	5. HRM Officer release the service record to the client	None	5 mins.	<i>HRM Officer II</i> Human Resource Management Office
TOTAL		PHP 50.00	45 mins.	

6. Recruitment, Selection and Placement of Regular Employees

The Civil Service Commission recognizes that hiring and retaining the best employees will lay the foundation for developing high performing, competent, and credible civil servants.

A competency is often defined as a set of observable, measurable, and vital skills, knowledge, and attitudes that are translations of capabilities deemed essential for organizational success.

The current recruitment system in the Civil Service Commission is based on Qualification Standards (QS), a minimum set of requirements consisting of education, eligibility, training, and experience.

This procedure covers the recruitment, selection and placement of competent regular employees for the 1st and 2nd Level Rank-and-File and for 2nd Level Executive and Managerial positions in the career service.



Office Or Division:	Human Resource Management Office			
Classification:	Complex			
Type Of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Fully accomplished Personal Data Sheet (PDS) with recent passport-sized picture (CS Form No. 212, Revised 2017) (1 original)			Interested applicant	
Performance rating in the last rating period (if applicable) (1 photocopy)			Interested applicant	
Certificate of eligibility/rating/license (1 photocopy)			Interested applicant	
Transcript of Records (1 photocopy)			Interested applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Identified vacant positions will be posted at the CSC Regional Office website and in three conspicuous places in the LGU for 15 calendar days in accordance to RA 7140.	None		<i>HRM Officer II</i> Human Resource Management Office
2. Interested applicants shall submit application letter together with the required requirements to the City Mayor/City Administrator thru the HRMO either in hard or soft copies	2. HR shall review and assess the completeness and authenticity of applicants' documents and credentials	None	3 days	<i>HRM Officer II</i> Human Resource Management Office
	3. Competencies, records and credentials of applicants shall be assessed to match in	None		<i>HRM Officer II</i> Human Resource Management Office



	accordance with the prescribed job competency and QS.			
	4. HRMO shall prepare the selection line-up on the basis of the following criteria: Education, Experience, Training, Eligibility, & Performance and Results of Test	None		<i>HRM Officer II</i> Human Resource Management Office
5. Interested applicants will wait for the HRM staff to contact them for deliberation schedule	5. Qualified applicants are advised to appear before the HRMPSB deliberation en banc among the top five (5) applicants deemed most qualified to the vacant position	None		<i>HRM Officer II</i> Human Resource Management Office
	6. HRMO shall prepare two comprehensive Evaluation Reports based on the HRMPSB members' assessment of the candidates personality traits, psychosocial attributes and potential aspects, as well as the candidates' education, experience, training, eligibility and performance rating (if applicable)	None		<i>HRM Officer II</i> Human Resource Management Office



	7. Guided by the HRMPSB's comprehensive evaluation report, the Appointing Authority shall select among the top five (5) applicants deemed most qualified to the vacant position	None		HRM Officer II Human Resource Management Office
	8. The chosen or recommended candidate for the position shall be notified and informed of the procedural requirements in processing his/her appointment.	None		HRM Officer II Human Resource Management Office
TOTAL		None	3 days	

7. Terminal Leave

An official/employee of the government who retires, voluntary resigns or is separated from the service through no fault of his own and who is not otherwise covered by special law.

Office Or Division:	Human Resource Management Office			
Classification:	Complex			
Type Of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certification Fee (1 original)			Office of the City Treasurer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client secure receipt of Certification Fee	1. HRM Officer receive, and will review Service Record, Encode	PHP 50.00	15 mins.	Office of the City Treasurer



	and Print Clearance as to Money Property Accountability to be signed by different signatories.			
2. Client submit duly signed /approved clearance together with the filled up GSIS form for retirement / cash surrender value to HRMO for issuance of Service Record	2. HRM Officer print service record	None	5 days	<i>HRM Officer II</i> Human Resource Management Office
3. Fill out GSIS forms for the signature of Agency Head together with the Service Record	3. Release to applicants for submission to GSIS	None	15 mins.	<i>HRM Officer II</i> Human Resource Management Office
	4. Receive approved from GSIS the applicants GSIS clearance/voucher.	None	5mins.	<i>HRM Head</i> Human Resource Management Office
5. Having complied all the documentary requirements immediately pass to HRMO in charge of Terminal Leave for processing (in 5 copies)	5. Assess and Print Leave application for Terminal Leave together with the Record of Leave for applicant's signature and for the Department Head and Agency Head signature	None	15 mins.	<i>HRM Officer II</i> Human Resource Management Office
6. Release documents	6. Receive duly approved Application for Leave and Record of Leave. Compute, Encode and Print CAFOA and Disbursement Voucher	None	15 mins.	<i>HRM Officer II</i> Human Resource Management Office
TOTAL		PHP 50.00	6 days & 5 mins.	



HUMAN RESOURCE MANAGEMENT OFFICE

Internal Services



1. Appointment Preparation (Regular)

The appointment form (CS Form No. 33, Revised 2018) shall be used for appointments in the career and non-career service except those for casual appointments

Permanent – an appointment issued to a person who meets all the qualification requirements of the position to which s/he is being appointed to, including the appropriate eligibility, in accordance with the provisions of law, rules and standards promulgated in pursuance thereof.

PDF – Position Description Form

Office Or Division:	Human Resource Management Office	
Classification:	Complex	
Type Of Transaction:	G2G – Government to Government	
Who May Avail:	Newly Appointed Regular Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Personal Data Sheet (3 original)		Newly Appointed Regular Employee/s
2. Work Experience Sheet (3 original)		Newly Appointed Regular Employee/s
3. Certificate of Eligibility (2 original)		Newly Appointed Regular Employee/s
4. Assets and Liabilities (3 original)		Newly Appointed Regular Employee/s
5. Medical Certificate (Form 211) (2 original)		Newly Appointed Regular Employee/s
6. NBI Clearance (1 original)		Newly Appointed Regular Employee/s
7. Drug Test (1 original)		Newly Appointed Regular Employee/s
8. Medical Test (must be signed by Gov't. physician Form 211) (2 original)		Newly Appointed Regular Employee/s
9. Chest X-ray (2 original)		Newly Appointed Regular Employee/s
10. Urinalysis (2 original)		Newly Appointed Regular Employee/s
11. Blood Test (Cholesterol, FBS, Uric Acid, Creatinine, Complete Hematology) (2 original)		Newly Appointed Regular Employee/s
12. Transcript of Record(2 original)		Newly Appointed Regular Employee/s
13. Diploma- duly authenticated by the school registrar (2 original)		Newly Appointed Regular Employee/s
14. Certificate of Employment-previous employer (2 original)		Newly Appointed Regular Employee/s
15. Certificate of Trainings attended relevant to the position(2 photocopy)		Newly Appointed Regular Employee/s
16. Certificate of Marriage-PSA original (2 original)		Newly Appointed Regular Employee/s
17. Certificate of Birth-PSA original(2 original)		Newly Appointed Regular Employee/s
18. Photocopy Res. Cert. 2021 and valid ID (2 photocopy)		Newly Appointed Regular Employee/s
19. Blue Folder with plastic cover		Newly Appointed Regular Employee/s



20. Appointment (Form 33A) (2 original)		HRMO		
21. PDF (CSC-DBM Form No. 1) (2 original)		HRMO		
22. Oath of Office(2 original)		HRMO		
23. Assumption of Office(2 original)		HRMO		
24. Certificate of Availability of Funds(2 original)		HRMO		
25. Cert Sec. 325 RA7160(2 original)		HRMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Appointee receives list of requirements from HRMO and complies all the requirements	1. HRM Admin. Officer gives the appointee list of requirements	None	5 days	<i>HRM Officer III</i> Human Resource Management Office
2. Submit complete requirements to HRMO	2. HRM Admin. Officer checks and reviews as to completeness and authenticity of documents submitted	None	15 mins.	<i>HRM Officer III</i> Human Resource Management Office
3. Appointee sign the documents	3. HRMO Admin. Officer prepares appointment and other supporting documents	None	15 mins.	<i>HRM Officer III</i> Human Resource Management Office
	4. Appointment for signature to Authorized official a. PDF Form 1 b. Certificate of Availability of Funds c. Assumption of Office d. Appointment Form	None	3 days	<i>HRM Officer III</i> Human Resource Management Office
	5. HRMO prepares CSC Appointment processing checklist and CSC transmittal form – once duly approved and signed by Appointing Authority	None	15 mins.	<i>HRM Officer III</i> Human Resource Management Office
	8. HRMO submit to CSC Western Leyte field office when all documents are in order for approval	None	15 mins.	<i>HRM Officer III</i> Human Resource Management Office
TOTAL		None	9 days	



2. Appointment Preparation (Casual)

Casual – an appointment issued only for essential and necessary services where there are not enough regular staff to meet the demands of the service and for emergency cases and intermittent periods not to exceed one year.

Reappointment (Renewal) - the issuance of an appointment as a result of reorganization, devolution, salary standardization, Re-nationalization, recategorization, rationalization or similar events

Reemployment – the appointment of a person who has been previously appointed to a position in the government service but was separated therefrom as a result of reduction in force, reorganization, retirement, voluntary resignation, or any non-disciplinary action such as dropping from the rolls and other modes of separation, reemployment presupposes a gap in the service.

Original – new appointed employee

Office Or Division:	Human Resource Management Office			
Classification:	Complex			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	Casual employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Blue Folder		Casual employee/s		
2. Drug Test (1 original)		Casual employee/s		
3. Photocopy of 2 valid IDs (1 photocopy)		Casual employee/s		
4. Appointment (4 original)		HRMO		
5. Transmittal (4 original)		HRMO		
6. Oath of Office (2 original)		HRMO		
7. Assumption of Duty (2 original)		HRMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive Endorsement Letter from Offices	None	5 mins.	<i>Administrative Aide I</i> Human Resource Management Office
2. Submit complete requirements to HRMO	2. Receive complete requirements from employees	None	15 mins.	<i>Administrative Aide I</i> Human Resource Management Office
	3. Printing of Appointment, Transmittal, Oath of	None	15 mins.	<i>Administrative Aide I</i> Human Resource Management Office



	Office & Assumption of Duty			
4. Sign the appointment, Oath of Office & Assumption of Duty	4. Casual Employee to sign Appointment, Oath of Office & Assumption of Duty	None	15 mins.	Administrative Aide I Human Resource Management Office
	5. For signature of Office Heads	None	5 days	Administrative Aide I Human Resource Management Office
	6. Submission of Appointment, Transmittal and PDS (for new casual/reemployment)	None	15 mins.	Administrative Aide I Human Resource Management Office
	7. Receive approved appointment from CSC	None	5 mins.	Administrative Aide I Human Resource Management Office
TOTAL		PHP 50.00	6 days & 10 mins.	

3. Appointment Preparation (Job Order)

J.O – Job Order; refers to the hiring of a worker for piece work or intermittent job of short duration not exceeding six months and pay is on a daily basis. It is to be understood that the piecework or job to be performed requires special or technical skills not available in the agency and the same is to be accomplished under the worker's own responsibility and with minimum supervision by the hiring agency.

Job Order Posting – list of names for job order prepared by each office.

Job Order Appointment – list of names of job order personnel's, their designation, rate per day, period of service, office assignment, funding office, signature in once document duly approved and signed by the proper signatories.

Office Or Division:	Human Resource Management Office
Classification:	Complex
Type Of Transaction:	G2G – Government to Government
Who May Avail:	Job Order employee/s
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Job Order List of Posting (1 photocopy)		Office of the City Administrator		
For new JO: 1. Biodata (1 Original) 2. 1 valid ID (1 photocopy) 3. PagIBIG No. (1 photocopy)		Job order employee/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. HRMO receives a list of JO posting with corrected names of printing	None	5 mins.	<i>HRMO Head</i> Human Resource Management Office
2. Liaison receives print-out JO appointment for individual signatures of Job Order employees and Office Head	2. HRMO makes a list of print-out JO appointment for control and monitoring purposes ready for release	None	15 mins.	<i>HRMO Head</i> Human Resource Management Office
3. Liaison submits to HRMO original copy of JO appointment for filing.	3. HRM Office Head to sign the JO appointment	None	15 mins.	<i>HRMO Head</i> Human Resource Management Office
4. Liaison routes the appointment to all job order	4. HRMO receives JO with complete individual signatures of Job Order employees and Office Head	None	5 days	<i>HRMO Head</i> Human Resource Management Office
	5. HRMO routes the document to the Budget Office for budget allocation	None	15 mins.	<i>HRMO Head</i> Human Resource Management Office
	6. HRMO gets original copy of JO appointment for filling	None	5 mins.	<i>HRMO Head</i> Human Resource Management Office
TOTAL		None	5 days & 55 mins.	



4. Daily Time Record (DTR) Printing

DTRs (Civil Service Form 49) are released by HR after the end of every month for employee validation and signature, especially for payroll processing. The signatures of the employee and immediate supervisor signify their assent and/or attestation as to the correctness of time entries.

Office Or Division:	Human Resource Management Office			
Classification:	Simple			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	LGU employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Job Order Appointment (for Job Order) (1 photocopy)			Job Order employee/s	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client must request from HRM staff for printing of their DTR (for Job Order, present duly signed Job Order appointment)	1. HRM receives and check the completeness of the Job Order Appointment	None	5 mins.	<i>Administrative Aide I</i> Human Resource Management Office
2. Client waits for the DTR to be printed	2. HRM staff prints the DTRs	None	15 mins.	<i>Administrative Aide I</i> Human Resource Management Office
3. Client receives the DTR's	3. HRM staff release the DTRs	None	15 mins.	<i>Administrative Aide I</i> Human Resource Management Office
TOTAL		None	35 mins.	

5. Notice of Step Increment

Step Increment – an employee may progress from step 1 to step 8 of the salary grade allocation of his/her position in recognition of meritorious performance based on length of service. One (1) Step Increment due to Length of service shall be granted to qualified personnel for every three (3) years of continuous satisfactory service in the present position. An employee shall be entitled to a step increment in the event he completes 3 years of continuous satisfactory performance in his present position, to be reckoned from the date he actually assumed said position, NOSI – Notice of Step Increment



Office Or Division:	Human Resource Management Office			
Classification:	Complex			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	Regular employee/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. HRM staff reviews service record for services rendered. The actual salary (in a given step of a salary grade of a position) of an incumbent who is qualified to be granted one (1) or two (2) Step increments due to Length of Service shall be adjusted to the salary corresponding to the next step, as the case may be, but only up to step 8, in the Salary Schedule.	None	15 mins.	<i>HRM Officer II</i> Human Resource Management Office
	2. HRM Officer concerned shall prepare the Notice of Step Increment due to Length of Service	None	15 mins.	<i>HRM Officer II</i> Human Resource Management Office
	3. Forward to agency head for approval and signature	None	5 days	<i>HRM Officer II</i> Human Resource Management Office
	4. Receive and distribute signed Notice of Step Increment. One (1) copy each for: a. 201 File	None	15 mins.	<i>HRM Officer II</i> Human Resource Management Office



	b. Payroll employee			
	5. Make necessary payroll for the increment	None	15 mins.	HRM Officer II Human Resource Management Office
	6. For release	None	5 mins.	HRM Officer II Human Resource Management Office
TOTAL		None	5 days, 1 hr. & 5 mins.	

6. Notice of Salary Adjustment

When our Chief Executive issues or grants Salary Standardization Law, wherein it provides the modification of the Salary schedule for personnel will result in a weighted average increase of forty five percent in the compensation of all salary grades, and raise compensation of government personnel. That is the time when a Salary Adjustment will arise. Salary Adjustment means **an increase (or decrease) in salary**.

Salary adjustment means an **increase given to employees due to cost-of-living** factors, going rates for similar jobs, or labor market conditions.

Office Or Division:	Human Resource Management Office			
Classification:	Complex			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	Regular and Casual employee/s			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Memorandum Circular from DBM with four tranches (1 copy)			DBM	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. The Department of Budget and Management (DBM) issues a circular that comes with four tranches. Yearly issuance of salary adjustment	None		HRM Officer II Human Resource Management Office



	<p>2. Issues Notice of Salary Adjustment to 536 regular employees and 636 casual employees.</p> <p>DBM issues upgrading of the Entry Level of Nurse Positions.</p> <p>FROM TO</p> <p>NURSE II SG-15 NURSE 1 SG-15</p> <p>NURSE III SG-17 NURSE II SG-17</p> <p>NURSE IV SG-19 NURSE IV SG-20</p> <p>NURSE VI SG-22 NURSE V SG-22</p> <p>NURSEVII SG-24 NURSE VI SG-24</p> <p>DBM issues Modification of Nurse Positions</p> <p>FROM TO</p> <p>NURSE 1 SG-15 NURSE 1 SG-15</p> <p>NURSE 1 SG-15 NURSE II SG-16</p> <p>NURSE II SG-17 NURSE III SG-17</p> <p>NURSE III SG-19 NURSE IV SG-19</p> <p>NURSE IV SG-20 NURSE V SG-20</p> <p>NURSE V SG-22 NURSE VI SG-22</p> <p>NURSE VI SG-24 NURSE VII SG-2</p>	None	3 days	<p><i>HRM Officer II</i> Human Resource Management Office</p>
	<p>3. Forward to agency head for approval and signature</p>	None	5 days	<p><i>HRM Officer II</i> Human Resource Management Office</p>
	<p>4. Receive signed Notice of Salary Adjustment and distribute to the ff.: (1 copy each for...)</p> <ul style="list-style-type: none"> • 201 filing • employee • payroll 	None	15 mins.	<p><i>HRM Officer II</i> Human Resource Management Office</p>



	GSIS			
	5. Compute Salary Differential of all Casual and Regular employees	None	30 mins.	<i>HRM Officer II</i> Human Resource Management Office
	6. Prepare payroll for the Salary Differential	None	1 day	<i>HRM Officer II</i> Human Resource Management Office
	7. For release	None	15 mins.	<i>HRM Officer II</i> Human Resource Management Office
TOTAL		None	10 days	

7. Loyalty Awards

As per MC No. 06, s. 2002 otherwise known as “*Revised Policies on Grant of Loyalty Award*”

Loyalty award is granted to all officials and employees in the national and local governments, including those in the state colleges and universities and government owned and controlled corporations with original charter, who rendered ten (10) years of continuous and satisfactory service in the government and five (5) years milestone loyalty award. (P1,000.00 in every year and P500.00 for every year milestone) The awardee shall receive a loyalty memorabilia/souvenir like PLAQUES.

The PRAISE shall provide both monetary and non-monetary awards and incentives to recognize, acknowledge and regard productive, creative, innovative and ethical behavior of employees through formal and informal mode. For this purpose, the system shall encourage the grant of non-monetary awards. Thus granting Gift Certificate for the number of years with its equivalent amount, to wit:

- 10 years – P20,000.00
- 15 years – P23,000.00
- 20 years – P25,000.00
- 25 years – P27,000.00
- 30 years – P30,000.00
- 35 years – P35,000.00
- 40 years – P40,000.00



Office Or Division:	Human Resource Management Office			
Classification:	Complex			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	Regular employee/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payment (1 original)		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Monthly notification of all qualified employees to receive loyalty cash award of 10 years and 5 year milestone loyalty award	None	15 mins.	<i>HRM Officer II</i> Human Resource Management Office
2. Qualified employees must submit/secure official receipt from CTO for the employee in charge to issue a service record	2. Advise qualified employees to submit/secure official receipt from CTO for the employee in charge to issue a service record	PHP 50.00	15 mins.	<i>HRM Officer II</i> Human Resource Management Office
	3. Review service record	None	15 mins.	<i>HRM Officer II</i> Human Resource Management Office
	4. Make necessary documents/certification to support their claim	None	30 mins.	<i>HRM Officer II</i> Human Resource Management Office
	5. Forward to HRMO Head for approval and signature	None	15 mins.	<i>HRM Officer II</i> Human Resource Management Office



	6. Encode and print payroll for processing the claim and attach the service record together with the certification	None	1 day	<i>HRM Officer II</i> Human Resource Management Office
	7. Together with those documents presented, in the middle of the year, make the necessary listings for qualified awardees for the whole year	None	30 mins.	<i>HRM Officer II</i> Human Resource Management Office
	8. Make and process PRs for the Plaque	None	5 days	<i>HRM Officer II</i> Human Resource Management Office
	9. Make and process PRs for the Gift Certificate	None		<i>HRM Officer II</i> Human Resource Management Office
	10. Forward to HRMO Head for approval and signature	None	15 mins.	<i>HRM Officer II</i> Human Resource Management Office
	11. Forward to Agency Head for approval and signature	None	1 day	<i>HRM Officer II</i> Human Resource Management Office
12. Distribute Plaque and Gift Certificate	12. Distribute Plaque and Gift Certificate	None	1 day	<i>HRM Officer II</i> Human Resource Management Office
TOTAL		PHP 50.00	6 days, 1 hr. & 45 mins.	



8. Individual Performance Commitment and Review

IPCR – Individual Performance Commitment and Review Form, a performance contract between the employee and management where targeted outputs for the specific rating period are clearly spelled out, including the performance standards which serve as basis for evaluating each output.

Office Or Division:	Human Resource Management Office			
Classification:	Simple			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	Regular and Casual employee/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Casual and Regular create IPCR Target		None	5 days	<i>Administrative Aide I</i> Human Resource Management Office
2. Department Heads or Supervising Heads rate their employees IPCR Forms		None		<i>Administrative Aide I</i> Human Resource Management Office
3. Submit duly accomplished (with rating and signature) IPCR Form to HRMO	3. HRM Head will sign and approve IPCR	None	15 mins.	<i>Administrative Aide I</i> Human Resource Management Office
	4. HRM staff submit IPCRs to the Office of the City Administrator for approval and signature	None	1 day	<i>Administrative Aide I</i> Human Resource Management Office
	5. HRM will receive and log approved and signed IPCR	None	15 mins.	<i>Administrative Aide I</i> Human Resource Management Office
TOTAL		None	6 days & 30 mins.	



9. Loan Application

eSL – Electronic Salary Loan is a new electronic-based salary loan product of LANDBANK that offers eligible employees of government agencies and private institutions with a facility to apply for salary loan, inquire loan payment history and conduct loan payment through LANDBANKs electronic banking channels such as the Mobile Banking Application (MBA) and receive notifications through SMS or email.

Office Or Division:	Human Resource Management Office			
Classification:	G2G – Government to Government			
Type Of Transaction:	Simple			
Who May Avail:	Regular			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Borrower's Profile (1 original)			Borrower	
2. Net Take Home Pay (1 original)			Borrower	
3. CDR (1)			Borrower	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employee/Borrower submits Profile and Net Take Home Pay to HRMO	1. Information of borrower is entered into the Landbank Loan System	PHP 50.00	5 mins.	Office of the City Accountant
	2. Print Transmittal Sheet and Electronic Salary Loan	None	5 mins.	<i>Administrative Aide I</i> Human Resource Management Office
	3. Endorse to the HRM Head for signature	None		<i>Administrative Aide I</i> Human Resource Management Office
4. Borrower receives Transmittal Sheet and Electronic Salary Loan	4. Transmittal Sheet and Electronic Salary Loan released to employee (borrower)	None	5 mins.	<i>Administrative Aide I</i> Human Resource Management Office
TOTAL		PHP 50.00	15 minutes	



10. Office Order (General)

Office orders contain instructions about work-related information indicated by the organization.

Office Or Division:	Human Resource Management Office			
Classification:	Simple			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	LGU employee/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request (1 original)		Concerned Office/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to HRMO	1. Receive request/s from concerned office/s	None	5 mins.	<i>Administrative Aide I</i> Human Resource Management Office
	2. Endorse request/s to HRMO Head for approval	None	15 mins.	<i>Administrative Aide I</i> Human Resource Management Office
	3. Make Office Order	None	15 mins.	<i>Administrative Aide I</i> Human Resource Management Office
	4. Forward Office Order to HRMO Head and to the City Administrator for signature	None	1 day	<i>Administrative Aide I</i> Human Resource Management Office
5. Receive Office Order	5. Release Office Order to concerned office/s	None	5mins.	<i>Administrative Aide I</i> Human Resource Management Office
TOTAL		None	1 day & 40 mins.	



11. Office Order (Biometric Exemption)

Office orders contain instructions about work-related information indicated by the organization.

Bio Exemption - in the exigency of service, an employee is hereby granted the exemption of registering his or her biometric during a specific period of time on specific circumstances. Given the said order, an employee is mandated to secure daily logbook and submit a daily report of accomplishment

Office Or Division:	Human Resource Management Office			
Classification:	Simple			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	LGU employee/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (w/ names of employee/s) (1 original)		Concerned Office/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to HRMO	1. Receive request/s from concerned office/s	None	5 mins.	<i>Administrative Aide I</i> Human Resource Management Office
	2. Endorse request/s to HRMO Head for approval	None	15 mins.	<i>Administrative Aide I</i> Human Resource Management Office
	3. Make Office Order	None	15 mins.	<i>Administrative Aide I</i> Human Resource Management Office
	4. Forward Office Order to HRMO Head and to the City Administrator for signature	None	1 day	<i>Administrative Aide I</i> Human Resource Management Office
5. Receive Office Order	5. Release Office Order to concerned office/s	None	5mins.	<i>Administrative Aide I</i> Human Resource Management Office
TOTAL		None	1 day & 40 mins.	



12. Office Order (Quarantine)

Office orders contain instructions about work-related information indicated by the organization.

Quarantine Office Order - Issued to employees exposed to an individual with possible COVID-19. An order to direct employees to submit oneself to home quarantine and isolation for seven (7) days or more, pending the final report and advise of the contact tracing team of the City. This order is subject to the submission of supporting documents in relation to alternative work arrangements and allowed tasks per CSC MC 19., series 2020.

Office Or Division:	Human Resource Management Office			
Classification:	Simple			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	LGU employee/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request (w/ names of employee/s) (1 original)		Concerned Office/s		
2. Quarantine Clearance (1 photocopy)		City Health Department		
3. Brgy. Clearance (1 photocopy)		Concerned employee's address		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to HRMO	1. Receive request/s from concerned office/s	None	5 mins.	<i>Administrative Aide I</i> Human Resource Management Office
	2. Endorse request/s to HRMO Head for approval	None	15 mins.	<i>Administrative Aide I</i> Human Resource Management Office
	3. Make Office Order	None	15 mins.	<i>Administrative Aide I</i> Human Resource Management Office
	4. Forward Office Order to HRMO Head and to the City Administrator for signature	None	1 day	<i>Administrative Aide I</i> Human Resource Management Office
2. Receive Office Order	5. Release Office Order to concerned office/s	None	5mins.	<i>Administrative Aide I</i> Human Resource Management Office
TOTAL		None	1 day & 40 mins.	



13. Office Order (Show-Cause)

Office orders contain instructions about work-related information indicated by the organization.

Show Cause Order - is issued by the proper disciplining authority or his/her authorized representative, indicating the acts or omissions being complained and to apprise the person subject of the complaint. It also requires said officer or employee to provide and explanation for the acts or omissions complained of.

Office Or Division:	Human Resource Management Office			
Classification:	Simple			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	LGU employee/s			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. List of Non-compliant employees (1 original)			Mejia Drug Test Lab	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Collect result and list of non-compliant employee	None	30 mins.	<i>Administrative Aide I</i> Human Resource Management Office
	2. Encode and double check list	None	30 mins.	<i>Administrative Aide I</i> Human Resource Management Office
	3. Print list	None		<i>Administrative Aide I</i> Human Resource Management Office
	4. Forward Office Order to HRMO Head and to the City Administrator for signature	None	1 day	<i>Administrative Aide I</i> Human Resource Management Office
5. Receive Show Cause	5. Release	None	15 mins.	<i>Administrative Aide I</i> Human Resource Management Office
TOTAL		None	1 day, 1 hr. & 15 mins.	



14. Overtime Request

Overtime work - is the service rendered in excess of and in addition to eight hours on ordinary working days, which are the prescribed daily work period

Office Or Division:	Human Resource Management Office			
Classification:	Simple			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	LGU employee/s			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request (w/ names of employee/s) (1 original)			Concerned Office/s	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Concerned Office/s submit letter request duly signed by the City Administrator's approval in rendering such overtime	1. Receive request/s from concerned office/s	None	5 mins.	<i>Administrative Aide I</i> Human Resource Management Office
	2. Verify and check the requests submitted for overtime duly signed by the City Administrator's approval in rendering such overtime	None	15 mins.	<i>Administrative Aide I</i> Human Resource Management Office
	3. Make an office order indicating completed specific information of overtime, date, time, reason and location of overtime (2 copies)	None	15 mins.	<i>Administrative Aide I</i> Human Resource Management Office
	4. Forward Office Order to HRMO Head and to the City Administrator for signature	None	1 day	<i>Administrative Aide I</i> Human Resource Management Office
5. Receive Office Order	5. Release Office Order to concerned office/s	None	15 mins.	<i>Administrative Aide I</i> Human Resource Management Office
TOTAL		None	1 day & 50 mins.	



15. Payroll (Regular)

CAFOA - Certification on Appropriations, Funds and Obligation of Allotment

COGEA - City of Government Employees Association

Office Or Division:	Human Resource Management Office			
Classification:	Complex			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	LGU employee/s			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Billing of GSIS Loans and Premiums			GSIS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Encode and compute salaries of employees	None	1 day	<i>Administrative Aide III</i> Human Resource Management Office
	2. Encode & check the billing of GSIS Loans & Premiums	None	1 day	<i>Administrative Aide III</i> Human Resource Management Office
	3. Encode and check Philhealth Premiums	None		<i>Administrative Aide III</i> Human Resource Management Office
	4. Encode and check Pag-ibig Loans and Premiums	None		<i>Administrative Aide III</i> Human Resource Management Office
	5. Encode and check billing of LBP and DBP Bank Loans	None		<i>Administrative Aide III</i> Human Resource Management Office
	6. Encode and check COGEA Multi-purpose Assistance/COGEA Miscellaneous & COGEA Premiums	None		<i>Administrative Aide III</i> Human Resource Management Office



	7. Check and Review Payroll deductions and correctness of entries	None	1 hour	Administrative Aide III Human Resource Management Office
	8. Print Payroll w/ their corresponding changes and amount with their respective assigned heads for signature	None	30 mins.	Administrative Aide III Human Resource Management Office
	9. Print CAFOA w/ their corresponding charges with amount of their respective assign heads for signature	None	2 hours	Administrative Aide III Human Resource Management Office
	10. Record to logbook all payroll printed with CAFOA & summary list	None	1 hour	Administrative Aide III Human Resource Management Office
11. Receive payroll	11. Record to logbook all payroll and CAFOA and release with signature of liaison officer	None	30 mins.	Administrative Aide III Human Resource Management Office
TOTAL		None	2 days & 5 hrs.	

16. Payroll (Casual)

CAFOA - Certification on Appropriations, Funds and Obligation of Allotment

COGEA - City of Government Employees Association

Office Or Division:	Human Resource Management Office
Classification:	Complex
Type Of Transaction:	G2G – Government to Government
Who May Avail:	LGU employee/s
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Billing of GSIS Loans and Premiums (1 copy)	GSIS



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Check and encode GSIS, Pag-ibig and COGEA Deduction	None	4 hrs.	<i>Administrative Aide I</i> Human Resource Management Office
	2. Set number of days based on working days per quincena	None		<i>Administrative Aide I</i> Human Resource Management Office
	3. Print payroll and CAFOA per department basis	None		<i>Administrative Aide I</i> Human Resource Management Office
	4. Record the payroll numbers and payroll group on logbook for release	None		<i>Administrative Aide I</i> Human Resource Management Office
	5. Forward to Mayor's Office for signatory	None	1 day	<i>Administrative Aide I</i> Human Resource Management Office
	6. Forward to Budget Office for Budget review and signatory	None	4 hrs.	<i>Administrative Aide I</i> Human Resource Management Office
	7. Forward to Accounting for Audit; if subject to correction, return to HR	None	5 days	<i>Administrative Aide I</i> Human Resource Management Office
	8. Receive returned payroll from Accounting	None	4 hrs.	
	9. HR will process corrections: Change the number of days if no leave credits are available and compute tardiness deduction on salary.	None	1 hour	<i>Administrative Aide I</i> Human Resource Management Office



	10. For releasing. Forward to Accounting	None	15 mins.	<i>Administrative Aide I</i> Human Resource Management Office
	11. Forward to City Admin for ADA	None	1 day	<i>Administrative Aide I</i> Human Resource Management Office
	12. Forward to Accounting for Disbursement	None	1 day	<i>Administrative Aide I</i> Human Resource Management Office
TOTAL		None	10 days & 15 mins.	

17. Payroll (Job Order)

CAFOA - Certification on Appropriations, Funds and Obligation of Allotment

Office Or Division:	Human Resource Management Office			
Classification:	Complex			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	LGU employee/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Job Order Appointment (1 original)		Job Order employee/s		
Total Number of Days (1 original)		Job Order employee/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive photocopy of appointments with corresponding no. of days, tardiness, undertime	None	30 mins.	<i>Administrative Aide I</i> Human Resource Management Office
	2. Encode no. of days service rendered for salaries and wages	None	1 hr.	<i>Administrative Aide I</i> Human Resource Management Office



	3. Check and review entries and deductions	None	15 mins.	<i>Administrative Aide I</i> Human Resource Management Office
	4. Printing of payroll	None	15 mins.	<i>Administrative Aide I</i> Human Resource Management Office
	5. Printing CAFOA with their corresponding charges and amount	None	4 hrs.	<i>Administrative Aide I</i> Human Resource Management Office
	6. Records payrolls printed to release	None	2 hrs.	<i>Administrative Aide I</i> Human Resource Management Office
	7. Forward to Accounting for Audit; if subject to correction, return to HR	None	5 days	
	8. Receive returned payroll from Accounting	None	15 mins.	<i>Administrative Aide I</i> Human Resource Management Office
	9. HR will process corrections: Change the number of days if no leave credits are available and compute tardiness deduction on salary	None	1 hr.	<i>Administrative Aide I</i> Human Resource Management Office
TOTAL		None	10 days & 15 mins.	



18. Random Drug Test

Drug Test - the process undertaken to determine the presence of dangerous drugs in a person's system, to include both screening test and confirmatory test. Random Testing- a method of testing where the selection process results in equal probability that any employee from a group of employees will be tested and without any prior notice of the date and venue

Office Or Division:	Human Resource Management Office			
Classification:	Complex			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	LGU employee/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Encode name of employees	None	30 mins.	<i>Administrative Aide I</i> HRMO
	2. Random Selection of employees	None	30 mins.	<i>Administrative Aide I</i> HRMO
	3. Print List of Employees <ul style="list-style-type: none"> • Regular (20) • Casual (20) • Job Order (50) 	None	15 mins.	<i>Administrative Aide I</i> HRMO
	4. Countersigned by HRMO Head	None	5 mins.	<i>Administrative Aide I</i> HRMO
	5. Signature of Approval	None	1 day	<i>Administrative Aide I</i> HRMO
	6. Releasing	None	4 hrs.	<i>Administrative Aide I</i> HRMO
TOTAL		None	1 day, 4 hrs & 50 mins.	



19. Request for Leave Application

Sick Leave: refers to leave of absence granted only on account of sickness or disability on the part of the employee concerned or any member of his immediate family

Vacation Leave: refers to leave of absence granted to officials and employees for personal reasons, the approval of which is contingent upon the necessities of the service. It shall be filed five (5) days in advance, whenever possible, of the effective date of such leave. Vacation leave within the Philippines or abroad shall be indicated in the form for purposes of securing travel authority and completing clearance from money and work accountabilities.

Force Leave - Annual five - day vacation leave shall be forfeited if not taken during the year. In case the scheduled leave has been cancelled in the exigency of the service by the head of agency, it shall no longer be deducted from the accumulated vacation leave. This type of leave must be filed 5 days in advance.

Special Privilege Leave - Leave of absence which may be availed of for a maximum of three (3) days annually to mark special milestones and/or attend to filial and domestic emergencies such as birthday, anniversary, mourning, PTA meetings, etc. Special Privilege leave within the Philippines or abroad shall be indicated in the form for purposes of securing travel authority and completing clearance from money and work accountabilities.

Monetization of Leave Credits: Application for monetization of fifty percent (50%) or more of the accumulated leave credits shall be accompanied by letter request to the head of the agency stating the valid and justifiable reasons.

Solo Parent Leave: seven (7) days leave of absence granted to a parent who has the sole custody and responsibility of the child and who has rendered at least one (1) year of service regardless of employment status. It shall be filed in advance or whenever possible five (5) days before going on such leave with updated Solo Parent Identification Card.

Quarantine Leave: Absences from work of government employees due to the imposition of community quarantine in light of the COVID-19 pandemic may be treated as excused absence or vacation or sick leave.

Paternity Leave: refers to the privilege granted to a married male employee allowing him not to report for work for seven (7) days while continuing to earn the compensation therefore, on the condition that his legitimate spouse has delivered a child or suffered a miscarriage, for purposes of enabling him to effectively lend care and support to his wife before, during and after childbirth as the case may be and assist in caring for his new-born child. Every married



male employee is entitled to paternity leave of seven (7) working days for each of the first four (4) deliveries of his legitimate spouse. Requirements: Proof child's delivery e.g. birth certificate, medical certificate and marriage contract

Expanded Maternity Leave: refers to leave of absence granted to female government employees legally entitled thereto in addition to vacation and sick leave. Every woman in the government service who has rendered an aggregate of two (2) or more years of service are entitled to maternity leave. The primary intent or purpose of granting maternity leave is to extend working mothers some measures of financial help and to provide her a period of rest and recuperation in connection with her pregnancy

Study Leave: up to 6 months. Shall meet the agency's internal requirements. Document includes contract between the agency head or authorized representative and the employee concerned

Leave for Victims of Violence Against Women and their Children: any employee who is a victim of domestic violence or is the parent of a minor child who is a victim of domestic violence and has been employed for at least six (6) months are entitled to take a paid leave of absence up to ten (10) days until the termination of legal proceedings and/or medical treatment, counseling or therapy. Eligible employees may claim such allowable leaves, upon submission of certifications from proper authorities and after giving due notice to their employer. It shall be filed in advance or immediately upon the woman employee's return from such leave. It shall be accompanied by any of the following supporting documents: a) Brgy. Protection Order (BPO) obtained from the barangay; b) Temporary/Permanent Protection Order (TPO/PPO) obtained from court; c) if protection order is not yet issued by the barangay or court, a certification issued by the Punong Barangay/Kagawad or Prosecutor or the Clerk of Court that the application for BPO, TPO or PPO has been filed with the said office shall be sufficient to support the application for the ten-day leave; or d) In the absence of the BPO, TPO, PPO or the certification, a police report specifying the details of the occurrence or violence on the victim and a medical certificate may be considered, at the discretion of the immediate supervisor of the woman employee concerned

Rehabilitation Leave: Application shall be made within one (1) week from the time of the accident except when a longer period is warranted. Documents/Requirements include a) Letter request supported by relevant reports such as the police report, if any, b) Medical certificate on the nature of the injuries, the course of treatment involved, and the need to undergo rest, recuperation, and rehabilitation, as the case may be, c) Written concurrence of a government physician should be obtained relative to the recommendation for rehabilitation if the attending physician is a private practitioner, particularly on the duration of the period of rehabilitation.



Magna Carta for Women (Special Leave): refers to a female employee's leave entitlement of up to two (2) months with full pay based on her gross monthly compensation following surgery caused by gynecological disorder of the following organs: breast, cervix, vagina, uterus, ovary, vulva, perineum, and introitus. This covers minor and major procedures. • The application may be filed in advance, that is, at least five (5) days prior to the scheduled date of the gynecological surgery that will be undergone by the employee. In case of emergency, the application for special leave shall be filed immediately upon employee's return but during confinement the agency shall be notified of said surgery. The application shall be accompanied by a medical certificate filled out by the proper medical authorities, e.g. the attending surgeon accompanied by a clinical summary reflecting the gynecological disorder which shall be addressed or was addressed by the said surgery; the histopathological report; the operative technique used for the surgery; the duration of the surgery including the perioperative period (period of confinement around surgery); as well as the employees estimated period of recuperation for the same.

Special Emergency (Calamity) Leave: The special emergency leave can be applied for a maximum of five (5) straight working days or staggered basis within thirty (30) days from the actual occurrence of the natural calamity/disaster. Said privilege shall be enjoyed once a year, not in every instance of calamity or disaster. The head of office shall take full responsibility for the grant of special emergency leave and verification of the employee's eligibility to be granted thereof. Said verification shall include: validation of place of residence based on latest available records of the affected employee; verification that the place of residence is covered in the declaration of calamity area by the proper government agency; and such other proofs as may be necessary.

Adoption Leave: Application for adoption leave shall be filed with an authenticated copy of the Pre-Adoptive Placement Authority issued by the Department of Social Welfare and Development (DSWD).

Office Or Division:	Human Resource Management Office			
Classification:	Simple			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	LGU employee/s			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Leave Application Request (1 original)		Employee/s		
Supporting Documents (1 photocopy)		Employee/s		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Fill-up and submit the Request Leave Application Form and Routing Slip to the Staff of the Receiving Section.	1. Receive the Request Leave Application Form and Routing Slip then forward it to the HRM Staff Designate.	None	5 mins.	<i>Administrative Aide IV</i> Human Resource Management Office
	2. The HRM Staff Designate will evaluate or review as to the availability of leave credits. Approve/disapprove availability of leave balance	None	15 mins.	<i>Administrative Aide IV</i> Human Resource Management Office
	3. Prepare and print the Leave Application Form	None	15 mins.	<i>Administrative Aide IV</i> Human Resource Management Office
4. Let the claimant sign the log book for recording.		None	5 mins.	
5. Have the Leave Application Form signed by his/her head/immediate head.		None	1 day	
6. The concerned head/immediate head will sign the employee's leave		None	1 day	
7. Submit the signed Leave Form to the Receiving Section of the Human Resource Management Office	7. Receive and record the signed Leave Application Form and forward it to the	None	15 mins.	<i>Administrative Aide IV</i> Human Resource Management Office



	Department Head for signature.			
	8. The Head of the HRMO will sign the Leave Application Form.	None	15 mins.	<i>Administrative Aide IV</i> Human Resource Management Office
	9. The Leave Application will be forwarded to the City Administrator's Office for signature. <i>(applicable only if the sick leave exceeds 5 continuous days)</i>	None	1 day	<i>Administrative Aide IV</i> Human Resource Management Office
	10. Leave Application Form signed by the City Administrator will be returned to the HRMO – Receiving Section for proper recording and monitoring.	None	15 mins.	<i>Administrative Aide IV</i> Human Resource Management Office
11. Claim his/her approved Leave Application.	11. Release the approved Leave Application Form.	None	5 mins.	<i>Administrative Aide IV</i> Human Resource Management Office
TOTAL		None	3 days, 1 hr. & 30 mins.	



20. Tardiness

Tardiness - late in reporting to the office

Undertime - Early in going out of office

Office Leave - using pass slips

Office Or Division:	Human Resource Management Office			
Classification:	Simple			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	LGU employee/s			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Tardiness Report (1 original)			Employee/s	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Liaison submits to HRMO Tardiness Report of Casual/Regular Employees		None	15 mins.	<i>Administrative Aide /</i> Human Resource Management Office
2. Wait for the HRM staff for signature to the HRMO Head	2. Endorse for signature to the HRMO Head	None		
3. Claim Tardiness Report	3. Releasing of the signed tardiness report to the office liaison	None		
TOTAL		None	15 mins.	



Information Technology Division

External Services



1. Repair of IT related Equipment

All damaged IT related equipment and accessories of the LGU that needs to be restored to an earlier condition or to keep the asset operating at its present condition are assessed and repaired by the IT technicians as requested by the end users. Preventive maintenance of all IT related assets are also performed by IT personnel as per scheduled pre-determined by the IT office.

Office Or Division:	Information Technology Division			
Classification:	Simple			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	All LGU Ormoc Departments / Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request to IT / bring the IT related equipment for repair	1.0 Receive the letter request from the client and forward the concern to the IT technical in-charge	None	1 minute	<i>Information Technology Staff IT Division</i>
	1.1 Assessment of the equipment to be repaired	None	5 minutes	<i>Information Technology Technical Staff IT Division</i>
	1.2 If the IT request is:			
	1.2.1 Minor repair	None	30 minutes	<i>Information Technology Technical Staff IT Division</i>
	1.2.2 Major Repair	None	3 Hours	
	TOTAL	None	If IT repair is: Minor Repair : 36 minutes Major Repair : 3 Hours ,6 minutes	



Information Technology Division

Internal Services



1. Development of Software Application System

Software development is the computer programming, documenting, testing, and bug fixing involved in creating and maintaining applications and frameworks involved in Software Development Life Cycle (SDLC) to meet specific customized needs of the end users/employees as required in the performance of their official duties and functions.

Office Or Division:	Information Technology Division			
Classification:	Simple, Complex or Highly Technical (may vary per engagement)			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	All LGU Ormoc Departments / Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the IT request form	1.0 Meet/ discuss the end-user/s for the system details to be developed	None	30 minutes	<i>IT Officer II</i> IT Division
	1.1. Agile development for the systems iterations/ adjustments	None	11 Days	<i>IT Officer II</i> IT Division
	1.3 Implement system in parallel of the existing system (if any)	None	1 Day	<i>IT Officer II</i> IT Division
	1.4 If iteration is :			
	1.4.1 Not needed drop existing system (if any)	None	30 minutes	<i>IT Officer II</i> IT Division
	1.4.2 Iteration is needed go back to implementation of the system	None	1 Day	<i>IT Officer II</i> IT Division
TOTAL		None	If iteration needed: : 12 Days 60 minutes Not needed: 13 Days , 30 minutes	



2. Maintain and Monitor the Software Application System

Software maintenance is the process of changing, modifying, and updating application software to keep up with customer needs. Software maintenance is done after the product has launched for several reasons including improving the software overall, new system requirements, correcting issues or bugs and to boost system performance as requested by the end users of the system. Software maintenance is a natural part of SDLC (software development life cycle).

Office Or Division:	Information Technology Division			
Classification:	Simple			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	All LGU Ormoc Departments / Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the IT request form	1.0 Coordinate with the concerned office or employees for the appropriate action	None	5 minutes	<i>IT Programmer</i> IT Division
	1.1 If the update is:			
	1.1.1 Minor adjustment of the system	None	2 Hours	<i>IT Programmer</i> IT Division
	1.1.2 Major updates	None	8 hours	<i>IT Programmer</i> IT Division
	TOTAL	None	If update is: Minor : 2 Hours 5 minutes Major : 8 hours 5 minutes	



3. Database Administration

Database administration includes the management and maintenance of the SQL server of the LGU which stores electronic data gathered by the usage of the in-house developed software application system of the LGU which includes data recoverability (creating and testing Backups), integrity (verifying data integrity), security (Defining and/or implementing access controls to the data), availability (ensuring maximum uptime) and performance (ensuring maximum performance).

Office Or Division:	Information Technology Division			
Classification:	Simple			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	All LGU Ormoc Departments / Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Structured Query Language (SQL) Database Server		Information Technology Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Monitoring of SQL Server functionality	1.0 Daily Scheduled Back-up	None	30 minutes	<i>IT Officer II</i> IT Division
TOTAL		None	30 minutes	

4. Network Administration

Network Administration is the management and maintenance of the LGU's Local Area Network (LAN) infrastructure for optimum performance, delivering required information to end-users which includes the physical connectivity between network equipment and accessories (switches, cables, antenna, cctv, servers, etc)

Office Or Division:	Information Technology Division			
Classification:	Simple			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	All LGU Ormoc Departments / Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Local Area Network (LAN) and Wide Area Network (WAN) infrastructures & accessories		Information Technology Division		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Schedule preventive maintenance of Local Area Network (LAN)	1.0 Monitor LAN & WAN functionality & operation ability	None	5 minutes	<i>Network Administrator</i> IT Division



and Wide Area Network (WAN) infrastructures and accessories				
	1.1 Assessment of Local Area Network (LAN) and Wide Area Network (WAN) infrastructures	None	30 minutes	<i>Network Administrator</i> IT Division
	1.2 If the scheduled maintenance :			
	1.2.1 For preventive maintenance of computers / printers per office	None	4 Hours	<i>Information Technology Technical Staff</i> IT Division
	1.2.2 For network physical connectivity, switches, cables, antennas and other network infrastructure	None	8 Hours	<i>Information Technology Technical Staff</i> IT Division
TOTAL		None	If the maintenance is: Computers/ printers: 4 Hours 35 minutes Network physical connectivity : 8 Hours, 35 minutes	



5. Repair and Maintenance of IT related Equipment

All damaged IT related equipment and accessories of the LGU that needs to be restored to an earlier condition or to keep the asset operating at its present condition are assessed and repaired by the IT technicians as requested by the end users. Preventive maintenance of all IT related assets are also performed by IT personnel as per scheduled pre-determined by the IT office.

Office Or Division:		Information Technology Division		
Classification:		Simple		
Type Of Transaction:		G2G – Government to Government		
Who May Avail:		All LGU Ormoc Departments / Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter request to IT / bring the IT related equipment for repair	1.0 Receive the letter request from the client and forward the concern to the IT technical in-charge	None	1 minute	<i>IT Staff</i> IT Division
	1.1 Assessment of the equipment to be repaired	None	5 minutes	<i>It Technical Staff</i> IT Division
	1.2 If the IT request is:			
	1.2.1 Minor repair	None	20 minutes	<i>It Technical Staff</i> T Division
	1.2.2 Major Repair	None	3 Hours	<i>It Technical Staff</i> IT Division
	TOTAL	None	If IT repair is: Minor Repair : 26 minutes Major Repair: 3 Hours, 6 minutes	



Integrated Population Gender and Development Office

External Services



1. Issuance of Pre-Marriage Certificate

To ensure continuing high quality professional development programs for population, responsible parenthood and reproductive health as per ordinance no.11 s.2019

Office Or Division:	Integrated Population Gender And Development Office (IPGDO)			
Classification:	Simple			
Type Of Transaction:	(G2c)Government To Citizen			
Who May Avail:	All Would Be Couples			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Pre-Marriage Certificates(PMC)-original(1 copy)			Office of Civil Registrar	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Couple Applicants Must Fill-Up The Pre-Marriage Expectation Inventory Form	Provide the clients with the forms of MEI	None	5 Minutes	<i>IPGDO Receiving Officer/PMC Secretariat IPGDO</i>
2. Must Fill-Up The Pmc Logbook For Record Purposes	Provide the clients with the Logbook	None	5 Minutes	<i>IPGDO Receiving Officer/PMC Secretariat IPGDO</i>
3. City Population Officer Will Provide The Schedule In Which The Engaged Couple S Must Attend For (4) Hours Pmc Session Set Every Monday Or On A Special Schedule	Set the schedule of the seminar	None	10 Minutes	<i>Population Program Officer IV Encoder IPGDO</i>
4. Pre-Marriage Counseling Certificate Is Handed-Out Right After The Seminar	Issuance Of Pre-Marriage Counseling As A Pre- Requisite For Securing Marriage License As Provided For By Article 16 Of The Family Code	None	10 Minutes	<i>Population Program Officer IV Encoder IPGDO</i>
TOTAL		None	30 minutes	



2. Issuance of Disaggregated Data

To enhance the competencies and strengthen the capacities of barangay government units and our partners

Office Or Division:	Integrated Population Gender and Development Office (IPGDO)			
Classification:	Complex			
Type Of Transaction:	(G2c)Government To Citizen			
Who May Avail:	Stakeholders and other related Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Providing a photo copy of existing Sex Disaggregated Data		City Planning Office for Data Banking		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients must register in the visitor's logbook.	1. Provide the clients with the logbook	None	5 mins	<i>IPGDO Receiving Officer</i> IPGDO
2. Clients must present a letter request or explain the reason for gathering the needed data for verification purposes.	2. Secretariat will verify the presented documents	None	5 mins	<i>Population Program Officer I</i> IPGDO
3. Data and information requested will be provided to the client after verification and upon approval of the head of office.	3. Provide population and gender-related data and information	None	10 mins	<i>Population Program Officer IV</i> IPGDO
4. Refer/guide client to other offices and partner agencies, if needed.	4. Endorse the client to the related concern agency	None	10 mins	<i>Population Program Officer IV</i> IPGDO
TOTAL		None	30 minutes	



3. Issuance of (Forms) Matrix of Brgy. GAD Plan and Accomplishment

To create an empowered women, gender equality and gender sensitivity community

Office Or Division:	Integrated Population Gender and Development Office (IPGDO)			
Classification:	Complex			
Type Of Transaction:	(G2c)Government To Citizen			
Who May Avail:	All Barangays			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Photo copy of Matrix for Brgy. GAD Plan and Accomplishment			To all barangays	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients must register in the visitor's logbook	1. Provide the clients with the visitor's logbook	None	3 minutes	<i>IPGDO Receiving Officer</i> IPGDO
2. The client must present a copy of their barangay gad plan and city gad plan with the target PPA to be implemented for the preparation of activity project proposal	2. The program officer in charge will review the plan if its plan is in line with the PPAS	None	5 minutes	<i>Population Program Officer I</i> IPGDO
3. Activity project proposal will be properly checked and noted once approved by the barangay chairperson	3. After checking, the program officer in charge will ask a photocopy of their plan	None	10 minutes	<i>Population Program Officer I</i> IPGDO
4. Refer clients to the city local government operations office for the approval of the activity project proposal.	4. Provide technical assistance for the preparation of gad activity/project proposals	None	2 minutes	<i>Population Program Officer I</i> IPGDO
TOTAL		None	20 minutes	



4. Providing Technical Advocacies/IECs

To enhance the competencies and strengthen the capacities of barangay government units and our partners

Office Or Division:	Integrated Population Gender and Development Office (IPGDO)			
Classification:	Complex			
Type Of Transaction:	(G2c)Government To Citizen			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Technical Advocacy/IEC		Related Stakeholders		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client must register in the visitor's requesting for technical assistance	1. Provide the clients with the Request Form for technical assistance	NONE	3 minutes	<i>IPGDO Receiving Officer</i> IPGDO
2. Once the request is approved by the city mayor, technical assistance will be provided for the proper budget utilization, if charged to Bgy. Gad fund.		None	3 minutes	<i>Population Program Officer I</i> IPGDO
3. CPO will assist in the conduct of training and other IEC activities on the following programs: Gender And Development (Gad), Population And Development (Popdev) Integration, Responsible Parenthood And Family Planning (Rp/Fp), Adolescent Health And Development (Ahd)	3. Provide technical advocacy/IEC and community outreach activities	None	10 minutes	<i>Population Program Officer IV</i> IPGDO
4. Refer clients to other departments and offices, if necessary.		None	4 minutes	<i>Population Program Officer IV</i> IPGDO
TOTAL		None	20 minutes	



Internal Audit Services

Internal Services



1. Compliance Audit

Compliance audit is the evaluation of the degree of compliance with laws, regulations, managerial policies, and operating procedures in the LGU, including compliance with accountability measures, ethical standards, and contractual obligations (1.9.1 Compliance Audit, Department of Budget and Management (DBM) Internal Audit Manual for Local Government Units (LGU) (2016), p. 10).

Office Or Division:	Internal Audit Services			
Classification:	Simple, Complex or Highly Technical (may vary per engagement)			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	Executive Branch of LGU – Ormoc City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original copy of Endorsement Letter/Written Instructions from the City Mayor to conduct audit		City Mayor's Office (CMO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Endorsement Letter/Written Instructions from the City Mayor to the IAS Office	1.0 Receive the Endorsement Letter/Written Instructions and forward to the Head of IAS	None	5 minutes	<i>Internal Audit Staff IAS</i>
	1.1 Evaluation if the audit request is under the scope of IAS	None	3 Hours, 30 minutes	<i>Head IAS</i>
	1.2 If the audit request is:			
	1.2.1 Not under the scope of IAS:			
	1.2.1.1 Preparation of letter stating the basis why the audit request is declined and submit to the Head of IAS for review and approval.	None	4 Hours	<i>Internal Audit Staff IAS</i>
	1.2.1.2 Review and approval of the letter	None	4 Hours	<i>Head IAS</i>



	1.2.1.3 Submit the letter to the City Mayor	None	25 minutes	<i>Internal Audit Staff IAS</i>
	1.2.2 Under the scope of IAS:	None	4 Hours	<i>Head IAS</i>
	1.2.2.1 Assignment and discussion of the Project to the IAS staff			
	1.3 Conduct of Compliance Audit	None	13 Days	<i>Internal Audit Staff IAS</i>
	1.4 Draft audit report and submit to the Head of IAS for review and approval	None	3 Days	<i>Internal Audit Staff IAS</i>
	1.5 Review and approval of audit report	None	3 Days	<i>Head IAS</i>
	1.6 Submit audit report to City Mayor	None	25 Minutes	<i>Internal Audit Staff IAS</i>
	TOTAL	-	If Project is: Not under the scope of IAS: 1 Day, 4 Hours Under the scope of IAS 20 days	



2. Management Audit

Management Audit is a separate evaluation of the effectiveness of internal controls adapted in the operating and support services units/systems to determine whether they achieve the control objectives over a period of time or as of a specific date.

This includes the determination of the degree of compliance with laws, regulations, managerial policies, accountability measures, ethical standards, and contractual obligations covering specific timeframes. It is a review and appraisal of the systems and processes, organizational and staffing structures, operations and management practices, records, reports, and performance standard of the agencies/units covered (1.9.2 Management Audit, Department of Budget and Management (DBM) Internal Audit Manual for Local Government Units (LGU) (2016), p. 10).

Office Or Division:	Internal Audit Services			
Classification:	Simple, Complex or Highly Technical (may vary per engagement)			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	Executive Branch of LGU – Ormoc City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
One (1) original copy of Endorsement Letter/Written Instructions from the City Mayor to conduct audit			City Mayor's Office (CMO)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Endorsement Letter/Written Instructions from the City Mayor to the IAS Office	1.0 Receive the Endorsement Letter/Written Instructions and forward to the Head of IAS	None	5 minutes	<i>Internal Audit Staff IAS</i>
	1.1 Evaluation if the audit request is under the scope of IAS	None	3 Hours, 30 minutes	<i>Head IAS</i>
	1.2 If the audit request is:			
	1.2.1 Not under the scope of IAS:	None	4 Hours	<i>Internal Audit Staff IAS</i>



	1.2.1.1 Preparation of letter stating the basis why the audit request is declined and submit to the Head of IAS for review and approval.			
	1.2.1.2 Review and approval of the letter	None	4 Hours	Head IAS
	1.2.1.3 Submit the letter to the City Mayor	None	25 minutes	Internal Audit Staff IAS
	1.2.2 Under the scope of IAS:			
	1.2.2.1 Assignment and discussion of the Project to the IAS staff	None	4 Hours	Head IAS
	1.3 Conduct of Management Audit	None	13 Days	Internal Audit Staff IAS
	1.4 Draft audit report and submit to the Head of IAS for review and approval	None	3 Days	Internal Audit Staff IAS
	1.5 Review and approval of audit report	None	3 Days	Head IAS
	1.6 Submit audit report to City Mayor	None	25 Minutes	Internal Audit Staff IAS
	TOTAL	-	If Project is: Not under the scope of IAS: 1 Day, 4 Hours Under the scope of IAS 20 Days	



3. Operations Audit

Operations Audit is a separate evaluation of the outcome, output, process, and input to determine whether government operations, programs, and projects are effective, efficient, ethical and economical, including compliance with laws, regulations, managerial policies, accountability measures, and projects involves an evaluation of whether or not performance targets and expected results were achieved (1.9.3 Compliance Audit, Department of Budget and Management (DBM) Internal Audit Manual for Local Government Units (LGU) (2016), p. 10).

Office Or Division:	Internal Audit Services			
Classification:	Simple, Complex or Highly Technical (may vary per engagement)			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	Executive Branch of LGU – Ormoc City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) original copy of Endorsement Letter/Written Instructions from the City Mayor to conduct audit		City Mayor's Office (CMO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Endorsement Letter/Written Instructions from the City Mayor to the IAS Office	1.0 Receive the Endorsement Letter/Written Instructions and forward to the Head of IAS	None	5 minutes	Internal Audit Staff IAS
	1.1 Evaluation if the audit request is under the scope of IAS	None	3 Hours, 30 minutes	Head IAS
	1.2 If the audit request is:			
	1.2.1 Not under the scope of IAS:			
	1.2.1.1 Preparation of letter stating the basis why the audit request is declined and submit to the Head of IAS for review and approval.	None	4 Hours	Internal Audit Staff IAS



	1.2.1.2 Review and approval of the letter	None	4 Hours	Head IAS
	1.2.1.3 Submit the letter to the City Mayor	None	25 minutes	Internal Audit Staff IAS
	1.2.2 Under the scope of IAS:			
	1.2.2.1 Assignment and discussion of the Project to the IAS staff	None	4 Hours	Head IAS
	1.3 Conduct of Operations Audit	None	13 Days	Internal Audit Staff IAS
	1.4 Draft audit report and submit to the Head of IAS for review and approval	None	3 Days	Internal Audit Staff IAS
	1.5 Review and approval of audit report	None	3 Days	Head IAS
	1.6 Submit audit report to City Mayor	None	25 Minutes	<i>Internal Audit Staff IAS</i>
	TOTAL	-	If Project is: Not under the scope of IAS: 1 Day, 4 Hours Under the scope of IAS 20 Days	



Office of the Building Official

External Services



1. Issuance of Building Permit

To enforce and regulate uniform standards for the construction, alteration, repair etc. of buildings pursuant to PD 1096 as well as enforcement of related orders & decisions.

Office Or Division:	Office Of The Building Official			
Classification:	Simple			
Type Of Transaction:	G2C/G2B - Government to Citizen/ Government to Business			
Who May Avail:	All Government & Private Structures Under Pd 957			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Filled-up OBO Forms (by set)		Office of the Building Official, G/F New Ormoc City Hall		
Transfer Certificate of Title		Registry of Deeds, 3/F New Ormoc City Hall		
Sketch Plan of the Lot		Geodetic Engineer		
Building Plans & Specifications		Hired Professionals		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all accomplished forms with plans and other documents to the OBO receiving desk.	1.1 Receive the required documents and check for completeness	None	1 Hour	<i>Admin. Aide I- OBO Receiving Officer</i>
	1.2 (Simultaneous tasks of the City Treasurer's Office, City Assesor's Office, City Planning & Development Office)		5 Hours & 30 Minutes	<i>City Treasurer- CTO City Assessor- CAO Draftsman- City Planning & Development Office</i>
	1.3 Conduct actual site inspection. Evaluates land use thru desk review or undertakes preliminary site verification, as needed, thru Joint inspection Team (JIT)		4 Hours	<i>Draftsman- City Planning & Development Office Building Inspector I & team- OBO</i>



				Bureau of Fire Protection
	<p>1.4 Simultaneous tasks of the OBO/ CPDO & BFP) Evaluates the plans as to:</p> <ul style="list-style-type: none"> -Geodetic requirements -Architectural requirements -Structural requirements - Plumbing/sanitary requirements -Electrical requirements -Mechanical requirements -Electronics requirements 		3 Days	<p><i>Draftsman- CPDO</i></p> <p><i>Technical Team- OBO</i></p> <p><i>Building Plan Evaluator- BFP</i></p>
2. Follow up the processing of your application (applicant will receive a text message regarding his/her application after evaluation)	2.1 Review and recommend order for payment or correction, if necessary	None	20 Minutes	<i>Admin. Aide I- OBO Releasing Officer</i>
	2.2 One-time assessment of Taxes, Charges & Fees		1 Hour	<p><i>City Treasurer- CTO</i></p> <p><i>City Assessor- CAO</i></p> <p><i>Draftsman- City Planning & Development Office</i></p> <p><i>Technical Team - OBO</i></p>
	2.3 Has applicant sign the logbook signifying receipt		10 Minutes	<i>Admin. Aide I- OBO Receiving Officer</i>



3. Payment	3.1 Accept the payment based on the order of payment	Varies based on assessment	1 Hour	Cashier I-Office
	3.2 Receive ORs from the Cashier & forwards it to the Printing/ Recording		30 Minutes	Admin. Aide I-OBO Receiving Officer
	3.3 Signs the Bldg& Ancillary Permits		1 Hour	
	3.4 Collates printed clearances and permits		30 Minutes	
	3.5 Assign corresponding Permit Number, record & segregate all documents		30 Minutes	
4. Releasing	4.1 Issuance of approved building permit	None	30 Minutes	Admin. Aide I-OBO Releasing Officer
	4.2 Archives the issued/released Bldg, Permit, clearances & other documents for documentation			Admin. Aide I-OBO
TOTAL		See Schedule of Fees of PD 1096 (National Building Code)	5 Days	



NEW SCHEDULE OF FEES AND OTHER CHARGES OF THE REVISED IMPLEMENTING RULES AND REGULATIONS (IRR) OF THE NATIONAL BUILDING CODE OF THE PHILIPPINES (PD 1096)

1. *Bases of assessment*

- a. Character of occupancy or use of building/structure
- b. Cost of construction
- c. Floor area
- d. Height

2. Regardless of the type of construction, the cost of construction of any building/structure for the purpose of assessing the corresponding fees shall be based on the following table:

Table II.G.1. On Fixed Cost Of Construction Per Sq. Meter

LOCATION	GROUP		
	A, B, C, D, E, G, H, I	F	J
All Cities and Municipalities	P10, 000	P8, 000	P6, 000

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

a. Division A-1

	Area in sq. meters	Fee per sq. meter
i.	Original complete construction up to 20.00 sq. meters.....	P 2.00
ii.	Additional/renovation/alteration up to 20.00 sq. meters regardless of floor area of original construction.....	2.40
iii.	Above 20.00 sq. meters to 50.00 sq. meters.....	3.40
iv.	Above 50.00 sq. meters to 100.00 sq. meters.....	4.80
v.	Above 100.00 sq. m to 150 sq. meters.....	6.00
vi.	Above 150.00 sq. meters.....	7.20

Sample Computation for Building Fee for a 75.00 sq. meters floor area:

Floor area = 75.00 sq. meters
Therefore area bracket is 3.a.iv.
Fee = P 4.80/sq. meter
Building Fee = 75.00 x 4.80 = P 360.00

b. Division A-2

	Area in sq. meters	Fee per sq. meter
i.	Original complete construction up to 20.00 sq. meters.....	P 3.00
ii.	Additional/renovation/alteration up to 20.00 sq. meters regardless of floor area of original construction.....	3.40
iii.	Above 20.00 sq. meters to 50.00 sq. meters.....	5.20
iv.	Above 50.00 sq. meters to 100.00 sq. meters.....	8.00
v.	Above 150.00 sq. meters.....	8.40

c. Divisions 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

	Area in sq. meters	Fee per sq. meter
--	--------------------	-------------------

1

i.	Up to 500.....	P 23.00
ii.	Above 500 to 600.....	22.00
iii.	Above 600 to 700.....	20.50
iv.	Above 700 to 800.....	19.50
v.	Above 800 to 900.....	18.00
vi.	Above 900 to 1,000.....	17.00
vii.	Above 1,000 to 1,500.....	16.00
viii.	Above 1,500 to 2,000.....	15.00
ix.	Above 2,000 to 3,000.....	14.00
x.	Above 3,000.....	12.00

NOTE: Computation of the building fee for item 3.c. is cumulative. The total area is split up into sub-areas corresponding to the area bracket indicated in the Table above. Each sub-area and the fee corresponding to its area bracket are multiplied together. The building fee is the sum of the individual products as shown in the following example:

Sample Computation for Building Fee for a building having a floor area of 3,200 sq. meters:

First 500 sq. meters @ 23.00.....	P 11,500.00
Next 100 sq. meters @ 22.00.....	2,200.00
Next 100 sq. meters @ 20.50.....	2,050.00
Next 100 sq. meters @ 19.50.....	1,950.00
Next 100 sq. meters @ 18.00.....	1,800.00
Next 100 sq. meters @ 17.00.....	1,700.00
Next 100 sq. meters @ 16.00.....	8,000.00
Next 500 sq. meters @ 15.00.....	7,500.00
Next 1,000 sq. meters @ 14.00.....	14,000.00
Last 200 sq. meters @ 12.00.....	2,400.00

Total Building Fee P 53,100.00

d. Divisions C-2/D-1, 2, 3

	Area in sq. meters	Fee per sq. meter
i.	Up to 500.....	P 12.00
ii.	Above 500 to 600.....	11.00
iii.	Above 600 to 700.....	10.20
iv.	Above 700 to 800.....	9.60
v.	Above 800 to 900.....	9.00
vi.	Above 900 to 1,000.....	8.40
vii.	Above 1,000 to 1,500.....	7.20
viii.	Above 1,500 to 2,000.....	6.60
ix.	Above 2,000 to 3,000.....	6.00
x.	Above 3,000.....	5.00

NOTE: Computation of the building fee in item 3.d. follows the example of Section 3.c. of this Schedule.

e. Division J-2 structures shall be assessed 50% of the rate of the principal building of which they are accessories (Sections 3.a. to 3.d.).

4. *Electrical Fees*

The following schedule shall be used for computing electrical fees in residential, institutional, commercial and industrial structures:

2



a. Total Connected Load (kVA)

		Fee
i. 5 kVA or less.....	P 200.00	
ii. Over 5 kVA to 50 kVA.....	P 200.00 + P 20.00/kVA	
iii. Over 50 kVA to 300 kVA.....	1,100.00 + 10.00/kVA	
iv. Over 300 kVA to 1,500 kVA.....	3,600.00 + 5.00/kVA	
v. Over 1,500 kVA to 6,000 kVA.....	9,600.00 + 2.50/kVA	
vi. Over 6,000 kVA.....	20,850.00 + 1.25/kVA	

NOTE: Total Connected Load as shown in the load schedule.

b. Total Transformer/Uninterrupted Power Supply (UPS)/Generator Capacity (kVA)

	Fee
i. 5 kVA or less.....	P 40.00
ii. Over 5 kVA to 50 kVA.....	P 40.00 + P 4.00/kVA
iii. Over 50 kVA to 300 kVA.....	220.00 + 2.00/kVA
iv. Over 300 kVA to 1,500 kVA.....	720.00 + 1.00/kVA
v. Over 1,500 kVA to 6,000 kVA.....	1,920.00 + 0.50/kVA
vi. Over 6,000 kVA.....	4,170.00 + 0.25/kVA

NOTE: Total Transformer/UPS/Generator Capacity shall include all transformer, UPS and generators which are owned/installed by the owner/applicant as shown in the electrical plans and specifications.

c. Pole/Attachment Location Plan Permit

i. Power Supply Pole Location.....	P 30.00/pole
ii. Guying Attachment.....	P 30.00/attachment

This applies to designs/installations within the premises.

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

Use or Character of Occupancy	Electric Meter	Wiring Permit Issuance
Residential	P 15.00	P 15.00
Commercial/Industrial	60.00	36.00
Institutional	30.00	12.00

e. Formula for Computation of Fees

The Total Electrical Fees shall be the sum of Sections 4.a. to 4.d. of this Rule.

f. Forfeiture of Fees

If the electrical work or installation is found not in conformity with the minimum safety requirements of the Philippine Electrical Codes and the Electrical Engineering Law (RA 7920), and the Owner fails to perform corrective actions within the reasonable time provided by the Building Official, the latter and/or their duly authorized representative shall forthwith cancel the permit and the fees thereon shall be forfeited.

5. Mechanical Fees

a. Refrigeration, Air Conditioning and Mechanical Ventilation:

i. Refrigeration (cold storage), per ton or fraction thereof.....	P 40.00
ii. Ice Plants, per ton or fraction thereof.....	60.00
iii. Packaged/Centralized Air Conditioning Systems: Up to 100 tons, per ton.....	90.00
iv. Every ton or fraction thereof above 100 tons.....	40.00
v. Window type air conditioners, per unit.....	60.00
vi. Mechanical Ventilation, per kW or fraction thereof of blower or fan, or metric equivalent.....	40.00
vii. In a series of AC/REF systems located in one establishment, the total installed tons of refrigeration shall be used as the basis of computation for purposes of installation/inspection fees, and shall not be considered individually.	

For evaluation purposes:

For Commercial/Industrial Refrigeration without Ice Making (refer to 5.a.i.):

1.10 kW per ton, for compressors up to 5 tons capacity.
1.00 kW per ton, for compressors above 5 tons up to 50 tons capacity.
0.97 kW per ton, for compressors above 50 tons capacity.

For Ice making (refer to 5.a.ii.):

3.50 kW per ton, for compressors up to 50 tons capacity.
3.25 kW per ton, for compressors above 5 up to 50 tons capacity.
3.00 kW per ton, for compressors above 50 tons capacity.

For Air conditioning (refer to 5.a.iii.):

0.90 kW per ton, for compressors 1.2 to 5 tons capacity.
0.80 kW per ton, for above 5 up to 50 tons capacity.
0.70 kW per ton, for compressors above 50 tons capacity.

b. Escalators and Moving Walks, funiculars and the like:

i. Escalator and moving walk, per kW or fraction thereof.....	P 10.00
ii. Escalator and moving walks up to 20.00 lineal meters or fraction thereof.....	20.00
iii. Every lineal meter or fraction thereof in excess of 20.00 lineal meters.....	10.00
iv. Funicular, per kW or fraction thereof.....	200.00
v. Cable car, per kW or fraction thereof.....	40.00
(a) Per lineal meter travel.....	5.00

c. Elevators, per unit:

i. Motor driven dumbwaiters.....	P 600.00
ii. Construction elevators for material.....	2,000.00
iii. Passenger elevators.....	5,000.00
iv. Freight elevators.....	5,000.00
v. Car elevators.....	5,000.00

d. Boilers, per kW:

i. Up to 7.5 kW.....	P 500.00
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ii. Above 7.5 kW to 22 kW.....	700.00
iii. Above 22 kW to 37 kW.....	900.00
iv. Above 37 kW to 52 kW.....	1,200.00
v. Above 52 kW to 67 kW.....	1,400.00
vi. Above 67 kW to 74 kW.....	1,600.00
vi. Every kW or fraction thereof above 74 kW.....	5.00

NOTE: (a) Boiler rating shall be computed on the basis of 1.00 sq. meter of heating surface for one (1) boiler kW.
 (b) Steam from this boiler used to propel any prime-mover is exempted from fees.
 (c) Steam engines/turbines/etc. propelled from geothermal source will use the same schedule of fees above.

e. Pressurized water heaters, per unit.....	P 200.00
f. Water, sump and sewage pumps for commercial/industrial use, per kW or fraction thereof.....	60.00
g. Automatic fire sprinkler system, per sprinkler head.....	4.00
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.....	P 25.00
ii. Above 50 kW up to 100 kW.....	20.00
iii. Every kW above 100 kW.....	3.00
i. Compressed Air, Vacuum, Commercial, Institutional and/or Industrial Gases, per outlet.....	P 20.00
j. Gas Meter, per unit.....	P 100.00
k. Power piping for gas/steam/etc., per lineal meter or fraction thereof or per cu. meter or fraction thereof whichever is higher.....	P 4.00
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.....	P 10.00
ii. Above 50 kW to 100 kW.....	12.00
iii. Every above 100 kW or fraction thereof.....	3.00
m. Pressure Vessels, per cu. meter or fraction thereof.....	P 60.00
n. Other Machinery/Equipment for commercial/Industrial/Institutional Use not elsewhere specified, per kW or fraction thereof.....	P 60.00
o. Pneumatic tubes, Conveyors, Monorails for materials handling and addition to existing supply and/or exhaust duct works and the like, per lineal metes or fraction thereof.....	P 10.00
p. Weighing Scale Structure, per ton or fraction thereof.....	P 50.00

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NOTE: Transfer of machine/equipment location within a building requires a mechanical permit and payment of fees.

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".	
b. Every fixture in excess of one unit:	
i. Each water closet.....	P 7.00
ii. Each floor drain.....	3.00
iii. Each sink.....	3.00
iv. Each lavatory.....	7.00
v. Each faucet.....	2.00
vi. Each shower head.....	2.00
c. Special Plumbing Fixtures:	
i. Each slop sink.....	P 7.00
ii. Each urinal.....	4.00
iii. Each bath tub.....	7.00
iv. Each grease trap.....	7.00
v. Each garage trap.....	7.00
vi. Each bidet.....	4.00
vii. Each dental cuspidor.....	4.00
viii. Each gas-fired water heater.....	4.00
ix. Each drinking fountain.....	2.00
x. Each bar or soda fountain sink.....	4.00
xi. Each laundry sink.....	4.00
xii. Each laboratory sink.....	4.00
xiii. Each fixed-type sterilizer.....	2.00
d. Each water meter.....	P 2.00
i. 12 to 25 mm Ø.....	P 8.00
ii. Above 25 mm Ø.....	10.00
e. Construction of septic tank, applicable in all Groups	
i. Up to 5.00 cu. meters of digestion chamber.....	P 24.00
ii. Every cu. meter or fraction thereof In excess of 5.00 cu. meters.....	7.00

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.....	P 2.40 per port
b. Broadcast station for radio and TV for both commercial and training purposes, CATV headed, transmitting/	

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receiving/relay radio and broadcasting communications stations, communications centers, switching centers, control centers, operation and/or maintenance centers, call centers, cellsites, equipment silos/shelters and other similar locations/structures used for electronics and communications services, including those used for navigational aids, radar, telemetry, tests and measurements, global positioning and personnel/vehicle location	P	1,000.00 per location
c. Automated teller machines, ticketing, vending and other types of electronic dispensing machines, telephone booths, pay phones, coin changers, 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 indoor or outdoors.....		
	P	10.00 per 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		
	P	2.40 per outlet
e. Station/terminal/control point/port/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 lights, etc.), electronics fire alarm (including early-detection systems, smoke detectors, 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		
	P	2.40 per termination
f. Studios, auditoriums, theaters, and similar structures for radio and TV broadcast, recording, audio/video reproduction/simulation and similar activities		
	P	1,000.00 per location
g. Antenna towers/masts or other structures for installation of any electronic and/or communications transmission/reception.....		
	P	1,000.00 per structure
h. Electronic or electronically-controlled indoor and outdoor signages and display systems, including TV monitors, multi-media signs, etc.		
	P	50.00 per unit

7

i. Poles and attachment		
i. Per Pole (to be paid by pole owner).....	P	20.00
ii. Per attachment (to be paid by any entity who attaches to the pole of others)		20.00
j. Other types or electronics or electronically-controlled device, apparatus, equipment, instrument or units not specifically identified above	P	50.00 per unit

8. *Accessories of the Building/Structure Fees*

a. All parts of buildings 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 (Sections 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 (P 0.25) per cu. 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 girts, whichever applies.		
c. Bank and Records Vaults with interior volume up to 20.00 cu. meters.....		
	P	20.00
i. In excess of 20.00 cu. meters.....		
		8.00
d. Swimming Pools, per cu. meter or fraction thereof:		
i. GROUP A Residential.....		
	P	3.00
ii. Commercial/Industrial GROUPS B, E, F, G.....		
		36.00
iii. Social/Recreational/Institutional GROUPS C, D, H, I.....		
		24.00
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) Per unit or fraction thereof		
	P	60.00
(b) Residential GROUP A.....		
		6.00
(c) GROUP B, E, F, G,		
		18.00
(d) GROUP C, D, H,		
		12.00
e. Construction of firewalls separate from the building:		
i. Per sq. meter or fraction thereof.....		
	P	3.00
ii. Provided, that the minimum fee shall be		
		48.00
f. Construction/erection of towers: Including Radio and TV towers, water tank supporting structures and the like:		

Use or Character of Occupancy	Self-Supporting	Trilon (Guyed)
i. Single detached dwelling units.....	P 500.00	P 150.00
ii. Commercial/Industrial (Groups B, E, F, G) up to 10.00 meters in height.....	2,400.00	240.00
(a) Every meter or fraction thereof in excess of 10.00 meters.....	120.00	12.00

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iii.	Educational/Recreational/Institutional (Groups C, D, H, I) up to 10.00 meters in height.....	1,800.00	120.00
	(a) Every meter or fraction thereof in excess of 10.00 meters.....	120.00	12.00
g.	Storage Silos, up to 10.00 meters in height.....	P	2,400.00
i.	Every meter or fraction thereof in excess of 10.00 meters.....		150.00
ii.	Silos with platforms or floors shall be charged an additional fee in accordance with Section 3.e. of this Schedule		
h.	Construction of Smokestacks and Chimneys for Commercial/Industrial Use Groups B, E, F and G:		
i.	Smokestacks, up to 10.00 meters in height, measured from the base.....	P	240.00
	(a) Every meter or fraction thereof in excess of 10.00 meters.....		12.00
ii.	Chimney up to 10.00 meters in height, measured from the base.....		48.00
	(a) Every meter or fraction thereof in excess of 10.00 meters.....		2.00
i.	Construction of Commercial/Industrial Fixed Ovens, per sq. meters or fraction thereof of interior floor areas	P	48.00
j.	Construction of Industrial Kiln/Furnace, per cu. meter or fraction thereof of volume		12.00
k.	Construction of reinforced concrete or steel tanks or above ground GROUPS A and B, up to 2.00 cu. meters.....		12.00
i.	Every cu. m or fraction thereof in excess of 2.00 cu. meters.....	P	12.00
ii.	For all other than Groups A and B up to 10.00 cu. meters.....		480.00
	(a) Every cu. meter or fraction thereof in excess of 10.00 cu. meters.....		24.00
l.	Construction of Water and Waste Water Treatment Tanks: (Including Cisterns, Sedimentation and Chemical Treatment Tanks) per cu. meter of volume.....	P	7.00
m.	Construction of reinforced concrete or steel tanks except for Commercial/Industrial Use:		
i.	Above ground, up to 10.00 cu. meters.....	P	480.00
	Every cu. m or fraction thereof in excess of 10.00 cu. meters.....		480.00
ii.	Underground, up to 20.00 cu. meters.....		540.00
	Every cu. meter or fraction thereof in excess of 20.00 cu. meters.....		24.00
n.	Pull-outs and Reinstallation of Commercial/Industrial Steel Tanks:		

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i.	Underground, per cu. meter or fraction thereof of excavation.....	P	3.00
ii.	Saddle or trestle mounted horizontal tanks, per cu. meter or fraction thereof of volume of tank.....		3.00
iii.	Reinstallation of vertical storage tanks shall be the same as new construction fees in accordance with Section 8.k. above.		
n.	Booths, Kiosks, Platforms, Stages and the like, per sq. meter or fraction thereof of floor area:		
i.	Construction of permanent type.....	P	10.00
ii.	Construction of temporary type.....		5.00
iii.	Inspection of knock-down temporary type, per unit		24.00
p.	Construction of buildings and other accessory structures within cemeteries and memorial parks:		
i.	Tombs, per sq. meter of covered ground areas.....	P	5.00
ii.	Semi-enclosed mausoleums whether canopied or not, per sq. meter of built-up area		5.00
iii.	Totally enclosed mausoleums, per sq. meter of floor area		12.00
iv.	Totally enclosed mausoleums, per sq. meter of floor area		5.00
v.	Columbarium, per sq. meter.....		18.00
9.	Accessory Fees		
a.	Establishment of Line and Grade, all sides fronting or abutting streets, esteros, rivers and creeks, first 10.00 meters.....	P	24.00
i.	Every meter or fraction thereof in excess of 10.00 meters.....		2.40
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	P	200.00
(b)	Per cu. meters of excavation		3.00
(c)	Issuance of GP & EP, valid only for thirty (30) days or superseded upon issuance of Building Permit		50.00
(d)	Per cu. meter of excavation for foundation with basement.....		4.00
(e)	Excavation other than foundation or basement, per cu. meter.....		3.00

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- (f) Encroachment of footings or foundations of buildings/structures to public areas as permitted, per sq. meter or fraction thereof of footing or foundation encroachment 250.00
- c. Fencing Fees:
- i. Made of masonry, metal, concrete up to 1.80 meters in height, per linear meter or fraction thereof..... P 3.00
 - ii. In excess of 1.80 meters in height, per linear meter or fraction thereof 4.00
 - iii. Made of indigenous materials, barbed, chicken or hog wires, per linear meter..... 2.40
- d. Construction of Pavements, up to 20.00 sq. meters..... P 24.00
- e. In excess of 20% 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 P 3.00
- f. Use of Streets and Sidewalks, Enclosures and Occupancy of Sidewalks up to 20.00 sq. meters, per calendar month P 240.00
- i. Every sq. meter or fraction thereof in excess of 20.00 sq. meters P 12.00
- g. Erection of Scaffoldings Occupying Public Areas, per calendar month.
- i. Up to 10.00 meters in length..... P 150.00
 - ii. Every lineal meter or fraction thereof in excess of 10.00 meters 12.00
- h. Sign Fees:
- i. Erection and anchorage of display surface, up to 4.00 sq. meters of signboard area..... P 120.00
 - (a) Every sq. meter or fraction thereof in excess of 4.00 sq. meters..... 24.00
 - ii. Installation Fees, per sq. meter or fraction thereof of display surface.

Type of Sign Display	Business Signs	Advertising Signs
Neon	P 36.00	P 52.00
Illuminated	24.00	36.00
Others	15.00	24.00
Painted-on	9.60	18.00

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

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Type of Sign Display	Business Signs	Advertising Signs
Neon	P 36.00, min. fee shall be P 124.00	P 46.00, min. fee shall be P 200.00
Illuminated	P 18.00, min. fee shall be P 72.00	P 38.00, min. fee shall be P 150.00
Others	P 12.00, min. fee shall be P 40.00	P 20.00, min. fee shall be P 110.00
Painted-on	P 8.00, min. fee shall be P 30.00	P 12.00, min. fee shall be P 100.00

- i. Repairs Fees:
- i. Alteration/renovation/improvement on vertical dimensions of buildings/structures in square meter, such as facades, exterior and interior walls, shall be assessed in accordance with the following rate, For all Groups..... P 5.00
 - ii. Alteration/renovation/improvement on horizontal dimensions of buildings/structures, such as floorings, ceilings and roofing shall be assessed in accordance with the following rate, For all Groups 5.00
 - iii. Repairs on buildings/structures in all Groups costing more than five thousand pesos (P 5,000.00) shall be charged 1% of the detailed repair cost (itemized original materials to be replaced with 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 Sections 3.a. to 3.e. of this Schedule, whichever Group applies.
- k. Demolition/Moving of Buildings/Structures Fees, per sq. meter of area or dimensions involved:
- i. Buildings in all Groups per sq. meter floor area..... P 3.00
 - ii. Building Systems/Frames or portion thereof per vertical or horizontal dimensions, including Fences 4.00
 - iii. Structures of up to 10.00 meters in height..... 800.00
 - (a) Every meter or portion thereof in excess of 10.00 meters 50.00
 - iv. Appendage of up to 3.00 cu. meter/unit..... 50.00
 - (a) Every cu. meter or portion thereof in excess of 3.00 cu. meters 50.00
 - v. Moving Fee, per sq. meter of area of building/structure to be moved 3.00

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10. Certificates of Use or Occupancy (Table II.G.1. for fixed costing)

a. Division A-1 and A-2 Buildings:

i.	Costing up to P150,000.00	P	100.00
ii.	Costing more than P150,000.00 up to P400,000.00		200.00
iii.	Costing more than P400,000.00 up to P850,000.00	P	400.00
iv.	Costing more than P850,000.00 up to P1,200,000.00		800.00
v.	Every million or portion thereof in excess of P1,200,000.00		800.00

b. Divisions B-1/E-1, 2, 3/F-1/G-1, 2, 3, 4, 5/H-1, 2, 3, 4/and I-1 Buildings:

i.	Costing up to P150,000.00	P	200.00
ii.	Costing more than P150,000.00 up to P400,000.00		400.00
iii.	Costing more than P400,000.00 up to P850,000.00		
iv.	Costing more than P850,000.00 up to P1,200,000.00		
v.	Every million or portion thereof in excess of P1,200,000.00		

c. Divisions C-1, 2/D-1, 2, 3 Buildings:

i.	Costing up to P150,000.00		
ii.	Costing more than P150,000.00 up to P400,000.00		
iii.	Costing more than P400,000.00 up to P850,000.00		
iv.	Costing more than P850,000.00 up to P1,200,000.00		
v.	Every million or portion thereof in excess of P1,200,000.00		

d. Division J-1 Buildings/structures:

i.	With floor area up to 20.00 sq. meters	P	50.00
ii.	With floor area above 20.00 sq. meters up to 500.00 sq. meters		240.00
iii.	With floor area above 500.00 sq. meters up to 1,000.00 sq. meters		360.00
iv.	With floor area above 1,000.00 sq. meters up to 5,000.00 sq. meters		480.00
v.	With floor area above 5,000.00 sq. meters up to 10,000.00 sq. meters		200.00
	With floor area above 10,000.00 sq. meters		2,400.00

e. Division J-2 Structures:

i.	Garages, carports, balconies, terraces, lanais and the like: 50% of the rate of the principal building, of which they are accessories.		
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ii. Aviaries, aquariums, zoo structures and the like: same rates as for Section 10.d. above.

iii. Towers such as for Radio and TV transmissions, cell site, sign (ground or roof type) and water tank supporting structures and the like in any location shall be imposed fees as follows:

(a) First 10.00 meters of height from the ground	P	800.00
(b) Every meter or fraction thereof in excess of 10.00 meters		50.00

f. Change in Use/Occupancy, per sq. meter or fraction thereof of area affected	P	5.00
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2. Issuance of Occupancy Permit

To enforce and regulate uniform standards for the as-built/ actual construction, of buildings pursuant to PD 1096 as well as enforcement of related orders & decisions.

Office Or Division:	Office Of The Building Official			
Classification:	Simple			
Type Of Transaction:	G2C/G2B - Government to Citizen/ Government to Business			
Who May Avail:	All Government & Private Structures Under Pd 957			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly Filled-up OBO Forms			Office of the Building Official, G/F New Ormoc City Hall	
As-Built Plans & Specifications, Construction Logbook			Registry of Deeds, 3/F New Ormoc City Hall	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all accomplished forms with plans and other documents to the OBO receiving desk.	1. Receive the required documents and check for completeness	none	1 Hour	<i>Admin. Aide I- OBO Receiving Officer</i>
	1.1 City Planning & Development Office checks plans to be issued with locational clearance		5 Hrs & 30 Mins.	<i>City Treasurer- CTO City Assessor- CAO Draftsman- City Planning & Development Office</i>
	1.2 Conduct actual site inspection. Evaluates land use thru desk review or undertakes preliminary site verification, as needed, thru Joint inspection Team (JIT)		4 Hrs	<i>Draftsman- City Planning & Development Office Building Inspector I & team- OBO Bureau of Fire Protection</i>
	1.3 Simultaneous tasks of the OBO/ CPDO &		3 Days	<i>Draftsman- CPDO</i>



	BFP) Evaluates the plans as to: -Architectural requirements - Structural requirements -Plumbing/sanitary requirements -Electrical requirements -Mechanical requirements - Electronics requirements			<i>Technical Team- OBO</i> <i>Building Plan Evaluator- BFP</i>
2. Follow up the processing of your application (applicant will receive a text message regarding his/her application after evaluation)	2.Review and recommend order for payment or correction, if necessary	None	20 Mins	<i>Admin. Aide I- OBO Releasing Officer</i>
	2.1 One-time assessment of Taxes, Charges & Fees		1 Hr	<i>City Treasurer- CTO City Assessor- CAO Draftsman- City Planning & Development Office Technical Team - OBO</i>
	2.2 Has applicant sign the logbook signifying receipt		10 Mins	<i>Admin. Aide I- OBO Releasing Officer</i>
3. Payment	3 Accept the payment based on the order of payment	varies based on assessment	1 Hour	<i>Cashier I- Treasurer's Office</i>



	3.1 Receive ORs from the Cashier & forwards it to the Printing/ Recording		30 Minutes	<i>Admin. Aide I- OBO Receiving Officer</i>
	3.2 the Bldg& Ancillary Permits		1 Hour	
	3.3 Collates printed clearances and permits		30 Minutes	
	3.4 Assign corresponding Permit Number, record & segregate all documents		30 Minutes	
4. Releasing	4. Receives & validates the claim stub of the applicant Releases to the applicant the Certificate of Occupancy and other documents.	None	30 Minutes	<i>Admin. Aide I- OBO Releasing Officer</i>
	4.1 Archives the issued/released Occupancy Permit, clearances & others for documentation		No Time Allocation	<i>Admin. Aide I</i>
TOTAL		See Schedule of Fees of PD 1096 (National Building Code)	5 Days	



11. Annual Inspection Fees

a. Divisions A-1 and A-2:		
i. Single detached dwelling units and duplexes are not subject to annual inspections.		
ii. If the owner request inspections, the fee for each of the services enumerated below is		
	P	120.00
Land Use Conformity		
Architectural Presentability		
Structural Stability		
Sanitary and Health Requirements		
Fire-Resistive Requirements		
b. Divisions B-1/D-1, 2, 3/E-1, 2, 3/F-1/G-1, 2, 3, 4, 5/ H-1, 2, 3, 4/ and I-1, Commercial, Industrial Institutional buildings and appendages shall be assessed area as follows:		
i. Appendage of up to 3.00 cu. meters/unit.....		
P	150.00	
ii. Floor area to 100.00 sq. meters.....		
	120.00	
iii. Above 100.00 sq. meters up to 200.00 sq. meters.....		
	240.00	
iv. Above 200.00 sq. meters up to 350.00 sq. meters.....		
	80.00	
v. Above three hundred 350.00 sq. meters up to 500.00 sq. meters.....		
	720.00	
vi. Above 500.00 sq. meters up to 750.00 sq. meters.....		
	960.00	
vii. Above 750.00 sq. meters up to 1,000.00 sq. meters.....		
	1,200.00	
viii. Every 1,000.00 sq. meters or its portion in excess of 1,000.00 sq. meters.....		
	1,200.00	
c. Divisions C-1, 2, Amusement Houses, Gymnasia and the like:		
i. First class cinematographs or theaters.....		
P	1,200.00	
ii. Second class cinematographs or theaters.....		
	720.00	
iii. Third class cinematographs or theaters.....		
	520.00	
iv. Grandstands/Bleachers, Gymnasia and the like.....		
	720.00	
d. Annual plumbing inspection fees, each plumbing unit		
P	60.00	

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e. Electrical Inspection Fees:

- i. A one time electrical inspection fee equivalent to 10% of Total Electrical Permit Fees shall be charged to cover all inspection trips during construction.
- ii. Annual Inspection Fees are the same as in Section 4.e.

f. Annual Mechanical Inspection Fees:

i. Refrigeration and Ice Plant, per ton:		
(a)	Up to 100 tons capacity	P 25.00
(b)	Above 100 tons up to 150 tons	20.00
(c)	Above 150 tons up to 300 tons	15.00
(d)	Above 300 tons up to 500 tons.....	10.00
(e)	Every ton or fraction thereof above 500 tons.....	5.00
ii. Air Conditioning Systems:		
Window type air conditioners, per unit		
P	40.00	
iii. Packaged or centralized air conditioning systems:		
(a)	First 100 tons, per ton	25.00
(b)	Above 100 tons, up to 150 tons per ton	20.00
(c)	Every ton or fraction thereof above 500 tons	8.00
iv. Mechanical Ventilation, per unit, per kW:		
(a)	Up to 1 kW	P 10.00
(b)	Above 1 kW to 7.5 kW	50.00
(c)	Every kW above 7.5 kW	20.00
v. Escalators and Moving Walks; Funiculars and the like:		
(a)	Escalator and Moving Walks, per unit.....	P 120.00
(b)	Funiculars, per kW or fraction thereof.....	50.00
(c)	Per lineal meter or fraction thereof of travel.....	10.00
(d)	Cable Car, per kW or fraction thereof	25.00
(e)	Per lineal meter of travel.....	2.00
vi. Elevators, per unit:		
(a)	Passenger elevators.....	P 500.00
(b)	Freight elevators.....	400.00
(c)	Motor driven dumbwaiters.....	50.00
(d)	Construction elevators for materials	400.00
(e)	Car elevators	500.00
(f)	Every landing above first five (5) landings for all the above elevators.....	50.00
vii. Boilers, per unit:		
(a)	Up to 7.5 kW	P 400.00
(b)	7.5 kW up to 22 kW	550.00
(c)	22 kW up to 37 kW	600.00
(d)	37 kW up to 52 kW	650.00
(e)	52 kW up to 67 kW	800.00
(f)	67 kW up to 74 kW.....	900.00
(g)	Every kW or fraction thereof above 74 kW	4.00
viii. Pressurized Water Heaters, per unit.....		
P	120.00	
ix. Automatic Fire Extinguishers, per sprinkler head.....		
P	2.00	
x. Water, Sump and Sewage pumps for buildings/structures for commercial/ industrial purposes, per kW:		
(a)	Up to 5 kW.....	P 55.00
(b)	Above 5 kW to 10 kW.....	90.00

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	(c) Every kW or fraction thereof above 10 kW.....	P	2.00
xi.	Diesel/Gasoline Internal Combustion Engine, Gas Turbine/Engine, Hydro, Nuclear or Solar Generating Units and the like, per kW:		
	(a) Per kW, up to 50 kW.....	P	15.00
	(b) Above 50 kW up to 100 kW.....		10.00
	(c) Every kW or fraction thereof above 100 kW.....		2.40
xii.	Compressed air, vacuum, commercial/institutional/industrial gases, per outlet.....	P	10.00
xiii.	Power piping for gas/steam/etc., per lineal meter or fraction thereof or per cu. meter or fraction thereof, whichever is higher.....	P	2.00
xiv.	Other Internal Combustion Engines, including Cranes, Forklifts, Loaders, Mixers, Compressors and the like:		
	(a) Per unit, up to 10 kW.....		100.00
	(b) Every kW above 10 kW.....		3.00
xv.	Other machineries and/or equipment for commercial/ industrial/institutional use not elsewhere specified, per unit:		
	(a) Up to ½ kW.....	P	8.00
	(b) Above ½ kW up to 1 kW.....		23.00
	(c) Above 1 kW up to 3 kW.....		39.00
	(d) Above 3 kW up to 5 kW.....		55.00
	(e) Above 5 kW up to 10 kW.....		80.00
	(f) Every kW above 10 kW or fraction thereof.....		4.00
xvi.	Pressure Vessels, per cu. meter or fraction thereof.....	P	40.00
xvii.	Pneumatic tubes, Conveyors, Monorails for materials handling, per lineal meter or fraction thereof.....	P	2.40
xviii.	Weighing Scale Structure, per ton or fraction thereof.....	P	30.00
xix.	Testing/Calibration of pressure gauge, per unit.....	P	24.00
	(a) Each Gas Meter, tested, proved and sealed, per gas meter.....		30.00
xx.	Every mechanical ride inspection, etc., used in amusement centers of fairs, such as ferris wheel, and the like, per unit.....	P	30.00
g.	Annual electronics inspection fees shall be the same as the fees in Section 7. of this Schedule.		
12.	Certifications:		
a.	Certified true copy of building permit.....	P	50.00
b.	Certified true copy of Certificate of Use/Occupancy.....		50.00
c.	Issuance of Certificate of Damage.....		50.00
d.	Certified true copy of Certificate of Damage.....		50.00
e.	Certified true copy of Electrical Certificate.....		50.00

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f.	Issuance of Certificate of Gas Meter Installation.....	P	50.00
g.	Certified true copy of Certificate of Operation.....		50.00
h.	Other Certifications.....		50.00

NOTE: The specifications of the Gas Meter shall be:

Manufacturer.....
Serial Number.....
Gas Type.....
Meter Classification/Model.....
Maximum Allowable Operating Pressure – psi (kPa).....
Hub Size - mm (inch).....
Capacity - m ³ /hr. (ft ³ /hr.).....



Office of the City Accountant

External Services



1. Pre-Audit – Progress Billing for Infrastructure Projects

Contractors' progress billing for ongoing and/or completed infrastructure project is pre-audited in order to determine the completeness of supporting documents, verify the propriety and validity of claim prior to payment, and to record the transaction in the City's books of accounts.

Office Or Division:	General Accounting and Auditing Services	
Classification:	Highly Technical	
Type Of Transaction:	G2B – Government to Business Entity	
Who May Avail:	Contractors with validly awarded infrastructure contract with LGU-Ormoc	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Summary List of Requirements (1 copy)		Accounting Office – Receiving Section 2
Disbursement Voucher (4 originals)		Client - Contractor
CAFOA /FURs (3 certified copies)		Administrator's Office - BAC Secretariat
Monthly Certificate of Payment (1 original, 2 copies)		Client - Contractor
Inspection Report (1 original, 2 copies)		Implementing Office (CEO/ORWASA,etc.)
Contractor's Statement of Work Accomplished (1 original, 2 copies)		Client – Contractor
Breakdown of Progress Billing (1 original, 2 copies)		Client – Contractor
Statement of Time Elapsed and Work Accomplished (1 original, 2 copies)		Implementing Office (CEO/ORWASA,etc.)
Certificate of Completion (<i>for final billing</i>) (1 original, 2 copies)		Implementing Office (CEO/ORWASA,etc.)
Certificate of Acceptance (<i>for final billing</i>) (1 original, 2 copies)		Accepting Agency/LGU/Office
Approved Letter Request for Inspection and Billing (1 original, 2 copies)		Client – Contractor
Notarized Affidavit on Labor (1 original, 2 copies)		Client – Contractor
Equipment Clearance Certificate (1 original, 2 copies)		Implementing Office (CEO/ORWASA,etc.)
Certificate of Thickness (<i>for Road Concreting</i>) (1 original, 2 copies)		Implementing Office (CEO/ORWASA,etc.)
Stamp "paid" Mobilization and/or Previous Vouchers (1 copy)		City Treasurer's Office – Check Releasing (upon release of check in previous payment or Accounting Office – Records Section
Photos (3 colored copies)		Client – Contractor



<ul style="list-style-type: none"> • Before start of project (<i>first billing only</i>) • Ongoing works (<i>pertaining to each progress billing</i>) • Completed works (<i>every completed project item</i>) • Zoomed-out Project Billboard actually placed in the project site (<i>first billing</i>) • Zoomed-in Project Billboard with completely filled-up Project Status (<i>for every progress billing</i>) 	
<u>For Extension & Suspension of Time:</u> <ul style="list-style-type: none"> • Variation Order, • Suspension and Resumption Order, • Time Extension Order • Verification/Supporting documents (Site Instruction, Weather Report, Resolution, Certification, Order, etc.) (3 certified copies) 	Implementing Office (CEO/ORWASA,etc.)
Program Of Works w/ Detailed Estimates, Approved Budget of the Contract, Pert-CPM/S-Curve (<i>first billing</i>) (3 certified copies)	Implementing Office (CEO/ORWASA,etc.)
As Built Plan (<i>final billing</i>) (1 original, 1 copy)	Client – Contractor
Quality Test Results (1 original, 2 copies) <ul style="list-style-type: none"> • Concrete Sample Test • Sieve Analysis (Road Concreting) • Compaction (Road Concreting) • Field Density Test (Road Concreting) • Machine Tension Test • Reinforcing Steel Test, ETC. 	Implementing Office (CEO/ORWASA,etc.)
Certificate of Availability of Fund (<i>first billing</i>) (3 certified copies)	Administrator’s Office - BAC Secretariat
ECC/CNC /MGB Report/Permit to Cut, <i>as applicable</i> (<i>first billing</i>) (3 certified copies)	Administrator’s Office - BAC Secretariat
Bill of Quantities (<i>first billing</i>)(3 certified copies)	Administrator’s Office - BAC Secretariat
NFCC (<i>first billing</i>) (3 certified copies)	Administrator’s Office - BAC Secretariat
Abstract of Bids as Read (<i>first billing</i>) (3 certified copies)	Administrator’s Office - BAC Secretariat
Abstract of Bids as Calculated (<i>first billing</i>) (3 certified copies)	Administrator’s Office - BAC Secretariat
BAC Resolution (<i>first billing</i>) (3 certified copies)	Administrator’s Office - BAC Secretariat



Notice of Award (<i>first billing</i>) (3 certified copies)	Administrator's Office - BAC Secretariat
Performance Security/Bond (<i>first billing</i>) (3 certified copies)	Administrator's Office - BAC Secretariat
Contract/Agreement (<i>first billing</i>) (3 certified copies)	Administrator's Office - BAC Secretariat
Notice to Proceed (<i>first billing</i>) (3 certified copies)	Administrator's Office - BAC Secretariat
<p>Stamped "Received" COA Transmittal (<i>first billing</i>) (3 certified copies)</p> <p>Note: Transmittal should contain the following documents (if not indicated, submit 2 certified copies of the said document, 1 orig 2 certified copies for Omnibus Sworn Statement)</p> <p><u>for Small Value Procurement</u></p> <ul style="list-style-type: none"> • Mayor's/Business Permit • Professional License • PhilGEPS Registration Number • PCAB License • Income/Business Tax Return • Omnibus Sworn Statement <p><u>for Emergency Cases:</u></p> <ul style="list-style-type: none"> • Mayor's/Business Permit • PCAB License • NFCC, for ABCs above P500k • Income/Business Tax Return, for ABCs above P500k • Omnibus Sworn Statement <p><u>for Take-Over Contracts</u></p> <ul style="list-style-type: none"> • Mayor's/Business Permit • Professional License • PhilGEPS Registration Number • PCAB License • NFCC <p><u>for Adjacent/Contiguous</u></p> <ul style="list-style-type: none"> • PCAB License • NFCC 	Administrator's Office - BAC Secretariat



Retention Money Bond/Warranty Bond or Bank Guarantee (1 original, 2 copies) <i>(if claiming retention money upon final billing or within one (1) year from project completion date)</i>	Contractor's Insurance Provider/Bank Institution
<u>Claiming for Retention Money after One (1) year from completion date:</u> <ul style="list-style-type: none"> • Approved Letter Request to claim the Retention (1 original, 1 copy) • Certificate of Final Acceptance (1 original, 1 copy) • Final Inspection Report (1 original, 1 copy) • Warranty Security (1 original, 1 copy) • Previous Voucher(s) reflecting deduction of retention money (2 certified copies) • Certificate of Completion (2 certified copies) 	Client/Implementing Office Client/Implementing Office Client/Implementing Office Client/Implementing Office Office of the City Accountant, Records Section Office of the City Accountant, Records Section
Official Receipt	Client – Contractor
All other requirements deemed necessary to support and/or establish validity of claim	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Stage 1: Pre-Audit of Voucher				
1. Submit required documents (based on Summary List) to the Office of the City Accountant (OCA) Receiving 2 for initial checking and tracking; If informed by receiving of non-transmittal of BAC Sec documents, please constantly follow-up	1.1 Receiving 2 receives and partially checks the completeness of the documents, record receipt in the tracking system, 1.1a) For First billing, If BAC Sec documents are not yet submitted, track as "Out-Return" to Admin in the system, but retain the submitted documents in the	none	45 Minutes	<i>Supervising Administrative Officer</i> Office of the City Accountant



<p>transmittal of the documents from the Admin Office - BAC Secretariat.</p> <p>*Note that, for first billing, documents will not be forwarded to the auditing team until submission of the BAC Sec documents.</p>	<p>office. Inform contractor to follow-up transmittal of BAC Sec documents;</p> <p>1.1b) If BAC Sec docs are submitted, track as “In” from Admin and forward all documents to the auditor;</p>			
	<p>1.2 Auditor pre-audits all submitted supporting documents for completeness, verify validity and propriety of claim, and assess correctness of computations;</p> <p>1.2a. If complete and substantial, stamp and sign “Allowed in Audit”, track in system, and forward to JEver (proceed to step 11);</p> <p>1.2b. In case of lacking/ insubstantial supporting documents/ questions/ corrections, issue Return Notes and forward documents to Receiving 2;</p>	<p>None</p>	<p>5 Days</p>	<p><i>Supervising Administrative Officer Office of the City Accountant</i></p>



	1.3 Receiving 2 informs contractor of the return;	None	15 Minutes	<i>Supervising Administrative Officer</i> Office of the City Accountant
2. Claim return at OCA Receiving 2;	2.1 Receiving 2 releases documents to contractor for compliance/reply;	None	15 Minutes	<i>Supervising Administrative Officer</i> Office of the City Accountant
3. Comply/reply with the remarks indicated in the Return Notes;				
4. Resubmit documents to OCA Receiving 2;	4.1 Receiving 2 receives the documents, record receipt in the tracking system, and forward to auditor;	None	15 Minutes	<i>Supervising Administrative Officer</i> Office of the City Accountant
	4.2 Auditor re-assesses resubmitted documents; 4.2a. If complete, stamp and sign "Allowed in Audit", track in system, and forward to JEver (proceed to step 4.3); 4.2b. If still incomplete/ non-substantial/ w/ corrections, issue Return Notes and forward documents to Receiving 2	None	2 Days <i>*time repeats to run in case of returns.</i>	<i>Supervising Administrative Officer</i> Office of the City Accountant



4.2c. If informed by receiving of returns, repeat steps 2, 3 & 4;	and repeat step 1.3 onwards;			
	<p>4.3 JEVER records the transaction in the Books of Accounts of the City and prepares Journal Entry Voucher</p> <p>4.3a. Set-up Construction in Progress if new project;</p> <p>4.3b. In case of Progress Billing Breakdown discrepancy, budget deficit, issue return notes and forward to receiving (repeat steps 1.3-4.1 and 4.3);</p> <p>4.3c. Update the Cost Sheet;</p> <p>4.3d. Track and forward to City Accountant for approval;</p>	None	<p>2 Days</p> <p><i>*time will repeat to run in case of return per step 4.3b.</i></p>	<p><i>Accountant III</i> Office of the City Accountant</p>
	4.4 City Accountant reviews the Disbursement Voucher and supporting documents;	None	4 Hours	<p><i>City Accountant</i> Office of the City Accountant</p>



	<p>4.4a. In case of non-substantial compliance, issue return notes and forward either to auditor, JEver, or receiving (repeat all steps necessary);</p> <p>4.4b. In case of changes in the CAFOA, track OUT to City Budget Office for adjustment;</p> <p>4.4c. For substantial compliance, approve and sign Box B of the Disbursement Voucher (new form);</p> <p>4.4d. Assistant tracks in the system as "Approved" and pass to releasing;</p>			
	4.5 Releasing tracks "OUT to CTO" in the system and forward documents to the City Treasurer's Office;	None	30 Minutes	<i>City Accountant</i> Office of the City Accountant
	<ul style="list-style-type: none"> ■ Documents are processed at the CITY TREASURER'S OFFICE & ADMINISTRATOR'S 			



	OFFICE for Disbursement Voucher Approval			
Stage 2: Accountant's Advice of Check Disbursements				
	<ul style="list-style-type: none"> ■ From the City Administrator's Office, the documents are re-forwarded to the City Treasurer's Office for check issuance and Accountant's Advice preparation; 			
	<p>4.6 OCA - Check Receiving reviews the check details against the Accountant's Advice in the system and the Amount allowed in audit as reflected in the voucher;</p> <p>4.6a. If with corrections, return to City Treasurer's Office;</p> <p>4.6b. If all is ok, print the Advice and forward to review section;</p>	None	30 Minutes	<i>Accountant III</i> Office of the City Accountant
	<p>4.7 Advice Reviewer re-checks the Accountant's Advice and Check;</p> <p>4.7a. If with corrections, return to check receiving to repeat step 4.6;</p>	None	30 Minutes	<i>Accountant III</i> Office of the City Accountant



	4.7b. If no corrections, forward the Check and Disbursement Vouchers to the respective JEVers, countersign the Advice and forward to Accountant III;			
	4.8 JEVER inputs the check number in the Journal Entry Voucher, prints the JEV, signs, and passes the documents to the Accountant III;	None	30 Minutes	<i>Accountant III</i> Office of the City Accountant
	4.9 Accountant III reviews the Advice and printed JEVs, countersigns the approval portion of the JEV hardcopy, and forwards to the City Accountant;	None	30 Minutes	<i>Accountant III</i> Office of the City Accountant
	4.10 City Accountant reviews and signs the approval portion of the Accountant's Advice and forwards to releasing; 410a. If discrepancy is found/observed, the documents are returned to receiving, the reviewer, never to repeat the necessary steps.	None	30 Minutes	<i>City Accountant</i> Office of the City Accountant



	4.11 Releasing team records data in logbook and forwards check and supporting documents to City Administrator's Office;	None	15 Minutes	City Accountant Office of the City Accountant
	4.12 Admin Aide III collates all Accountant's Advises (ADAs) issued within 2 hours and transmit to the Bank	None		City Accountant Office of the City Accountant
	<ul style="list-style-type: none"> ■ Check is processed for approval and signature of the City Administrator ■ All documents are forwarded to the City Treasurer's office for check releasing. 	None		City Administrator City Administrator's Office City Treasurer Office of the City Treasurer
5	Claim check payment at the City Treasurer's Office Window 16			City Treasurer Office of the City Treasurer
TOTAL – Stage 1:			11 Days, 6 Hours	
TOTAL – Stage 2:		None	2 Hours, 45 Minutes	

Pre-Audit - Progress Billing for Infrastructure Projects - qualified for multi-stage processing.



2. PRE-AUDIT – BILLING FOR DELIVERY OF GOODS/SERVICES

Documents supporting billings by suppliers (Public Bidding, Alternative method of procurements and negotiated procurements) for the delivery of goods and services are pre-audited in order to determine completeness and verify propriety and validity of claim prior to payment, as well as to record the transaction in the City's books of accounts.

Office Or Division:	General Accounting and Auditing Services	
Classification:	Highly Technical	
Type Of Transaction:	G2B – Government to Business Entity	
Who May Avail:	Suppliers with validly awarded contract with LGU-Ormoc for the supply and delivery of goods and/or service	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Disbursement Voucher (4 original)		Implementing/Procuring Office
CAFOA /FURs (1 original, 1 copy)		BAC Secretariat
Official Receipt		Client (Business Entity)
Charge invoice/sales invoice (1 original, 2 copies)		Client (Business Entity)
Inspection and Acceptance Report (IAR) (2 originals, 2 copies)		City General Services Office
ABC/Purchase Request/APR (1 orig, 1 copy)		BAC Secretariat
Purchase Order/Contract (1 orig, 2 copies)		BAC Secretariat
PPMP (2 certified copies)		BAC Secretariat
<u>PUBLIC BIDDING (1 orig, 1 copy each)</u> Minutes of Pre-procurement Conference Minutes of Pre-bid conference Invitation to Bid (ITB) Certification of posting Publication of ITB in newspaper (above 10M) Philgeps Posting Supplemental/Bid Bulletins Bid Data Sheet General Conditions of Contract Special Condition of Contract Registration from SEC.DTI for sole proprietorship, CDA for Cooperative		BAC Secretariat



<p>Mayor's Permit (2 copies) Statement of prospective bidder of all its ongoing and completed government and private contracts Audited Financial Statements stamped "received" by the BIR Net Financial Contracting Capacity or Credit line Bid Security Technical Specifications Production/Delivery Schedule Manpower Requirements After sales, if applicable Omnibus Sworn Statements Bid Form/Bid Prices/Bill of Quantities Abstract of Bid as read Abstract of Bid as calculated Post Qualification Evaluation Report Minutes of proceeding of the bidding Notice of Post Qualification BAC Resolution No. Tax Clearance Latest Income and Business Returns Philgeps Certificate Notice of Award Philgep Posting Performance Bond Warranty Bond Warranty Certificates, if applicable Contract and Agreement Purchase Order Notice to proceed Philgeps posting-updated Dealers Signature Official Receipt (payment of bid documents) Secretary's Certificate</p>	
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<p>Program of Work, if applicable Scope of Work, where applicable Plans/Drawings, if applicable Accomplishment Report <i>For Vehicles:</i> LTO permits and registration Comprehensive GSIS Insurance Registration/red plate DILG authority to purchase Certificate of availability of Funds Actual picture Stencil of chassis and engine number Acknowledgement Receipt of Equipment (ARE) <i>For Medicines:</i> Certificate of Product Registration (CPR) (2 copies) Stock Position Sheet <u>ALTERNATIVE METHOD OF PROCUREMENT/ NEGOTIATED PROCUREMENT</u> BAC Resolution Notice of Award(50k above) Abstract of Quotation Request for Quotation Dealer/s Signature Purchase Request PPMP/Supplemental PPMP Mayor's Permit PHILGEPS Registration No. Income/Business Tax Return Omnibus Sworn Statement</p>	
<p><u>ADDITIONAL MINIMUM REQUIREMENTS</u> <u>(1 orig. 1 copy each)</u> >MEALS: List of Expected Participants (certified correct)</p>	<p>Implementing/Procuring Office</p>



Attendance Sheets (morning and afternoon session if whole day activity)
Program of the activity (if program)
Minutes of the Meeting(if meeting)
Narrative Report (if not a program/meeting)
Photo documentation
Justification if there are changes in activity schedule

>HOTEL ACCOMMODATION:

Hotel Registration Card/Guest Folio of person given accommodation
Certification indicating services rendered of visitors given accommodation
Invitation (if resource speaker)conforme by the invited speaker
Program of the activity with names of persons given accommodation
Pictures of the activity

>INFORMATION TECHNOLOGY AND RELATED PRODUCTS:

IT Eqpt Purchase Request Evaluation Report
IT Equipment Inspection Report
Technical Specification Evaluation Report
Brochures
Warranty Certificate
Acknowledgment Receipt for Equipment (ARE) if 15k above
Inventory Custodian Slip (ICS) if below 15k
Actual Pictures of equipment purchased

>SPAREPARTS,TIRES, BATTERY

Certification of Wear and Tear
Pre-repair evaluation Report
Both dated on or before Purchase Request date



Post repair evaluation report based on scope of work
Waste Material Report
Both dated after replacement:
Inventory Custodian Slip for tires and battery only
Warranty Certificate (battery only)

If items for Stock Purposes:
Indicate in PR that it is for stock purposes in lieu of certification of wear and tear and pre-evaluation report
Justification/certification indicating reason why it is for stock purposes
Stock Position Report of GSD that items are on stock at their office.

REPAIR-LABOR AND MATEIALS
Detailed plans showing scope of work or extent of repair to be done
Certification of Wear and Tear
Pre-repair evaluation Report
Post repair evaluation report based on scope of work
Waste Material Report
Repair Warranty Certificate

REPAIR/REPLACEMENT OF SPARE PARTS
Photocopier:
Certification for the need to repair/replace spare parts
Certification indicating status of the photocopies after repair/replacements

>FURNITURES/APPLIANCES/OFFICE
EQPTS./AGRICULTURAL EQPTS.
Brochures



Acknowledgment Receipt for Equipment (ARE) if 15k above
Inventory Custodian Slip (ICS) if below 15k
Actual Pictures item purchased
Warranty Certificate
For agricultural eqpts:if to be distributed:
List of qualified beneficiares
Certificate of Turn-over and Acceptance

>TARPAULINS

Lay out
Program of the Activity
Actual pictures
-indicate quantity and measurement requested
-certified correct by in charge/end user head
- Location where they are to be posted

OFFICE SUPPLIES, OTHER SUPPLIES AND INVENTORY ITEMS

Duly processed APR for common use item (no stock in DBM-PS)
Supply Availability Inquiry(SAI of GSD)
Stock position sheet

>RENTAL

Sound System/LED Wall Screen
-Certification for the need to rent
-Program of the Activity
-Pictures of the Activity

Heavy Equipment:

-Daily equipment Report



-Certification from CEO/GSO that we do not own such heavy equipment or that the equipment we own is not in working condition

>CSWDO FOOD SUPPLIES:

-List of holding/lingap/sddyc beneficiaries (no signature needed)
-certified correct by the social worker in charge and head of office

>MEDICINE:

Updated Certificate of Product Registration(CPR)
Stock position Sheet dated on or before PR date

>TROPHIES, MEDALS, ETC

Lay out
Program of Activity/List of projected Activities or events or
Certification for the need to purchase
Stock position Report as of PR date
Actual picture of the item

>AMMUNITION

license to operate,
license to deal in ammunition reloading components
license to deal in small arms, major parts and ammunition

>HANDHELD RADIO/BASE ANALOG

License from NTC
ARE



CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Stage 1: Pre-Audit of Voucher				
1. Client issues Charge Invoice or Billing Statement to the Procuring/Implementing Department/Office (P/I Dept) of the LGU;	2. P/I Dept prepares the Disbursement Voucher and submits the Voucher together with supporting documents to the General Services Office (GSO); 3. GSO collates supporting documents submitted by the the P/I and by the Bids and Awards Committee Secretariat (BAC) Office, segregates the documents (COA, Acctg, GSO, RO files) and transmits to the Office of the City Accountant for pre-audit.			<i>Head of Procuring/Implementing Office LGU-Ormoc</i> <i>City General Services Officer City General Services Office</i>
	4. OCA Receiving 2 receives and partially checks the completeness of the documents, record	None	45 Minutes	<i>Admin. Officer V Office of the City Accountant</i>



	<p>receipt in the tracking system;</p> <p>4.1 If supporting docs are complete, forward to auditor for pre-audit (proceed to step 5);</p> <p>4.2 If lacking documents are substantial, track "out" and return to GSO for compliance (go back to step 1, 2 & 3 as necessary);</p>			
	<p>5. Auditor pre-audits all submitted supporting documents to assess completeness, verify validity and propriety of claim, and correctness of computations;</p> <p>5.1 If complete and substantial, stamp and sign "Allowed in</p>	None	5 Days	<p><i>Admin. Officer V</i> Office of the City Accountant</p>



	<p>Audit”, track in system, and forward to JEver (proceed to step 10);</p> <p>5.2 In case of lacking/ insubstantial supporting documents/ questions/ corrections, issue Return Notes and return documents to Receiving 2;</p>			
	6. Receiving 2 informs GSO and returns documents for compliance;	None	30 Minutes	<i>Admin. Officer V</i> Office of the City Accountant
<p>7. Once informed by GSO or P/I Dept of lacking/irregular documents from its end, comply and submit the requirements to the GSO or P/I Dept.;</p> <p>7.1 GSO collates all compliance documents and resubmits the voucher to OCA – Receiving 2;</p>	8. Receiving 2 receives the documents, record receipt in the tracking system, and forward to auditing personnel;	None	15 Minutes	<i>Admin. Officer V</i> Office of the City Accountant



<p>9.3 If informed again by GSO or P/I Dept of lacking/irregular documents from its end, repeat step 7;</p>	<p>9. Auditor re-assesses resubmitted documents;</p> <p>9.1 If complete, stamp and sign "Allowed in Audit", track in system, and forward to JEVER (proceed to step 10);</p> <p>9.2 If still incomplete/ insubstantial/ w/ corrections, re-issue Return Notes and return documents to Receiving 2 (repeat steps 6-9);</p>	<p>None</p>	<p>4 Days</p> <p><i>*time repeats to run again upon resubmission in case of returns</i></p>	<p><i>Admin. Officer V</i> Office of the City Accountant</p>
	<p>10. JEVER records the transaction in the Books of Accounts of the City and</p>	<p>None</p>	<p>2 Days</p>	<p><i>Accountant III</i> Office of the City Accountant</p>



	<p>prepares Journal Entry Voucher</p> <p>10.1 Sets up record of delivery and/or issuance of inventory items in the Supplies Ledger;</p> <p>10.2 Records receipt of Property, Plant and Equipment in the PPE Ledger</p> <p>10.3 Records the payment entries in the correct subsidiary accounts;</p> <p>11. Track and forward documents to the City Accountant for approval;</p>			
	<p>12. City Accountant reviews Disbursement Voucher and supporting documents;</p>	<p>None</p>	<p>4 Hours</p>	<p><i>City Accountant</i> Office of the City Accountant</p>



	<p>12.1 If City Accountant finds non-compliance or irregularity, issue return notes and forward either to auditor, JEver, or receiving (repeat all steps necessary);</p> <p>12.2 For changes to the CAFOA, track OUT to City Budget Office for adjustment;</p> <p>12.3 For substantial compliance, approve and sign Box B in the Disbursement Voucher;</p> <p>13. Assistant tracks in the system as "Approved" and pass to releasing;</p>			
	<p>14. Releasing tracks "OUT to CTO" in the system and forward</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>City Accountant</i> Office of the City Accountant</p>



	documents to the City Treasurer's Office;			
	<ul style="list-style-type: none"> Documents are processed at the CITY TREASURER'S OFFICE & ADMINISTRATOR'S OFFICE for Disbursement Voucher Approval 	None		<i>City Treasurer</i> Office of the City Treasurer <i>City Administrator</i> City Administrator's Office
Stage 2: Accountant's Advice of Check Disbursements				
	<ul style="list-style-type: none"> From the City Administrator's Office, the documents are re-forwarded to the City Treasurer's Office for check issuance and Accountant's Advice preparation; 			
	15. OCA - Check Receiving reviews the check details against the Accountant's Advice in the system and the Amount allowed in audit as reflected in the voucher;	None	30 Minutes	<i>Accountant III</i> Office of the City Accountant



	<p>15.1 If with corrections, return to City Treasurer's Office;</p> <p>15.2 If all is ok, print the Advice and forward to review section;</p>			
	<p>16. JEVER inputs the check number in the Journal Entry Voucher, prints the JEV, signs, and passes the documents to the Accountant III;</p>	None	30 Minutes	<p><i>Accountant III</i> Office of the City Accountant</p>
	<p>17. Accountant III reviews the Advice and printed JEVs, countersigns the approval portion of the JEV hardcopy, and forwards to the City Accountant;</p> <p>17.1. If discrepancy is found/observed, the documents are returned to receiving, the reviewer, jever to repeat the necessary steps;</p>	None	30 Minutes	<p><i>Accountant III</i> Office of the City Accountant</p>



	<p>18. City Accountant reviews and signs the approval portion of the Accountant's Advise and forwards to releasing;</p> <p>18.1. If discrepancy is found/observed, the documents are returned to receiving, the ADA reviewer, jever to repeat the necessary steps.</p>	None	30 Minutes	<p><i>City Accountant</i> Office of the City Accountant</p>
	<p>19. Releasing team records data in logbook and forwards check and supporting documents to City Administrator's Office;</p>	None	15 Minutes	<p><i>City Accountant</i> Office of the City Accountant</p>
	<p>20. Admin Aide III collates all Accountant's Advises (ADAs) issued within 2 hours and transmit to the Bank</p>	None		<p><i>City Accountant</i> Office of the City Accountant</p>
	<p>■ Check is processed for approval and signature of the City Administrator</p>	None		<p><i>City Administrator</i> City Administrator's Office</p>



	<ul style="list-style-type: none"> All documents are forwarded to the City Treasurer's office for check releasing. 			City Treasurer Office of the City Treasurer
21. Claim check payment at the City Treasurer's Office Window 16				
TOTAL – Stage 1:		None	11 Days, 6 Hours,	
TOTAL – Stage 2:			2 Hours, 45 Minutes	

Pre-Audit - Billing for Delivery of Goods and Service - qualified for multi-stage processing.

3. PRE-AUDIT - BILLING FOR THE PERFORMANCE OF CONSULTANCY AND/OR SERVICES CONTRACTS

Billings for the performance of service contract (i.e. consulting, security services, professional services, project/program-based services, etc.) are pre-audited in order to ascertain performance of the services rendered, determine completeness of supporting documents, and verify propriety and validity of claim prior to payment, as well as to record the transaction in the City's books of accounts.

Office Or Division:	General Accounting and Auditing Services	
Classification:	Highly Technical	
Type Of Transaction:	G2B – Government to Business Entity G2C – Government to Citizen	
Who May Avail:	Service contractors with a valid contract of service with LGU-Ormoc	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Summary List of Requirements (1)		Accounting Office – Receiving Section 1
Official Receipt (from Business Entity/Registered Consultant)		Client (Business Entity)



Disbursement Voucher, <i>if Business Entity or one citizen only (4) / Payroll, if more than one citizen (6)</i>	Procuring Office
CAFOA (6 original) /FURs (4 original)	Administrator's Office - BAC Secretariat
Notarized Contract (1 original, 1 copy)	Administrator's Office - BAC Secretariat
Purchase Order, if any (1 original, 1 copy)	Administrator's Office - BAC Secretariat
Notice of Award (1 original, 1 copy)	Administrator's Office - BAC Secretariat
BAC Resolution (50k above) (1 original, 1 copy)	Administrator's Office - BAC Secretariat
Purchase Request (1 original, 1 copy)	Administrator's Office - BAC Secretariat
PPMP (2 certified copies)	Administrator's Office - BAC Secretariat
MOA/Guidelines/Proof of Fund Source (if source is Trust Fund) (2 certified copies)	Procuring Office
<u><i>PUBLIC BIDDING (1 orig, 1 copy each)</i></u> Minutes of Pre-procurement Conference Minutes of Pre-bid conference Invitation to Bid (ITB) Certification of posting Publication of ITB in newspaper (above 10M) Philgeps Posting Supplemental/Bid Bulletins Bid Data Sheet General Conditions of Contract Special Condition of Contract Registration from SEC.DTI for sole proprietorship, CDA for Cooperative Mayor's Permit (2 copies) Statement of prospective bidder of all its ongoing and completed government and private contracts Audited Financial Statements stamped "received" by the BIR Net Financial Contacting Capacity or Credit line Bid Security Technical Specifications Manpower Requirements Omnibus Sworn Statements	Administrator's Office - BAC Secretariat



Bid Form/Bid Prices/Bill of Quantities
Abstract of Bid as read
Abstract of Bid as calculated
Post Qualification Evaluation Report
Minutes of proceeding of the bidding
Notice of Post Qualification
BAC Resolution No.
Tax Clearance
Latest Income and Business Returns
Philgeps Certificate
Notice of Award
Philgep Posting
Performance Bond
Notice to proceed
Philgeps posting-updated
Dealers Signature
Official Receipt (payment of bid documents)
Secretary's Certificate, if applicable
ALTERNATIVE METHODS OF PROCUREMENT/ NEGOTIATED
PROCUREMENT

- Abstract of Quotation
- Request for Quotation
- Dealer/s Signature

for Direct Contracting

- Mayor's/Business Permit
- PhilGEPS Registration Number
- Income/Business Tax Return (above 500k ABCs)

for Emergency Cases:

- Mayor's/Business Permit
- Income/Business Tax Return, for ABCs above P500k
- Omnibus Sworn Statement

for Take-Over Contracts



<ul style="list-style-type: none"> • Mayor's/Business Permit • Professional License/Curriculum Vitae • PhilGEPS Registration Number <u>for Scientific, Scholarly or Artistic Work, Exclusive Technology and Media Services</u>	
<ul style="list-style-type: none"> • Mayor's/Business Permit • Professional License/Curriculum Vitae • PhilGEPS Registration Number • Income/Business Tax Return, for ABCs above P500k <u>for Highly Technical Consultant</u>	
<ul style="list-style-type: none"> • Professional License/Curriculum Vitae • PhilGEPS Registration Number <u>for Small Value Procurement</u>	
<ul style="list-style-type: none"> • Mayor's/Business Permit • Professional License/Curriculum Vitae • PhilGEPS Registration Number • Income/Business Tax Return • Omnibus Sworn Statement 	
<u>Additional Requirements for:</u> <u>Consulting Services</u>	
Letter Request for Payment from the Consultant (1 original, 1 copy)	Client
Progress/Final Billing Statement (1 original, 1 copy)	Client
Certificate of Completion and Acceptance (for final billing)	Procuring Office/Department of the LGU
Approved Consultancy Progress/Final Reports, and/or Output required under the contract (1 original, 1 copy)	Client
Curriculum Vitae of the Consultants and Staff (2 certified copies)	Client or <i>if submitted during bidding</i> , Administrator's Office - BAC Secretariat



Approved Manning schedule indicating the names and positions of the consultants and staff and the extent of their participation in the project (2 certified copies)	Client or <i>if submitted during bidding</i> , Administrator's Office - BAC Secretariat
Contract of Infrastructure Projects subject of Project Management Consultancy Services, as applicable (2 certified copies)	Client or <i>if submitted during bidding</i> , Administrator's Office - BAC Secretariat
Terms of Reference, if not included in the Contract (1 original, 1 copy)	Administrator's Office - BAC Secretariat
If not in the Terms of Reference, Appropriate approved document(s) indicating the Expected Output or Deliverables (1 original, 1 copy)	Administrator's Office - BAC Secretariat
<u>Other Services (Security, Appraiser, Survey Training, Project/Program based, Other Contracts of Service)</u>	
Progress/Final Billing Statement (1 original, 1 copy), as applicable	Client
Certificate of Completion/Services Rendered (1 original, 1 copy)	Procuring/Implementing Office
Approved Progress/Final Reports, and/or Output required under the contract (1 original, 1 copy)	Client
Approved Manning schedule of Staff, as applicable, <i>if not included in the Contract or the Terms of Reference</i> (2 certified copies)	Client or <i>if submitted during procurement</i> Administrator's Office - BAC Secretariat
Terms of Reference, <i>if not included in the Contract</i> (2 certified copies)	Client or <i>if submitted during procurement</i> Administrator's Office - BAC Secretariat
Approved Activity Brief and Budget Proposal, as applicable (1 original, 1 copy)	Project Implementing Office
Approved Activity Brief and Budget Proposal, as applicable (1 original, 1 copy) or Ordinance/Resolution, as applicable (first billing) (2 certified copies)	Implementing Office
Work Outline/Plan for periodic events, if applicable (1 original, 1 copy)	Implementing Office
Professional License (2 copies) /Curriculum Vitae/ Resume/Portfolio (1 original, 1 copy)	Client
INCOME PAYEE'S SWORN DECLARATION OF GROSS RECEIPTS/SALES (Annex B-1, 2, or 3) (first billing or once in within the contract year) (1 original, 1 copy)	BIR



Such other requirements deemed necessary to support and/or establish validity of claim				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Stage 1: Pre-Audit of Voucher or Payroll				
<p>1. After performance of service, serve the Billing Statement with necessary supporting documents (<i>i.e. Accomplishment Report, proof of output/rendition of service</i>) to the Procuring Office of the LGU;</p> <p>1.1 Focal personnel of the Procuring Office collates all necessary supporting documents (<i>those required from client, the BAC Office, and the procuring office</i>), prepares Disbursement Voucher/ Payroll, and submits all documents to the Office of the</p>	<p>2. OCA-Receiving 1 receives the voucher/payroll and partially checks the attachments;</p> <p>2.1 Track as “In” in the system and line up at assigned auditor’s tray for pre-audit (proceed to step 3);</p> <p>2.2 If attachments are substantially incomplete, immediately return all documents to the procuring office (repeat step 1.1 and 2)</p>	None	45 Minutes	<i>Admin. Officer V</i> Office of the City Accountant



City Accountant (OCA) – Receiving 1				
	<p>3. Auditor assesses all documents for completeness, veracity, and propriety, including correctness of amount claimed;</p> <p>3.1 If complete and substantially compliant, stamp and sign “Allowed in Audit” on the voucher/payroll and forward to JEver (proceed to step 8);</p> <p>3.2 In case of lacking/ insubstantial supporting documents/ corrections, issue Return Notes and forward documents to Receiving 1;</p>	<p>None</p>	<p>5 Working Days</p>	<p><i>Admin. Officer V Office of the City Accountant</i></p>
	<p>4. Receiving 1 calls procuring/implementing office and releases documents with the Return Notes;</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Admin. Officer V Office of the City Accountant</i></p>
	<p>■ Upon receipt of the documents,</p>			<p><i>Implementing Office</i></p>



	procuring/implementing office complies with the Return Notes remarks and inform client of any document requiring compliance from his/her end;			
5. Client submits compliance document(s) to the procuring office; Once all remarks are complied with, procuring office resubmits all documents to OCA – Receiving 1;	6. Receiving 1 receives the documents, record receipt in the tracking system, and forward to auditor;	None	15 Minutes	<i>Admin. Officer V</i> Office of the City Accountant
	7. Auditor reviews resubmitted documents; 7.1 If complete and substantially compliant, stamp and sign “Allowed in Audit” on the voucher/payroll and forward to JEver (proceed to step 8); 7.2 If documents remain non-compliant/non-substantial, re-issue Return Notes and	None	3 Days <i>*time repeats to run in case of returns.</i>	<i>Admin. Officer V</i> Office of the City Accountant



	forward documents to Receiving 1 (repeat steps 4-7);			
	8. JEVER records the transaction in the Books of Accounts of the City (prepare Journal Entry Voucher-JEV), and forward to City Accountant for approval;	None	2 Hours	<i>Accountant III</i> Office of the City Accountant
	<p>9. City Accountant reviews Disbursement Voucher and supporting documents;</p> <p>9.1 If City Accountant finds non-substantial compliance, issues return notes and forward either to auditor, JEVER, or receiving (repeat the necessary steps applicable);</p> <p>9.2 In case of changes in the CAFOA, track OUT to City Budget Office for adjustment;</p> <p>9.3 For substantial compliance, approve</p>	None	4 Hours	<i>City Accountant</i> Office of the City Accountant



	and sign Box B of the Disbursement Voucher (new form);			
	10. Assistant tracks in the system as “Approved” and passes to releasing;			
	11. Releasing tracks “OUT to CTO” in the system and forward documents to the City Treasurer’s Office;	None	30 Minutes	<i>City Accountant</i> Office of the City Accountant
	<ul style="list-style-type: none"> ■ Documents are processed at the CITY TREASURER’S OFFICE & ADMINISTRATOR’S OFFICE for Disbursement Voucher Approval ■ Documents are returned to the CITY TREASURER’S OFFICE for: <ul style="list-style-type: none"> ■ Cash Advance Voucher preparation, if payroll (proceed to Stage 2, Step 12); 	None		<i>City Treasurer</i> Office of the City Treasurer <i>City Administrator</i> City Administrator’s Office <i>City Treasurer</i> Office of the City Treasurer



	<ul style="list-style-type: none"> ■ check preparation and issuance, if Voucher (proceed to Stage 3, Step 17); 			
Stage 2: Pre-Audit - Cash Advance Voucher for Payrolls				
	12. OCA Receiving 1 records receipt of the CAVoucher together with the payroll bundle and pass the docs to auditor;	None	15 Minutes	<i>Accountant III</i> Office of the City Accountant
	<p>13. auditor reviews the data in the CAVoucher against the payrolls in the bundle;</p> <p>13.1 If all is ok, stamp and sign “allowed in audit” on the voucher and forward documents to JEVER (proceed to step 14);</p> <p style="padding-left: 40px;">a. If with lacking attachments, require compliance from the City Treasurer’s Office (repeat step 12 once complied);</p>	None	1 Hour	<i>Accountant III</i> Office of the City Accountant



	14. JEVER prepares JEV entry, countersigns the voucher, and forwards all documents to the City Accountant for approval;	None	1 Hour	<i>Accountant III</i> Office of the City Accountant
	15. City Accountant reviews the CA Voucher and, approves and signs Box B of the CA Voucher (new form)	None	1 Hour	<i>City Accountant</i> Office of the City Accountant
	16. Releasing tracks “for release” in the system and forward to the City Treasurer’s Office & City Administrator’s Office for CA Voucher Approval;	None	30 Minutes	<i>City Accountant</i> Office of the City Accountant
Stage 3: Accountant’s Advice of Check Disbursements				
	<ul style="list-style-type: none"> ▪ From the City Administrator’s Office, the documents are re-forwarded to the City Treasurer’s Office for check issuance and Accountant’s Advice preparation ; 			
	17. OCA - Check Receiving reviews the check details against the Accountant’s Advice in the system and the Amount allowed in audit	None	30 Minutes	<i>Accountant III</i> Office of the City Accountant



	<p>as reflected in the voucher;</p> <ul style="list-style-type: none"> a. If with corrections, return to City Treasurer's Office; b. If ok, print the Advice and forward to review section; 			
	<p>18. Advice Reviewer re-checks the Accountant's Advice and Check;</p> <ul style="list-style-type: none"> a. If with corrections, return to check receiving to repeat step 17; b. If no corrections, forward the Check and Disbursement Vouchers to the 	None	30 Minutes	<p><i>Accountant III</i> Office of the City Accountant</p>



	respective JEVers, countersign the Advice and forward to Accountant III;			
	19. JEVver inputs the check number in the Journal Entry Voucher, prints the JEV, signs, and passes the documents to the Accountant III;	None	30 Minutes	<i>Accountant III</i> Office of the City Accountant
	20. Accountant III reviews the Advice and printed JEVs, adjust/disapprove if necessary (<i>repeat steps 18 &/or 19 if disapproved</i>) or approve the JEV entry in the IPSAS system, countersign the approval portion of the JEV hardcopy, and forward to the City Accountant;	None	30 Minutes	<i>Accountant III</i> Office of the City Accountant
	21. City Accountant signs the Accountant's Advice and forwards to releasing;	None	30 Minutes	<i>City Accountant</i> Office of the City Accountant
	22. Releasing team records data in logbook and forwards check and	None	15 Minutes	<i>City Accountant</i>



	supporting documents to City Administrator's Office;			Office of the City Accountant
	23. Admin Aide III collates all Accountant's Advises (ADAs) issued within 2 hours and transmit to the Bank	None		City Accountant Office of the City Accountant
24. Claim Check or Cash at the City Treasurer's Office Window 16 (Check) or Windows 17-22 (Cash)	<ul style="list-style-type: none"> ■ Check is processed for approval and signature of the City Administrator ■ All documents are forwarded to the City Treasurer's office for check or cash releasing. 	None		City Administrator City Administrator's Office City Treasurer Office of the City Treasurer
TOTAL – Stage 1:			8 Days, 7 Hours, 45 Minutes	
TOTAL – Stage 2:		None	3 Hours, 45 Minutes	
TOTAL – Stage 3:			2 Hours, 45 Minutes	

Pre-Audit - Billing for the Performance of Consultancy &/or Service Contracts - qualified for multi-stage processing.



4. PRE-AUDIT – PAYMENT OF WAGES TO JOB ORDER WORKERS

Payroll and attachments for the payment of wages to Job Order Workers are pre-audited in order to determine completeness of supporting documents and verify the validity and correctness of the amount claimed per Job Order prior to payment, as well as to record the transaction in the City's books of accounts.

Office Or Division:	General Accounting and Auditing Services	
Classification:	G2C – Government to Citizen	
Type Of Transaction:	Highly Technical	
Who May Avail:	Individuals with a valid Job Order Contract/Appointment with the LGU	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Summary List (1)		Accounting Office – Receiving 1
CAFOA (6 copies)/FURS (4 copies)		Assigned Department/Office
Payroll (6 original)		HRMO
Daily Time Record(DTR) (1 original, 1 carbon copy)		HRMO
Office Order/ Work Matrix of official work hours/schedule (1 original, 1 copy or 2 certified copies)		Department/Office
Duly signed Job Order Appointment (2 certified copies)		HRMO
Quantified Accomplishment Report for the period (1 original, 1 copy)		Payee
Supporting Documents for absence of log time in the DTR, as applicable:		
City Mayor/Administrator's Office Order for biometrics exemption (2 certified copies)		CMO/CITY ADMINISTRATOR'S OFFICE
Approved Work From Home Order (COVID-19 related quarantine) (1 original, 1 copy)		HRMO
Work From Home period Accomplishment Report (1 original, 1 copy)		PAYEE
IT Certification (bio machine out of order) (2 certified copies)		IT Division
Daily Station logbook / Field Logbook / IT issued Raw Data (2 certified copies)		DEPARTMENT/OFFICE
Office Order/Notice of Meeting w/ written order to attend/Pass Slip/Locator's Slip for out-of-office assignment(s) during work hours (2 certified copies)		CMO/CITY ADMINISTRATOR'S OFFICE



Certificate of Appearance or Participation/Attendance (1 original, 1 copy or 2 certified copies)		SPONSORING/INVITING/VISITED AGENCY/INSTITUTION/OFFICE		
Justification explaining reason for failure to log (signed by the employee and approved by the Head) (1 original, 1 copy)		PAYEE		
Additional Documents for Additional Services Rendered over and above regular work hours:				
Additional Services Office Order (1 original, 1 copy)		HRMO		
Pre-Audited copy of DTR for regular work days with additional data on the additional hours rendered (2 certified copies)		OFFICE OF THE CITY ACCOUNTANT (Secure after pre-audit)		
IT Raw Data reflecting additional services log hours (1 original, 1 copy)		IT Division		
Individual Quantified Accomplishment Report (1 original, 1 copy)		Payee		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STAGE 1: Document Pre-Audit and Payroll Approval				
<p>1. Individual client payee submits to the Department/Office focal person all supporting documents necessary for his/her claim.</p> <p>Corresponding Department/Office focal personnel collates the DTR and supporting documents, claims the payroll and CAFOA from the HRM Office, and submits all documents to the City Budget Office;</p>	<ul style="list-style-type: none"> ▪ City Budget Office processes and approves the CAFOA and forwards all documents to OCA-Receiving 1 			



	<p>2. OCA-Receiving 1 receives the documents and partially checks the attachments;</p> <p>a. Track as “In” in the system and line up at assigned auditor’s tray for pre-audit (proceed to step 3);</p> <p>b. If attachments are substantially incomplete, immediately return all documents to the office liaison (repeat step 1);</p>	None	45 Minutes	<p><i>City Accountant</i> Office of the City Accountant</p>
	<p>3. Auditor assesses all documents for completeness, veracity and correctness of amount claimed;</p> <p>a. If complete and substantially compliant, stamp and sign “Allowed in Audit” on the</p>	None	5 Working Days	<p><i>Admin. Officer V</i> Office of the City Accountant</p>



	<p>voucher and forward to Indexing (step 8);</p> <p>b. If with lacking/ non-substantial supporting documents/ corrections, issue Return Notes and forward documents to Receiving 1;</p>			
	4. Receiving 1 calls Department/Office liaison and returns the documents with the Return and/or Correction Notes;	None	15 Minutes	<i>Admin. Officer V Office of the City Accountant</i>
5. Client submits compliance document(s) to the office liaison, who then resubmits all documents back to OCA Receiving 1;	6. OCA-Receiving 1 records the resubmission in the tracking system, tracks and forward the document to the auditor;	None	15 Minutes	<i>Admin. Officer V Office of the City Accountant</i>
	<p>7. Auditor reviews the document, including assessment of compliance with Return Notes;</p> <p>a. If complete and substantially</p>	None	<p>3 Days</p> <p><i>*time repeats to run in case of returns.</i></p>	<i>Admin. Officer V Office of the City Accountant</i>



	<p>compliant, stamp and sign "Allowed in Audit" on the voucher and forward to Indexing (go to step 8);</p> <p>b. If documents remains non-compliant/ non-substantial, re-issue Return Notes and forward documents to Receiving 1 (repeat steps 4-7);</p>			
	<p>8. Indexer verifies and posts data in the JO Payroll System;</p> <p>a. If all data are correct, post the system data to confirm, stamp and sign the payroll, and forward all documents to the City Accountant for approval (proceed to step 11);</p> <p>b. If payroll data has discrepancies,</p>	<p>None</p>	<p>3 Hours</p> <p><i>*time repeats to run in case of return.</i></p>	<p><i>Accountant III</i> Office of the City Accountant</p>



	<p>issue Correction Notes for HRMO and pass documents to Receiving 1 for return (step 9);</p> <p>c. If CAFOA amount is inconsistent with the gross amount in the data, issue corrections notes for City Budget Office and pass documents to Receiving 1 (step 9);</p> <p>d. Ensure correction of amount allowed in audit by the auditor, if necessary;</p>			
	<p>9. Receiving 1 tracks in the system as "OUT" to and returns documents to HRMO or the City Budget Office for correction;</p>	None	15 Minutes	Admin. Officer V Office of the City Accountant
	<p>■ HRMO or City Budget Office personnel corrects or updates the affected document</p>			



	(payroll or CAFOA), and returns documents to OCA Receiving 1;			
	<p>10. OCA-Receiving 1 records the resubmission in the tracking system, tracks and forwards the documents to:</p> <p>a. back to Indexing if from HRMO (repeat step 8);</p> <p>b. To the City Accountant if from CBO (step 11);</p>	None	15 Minutes	<i>Admin. Officer V</i> Office of the City Accountant
	<p>11. City Accountant reviews and the approves the Payroll;</p> <p>a. If City Accountant finds non-substantial compliance, issues return notes and forward either to auditor, indexer, or receiving (repeat the necessary steps applicable);</p>	None	4 Hours	<i>City Accountant</i> Office of the City Accountant



	<p>b. In case of changes in the CAFOA, track OUT to City Budget Office for adjustment prior to approval;</p> <p>c. For substantial compliance, approve and sign Box B of the payroll (new form);</p> <p>d. Update the tracking as "Approved" and forward to releasing;</p>			
	<p>12. Releasing tracks "OUT to CTO" in the system and forwards documents to the City Treasurer's Office;</p>	None	30 Minutes	<p><i>City Accountant</i> Office of the City Accountant</p>
	<p>Documents are further processed for Payroll Approval at the:</p> <ul style="list-style-type: none"> ■ CITY TREASURER'S OFFICE (CTO), <i>and</i> 			<p><i>City Treasurer</i> Office of the City Treasurer</p>



	<ul style="list-style-type: none"> ■ OFFICE OF THE CITY ADMINISTRATOR (OCAAd) 			<i>City Administrator</i> City Administrator's Office
Stage 2: Pre-Audit - Cash Advance Voucher for Payrolls				
	<ul style="list-style-type: none"> ■ THE CITY TREASURER'S OFFICE personnel prepares the Cash Advance Voucher for Payrolls 			City Treasurer's Office
	13. OCA Receiving 1 records receipt of the CA Voucher together with the payroll bundle and pass the docs to auditor;	None	15 Minutes	<i>Accountant III</i> Office of the City Accountant
	14. auditor reviews the data in the CAVoucher against the payrolls in the bundle; <ul style="list-style-type: none"> a. If all is ok, stamp and sign "allowed in audit" on the voucher and forward documents to JEVER (proceed to step 15); b. If with lacking attachments, require compliance from the 	None	1 Hour	<i>Accountant III</i> Office of the City Accountant



	City Treasurer's Office (repeat step 13 once complied);			
	15. JEV prepares JEV entry, countersigns the voucher, and forwards all documents to the City Accountant for approval;	None	1 Hour	<i>Accountant III</i> Office of the City Accountant
	16. City Accountant reviews the CA Voucher and, approves and signs Box B of the CA Voucher (new form)	None	1 Hour	<i>City Accountant</i> Office of the City Accountant
	17. Releasing tracks "for release" in the system and forward to the City Treasurer's Office & City Administrator's Office for CA Voucher Approval;	None	30 Minutes	<i>City Accountant</i> Office of the City Accountant
Stage 3: Accountant's Advice of Check Disbursements				
	<ul style="list-style-type: none"> ■ From the City Administrator's Office, the documents are re-forwarded to the City Treasurer's Office for check issuance and Accountant's Advice preparation ; 			



	<p>18. OCA - Check Receiving reviews the check details against the Accountant's Advice in the system and the Amount allowed in audit as reflected in the voucher;</p> <p>a. If with corrections, return to City Treasurer's Office;</p> <p>b. If ok, print the Advice and forward to review section;</p>	None	30 Minutes	<p><i>Accountant III</i> Office of the City Accountant</p>
	<p>19. Advice Reviewer re-checks the Accountant's Advice and Check;</p> <p>a. If with corrections, return to check receiving (go back to step 18);</p> <p>b. If no corrections, forward the Check and Disbursement Vouchers to the respective JEVers, countersign the Advice and forward to Accountant III;</p>	None	30 Minutes	<p><i>Accountant III</i> Office of the City Accountant</p>



	20. JEVER inputs the check number in the Journal Entry Voucher, prints the JEV, signs, and passes the documents to the Accountant III;	None	30 Minutes	<i>Accountant III</i> Office of the City Accountant
	21. Accountant III reviews the Advice and printed JEVs, adjust/disapprove if necessary (<i>repeat steps 18 &/or 19 if disapproved</i>) or countersign the approval portion of the JEV hardcopy, and forward to the City Accountant;	None	30 Minutes	<i>Accountant III</i> Office of the City Accountant
	22. City Accountant reviews the Accountant's Advice, disapproves if necessary (<i>repeat steps 18 &/or 19 if disapproved</i>) or signs the Advise and forwards to releasing;	None	30 Minutes	<i>City Accountant</i> Office of the City Accountant
	23. Releasing team records data in the logbook and forwards check and supporting	None	15 Minutes	<i>City Accountant</i> Office of the City Accountant



	documents to City Administrator's Office;			
	24. Admin Aide III collates all Accountant's Advises (ADAs) issued within 2 hours and transmit to the Bank	None		City Accountant Office of the City Accountant
	<ul style="list-style-type: none"> ■ Check is processed for approval and signature of the City Administrator ■ All documents are forwarded to the City Treasurer's office for check or cash releasing. 	None		City Administrator City Administrator's Office City Treasurer Office of the City Treasurer
25. Client claims cash at the City Treasurer's Office Windows 17-22				
	TOTAL – Stage 1:		9 Days, 1 Hour, 15 Minutes	
	TOTAL – Stage 2:	None	3 Hours, 45 Minutes	
	TOTAL – Stage 3:		2 Hours, 45 Minutes	

Pre-Audit – Payment of Wages to Job Order Workers - qualified for multi-stage processing.



**Office of the City Accountant
External &/or Internal Services**



1. Records - Release of Official Documents/Certificate of Official Records

Request for certified true copies of official documents with records kept in this office or certifications of official records is processed in compliance with City Ordinance no. 053, series of 2021.

Office Or Division:	General Accounting and Auditing Services Barangay Accounting Services			
Classification:	Simple to Complex			
Type Of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government (NGA/LGU)			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request, <i>as applicable</i> (1 original, 1 copy)		Client		
Filled-up FOI Form (2)		Public Affairs and Information Assistance Office		
Valid ID of Requestor (2 copies)		Client		
Valid ID of Authorized Representative (2 copies)		Client		
Proof of Authority of Representative (1 original, 1 copy)		Client		
Official Receipt for payment of applicable fees (1 copy)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client secures 2 copies of the FOI form from the Public Affairs and Information Assistance Office (PAIAO), fills up the forms, and submits the forms to OCA FOI Receiving Officer;	2. OCA FOI Receiving Officer: 1.1 reviews the request form, data requested, verify ID and authority of representative (if applicable); 1.2 stamps "Received" the Request Form	None	30 minutes	<i>FOI Receiving Officer</i>



	<p>Page and return the claim stub to requestor;</p> <p>1.3 Forwards the request form to the Head of Office/ Supervising Officer for approval;</p>			
	<p>2. Head of Office/ Supervising Officer assess the request, ticks "approve" or "disapproved" box based on assessment, forwards the form to the appropriate section/team;</p>	None	30 minutes	<i>City Accountant</i>
	<p>3. Appropriate section/team determines the availability of the documents and the fees to be paid, and prepares the documents or certification requested;</p>	None	15 Days	<i>City Accountant</i>
	<p>4. FOI Receiving Officer informs the requestor of the approval/denial of the request;</p>	None	30 minutes	<i>FOI Receiving Officer</i>



<p>5. Client/representative retrieves the approved/denied FOI form from FOI Receiving Officer;</p>	<p>6. FOI Receiving Officer releases the form to the requestor;</p> <p>6.1 If approved, instructs the requestor to pay the required fees at the City Treasurer's Office</p>	<p>None</p>	<p>30 minutes</p>	<p><i>FOI Receiving Officer</i></p>
<p>7. Pay the fees based on the data indicated in the 2nd page of the FOI form at the City Treasurer's Office payment window.</p>		<p><u>Photocopy:</u> Long: ₱5/page A4/Short: ₱3/page</p> <p><u>Printing:</u> ₱10/page</p> <p><u>Certification:</u> 1st copy: ₱50/page</p> <p>Succeeding copies: ₱10/page</p>		<p><i>City Treasurer's Office</i></p>
<p>8. Return the FOI Form to the OCA FOI Receiving Officer together with the Official Receipt and claim the requested documents.</p>	<p>9. FOI Receiving Officer fills in the bottom portion of page 2 of the FOI form, release the requested documents to the requestor, record</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>FOI Receiving Officer</i></p>



	data in the FOI Registry, and keeps the FOI form copy,			
	TOTAL	<u>Photocopy</u> Long: ₱5/page A4/Short: ₱3/page <u>Printing</u> ₱10/page <u>Certification</u> 1st copy: ₱50/page Succeeding copies: ₱10/page	15 Days, 2 Hours, 30 Minutes	

2. Pre-Audit - Honoraria

Payment of honoraria to Resource Speakers/Trainors/Facilitators/Coordinators for services rendered during LGU sponsored seminars/trainings/workshops are pre-audited to assess completeness of supporting documents, existence of appropriation, validity and propriety of claim.

Office Or Division:	General Accounting and Auditing Services	
Classification:	Highly Technical	
Type Of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government (NGA/LGU)	
Who May Avail:	Confirmed Resource Speakers/Trainors/Facilitators/Coordinators	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Summary List of Requirements (1)		Accounting Office – Receiving Section 1



CAFOA (6) /FURs (4)	Implementing Office
Disbursement Voucher, <i>if single payee</i> (4) / Payroll, <i>if more than 2 payees</i> (6)	Implementing Office
<u>Training/Workshop Speaker/ Facilitator/Coordinator</u>	
Approved Activity Brief/Training Design with Budget Proposal/ Program of Activities (1 original, 1 copy)	Implementing Office
Invitation and Confirmation (1 original, 1 copy)	Implementing Office
Curriculum Vitae/Resume/Portfolio (1 original, 1 copy)	Client
Talk/Training outline/Course Syllabus of Lecturer (1 original, 1 copy)	Client
Program of Activity (1 original, 1 copy)	Implementing Office
Certificate of Activity Completion (1 original, 1 copy)	Implementing Office
Photos of Actual Event/Performance (2 colored copies)	Implementing Office
Office Order/Authority to Lecture <i>(if invitee is the gov't. office/agency)</i> (2 certified copies)	Client
Computation basis for the amount of honoraria, as necessary	Implementing Office/Client
Purchase Request <i>(business entity)</i> (1 original, 1 copy)	BAC Secretariat
Purchase Order <i>(business entity)</i> (1 original, 1 copy)	BAC Secretariat
BAC Resolution <i>(business entity)</i> (1 original, 1 copy)	BAC Secretariat
Relevant BAC/Procurement Documents <i>(business entity)</i> (1 original, 1 copy)	BAC Secretariat
<u>Council Members</u>	
Ordinance/Special Law authorizing the payment of honorarium (2 certified copies)	Implementing Office
Order creating the composition and designating the council members (2 certified copies)	Implementing Office
Notice of Meeting (1 original, 1 copy)	Client - payee
Minutes/ narrative report of meeting and Attendance sheet as certified by the Board Secretary (2 certified copies)	Implementing Office
Attendance Sheet	Implementing Office
<u>BAC Members</u>	



Order creating and designating the BAC composition and authorizing the members to collect honoraria (2 certified copies)		BAC Secretariat		
Minutes of BAC meeting (2 certified copies)		BAC Secretariat		
Notice of Award to winning bidder of procurement activity being claimed (2 certified copies)		BAC Secretariat		
Certification that the procurement involves competitive bidding (1 original, 1 copy)		BAC Secretariat		
Attendance Sheet listing names of attendees to the BAC meeting (2 certified copies)		BAC Secretariat		
All other requirements deemed necessary to establish reasonableness and/or validity of grant (2 sets)		Implementing Office/Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Stage 1: Pre-Audit of Voucher or Payroll				
1. Client-Citizen/Business Entity submits required attachments (with billing statement if business entity) to the implementing office , then implementing office collates all supporting documents and submits to OCA- Receiving 1 ;	2. OCA-Receiving 1 receives the voucher/payroll and partially checks the attachments; 2.1 Track as "In" in the system and line up at assigned auditor's tray for pre-audit (proceed to step 3); 2.2 If attachments are substantially incomplete, immediately return all documents to the implementing office	None	30 Minutes	<i>Supervising Admin. Officer</i> Office of the City Accountant



	(repeat steps 1 and 2);			
	<p>3. Auditor assesses all documents for completeness, veracity, and propriety, including correctness of amount claimed;</p> <p>3.1 If complete and substantially compliant, stamp and sign "Allowed in Audit" on the voucher/payroll and forwards to JEver (proceed to step 8);</p> <p>3.2 In case of lacking/insubstantial supporting documents/corrections, issue Return Notes and forward documents to Receiving 1;</p>	None	5 Days	<p><i>Supervising Admin. Officer</i> Office of the City Accountant</p>
	4. Receiving 1 calls procuring/implementing office and releases documents with the Return Notes;	None	15 Minutes	<p><i>Supervising Admin. Officer</i> Office of the City Accountant</p>
5. Upon receipt of the documents,	6. Receiving 1 receives the documents,	None	15 Minutes	<p><i>Supervising Admin. Officer</i></p>



<p>procuring/implementing office complies with the Return Notes remarks and inform client of any document requiring compliance from his/her end;</p> <p>Client submits compliance document(s) to the procuring office;</p> <p>Once all remarks are complied with, procuring office resubmits all documents to OCA – Receiving 1;</p>	<p>records receipt in the tracking system, and forwards to auditor;</p>			<p>Office of the City Accountant</p>
	<p>7. Auditor re-assess resubmitted documents;</p> <p>7.1 If complete and substantially compliant, stamp and sign “Allowed in Audit” on the voucher/payroll and forward to JEVER (proceed to step 8);</p>	<p>None</p>	<p>3 Days</p> <p><i>*time repeats to run in case of returns.</i></p>	<p><i>Supervising Admin. Officer</i> Office of the City Accountant</p>



	7.2 If documents remain non-compliant/non-substantial, re-issue Return Notes and forward documents to Receiving 1 (repeat steps 4-7);			
	8. JEVer records the transaction in the Books of Accounts of the City (prepare Journal Entry Voucher-JEV), and forwards to City Accountant for approval;	None	2 Hours	<i>Accountant III</i> Office of the City Accountant
	9. City Accountant reviews Disbursement Voucher and supporting documents; 9.1 If City Accountant finds non-substantial compliance, issues return notes and forward either to auditor, JEVer, or receiving (repeat the necessary steps applicable);	None	4 Hours	<i>City Accountant</i> Office of the City Accountant



	<p>9.2 In case of changes in the CAFOA, track OUT to City Budget Office for adjustment;</p> <p>9.3 For substantial compliance, approve and sign Box B of the Disbursement Voucher (new form);</p> <p>10. Assistant tracks in the system as "Approved" and passes to releasing;</p>			
	<p>11. Releasing tracks "OUT to CTO" in the system and forward documents to the City Treasurer's Office;</p>	None	30 Minutes	<p><i>City Accountant</i> Office of the City Accountant</p>
	<p>■ Documents are processed at the CITY TREASURER'S OFFICE & ADMINISTRATOR'S OFFICE for Disbursement Voucher Approval</p>			<p><i>City Treasurer</i> Office of the City Treasurer</p> <p><i>City Administrator</i> City Administrator's Office</p>



	<ul style="list-style-type: none"> ■ Documents are returned to the CITY TREASURER'S OFFICE for: ■ Cash Advance Voucher preparation, <i>if payroll</i> (proceed to step 12); ■ check preparation and issuance, <i>if Disbursement Voucher or Cash Advance Voucher</i> (proceed to step 17); 			City Treasurer Office of the City Treasurer
Stage 2: Pre-Audit - Cash Advance Voucher for Payrolls				
	12. OCA Receiving 1 records receipt of the CAVoucher together with the payroll bundle and pass the docs to auditor;	None	15 Minutes	Accountant III Office of the City Accountant
	13. Auditor reviews the data in the CAVoucher against the payrolls in the bundle; 13.1 If all is ok, stamp and sign "allowed in audit" on the voucher and forward	None	1 Hour	Accountant III Office of the City Accountant



	documents to JEVER (proceed to step 14); 13.2 If with lacking attachments, require compliance from the City Treasurer's Office (repeat step 12 once complied);			
	14. JEVER prepares JEV entry, countersigns the voucher, and forwards all documents to the City Accountant for approval;	None	1 Hour	<i>Accountant III</i> Office of the City Accountant
	15. City Accountant reviews the CA Voucher and, approves and signs Box B of the CA Voucher (new form)	None	1 Hour	<i>City Accountant</i> Office of the City Accountant
	16. Releasing tracks "for release" in the system and forward to the City Treasurer's Office & City Administrator's Office for CA Voucher Approval;	None	30 Minutes	<i>City Accountant</i> Office of the City Accountant
Stage 3: Accountant's Advice of Check Disbursements				
	■ From the City Administrator's Office, the documents are re-forwarded to the City			



	Treasurer's Office for check issuance and Accountant's Advice preparation;			
	<p>17. OCA - Check Receiving reviews the check details against the Accountant's Advice in the system and the Amount allowed in audit as reflected in the voucher;</p> <p>17.1 If with corrections, return to City Treasurer's Office;</p> <p>17.2 If ok, print the Advice and forward to review section;</p>	None	30 Minutes	<p><i>Accountant III</i> Office of the City Accountant</p>
	<p>18. Advice Reviewer re-checks the Accountant's Advice and Check;</p> <p>18.1 If with corrections, return to check receiving to repeat step 17;</p> <p>18.2 If no corrections, forward the Check and</p>	None	30 Minutes	<p><i>Accountant III</i> Office of the City Accountant</p>



	Disbursement Vouchers to the respective JEVers, countersign the Advice and forward to Accountant III;			
	19. JEVER inputs the check number in the Journal Entry Voucher, prints the JEV, signs, and passes the documents to the Accountant III;	None	30 Minutes	<i>Accountant III</i> Office of the City Accountant
	20. Accountant III reviews the Advice and printed JEVs, adjust/disapprove if necessary (<i>repeat steps 18 &/or 19 if disapproved</i>) or approve the JEV entry in the IPSAS system, countersign the approval portion of the JEV hardcopy, and forward to the City Accountant;	None	30 Minutes	<i>Accountant III</i> Office of the City Accountant
	21. City Accountant signs the Accountant's Advice and forwards to releasing;	None	30 Minutes	<i>City Accountant</i> Office of the City Accountant
	22. Releasing team records data in logbook and forwards check	None	15 Minutes	<i>City Accountant</i> Office of the City Accountant



	and supporting documents to City Administrator's Office;			
	23. Admin Aide III collates all Accountant's Advises (ADAs) issued within 2 hours and transmit to the Bank	None		<i>City Accountant</i> Office of the City Accountant
	<ul style="list-style-type: none"> ■ Check is processed for approval and signature of the City Administrator ■ All documents are forwarded to the City Treasurer's office for check releasing. 	None		<i>City Administrator</i> City Administrator's Office <i>City Treasurer</i> Office of the City Treasurer
24. Claim Check (Window 16) or Cash (Windows 17-22) at the City Treasurer's Office				
TOTAL – Stage 1:			8 Days, 7 Hours, 30 Minutes	
TOTAL – Stage 2:		None	3 Hours, 45 Minutes	
TOTAL – Stage 3			2 Hours, 45 Minutes	

Pre-Audit - Honoraria - qualified for multi-stage processing.



Office of the City Accountant Internal Services



1. Pre-Audit - Salaries/Wages And Personnel Benefits

Payroll and attachments for the payment of Salaries/Wages and Personnel Benefits (overtime pay, hazard pay, subsistence allowance, bonuses, et.) are pre-audited in order to determine completeness of supporting documents and verify the validity and correctness of the amount claimed per personnel prior to payment, as well as to record the transaction in the City's books of accounts.

Office Or Division:	General Accounting and Auditing Services
Classification:	G2G – Government to Government
Type Of Transaction:	Highly Technical
Who May Avail:	All duly elected and appointed LGU Officers and Employees
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Summary List (1)	Accounting Office – Receiving 1
CAFOA (6 copies)/FURS (4 copies)	Department/Office
Payroll (4 original)	HRMO
Report of Undertime, Tardiness, and Leave (UTL) (2 original)	Department/Office
Daily Time Record(DTR) (1 original, 1 carbon copy)	HRMO
Office Order/ Work Matrix of official work hours/schedule (1 original, 1 copy or 2 certified copies)	Department/Office
Add'l for Casual employees:	
Duly signed appointment (casual) (2 certified copies)	HRMO
Quantified Accomplishment Report for the period (1 original, 1 copy)	Payee
Add'l for 1st Claim: New/New Transfers, Promotion, Reappointment, Step Increment, Salary Adjustment, as applicable:	
Duly signed Appointment (regular) (2 cert copies)	HRMO
Assignment/Detail Order, if applicable (2 cert copies)	CITY MAYOR'S OFFICE/HRMO
Oath of Office (2 cert copies)	HRMO
Certificate of Assumption (1 original, 1 copy)	HRMO
SALN (regular) (1 original, 1 copy)	PAYEE
Pre-Audited Disbursement Voucher/Payroll &/or Chief Accountant's Certification of last salary from previous	FORMER AGENCY



office (for transfers from another government agency) (1 original, 1 copy)	
NOSI (regular) (2 cert copies)	HRMO
NOSA (regular) (2 cert copies)	HRMO
Supporting Documents for absence of log time in the DTR, as applicable:	
City Mayor/Administrator's Office Order for biometrics exemption (2 certified copies)	CMO/CITY ADMINISTRATOR'S OFFICE
Approved Leave Application/Certificate of Overtime Credits/Quarantine Leave/Work From Home Order (1 original, 1 copy)	HRMO
Work From Home period Accomplishment Report (1 original, 1 copy)	PAYEE
IT Certification (bio machine out of order) (2 certified copies)	IT Division
Daily Station logbook / Field Logbook / IT issued Raw Data (2 certified copies)	DEPARTMENT/OFFICE
Travel Order/Office Order/Notice of Meeting w/ written order to attend/Pass Slip/Locator's Slip for out-of-office assignment(s) or official travel during work days (2 certified copies)	CMO/CITY ADMINISTRATOR'S OFFICE
Certificate of Appearance or Participation/Attendance (1 original, 1 copy or 2 certified copies)	SPONSORING/INVITING/VISITED AGENCY/INSTITUTION/OFFICE
Driver's Daily Trip Ticket (2 certified copies)	PAYEE
Justification explaining reason for failure to log (signed by the employee and approved by the Head) (1 original, 1 copy)	PAYEE
Additional Documents for Overtime:	
Overtime Office Order (1 original, 1 copy)	HRMO
Printed DTR (reflecting both regular work hours and overtime hours) (1 original, 1 copy)	Payee
Pre-Audited copy of DTR for regular work days (2 certified copies)	OFFICE OF THE CITY ACCOUNTANT (Secure after pre-audit)



IT Raw Data on Overtime attendance (1 original, 1 copy)		IT Division		
Individual Quantified Overtime Accomplishment Report (1 original, 1 copy)		Payee		
Additional Documents for Hazard, Subsistence, PHW Benefits:				
Secretary of Health/LCE Certification (2 certified copies)		DOH/Employee's Department/Office		
Additional Documents for RATA:				
Certification for non-usage of Gov't Vehicle (1 original, 1 copy)		Department/Office		
All other documents necessary and qualified to establish validity of the claim (1 original, 1 copy or 2 certified copies)		Payee		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STAGE 1: Document Pre-Audit and Payroll Approval				
1. Individual client payee submits to the Department/Office focal person all supporting documents necessary for his/her claim.	<ul style="list-style-type: none"> ■ Corresponding Department/Office focal personnel collates the DTR and supporting documents, prepares Report of UTL, claims the payroll and CAFOA from the HRMOffice, and submits all documents to the City Budget Office; ■ City Budget Office processes and approves the CAFOA and forwards all documents to OCA-Receiving 1; 			Department / Office City Budget Office (CBO)
	2. OCA-Receiving 1 receives the documents	None	45 Minutes	<i>City Accountant</i>



	<p>and partially checks the attachments;</p> <p>a. Track as “In” in the system and line up at assigned auditor’s tray for pre-audit;</p> <p>b. If attachments are substantially incomplete, immediately return all documents to the liaison (repeat step 1);</p>			Office of the City Accountant
	<p>3. Auditor assesses all documents for completeness, veracity and correctness of amount claimed;</p> <p>a. If complete and substantially compliant, stamp “Allowed in Audit” on the voucher (<i>do not sign yet</i>) and forward to Indexing;</p> <p>b. If with lacking/ non-substantial supporting documents/ corrections, issue Return Notes and</p>	None	5 Days	Admin. Officer V Office of the City Accountant



	forward documents to Indexing;			
	<p>4. Indexer verifies the data in the Index of Employee Payments System as against the payroll entries;</p> <p>a. From 3.a, If all data are correct, confirm the system record, stamp and sign the payroll, generate Net Due and return all documents to the auditor for signature (proceed to step 10);</p> <p>b. From 3.a & 3.b, if data has corrections, issue Correction Notes for HRMO and pass documents to Receiving 1 for return (step 5);</p>	None	<p>2 Hours</p> <p><i>*time repeats to run in case of return.</i></p>	<p><i>Accountant III</i> Office of the City Accountant</p>
	<p>5. Receiving 1 calls Department/Office liaison and returns the documents with the Return and/or Correction Notes;</p>	None	15 Minutes	<p><i>Admin. Officer V</i> Office of the City Accountant</p>



<p>6. Client-employee submits compliance document(s) to the office liaison, who then resubmits all documents back to OCA Receiving 1;</p>	<p>7. OCA-Receiving 1 records the resubmission in the tracking system, tracks and forward the document to the auditor (step 8) or the indexer (proceed to step 9), as applicable;</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Admin. Officer V</i> Office of the City Accountant</p>
	<p>8. Auditor re-assess the document, including compliance with Return Notes;</p> <p>a. If complete or substantially compliant and payroll is already stamped ok by indexing, stamp and sign “Allowed in Audit” on the voucher and forward to Indexing for Net Due printing (step 9);</p> <p>b. If documents remain non-compliant/ non-substantial, re-issue Return Notes and forward documents to Receiving 1 (repeat step 5);</p>	<p>None</p>	<p>4 Days</p> <p><i>*time repeats to run in case of returns.</i></p>	<p><i>Admin. Officer V</i> Office of the City Accountant</p>
	<p>9. Indexer reviews data</p>	<p>None</p>	<p>1 Hour</p>	<p><i>Accountant III</i></p>



	<p>a. If all data are correct, confirm the system record, stamp and sign the payroll, generate Net Due and pass documents to the auditor for signature (step 10);</p> <p>b. If data still has corrections, issue Correction Notes for HRMO and return documents to Receiving 1 (repeat step 5);</p> <p>c. From 8.a, confirm the system record, generate Net Due and pass documents to JEV section (proceed to step 11).</p>		<p><i>*time repeats to run in case of return.</i></p>	<p>Office of the City Accountant</p>
	<p>10. Auditor fills up the Amount Allowed in Audit on the voucher, sign the same, and forward to JEV section for PPSAS recording;</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Admin. Officer V</i> Office of the City Accountant</p>
	<p>11. JEVER records the transaction in the Books of Accounts of the City (prepare Journal Entry</p>	<p>None</p>	<p>1 Hour</p>	<p><i>Accountant III</i> Office of the City Accountant</p>



	Voucher-JEV), and forwards to City Accountant for approval;			
	<p>12. City Accountant reviews the Payroll and supporting documents;</p> <p>a. If City Accountant finds non-substantial compliance, issues return notes and forward either to auditor, JEVER, or receiving (repeat the necessary steps applicable);</p> <p>b. In case of changes in the CAFOA, track OUT to City Budget Office for adjustment prior to approval;</p> <p>c. For substantial compliance, approve document and sign Box B of the payroll (new form);</p> <p>d. Update the tracking as "Approved" and forward to releasing;</p>	None	4 Hours	<p><i>City Accountant</i> Office of the City Accountant</p>



	13. Releasing tracks "OUT to CTO" in the system and forward documents to the City Treasurer's Office;	None	30 Minutes	<i>City Accountant</i> Office of the City Accountant
	Documents are further processed for Payroll Approval at the: <ul style="list-style-type: none"> ■ CITY TREASURER'S OFFICE (CTO), and ■ OFFICE OF THE CITY ADMINISTRATOR (OCAAd) 			<i>City Treasurer</i> Office of the City Treasurer <i>City Administrator</i> City Administrator's Office
STAGE 2: Authority to Debit Account Processing				
	■ Documents are returned from OCAAd to CTO for ADA preparation and issuance , and then forwarded to OCA-Receiving 1 ;			<i>City Treasurer</i> Office of the City Treasurer
	14. OCA Receiving 1 tracks in the system and forward to JEV section;	None	30 Minutes	<i>Accountant III</i> Office of the City Accountant
	15. JEV inputs the ADA number in the corresponding payroll JEVouchers, prints & signs the JEV, and forwards the documents to reviewer.	None	1 Hour	<i>Accountant III</i> Office of the City Accountant



	<p>16. Accountant III reviews ADA and JEV details:</p> <p>a. Disapprove in PPSAS, if erroneous, for adjustment, or for correction and return to JEV (repeat step 14-15);</p> <p>b. If all is ok, countersign approval portion of the JEV, and forward to the City Accountant;</p>	None	30 Minutes	<p><i>Accountant III</i> Office of the City Accountant</p>
	<p>17. City Accountant reviews the documents;</p> <p>a. If ok, approve JEV entry in the IPSAS, sign the JEV as “approved”, and forward to releasing;</p> <p>b. If with corrections, disapproved JEV in the IPSAS, return documents to JEV (step 15) or to Receiving 1 with return notes (step 14);</p>	None	30 Minutes	<p><i>City Accountant</i> Office of the City Accountant</p>
	<p>18. Releasing personnel records release in logbook and forwards ADA and supporting</p>	None	15 Minutes	<p><i>City Accountant</i> Office of the City Accountant</p>



	documents to the Office of the City Administrator;			
	<ul style="list-style-type: none"> ■ ADA is processed for approval and signature of the City Administrator ■ City Treasurer's Office personnel transmits the ADA to the corresponding bank, for the latter to complete the transfer of salaries/ benefits into the employees corresponding ATM accounts. 	None		<p><i>City Administrator</i> City Administrator's Office</p> <p><i>City Treasurer</i> Office of the City Treasurer</p>
Client-employee claims salary through ATM withdrawal.				
	TOTAL – Stage 1:	None	9 Days, 2 Hours, & 15 Minutes	
	TOTAL – Stage 2:		2 Hours & 45 Minutes	

Pre-Audit – Salaries/Wages and Personnel Benefits- qualified for multi-stage processing



2. Pre-Audit - Travel/Training Allowance

Payment for training and/or travelling allowances to LGU officers/employees authorized to travel on official business is pre-audited in order to assess the completeness of supporting documents, existence and sufficiency of appropriation, and the validity and propriety of claim.

Office Or Division:	General Accounting and Auditing Services	
Classification:	Highly Technical	
Type Of Transaction:	G2G – Government to Government (NGA/LGU)	
Who May Avail:	LGU officers/employees granted a valid Travel Order or authorized by management to undergo training on official business	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Summary list (1)		Office of the City Accountant – Receiving 1
GF-CAFOA (6) or TF/TL -FURs (4)		Client
Payroll/Disbursement Voucher (6)		Client
Approved Travel Order (1 original, 1 copy)		Admin/HRMO
Approved Travel Itinerary (1 original, 1 copy)		Client
Letter Request for travel approval (1 original, 1 copy)		Head of Department/ Office
HOST Invitation (2 certified copies)		Host/Sponsoring Agency/Office
Certificate of Travel Completed (1 original, 1 copy)		Client
Certificate of Appearance OR Certificate of Participation (1 original, 1 copy or 2 certified copies)		Host/Sponsoring Agency/Office
Narrative Report/Training Summary Report (1 original, copy)		Client
Flight Itinerary (1 original, 1 copy)		Client
Driver's Trip Ticket (1 original, 1 copy)		Client
Registration Receipt (1 original, 1 copy)		Client
Paper/electronic plane tickets, boarding passes, boat and/or bus tickets (1 original, 1 copy)		Client
Official Receipt for the payment of Registration, if any (1 original, 1 copy)		



Certification from inviting/sponsoring Government Agency as to the provision of meals and accommodation (1 original, 1 copy)	Host/Sponsoring Agency/Office
Regional Accountant Certification of No Claim(NGAs) (1 original, 1 copy)	Host/Sponsoring Agency/Office
LCE Certification to claim Actual Accommodation Expense (1 original, 1 copy)	City Mayor's Office
Accommodation/Hotel Bill Office Receipt (as applicable) (1 original, 1 copy)	Client
For Foreign Travel:	
Copy of UNDP rate for DSA (2 copies)	Online sources
Document to show dollar peso exchange rate (2 copies)	Online sources
DILG Secretary's Travel Approval (1 original, 1 copy)	DILG Secretary
City Mayor's Endorsement Letter for DILG Approval (2 certified copies)	City Mayor's Office
Office of the President's Authority to claim representation expense (1 original, 1 copy)	Office of the President
Duly notarized Sworn Statement attesting that no administrative charges or criminal case has been filed or is pending against the applicant or Oath of Undertaking if applicant has a pending case (1 original, 1 copy)	Client
Clearance from Money and Property Accountability (1 original, 1 copy)	HRMO
Report with appropriate recommendation, if any, on the conference/seminar attended which was duly submitted to the <ul style="list-style-type: none"> ■ City Mayor's Office ■ Office of the President through the Secretary of Foreign Affairs (if delegate of the country) Within 30 days after closing of the conference/forum and return to official station (1 original, 1 copy)	Client



All other documents necessary to support the claim for expenses other than per diem (1 original, 1 copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Stage 1: Pre-Audit of Voucher or Payroll				
1. Client submits DV/Payroll with required attachments to OCA-Receiving 1 ;	<p>2. OCA-Receiving 1 receives the voucher/payroll and partially checks the attachments;</p> <p>2.1 Track as "In" in the system and line up at assigned auditor's tray for pre-audit (proceed to step 3);</p> <p>2.2 If attachments are substantially incomplete, immediately return all documents to the implementing office (repeat steps 1 and 2);</p>	None	30 Minutes	<i>Admin. Officer V</i> Office of the City Accountant
	3. Auditor assesses all documents for completeness, veracity, and propriety, including correctness of amount claimed;	None	5 Days	<i>Admin. Officer V</i> Office of the City Accountant



	<p>4.1 If complete and substantially compliant, stamp and sign “Allowed in Audit” on the voucher/payroll and forward to JEVER (proceed to step 8);</p> <p>4.2 In case of lacking/insubstantial supporting documents/corrections, issue Return Notes and forward documents to Receiving 1;</p>			
	4. Receiving 1 calls procuring/implementing office and releases documents with the Return Notes;	None	15 Minutes	<i>Admin. Officer V Office of the City Accountant</i>
5. Upon receipt, Client collates compliance document(s) resubmits all documents to OCA – Receiving 1;	6. Receiving 1 receives the documents, record receipt in the tracking system, and forward to auditor;	None	15 Minutes	<i>Admin. Officer V Office of the City Accountant</i>
	7. Auditor reviews resubmitted documents;	None	3 Days <i>*time repeats to run in case of returns.</i>	<i>Admin. Officer V Office of the City Accountant</i>



	<p>7.1 If complete and substantially compliant, stamp and sign "Allowed in Audit" on the voucher/payroll and forward to JEVER (proceed to step 8);</p> <p>7.2 If documents remain non-compliant/non-substantial, re-issue Return Notes and forward documents to Receiving 1 (repeat steps 4-7);</p>			
	<p>8. JEVER records the transaction in the Books of Accounts of the City (prepare Journal Entry Voucher-JEV), and forward to City Accountant for approval;</p>	None	2 Hours	<p><i>Accountant III</i> Office of the City Accountant</p>
	<p>9. City Accountant reviews Disbursement Voucher and supporting documents;</p> <p>9.1 If City Accountant finds non-substantial</p>	None	4 Hours	<p><i>City Accountant</i> Office of the City Accountant</p>



	<p>compliance, issues return notes and forward either to auditor, JEver, or receiving (repeat the necessary steps applicable);</p> <p>9.2 In case of changes in the CAFOA, track OUT to City Budget Office for adjustment;</p> <p>9.3 For substantial compliance, approve and sign Box B of the Disbursement Voucher (new form);</p> <p>10. Assistant tracks in the system as “Approved” and passes to releasing;</p>			
	<p>11. Releasing tracks “OUT to CTO” in the system and forward documents to the City Treasurer’s Office;</p>	None	30 Minutes	<i>City Accountant Office of the City Accountant</i>
	<p>■ Documents are processed at the CITY</p>			<i>City Treasurer</i>



	<p>TREASURER'S OFFICE & ADMINISTRATOR'S OFFICE for Disbursement Voucher Approval</p> <ul style="list-style-type: none"> ■ Documents are returned to the CITY TREASURER'S OFFICE for: <ul style="list-style-type: none"> ■ Cash Advance Voucher preparation, <i>if payroll</i> (proceed to step 12); ■ check preparation and issuance, <i>if Disbursement Voucher or Cash Advance Voucher</i> (proceed to step 16); 			<p>Office of the City Treasurer</p> <p><i>City Administrator</i> City Administrator's Office</p> <p><i>City Treasurer</i> Office of the City Treasurer</p>
Stage 2: Pre-Audit - Cash Advance Voucher for Payrolls				
	<p>12. OCA Receiving 1 records receipt of the CAVoucher together with the payroll bundle and pass the docs to auditor;</p>	None	15 Minutes	<p><i>Accountant III</i> Office of the City Accountant</p>



	<p>13. Auditor reviews the data in the CA Voucher against the payrolls in the bundle;</p> <p>13.1 If all is ok, stamp and sign "allowed in audit" on the voucher and forward documents to JEVER (proceed to step 14);</p> <p>13.2 If with lacking attachments, require compliance from the City Treasurer's Office (repeat step 12 once complied);</p>	None	1 Hour	<p><i>Accountant III</i> Office of the City Accountant</p>
	<p>14. JEVER prepares JEV entry, countersigns the voucher, and forwards all documents to the City Accountant for approval;</p>	None	1 Hour	<p><i>Accountant III</i> Office of the City Accountant</p>
	<p>15. City Accountant reviews the CA Voucher and, approves and signs Box B of the CA Voucher (new form)</p>	None	1 Hour	<p><i>City Accountant</i> Office of the City Accountant</p>



	<p>16. Releasing tracks “for release” in the system and forward to the City Treasurer’s Office & City Administrator’s Office for CA Voucher Approval;</p>	None	30 Minutes	<p><i>City Accountant</i> Office of the City Accountant</p>
<p>Stage 3: Accountant’s Advice of Check Disbursements</p>				
	<p>■ From the City Administrator’s Office, the documents are re-forwarded to the City Treasurer’s Office for check issuance and Accountant’s Advice preparation;</p>			
	<p>17. OCA - Check Receiving reviews the check details against the Accountant’s Advice in the system and the Amount allowed in audit as reflected in the voucher;</p> <p>1.1 If with corrections, return to City Treasurer’s Office;</p> <p>1.2 If ok, print the Advice and forward to review section;</p>	None	30 Minutes	<p><i>Accountant III</i> Office of the City Accountant</p>



	<p>2. Advice Reviewer re-checks the Accountant's Advice and Check;</p> <p>2.1 If with corrections, return to check receiving to repeat step 17;</p> <p>2.2 If no corrections, forward the Check and Disbursement Vouchers to the respective JEVers, countersign the Advice and forward to Accountant III;</p>	None	30 Minutes	<p><i>Accountant III</i> Office of the City Accountant</p>
	<p>3. JEVER inputs the check number in the Journal Entry Voucher, prints the JEV, signs, and passes the documents to the Accountant III;</p>	None	30 Minutes	<p><i>Accountant III</i> Office of the City Accountant</p>
	<p>4. Accountant III reviews the Advice and printed JEVs, adjust/disapprove if necessary (<i>repeat steps 18 &/or 19 if disapproved</i>) or approve the JEV entry in the IPSAS system,</p>	None	30 Minutes	<p><i>Accountant III</i> Office of the City Accountant</p>



	countersign the approval portion of the JEV hardcopy, and forward to the City Accountant;			
	5. City Accountant signs the Accountant's Advise and forwards to releasing;	None	30 Minutes	<i>City Accountant</i> Office of the City Accountant
	6. Releasing team records data in logbook and forwards check and supporting documents to City Administrator's Office;	None	15 Minutes	<i>City Accountant</i> Office of the City Accountant
	7. Admin Aide III collates all Accountant's Advises (ADAs) issued within 2 hours and transmit to the Bank	None		<i>City Accountant</i> Office of the City Accountant
8. Claim Check or Cash at the City Treasurer's Office Window 16	<ul style="list-style-type: none"> ■ Check is processed for approval and signature of the City Administrator ■ All documents are forwarded to the City Treasurer's office for check releasing. 	None		<i>City Administrator</i> City Administrator's Office <i>City Treasurer</i> Office of the City Treasurer
TOTAL – Stage 1:		None	8 Days, 7 Hours, 30 Minutes	



TOTAL – Stage 2:	3 Hours, 45 Minutes
TOTAL – Stage 3:	2 Hours, 45 Minutes

Pre-Audit – Travel/Training Allowance - qualified for multi-stage processing.

3. Pre-Audit - Cash Advance for Special PPAS/Operating/Petty Cash Expense

Review prior to release of cash advance for special programs/activities/events, current operating expenses, and/or petty cash advance or replenishments.

Office Or Division:	General Accounting and Auditing Services
Classification:	Highly Technical
Type Of Transaction:	G2G – Government to Government (NGA/LGU)
Who May Avail:	LGU Special Disbursing Officers (SDO) /Petty Cash Custodians (PCC)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Summary List (1)	Office of the City Accountant – Receiving 1
CAFOA (6) or FURs (4)	Special Disbursing Officer (SDO)/Petty Cash Custodian (PCC)
Payroll/DV (6)	SDO/PCC
Accountable Officer's Authority/Designation (1 original, 3 copies or 4 certified copies)	City Mayor's Office
Accountant's Certification (4 certified copies)	Office of the City Accountant
Approved Fidelity Bond (4 certified copies)	SDO/PCC
Cash Advance for Special Project, Program, or Activity (PPA) / Petty Cash / Operating Expense:	
Activity Brief & Budget Proposal (1 original, 3 copies)	Hosting Office/Department
Certificate of Activity Completion (1 original, 1 copy)	Hosting Office/Department
Program of Activity (4 copies)	Hosting Office/Department
List of Participants (1 original, 3 copies)	Hosting Office/Department
Payroll (6)	SDO
List of Prospected Participants/Competitors (1 original, 3 copies)	Hosting Office/Department



All other necessary documents to establish basis for claims (1 original, 3 copies)		Hosting Office/Department			
Petty Cash or Current Operating Expense (OE) Replenishment:					
Summary of Expenses (1 original, 1 copy)		SDO/PCC			
Receipts/RER/Cert Not Requiring Receipts (1 original, 1 copy)		SDO/PCC			
Receipts/RER/Cert Not Requiring Receipts (1 original, 1 copy)		SDO/PCC			
Supplies Availability Inquiry (1 original, 1 copy)		CGSO			
Waste Material Report (1 original, 1 copy)		CGSO			
ICS (1 original, 1 copy)		CGSO			
All other necessary documents (1 original, 1 copy)		SDO/PCC			
CLIENT STEPS		AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Stage 1: Pre-Audit of Voucher or Payroll					
1. Client-SDO or Petty Cash Custodian submits DV with required attachments to OCA-Receiving 1;	2. OCA-Receiving 1 receives the voucher and partially checks the attachments; 2.1 Track as "In" in the system and line up at assigned auditor's tray for pre-audit (proceed to step 3); 2.2 If attachments are substantially incomplete, immediately return all documents to the implementing office	None	30 Minutes	<i>Supervising Admin. Officer Office of the City Accountant</i>	



	(repeat steps 1 and 2);			
	<p>3. Auditor assesses all documents for completeness, veracity, and propriety, including correctness of amount claimed;</p> <p>3.1 If complete and substantially compliant, stamp and sign "Allowed in Audit" on the voucher/payroll and forward to JEver (proceed to step 8);</p> <p>3.2 In case of lacking/insubstantial supporting documents/corrections, issue Return Notes and forward documents to Receiving 1;</p>	None	5 Days	<p><i>Supervising Admin. Officer</i> Office of the City Accountant</p>
	4. Receiving 1 calls procuring/implementing office and releases documents with the Return Notes;	None	15 Minutes	<p><i>Supervising Admin. Officer</i> Office of the City Accountant</p>
5. Upon receipt,	6. Receiving 1 receives the documents, record	None	15 Minutes	<p><i>Supervising Admin. Officer</i></p>



<p>Client collates compliance document(s) resubmits all documents to OCA – Receiving 1;</p>	<p>receipt in the tracking system, and forward to auditor;</p>			<p>Office of the City Accountant</p>
	<p>7. Auditor reviews resubmitted documents;</p> <p>7.3 If complete and substantially compliant, stamp and sign “Allowed in Audit” on the voucher/payroll and forward to JEVER (proceed to step 8);</p> <p>7.4 If documents remain non-compliant/non-substantial, re-issue Return Notes and forward documents to Receiving 1 (repeat steps 4-7);</p>	<p>None</p>	<p>3 Days</p> <p><i>*time repeats to run in case of returns.</i></p>	<p><i>Supervising Admin. Officer</i> Office of the City Accountant</p>
	<p>8. JEVER checks the e-PPSAS if SDO or PCC’s previous cash advance has been liquidated;</p> <p>8.1 If liquidated, proceed to step 9;</p>	<p>None</p>	<p>2 Hours</p>	<p><i>Accountant III</i> Office of the City Accountant</p>



	<p>8.2 If previous cash advance is not yet liquidated, issue return notes requiring the submission of liquidation report for the previous CA and forward docs to receiving 1 (go back to step 4);</p> <p>9. JEVER records the transaction in the Books of Accounts of the City (prepare Journal Entry Voucher-JEV), and forward to the City Accountant for approval;</p>			
	<p>10. City Accountant reviews Disbursement Voucher and supporting documents;</p> <p>10.1 If City Accountant finds non-substantial compliance, issues return notes and forward either to auditor, JEVER, or receiving (repeat the</p>	None	4 Hours	<p><i>City Accountant</i> Office of the City Accountant</p>



	<p>necessary steps applicable);</p> <p>10.2 In case of changes in the CAFOA, track OUT to City Budget Office for adjustment;</p> <p>10.3 For substantial compliance, approve and sign Box B of the Disbursement Voucher (new form);</p> <p>11. Assistant tracks in the system as “Approved” and passes to releasing;</p>			
	<p>12. Releasing tracks “OUT to CTO” in the system and forward documents to the City Treasurer’s Office;</p>	None	30 Minutes	<p><i>City Accountant</i> Office of the City Accountant</p>
	<p>■ Documents are processed at the CITY TREASURER’S OFFICE & ADMINISTRATOR’S OFFICE for</p>			<p><i>City Treasurer</i> Office of the City Treasurer</p> <p><i>City Administrator</i></p>



	<p>Disbursement Voucher Approval</p> <ul style="list-style-type: none"> ■ Documents are returned to the CITY TREASURER'S OFFICE for: <ul style="list-style-type: none"> ■ Cash Advance Voucher preparation, <i>if payroll (stage 2);</i> ■ check preparation and issuance, <i>if Disbursement Voucher or Cash Advance Voucher (stage 3);</i> 			<p>City Administrator's Office</p> <p><i>City Treasurer</i> Office of the City Treasurer</p>
Stage 2: Accountant's Advice of Check Disbursements				
	<ul style="list-style-type: none"> ■ From the City Administrator's Office, the documents are re-forwarded to the City Treasurer's Office for check issuance and Accountant's Advice preparation; 			
	<p>13. OCA - Check Receiving reviews the check details against the Accountant's Advice in the system and the</p>	None	30 Minutes	<p><i>Accountant III</i> Office of the City Accountant</p>



	<p>Amount allowed in audit as reflected in the voucher;</p> <p>13.1 If with corrections, return to City Treasurer's Office;</p> <p>13.2 If ok, print the Advice and forward to review section;</p>			
	<p>14. Advice Reviewer re-checks the Accountant's Advice and Check;</p> <p>14.1 If with corrections, return to check receiving to repeat step 13;</p> <p>14.2 If no corrections, forward the Check and Disbursement Vouchers to the respective JEVers, countersign the Advice and forward to Accountant III;</p>	None	30 Minutes	<p><i>Accountant III</i> Office of the City Accountant</p>
	<p>15. JEVER inputs the check number in the Journal Entry Voucher, prints the JEV, signs, and</p>	None	30 Minutes	<p><i>Accountant III</i> Office of the City Accountant</p>



	passes the documents to the Accountant III;			
	16. Accountant III reviews the Advice and printed JEVs, adjust/disapprove the system entry (<i>repeat steps 13 &/or 14 if disapproved</i>) or countersign the approval portion of the JEV hardcopy, and forward to the City Accountant;	None	30 Minutes	<i>Accountant III Office of the City Accountant</i>
	17. City Accountant reviews the entries, approve the JEV entry in the IPSAS system, signs the Accountant's Advise and forwards to releasing; 17.1 If with correction, forward documents either to check receiving, advice reviewer, jever, or Accountant III, as may be necessary;	None	30 Minutes	<i>City Accountant Office of the City Accountant</i>
	18. Releasing team records data in logbook and forwards check and supporting documents	None	15 Minutes	<i>City Accountant Office of the City Accountant</i>



	to City Administrator's Office;			
	19. Admin Aide III collates all Accountant's Advises (ADAs) issued within 2 hours and transmit to the Bank	None		<i>City Accountant</i> Office of the City Accountant
	<ul style="list-style-type: none"> ■ Check is processed for approval and signature of the City Administrator ■ All documents are forwarded to the City Treasurer's office for check releasing. 	None		<i>City Administrator</i> City Administrator's Office <i>City Treasurer</i> Office of the City Treasurer
Claim Check at the City Treasurer's Office Window 16				
TOTAL – Stage 1:		None	8 Days, 7 Hours, 30 Minutes	
TOTAL – Stage 2:			2 Hours, 45 Minutes	

Pre-Audit – Cash Advance for Special PPAs/Operating/Petty Cash Expense - qualified for multi-stage processing.



4. Pre-Audit - Terminal Leave Credits Claim

Disbursement Voucher and Supporting documents for the payment of Terminal Leave Credits are pre-audited in order to determine completeness and verify the validity of the amount claimed prior to payment, as well as to record the transaction in the City's books of accounts.

Office Or Division:	General Accounting and Auditing Services			
Classification:	Highly Technical			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	Retired/Terminated/Separated LGU employees/officers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Summary List (2 copies)		Accounting Office – Receiving Section 2		
CAFOA (6 original) /FURs (4 original)		Human Resource Management Office (HRMO)		
Disbursement Voucher (4 original)		HRMO		
Approved Application for leave (1 original, 1 copy)		HRMO		
Record of Leave (2 certified copies)		HRMO		
Service Record (1 original, 1 copy)		HRMO		
HRM Clearance (1 original, 1 copy)		HRMO		
GSIS Clearance (1 original, 1 copy)		GSIS OFFICE		
Clearance as to Money and Property Accountability (1 original, 1 copy)		City General Services Office (CGSO)		
Barangay Clearance (1 original, 1 copy)		BARANGAY OF RESIDENCE		
Police Clearance (1 original, 1 copy)		PNP OFFICE		
Fiscal Clearance (1 original, 1 copy)		DOJ OFFICE		
Sworn Statement of Assets, Liabilities and Net Worth (1 original, 1 copy)		PAYEE (CLIENT)		
Declaration of Pendency/Non-Pendency of Case (1 original, 1 copy)		DOJ OFFICE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
STAGE 1: Pre-Audit and Voucher/Payroll Approval				



<p>1. Client submits to the Human Resource Management Office (HRMO) the following documents:</p> <ul style="list-style-type: none"> ➤ GSIS Clearance ➤ Clearance as to Money and Property Accountability ➤ Barangay Clearance ➤ Police Clearance ➤ Fiscal Clearance ➤ Sworn Statement of Assets, Liabilities and Net Worth <p>Declaration of Pendency/Non-Pendency of Case</p>	<p>HRMO collates all supporting documents, prepares the Disbursement Voucher and CAFOA, and submits to OCA-Receiving 2;</p>			<p>Human Resource Management Office (HRMO)</p>
	<p>2. OCA-Receiving 2 receives the documents and partially checks the attachments;</p> <p>2.1 Track as “In” in the system and line up at assigned auditor’s tray for pre-audit (step 3);</p> <p>2.2 If attachments are substantially incomplete, immediately return</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>City Accountant</i> Office of the City Accountant</p>



	all documents to the HRMO (repeat step 1);			
	<p>3. Auditor assesses all documents for completeness, veracity and correctness of amount claimed;</p> <p>3.1 If complete and substantially compliant, stamp and sign "Allowed in Audit" on the voucher and forward to Indexing (proceed to step 7);</p> <p>3.2 If with lacking/ non-substantial supporting documents/ corrections, issue Return Notes and forward documents to Receiving 2;</p>	None	5 Days	<i>Admin. Officer V Office of the City Accountant</i>
	4. Receiving 2 calls HRMO and return documents to HRMO with the Return Notes;	None	15 Minutes	<i>Admin. Officer V Office of the City Accountant</i>
	■ HRMO complies with the Return Notes remarks and informs			<i>Human Resource Management Office</i>



	client of any document requiring compliance from his/her end;			(HRMO)
5. Client submits compliance document(s) to HRMO;	<ul style="list-style-type: none"> ■ Once all remarks are complied with, HRMO resubmits all documents to OCA – Receiving 2 			<i>Human Resource Management Office (HRMO)</i>
	6. OCA-Receiving 2 records the resubmission in the tracking system and forwards all documents to the auditor;	None	15 Minutes	<i>Admin. Officer V Office of the City Accountant</i>
	<p>7. Auditor reviews resubmitted documents;</p> <p>7.1 If complete and substantially compliant, stamp and sign “Allowed in Audit” on the voucher and forward to Indexing (step 8);</p> <p>7.2 If documents remain non-compliant/non-substantial, re-issue Return Notes and forward documents to Receiving 1 (repeat steps 4-7);</p>	None	3 Working Days <i>*time repeats to run in case of returns.</i>	<i>Admin. Officer V Office of the City Accountant</i>



	<p>8. Indexer records the Terminal Leave data in the system for Index of Employee Payments, and forwards the documents to JEV section;</p>	None	2 Hours	<p><i>Accountant III</i> Office of the City Accountant</p>
	<p>9. JEVER records the transaction in the Books of Accounts of the City (prepare Journal Entry Voucher-JEV), and forwards to City Accountant for approval;</p>	None	1 Hour	<p><i>Accountant III</i> Office of the City Accountant</p>
	<p>10. City Accountant reviews Disbursement Voucher and supporting documents;</p> <p>10.1 If City Accountant finds non-substantial compliance, issues return notes and forward either to auditor, JEVER, or receiving (repeat the necessary steps applicable);</p> <p>10.2 In case of changes in the CAFOA, track OUT</p>	None	4 Hours	<p><i>City Accountant</i> Office of the City Accountant</p>



	<p>to City Budget Office for adjustment prior to approval;</p> <p>10.3 For substantial compliance, approve and sign Box B of the Disbursement Voucher (new form);</p> <p>10.4 Update the tracking as "Approved" and forward to releasing;</p>			
	<p>11. Releasing tracks "OUT to CTO" in the system and forward documents to the City Treasurer's Office;</p>	None	30 Minutes	<p><i>City Accountant</i> Office of the City Accountant</p>
	<p>Documents are further processed for Disbursement Voucher Approval at the:</p> <ul style="list-style-type: none"> ■ CITY TREASURER'S OFFICE (CTO), <i>and</i> ■ CITY ADMINISTRATOR'S OFFICE (OCad) 			<p><i>City Treasurer</i> Office of the City Treasurer</p> <p><i>City Administrator</i> City Administrator's Office</p>



STAGE 2: Accountant's Advice of Check Disbursements

	<p>■ From the City Administrator's Office, the documents are re-forwarded to the City Treasurer's Office for check issuance and Accountant's Advice preparation;</p>			
	<p>12. OCA - Check Receiving reviews the check details against the Accountant's Advice in the system and the Amount allowed in audit as reflected in the voucher;</p> <p>12.1 If with corrections, return to City Treasurer's Office;</p> <p>12.2 If ok, print the Advice and forward to review section;</p>	None	30 Minutes	<p align="center"><i>Accountant III</i> Office of the City Accountant</p>
	<p>13. Advice Reviewer re-checks the Accountant's Advice and Check;</p> <p>13.1 If with corrections, return to check receiving</p>	None	30 Minutes	<p align="center"><i>Accountant III</i> Office of the City Accountant</p>



	(repeat start of stage 2); 13.2 If no corrections, forward the Check and Disbursement Vouchers to the respective JEVers, countersign the Advice and forward to Accountant III;			
	14. JEVER inputs the check number in the Journal Entry Voucher, prints the JEV, signs, and passes the documents to the Accountant III;	None	30 Minutes	<i>Accountant III</i> Office of the City Accountant
	15. Accountant III reviews the Advice and printed JEVs, adjust/disapprove if necessary (<i>repeat steps 12 &/or 13 if disapproved</i>) or countersign the approval portion of the JEV hardcopy, and forward to the City Accountant;	None	30 Minutes	<i>Accountant III</i> Office of the City Accountant
	16. City Accountant reviews the documents, approves the JEV entry in the IPSAS system	None	30 Minutes	<i>City Accountant</i> Office of the City Accountant



	<p>and signs the Accountant's Advise and forwards to releasing;</p> <p>16.1 If with correction, forward documents either to check receiving, advice reviewer, jever, or Accountant III, as may be necessary;</p>			
	<p>17. Releasing team records data in logbook and forwards check and supporting documents to City Administrator's Office;</p>	None	15 Minutes	<p><i>City Accountant</i> Office of the City Accountant</p>
	<p>18. Admin Aide III collates all Accountant's Advises (ADAs) issued within 2 hours and transmit to the Bank</p>	None		<p><i>City Accountant</i> Office of the City Accountant</p>
	<ul style="list-style-type: none"> ■ Check is processed for approval and signature of the City Administrator ■ All documents are forwarded to the City Treasurer's office for check releasing. 	None		<p><i>City Administrator</i> City Administrator's Office</p> <p><i>City Treasurer</i> Office of the City Treasurer</p>



19. Claim Check at the City Treasurer's Office Window 16				
TOTAL – Stage 1:		None	8 Days, 7 Hours, 30 Minutes	
TOTAL – Stage 2:			2 Hours, 45 Minutes	

Pre-Audit – Terminal Leave Claim - qualified for multi-stage processing.



Office of the City Administrator

Internal Services



1. Approval and processing of salaries, wages, honoraria, travel expenses, overtime payments, monetization and, terminal leave and other claims/ payments of LGU employees

The City Administrator signs and approves the salaries, wages, honoraria, travel expenses, overtime payments, monetization, terminal leave and other claims/ payments of the LGU employees.

Office Or Division:	City Administrator's Office			
Classification:	Simple			
Type Of Transaction:	G2G- Government to Government			
Who May Avail:	Government Employee or another Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payroll (1 original and 3 copies)		HRMO		
Daily Time Report (DTR) (1 original and 1 copy)		HRMO		
Accomplishment Report (1 original and 1 copy)		LGU employee		
Obligation Request (OBR) (1 original and 2 copies)		HRMO		
Appointment (2 photocopies)		HRMO		
Request of Overtime (for Overtime pay) (1 original and 1 copy)		HRMO		
Travel Order (for Travelling expenses) (1 original)		Office/Department		
Invitation Letter (for Travelling expenses) (1 photocopy)		City Administrator's Office		
Request to Travel (for Travelling expenses) (1 original and 1 copy)		Organizer/Office/Department		
Proof/Document of Extra Services (Honoraria) (1 original and 1 copy)		Office/Department Organizer/Office/Department		
Notice of Retirement (Terminal Leave claim) (1 original and 3 copies)		LGU employee		
Clearance (Terminal Leave Claim) (1 and 3 copies)		HRMO		
Request to avail monetization (Monetization Claim) (1 original and 1 copy)		LGU employee		
Approved Leave Form for monetization (Monetization Claim) (1 original and 1 copy)		HRMO		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submit required documents to the City Administrator's Office</p>	<p>1. Receive the required documents and check for completeness</p> <p>1.1 Endorse to the City Administrator for approval of OBR, Summary and Payroll</p> <p>1.2 Approval</p> <p>1.3 After approval, the personnel in-charge record the payroll</p> <p>1.4 Forward the documents to City Budget Office or City Treasurer's Office</p>	<p>None</p>	<p>10 minutes</p>	<p><i>City Administrator</i> City Administrator's Office</p>
	<p>2. City Administrator's Office receive and validate cheques and ADAs</p> <p>2.1 Endorse to City Administrator for signature</p> <p>2.2 Approval</p> <p>2.3 Transmit the cheques and ADAs to City Treasurer's Office</p>	<p>None</p>	<p>3 minutes</p>	<p><i>City Administrator</i> City Administrator's Office</p>
TOTAL		<p>None</p>	<p>13 minutes</p>	



2. Processing and approval of payments to suppliers and contractors

The Office approve the payments to the suppliers and contractors

Office Or Division:	City Administrator's Office			
Classification:	Simple			
Type Of Transaction:	G2C - Government to Citizen G2B- Government to Business Entity G2G- Government to Government			
Who May Avail:	Suppliers and contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request (1 original and 3 copies)		End user		
Purchase Order (1 original and 2 copies)		Bids and Awards Committee Office		
Notice of Award (1 original and 1 copy)		Bids and Awards Committee Office		
Inspection Report (1 original and 3 copies)		General Services Department		
Obligation Request (OBR) (1 original and 4 copies)		Bids and Awards Committee Office		
Audited Disbursement Voucher (1 original and 4 copies)		City Accountant's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to the City Administrator's Office	1. Receive the required documents, check for completeness and record 1.1 Endorse to the City Administrator for approval 1.2 Approval 1.3 After approval, the personnel in-charge endorsed the signed documents to the City Treasurer's Office for the issuance of check	None	3 minutes	City Administrator City Administrator's Office



2. The City Accountant's Office forwards the check to the City Administrator	2. Receive the required documents, check for completeness and record 2.1 Endorse to the City Administrator for signature 2.2. Final approval of the check 2.3 Transmit the checks to the City Treasurer's Office	None	3 minutes	City Administrator City Administrator's Office
TOTAL		None	6 minutes	

3. Issuance of Travel Order

Before travelling for official business, the employee must secure a Travel Order. The City Administrator issue and approve travel order.

Office Or Division:	City Administrator's Office			
Classification:	Simple			
Type Of Transaction:	G2G- Government to Government			
Who May Avail:	-Government Employee or another Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request (1 original and 1 photocopy)		Office/Department		
Invitation Letter (1 original and 1 photocopy)		Organizer		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to the City Administrator's Office	1. Review the completeness of the documents 2. Endorse to the City Admin for approval of the request	None	10 minutes	City Administrator City Administrator's Office



	3. Approval of the request 4. Issuance and approval of the Travel Order 5. Releasing of the order			
TOTAL		None	10 minutes	

4. Receiving and approval of letters, notice of meetings, orders and other communications

The Office of the City Administrator delivers administrative services to the other LGU offices and to the public.

Office Or Division:	City Administrator's Office			
Classification:	Simple			
Type Of Transaction:	G2C - Government to Citizen G2B- Government to Business Entity G2G- Government to Government			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter, Notice, Order or Communication (1 original and 1 photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmit the document to the City Administrator's Office	1. Receive the document	None	1 day	City Administrator City Administrator's Office
	1.1 The secretary records the communication for tracking purposes			
	1.2 The secretary will endorse it to the City Administrator for appropriate action			
	1.3 City Admin reviews, approves or transmit documents to the concerned office			



	*for notice of meetings: a. Secretary logs the meeting schedules			
	b. City Administrator attends meeting together with his technical staff			
	*for communication that needs to be transmitted to other offices/depts.:			
	a. Secretary transmits the document to the concerned office or department			
	*for documents that needs appropriate action or reply			
	a. Secretary forwards the document to the Technical Staff of the City Administrator's Office			
	b. Technical Staff will draft a reply or facilitate the request			
	c. City Administrator checks and approves the letter			
	TOTAL	None	1 Day	



5. Approval of Mayor's Clearance

The applicant applies for Mayor's Clearance at the Business Permits and Licensing Office and the document will be endorsed to the City Administrator for approval.

Office Or Division:	City Administrator's Office			
Classification:	Simple			
Type Of Transaction:	G2C - Government to Citizen G2B- Government to Business Entity G2G- Government to Government			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Mayor's Clearance (1 original)			Business, Permits and Licensing Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Mayor's Clearance to the City Administrator	1. Receive and record the Mayor's Clearance 1.1. Endorse to the City Admin for signature 1.2. Approval	None	3 minute	City Administrator City Administrator's Office
TOTAL		None	3 minutes	

6. Facilitating and Endorsing of Job Order Posting for Approval

The Office of the City Administrator facilitates the Job Order Posting for LGU-Ormoc.

Office Or Division:	City Administrator's Office			
Classification:	Simple			
Type Of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who May Avail:	Public, Government Employee or another Government Agency			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Biodata/ Resume (1 Original and 1 Photocopy)			Applicant/ Job Order Personnel	



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepare and encode Job Order posting. 1.1 The City Admin recommends the Job Order Posting 1.2 Endorse the Job Order Posting to the City Mayor's Office	None	10 days 1 day	City Administrator City Administrator's Office
2. HRMO personnel submit signed Job Order appointments to the City Administrator's office for counter sign.	2. Reviews and validates Job Order appointments. 2.1 Endorse City Administrator for counter sign 2.2 City Administrator countersigns the document 2.3 Transmits the approved Job Order appointments to the City Budget Office for budget allocation.	None	2 days	City Administrator City Administrator's Office
TOTAL		None	13 days	

7. Accommodate Job Personnel Concerns

This office caters inquiries/concerns which pertain to Job Order Personnel.

Office Or Division:	City Administrator's Office
Classification:	Simple
Type Of Transaction:	G2C- Government to Citizen G2G- Government to Government
Who May Avail:	Public, Government Employee or another Government Agency
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Communication/Letter Request (1 original and 1 photocopy)	Office or Dept. head/Councilor



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Transmits letter request to the City Administrator	1. Receives letter request 1.1. Records the request 1.2 Endorse the request to the City Administrator 1.3. Approves the request 1.4. Forwards to the personnel in-charge 1.5. Transmit it to the HRMO Office	None	2 days	<i>City Administrator</i> City Administrator's Office
	1. Receives letter request 1.1. Records the request 1.2 Endorse the request to the City Administrator 1.3. Approves the request 1.4. Forwards to the personnel in-charge 1.5. Transmit it to the HRMO Office	None	2 days	<i>City Administrator</i> City Administrator's Office
TOTAL		None	4 days	



Office of the City Assessor

External Services



1. Issuance of Transfer of Ownership of Tax Declaration

The Tax Declaration issued by the City Assessor's Office is a Real Property Record showing the property owner's name, lot number, lot area, location of property, the market values, and assessed values of the property as the basis for the allocation of Real Property Tax.

Office Or Division:	Office of The City Assessor			
Classification:	Simple			
Type Of Transaction:	G2C-Government to Citizen			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified photo copy of T.C.T. (1 copy)		Register of Deeds (ROD)		
Certified photo copy of Deed of Conveyance (1 copy)		Register of Deeds (ROD)		
Tax clearance for the current year (1 copy)		Office of the City Treasurer (CTO)		
Certificate Authorizing Registration (1 copy)		B.I.R		
O.R. of Transfer Fee/Revision Fee (1 copy)		Office of the City Treasurer		
Sworn Statement (2 copies)		Office of the City Assessor (CAO)		
Residence Certificate (1 copy)		Office of the City Treasurer		
Authorization if not the owner, duly subscribed by Notary Public (1 copy)		Any authorize Notary Public Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Property owner or his authorized representative proceed to CAO and secure request slip.	1.1 Receives and records request. 1.2 Refers to the Appraisal & Assessment Division.	none	15 mins.	<i>Receiving Staff(J.O.)</i> Records Management Division Staff
	1.2.1 Evaluation and assessment of documents.	none	½ day	<i>Local Assessment Operation Officer(LAOO)</i> Appraisal/Assessment Division



	<ul style="list-style-type: none"> ■ if incomplete. documents will be returned to transacting party for compliance of the required documents. ■ if complete, the documents will be received. 			
	1.2.2 Computation of Fees and charges.(transfer fee, inspection fee)	Transfer Fee: $\frac{3}{8}$ of 1% x Sale or Market Value (whichever is higher)	30 mins.	LAOO Appraisal/Assessment Division
	1.2.3 Preparation of Order of Payment (if there is a need to conduct ocular inspection)	Inspection Fee: 50Php/ Property	30 mns	Clerk/J.O. Records Management Division Staff
	1.3 Payment of Fees			Cashier City Treasurer's Office (CTO)
	1.4.1 If ocular inspection is needed, refer to the City Assessor for approval to conduct ocular inspection.		10 mins.	LAOO Appraisal/Assessment Division
	1.4.1.1 Preparation of Travel Order, Trip Ticket & RIS 1.4.1.2 Approval of Travel Order, Trip Ticket & RIS	none	1 hr.	Clerk/J.O. Records Management Division Staff



	1.4.1.3 Conducts ocular inspection, and submit findings to the City Assessor. 1.4.2 If ocular inspection is not needed documents will be processed.	none	1 day	LAOO, Draftsman/Casual Inspectoral Team
	1.5 Pulls out from filer the previous T.D. & forward to the Appraisal and Assessment Division.	none	10 mins.	Job Order Records Management Division Staff
	1.6 Preparation of F.A.A.S. <i>(after preparation it will be forwarded to the Records Management Division)</i>	none	2 hours	LAOO Appraisal/ Assessment Division
	1.7.1 Print/ Type T.D., Notice of Assessment based on data reflected on F.A.A.S.	none	1 hour/set	Admin Aide II/ J.O. Records Management Division Staff
	1.7.2 Review the accuracy/ completeness of data reflected on TD with the FAAS.	none	1 hr.	LAOO Appraisal/ Assessment Division
	1.7.3 Encodes Data to the Real Property Tax Administration System (RPTAS)	none	30 mins/T.D.	Admin. Aide IV/J.O. Records Management Division Staff
2. Property owner or his authorized representative	2.1 Affix his/her signature on Tax Declaration (T.D.)	none	10 mins.	
	2.2 Affix Signature on T.D and FAAS	none	10 mins	LAOO Appraisal/Assessment Division



	2.3 Review and cross-check if all the required documents are complied with then forwarded to the City Assessor for Approval	none	30 mins/TD	<i>Records Officer IV</i> Records Management Division Staff
	2.3 Approves Tax Declaration, FAAS and Notice of Assessment	none	10 min.	<i>City Assessor</i> Office of the City Assessor
	2.4 Assign number on Approved TD's, FAAS, Notice of Assessment and related supporting documents.	none	30 mins.	<i>Admin. Asst. III</i> Records Management Division Staff
3. Sign & receive owner's copy and Notice of Assessment	3. Records and releases owner's copy and Notice of Assessment	none	15 mins.	<i>Releasing Staff(J.O.)</i> Records Management Division Staff
TOTAL		none	3 days	

2. Issuance of Tax Declaration (Consolidation/Subdivision of Land)

The Tax Declaration issued by the City Assessor's Office is a Real Property Record showing the property owner's name, lot number, lot area, location of property, the market values, and assessed values of the property as the basis for the allocation of Real Property Tax.

Office Or Division:	Office of The City Assessor
Classification:	Simple
Type Of Transaction:	G2C-Government to Citizen
Who May Avail:	All
CHECKLIST OF REQUIREMENTS	
Certified photo copy of T.C.T. (1 copy)	Register of Deeds (ROD)
Certified photo copy of Deed of Conveyance (1 copy)	Register of Deeds (ROD)
Blue print of approved Cons./Subd. Plan (1 copy)	Register of Deeds (ROD)
Tax clearance for the current year (1 copy)	Office of the City Treasurer (CTO)
Certificate Authorizing Registration (1 copy)	B.I.R
O.R. of Transfer Fee/Revision Fee (1 copy)	Office of the City Treasurer



Sworn Statement (2 copies)		Office of the City Assessor (CAO)		
Residence Certificate (1 copy)		Office of the City Treasurer		
Authorization if not the owner, duly subscribed by Notary Public (1 copy)		Any authorize Notary Public Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Property owner or his authorized representative proceed to CAo and secure request slip.	1.1 Receives and records request. 1.2 Refers to the Appraisal & Assessment Division.	none	15 mins.	<i>Receiving Staff(J.O.)</i> Records Management Division Staff
	1.2.1 Evaluation and assessment of documents.	none	½ day	<i>Local Assessment Operation Officer (LAOO)</i> Appraisal/ Assessment Division
	<ul style="list-style-type: none"> ■ if incomplete. documents will be returned to transacting party for compliance of the required documents. ■ if complete, the documents will be received. 	none		



	1.2.2 Computation of Transfer Fee/Revision Fee, Inspection Fee.	Transfer Fee: $\frac{3}{8}$ of 1% x Sale or Market Value (whichever is higher) Revision Fee: 30Php/Tax Declaration	30 mins.	LAOO Appraisal/Assessment Division
	1.2.3 Preparation of Order of Payment (if there is a need to conduct ocular inspection)	Inspection Fee: 50Php/ Property	30 mins.	Clerk/ J.O. Records Management Division Staff
	1.3 Payment of Fees			Cashier City Treasurer's Office (CTO)
	1.4.1 If ocular inspection is needed, refer to the City Assessor for approval to conduct ocular inspection.		10 mins.	LAOO Appraisal/Assessment Division
	1.4.1.1 Preparation of Travel Order, Trip Ticket & RIS 1.4.1.2 Approval of Travel Order, Trip Ticket & RIS		1 hr.	Clerk/J.O. Records Management Division Staff
	1.4.1.3 Conducts ocular inspection, and submit findings to the City Assessor. 1.4.2 if ocular inspection is not needed documents will be processed.	none	1 day	LAOO, Draftsman/Casual Inspectoral Team



	1.5 Pulls out from filer the previous T.D. & forward to the Appraisal and Assessment Division.	none	10mins	<i>Job Order Records Management Division Staff</i>
	1.5.1 Pulls Tax Maps from Filer 1.5.2 plots survey plan on Tax Maps 1.5.2 Assigns PIN 1.5.3 Updates Tax Mapping Control Roll (TMCR) 1.5.4 Forward TMCR and Consolidation/ Subdivision Plan to the Appraisal/Assessment Division.	none	1 hr/ lot	<i>Draftsman III/ Casual Tax Mapping Division</i>
	1.6 Preparation of F.A.A.S. (after preparation it will be forwarded to the Records Management Division)	none	2 hours	<i>LAOO Appraisal/Assessm ent Division</i>
	1.7.1 Print/ Type T.D., Notice of Assessment based on data reflected on F.A.A.S.	none	1 hour/set	<i>Admin. Aide II/J.O. Records Management Division Staff</i>
	1.7.2 Review the accuracy/ completeness of data reflected on TD with the FAAS.	none	1 hr.	<i>LAOO Appraisal/Assessm ent Division</i>



	1.7.3 Encodes Data to the Real Property Tax Administration System (RPTAS)	none	30 mins/T.D.	<i>Admin. Aide IV/J.O.</i> Records Management Division Staff
2. Property owner or his authorized representative	2.1 Affix his/her signature on Tax Declaration (T.D.)	none	10 mins.	
	2.2 Affix Signature on T.D and FAAS	none	10 mins	<i>LAOO</i> Appraisal/Assessment Division
	2.3 Review and cross-check if all the required documents are complied with then forwarded to the City Assessor for Approval	none	1 hour	<i>Records Officer IV</i> Records Management Division Staff
	2.3 Approves Tax Declaration, FAAS and Notice of Assessment	none	10 min.	<i>City Assessor</i> Office of the City Assessor
	2.4 Assign number on Approved TD's, FAAS, Notice of Assessment and related supporting documents	none	30 mins.	<i>Admin. Asst. III</i> Records Management Division Staff
3. Sign & receive owner's copy and Notice of Assessment	3. Records and releases owner's copy and Notice of Assessment	none	15 mins.	<i>Releasing Staff(J.O.)</i> Records Management Division Staff
TOTAL		none	4 days	



3. Issuance of Tax Declaration (Reclassification/Reassessment)

The Tax Declaration issued by the City Assessor's Office is a Real Property Record showing the property owner's name, lot number, lot area, location of property, the market values, and assessed values of the property as the basis for the allocation of Real Property Tax.

Office Or Division:	Office of The City Assessor			
Classification:	Simple			
Type Of Transaction:	G2C-Government to Citizen			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Owner's Letter request. (1 copy)		Owner		
Certification from CPDO (1 copy)		City Planning & Development Office (CPDO)		
Tax clearance for the current year (1 copy)		Office of the City Treasurer (CTO)		
O.R. of Transfer Fee/Revision Fee (1 copy)		Office of the City Treasurer		
Sworn Statement (2 copies)		Office of the City Assessor (CAO)		
Residence Certificate (1 copy)		Office of the City Treasurer		
Authorization if not the owner, duly subscribed by Notary Public (1 copy)		Any authorize Notary Public Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Property owner or his authorized representative proceed to CAO and secure request slip.	1.1 Receives and records request. 1.2 Refers to the Appraisal & Assessment Division.	none	15 mins.	Receiving Staff(J.O.) Records Management Division Staff
	1.2.1 Evaluation and assessment of documents.	none	½ day	Local Assessment Operation Officer (LAOO) Appraisal/Assessment Division



	<ul style="list-style-type: none"> ■ if incomplete. documents will be returned to transacting party for compliance of the required documents. ■ if complete, the documents will be received. 	none		
	1.2.2 Computation of Revision Fee, Inspection Fee .	Revision Fee: 30Php/Tax Declaration	30 mins.	LAOO Appraisal/Assessment Division
	1.2.3 Preparation of Order of Payment <i>(if there is a need to conduct ocular inspection)</i>	Inspection Fee: 50Php/ Property	30 mins.	Clerk/ J.O. Records Management Division Staff
	1.3 Payment of Fees			Cashier City Treasurer's Office (CTO)
	1.4.1 If ocular inspection is needed, refer to the City Assessor for approval to conduct ocular inspection.		10 mins.	LAOO Appraisal/Assessment Division
	1.4.1.1 Preparation of Travel Order, Trip Ticket & RIS 1.4.1.2 Approval of Travel Order, Trip Ticket & RIS	none	1 hr.	Clerk/J.O. Records Management Division Staff



	<p>1.4.1.3 Conducts ocular inspection, and submit findings to the City Assessor.</p> <p>1.4.2 if ocular inspection is not needed documents will be processed.</p>	none	1 day	LAOO, Draftsman/Casual Inspectoral Team
	1.5 Pulls out from filer the previous T.D. & forward to the Appraisal and Assessment Division.	none	10mins	Job Order (J.O.) Records Management Division Staff
	1.6 Preparation of F.A.A.S. (after preparation it will be forwarded to the Records Management Division)	none	2 hours	LAOO Appraisal/Assessm ent Division
	1.7.1 Print/ Type T.D., Notice of Assessment based on data reflected on F.A.A.S.	none	1 hour/set	Admin .Aide II/J.O. Records Management Division Staff
	1.7.2 Review the accuracy/ completeness of data reflected on TD with the FAAS.	none	1 hr.	LAOO Appraisal/Assessm ent Division
	1.7.3 Encodes Data to the Real Property Tax Administration System (RPTAS)	none	30 mins/T.D.	Admin. Aide IV/J.O. Records Management Division Staff
2. Property owner or his authorized representative	2.1 Affix his/her signature on Tax Declaration (T.D.)	none	10 mins.	



	2.2 Affix Signature on T.D and FAAS	none	10 mins	LAOO Appraisal/Assessment Division
	2.3 Review and cross-check if all the required documents are complied with then forwarded to the City Assessor for Approval	none	1 hour	Records Officer IV Records Management Division Staff
	2.3 Approves Tax Declaration, FAAS and Notice of Assessment	none	10 min.	City Assessor Office of the City Assessor
	2.4 Assign number on Approved TD's, FAAS, Notice of Assessment and related supporting documents	none	30 mins.	Admin. Asst III Records Management Division Staff
3. Sign & receive owner's copy and Notice of Assessment	3. Records and releases owner's copy and Notice of Assessment	none	15 mins.	Releasing Staff(J.O.) Records Management Division Staff
TOTAL		none	3 days	

4. Issuance of Tax Declaration (New Declaration-Land)

The Tax Declaration issued by the City Assessor's Office is a Real Property Record showing the property owner's name, lot number, lot area, location of property, the market values, and assessed values of the property as the basis for the allocation of Real Property Tax.

Office Or Division:	Office of The City Assessor
Classification:	Simple
Type Of Transaction:	G2C-Government to Citizen
Who May Avail:	All
CHECKLIST OF REQUIREMENTS	
Certification from CENRO (1 copy)	WHERE TO SECURE (CENRO)



Certification from Brgy. Chairman (1 copy)		Barangay Chairman		
Survey Plan (1 copy)		Surveyor		
Tax clearance for the current year (1 copy)		Office of the City Treasurer (CTO)		
O.R. of Transfer Fee/Revision Fee (1 copy)		Office of the City Treasurer		
Sworn Statement (2 copies)		Office of the City Assessor (CAO)		
Residence Certificate (1 copy)		Office of the City Treasurer		
Authorization if not the owner, duly subscribed by Notary Public (1 copy)		Any authorize Notary Public Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Property owner or his authorized representative proceed to CAO and secure request slip.	1.1 Receives and records request.	none	15 mins.	Receiving Staff(J.O.) Records Management Division Staff
	1.2 Refers to the Appraisal & Assessment Division.			
	1.2.1 Evaluation and assessment of documents.	none	½ day	Local Assessment Operation Officer (LAOO) Appraisal/Assessment Division
	<ul style="list-style-type: none"> ■ if incomplete. documents will be returned to transacting party for compliance of the required documents. ■ if complete, the documents will be received. 	none		



	1.2.2 Computation of Inspection Fee and Preparation of Order of Payment then forward to the CTO.	Inspection Fee: 50Php/ Property	30 mins.	LAOO Appraisal/Assessment Division
	1.3 Payment of Fees			Cashier City Treasurer's Office (CTO)
	1.4.1 If ocular inspection is needed, refer to the City Assessor for approval to conduct ocular inspection.	None	10 mins.	LAOO Appraisal/ Assessment Division
	1.4.1.1 Preparation of Travel Order, Trip Ticket & RIS 1.4.1.2 Approval of Travel Order, Trip Ticket & RIS	none	1 hr.	Clerk/J. O. Records Management Division Staff
	1.4.1.3 Conducts ocular inspection, and submit findings to the City Assessor. 1.4.2 if ocular inspection is not needed documents will be processed.	none	1 day	LAOO, Draftsman/Casual Inspectoral Team
	1.5 Pulls out from filer the previous T.D. & forward to the Appraisal and Assessment Division/Tax Mapping Division.	none	10mins	Job Order (J.O.) Records Management Division Staff



	1.5.1 Pulls Tax Maps from Filer 1.5.2 plots survey plan on Tax Maps 1.5.2 Assigns PIN 1.5.3 Updates Tax Mapping Control Roll (TMCR) 1.5.4 Forward TMCR and Consolidation/ Subdivision Plan to the Appraisal/Assessment Division.	none	1 hr/ lot	<i>Draftsman III/Casual Tax Mapping Division</i>
	1.6 Preparation of F.A.A.S. (after preparation it will be forwarded to the Records Management Division)	none	2 hours	<i>LAOO Appraisal/Assessment Division</i>
	1.7.1 Print/ Type T.D., Notice of Assessment based on data reflected on F.A.A.S.	none	1 hour/set	<i>Admin. Aide II/ J.O. Records Management Division Staff</i>
	1.7.2 Review the accuracy/ completeness of data reflected on TD with the FAAS.	none	1 hr.	<i>LAOO Appraisal/Assessment Division</i>
	1.7.3 Encodes Data to the Real Property Tax Administration System (RPTAS)	none	30 mins/T.D.	<i>Admin. Aide IV/J.O. Records Management Division Staff</i>
2. Property owner or his authorized representative	2.1 Affix his/her signature on Tax Declaration (T.D.)	none	10 mins.	
	2.2 Affix Signature on T.D and FAAS	none	10 mins	<i>LAOO Appraisal/Assessment Division</i>



	2.3 Review and cross-check if all the required documents are complied with then forwarded to the City Assessor for Approval	none	1 hour	<i>Records Officer IV Records Management Division Staff</i>
	2.3 Approves Tax Declaration, FAAS and Notice of Assessment	none	10 min.	<i>City Assessor Office of the City Assessor</i>
	2.4 Assign number on Approved TD's, FAAS, Notice of Assessment and related supporting documents	none	30 mins.	<i>Admin. Asst. III Records Management Division Staff</i>
3. Sign & receive owner's copy and Notice of Assessment	3. Records and releases owner's copy and Notice of Assessment	none	15 mins.	<i>Releasing Staff(J.O.) Records Management Division Staff</i>
TOTAL		none	3 days	

5. Issuance of Tax Declaration (New Declaration-Building/Machinery)

The Tax Declaration issued by the City Assessor's Office is a Real Property Record showing the property owner's name, lot number, lot area, location of property, the market values, and assessed values of the property as the basis for the allocation of Real Property Tax.

Office Or Division:	Office of The City Assessor
Classification:	Simple
Type Of Transaction:	G2C-Government to Citizen
Who May Avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
For Building:	Office of the Building Official (OBO)
Building Permit (1 copy)	Office of the Building Official
Certificate of Completion (1 copy)	Office of the Building Official



Certificate of Occupancy (1 copy)		Office of the Building Official		
Bill of Materials (1 Copy)		Office of the Building Official		
For Machinery:				
Acquisition Cost (1 copy)				
Affidavit of Ownership (1 Copy)				
Inspection Fee O.R. (1 copy)		Office of the City Treasurer		
Residence Certificate (1 Copy)		Office of the City Treasurer		
Authorization if not the owner, duly subscribed by Notary Public (1 copy)		Any authorize Notary Public Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Property owner or his authorized representative proceed to CAO and secure request slip.	1.1 Receives and records request. 1.2 Refers to the Appraisal & Assessment Division.	none	15 mins.	<i>Receiving Staff(J.O.)</i> Records Management Division Staff
	1.2.1 Evaluation and assessment of documents.	none	½ day	<i>Local Assessment & Operation Officer (LAOO)</i> Appraisal/Assessment Division
	<ul style="list-style-type: none"> ■ if incomplete. documents will be returned to transacting party for compliance of the required documents. ■ if complete, the documents will be received. 			



	1.2.2 Computation of Inspection Fee and Preparation of Order of Payment then forward to the CTO.	Inspection Fee: 50Php/ Property	30 mins.	LAOO Appraisal/Assessment Division
	1.3 Payment of Fees			Cashier City Treasurer's Office (CTO)
	1.4.1 If ocular inspection is needed, refer to the City Assessor for approval to conduct ocular inspection.		10 mins.	LAOO Appraisal/Assessment Division
	1.4.1.3 Conducts ocular inspection, and submit findings to the City Assessor. 1.4.2 if ocular inspection is not needed documents will be processed.	none	1 day	LAOO, Draftsman/Casual Inspectoral Team
	1.5 Assigns PIN and Updates TMCR			Draftsman III/ Casual Tax Mapping Division
	1.6 Preparation of F.A.A.S. (after preparation it will be forwarded to the Records Management Division)	none	2 hours	LAOO Appraisal/Assessment Division
	1.7.1 Print/ Type T.D., Notice of Assessment based on data reflected on F.A.A.S.	none	1 hour/set	Admin. Aide II/J.O. Records Management Division Staff
	1.7.2 Review the accuracy/ completeness of data reflected on TD with the FAAS.	none	1 hr.	LAOO Appraisal/Assessment Division
	1.7.3 Encodes Data to the Real Property Tax Administration System (RPTAS)	none	30 mins/T.D.	Admin. Aide IV/ J.O. Records Management Division Staff



2. Property owner or his authorized representative	2.1 Affix his/her signature on Tax Declaration (T.D.)	none	10 mins.	
	2.2 Affix Signature on T.D and FAAS	none	10 mins	LAOO Appraisal/Assessment Division
	2.3 Review and cross-check if all the required documents are complied with then forwarded to the City Assessor for Approval	none	1 hour	Records Officer IV Records Management Division Staff
	2.3 Approves Tax Declaration, FAAS and Notice of Assessment	none	10 min.	City Assessor Office of the City Assessor
	2.4 Assign number on Approved TD's, FAAS, Notice of Assessment and related supporting documents	none	30 mins.	Admin. Asst. III Records Management Division Staff
3. Sign & receive owner's copy and Notice of Assessment	3.1 Records and releases owner's copy and Notice of Assessment	none	15 mins.	Releasing Staff(J.O.) Records Management Division Staff
TOTAL		none	3 days	

6. Cancellation of Tax Declaration for Improvement (Building/Machinery)

The cancellation of Tax Declaration issued by the City Assessor's Office for improvement - Building or Machinery, which was demolished or dismantled.

Office Or Division:	Office of The City Assessor
Classification:	Simple
Type Of Transaction:	G2C-Government to Citizen
Who May Avail:	All
CHECKLIST OF REQUIREMENTS	
Owner's letter request (1 copy)	Owner
Tax clearance for the current year (1 copy)	Office of the City Treasurer's (CTO)
O.R. for Inspection Fee (1 copy)	Office of the City Treasurer's (CTO)



Residence Certificate (1 Copy)		Office of the City Treasurer		
Authorization if not the owner, duly subscribed by Notary Public (1 copy)		Any authorize Notary Public Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Property owner or his authorized representative proceed to CAO and secure request slip.	1.1 Receives and records request.	none	15 mins.	<i>Receiving Staff(J.O.) Records Management Division Staff</i>
	1.2 Refers to the Appraisal & Assessment Division.			
	1.2.1 Evaluation and assessment of documents.	none	½ day	<i>Local Assessment & Operating Officer (LAOO) Appraisal/Assessment Division</i>
	<ul style="list-style-type: none"> ■ if incomplete. documents will be returned to transacting party for compliance of the required documents. ■ if complete, the documents will be received. 			
	1.2.2 Computation of Inspection Fee and Preparation of Order of Payment then forward to the CTO.	Inspection Fee: 50Php/ Property	30 mins.	<i>LAOO Appraisal/ Assessment Division</i>
	1.3 Payment of Fees			<i>Cashier City Treasurer's Office (CTO)</i>



	1.4.1 If ocular inspection is needed, refer to the City Assessor for approval to conduct ocular inspection.	none	10 mins.	LAOO Appraisal/Assessment Division
	1.4.1.1 Preparation of Travel Order, Trip Ticket & RIS 1.4.1.2 Approval of Travel Order, Trip Ticket & RIS	none	1 hr.	<i>Clerk/J.O.</i> Records Management Division Staff
	1.4.1.3 Conducts ocular inspection, and submit findings to the City Assessor. 1.4.2 if ocular inspection is not needed documents will be processed.	none	1 day	LAOO, <i>Draftsman/Casual</i> Inspectoral Team
	1.5 Print/Type Indorsement	none		<i>Admin. Aide II</i> Records Management Division Staff
	1.6 For signature on the Indorsement	none	10 mins.	LAOO Appraisal/Assessment Division
	1.7. Review and countersigns if all the required documents are complied with then forwarded to the City Assessor for Approval	none	20 mins	<i>Records Officer IV</i> Records Management Division Staff
	1.8 Approves request for cancellation	none	3 mins/T.D.	<i>City Assessor</i> Office of the City Assessor
	1.9 Pulls out Tax Declaration from filer the and cancel the TD.	none	10 mins.	<i>Clerk/Job Order</i> Records Management Division Staff
TOTAL		none	2 days	



7. Issuance of Certification of No Improvement/with Improvement

The issuance of certification issued by the City Assessor's Office to individuals states the list of his/her properties within the City for BIR, and DAR purposes.

Office Or Division:	Office of The City Assessor			
Classification:	Simple			
Type Of Transaction:	G2C-Government to Citizen			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
S.P.A./Authorization Letter if not the owner (1 copy)		Lawyer/owner		
Deed of Conveyance (1 copy)		Lawyer		
Copy of Death Certificate (for E.T Purposes) (1 copy)		Office of the City Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Property owner or his authorized representative proceed to CAO and secure request slip.	1.1 Receives and records request.	none	15 mins.	<i>Receiving Staff (J.O.)</i> Records Management Division Staff
	1.2 Examines and evaluates documents			<i>Job Order</i> Records Management Division Staff
	1.3 For verification of Real Property Assessment Records and recommends ocular inspection.	Research Fee: 5Php/revision	10 mins./property	<i>Admin. Aide IV/J.O.</i> Records Management Division Staff



	1.4 Assessment of Fees and prepares Order of Payment.	Inspection Fee: 50Php/property Certification Fee: 50Php/Page		<i>Job Order Records Management Division Staff</i>
	1.5 Payment of Fees			<i>Cashier CTO</i>
	1.6 Conducts ocular Inspection to verify if there is an improvement on the land (Bldg./Machinery), Submits findings to the City Assessor		½ day	<i>LAOO, Draftsman/Casual Inspectoral Team</i>
	1.7.1 If land has no improvement, prepares certification		15 mins	<i>Job Order Records Management Division</i>
	1.7.1.1 Review and countersigns		10 mins	<i>Admin. Aide IV/ J.O. Records Management Division</i>
	1.7.1.2 Approval of certification		3 mins	<i>City Assessor Office of the City Assessor</i>
	1.7.1.3 Records and releases approved certification		3 mins	<i>Releasing Staff Records Management Division</i>



	1.7.2 If land has improvement, findings will be forwarded to the Appraisal Division for preparation of TD (improvement).		3 mins	City Assessor Office of the City Assessor
	1.8 Preparation of TD for the improvement <i>(Note: Please refer to the Procedure for the Issuance of TD for New Building/Machinery)</i>			LAOO Appraisal/Assessment Division
	1.9 Approval of TD by the City Assessor			City Assessor Office of the City Assessor
	1.10 Preparation of Certification with improvement		15 mins.	Job Order Records Management Division
	1.10.1 Review and countersigns the certification		10 mins.	Admin. Aide IV/ J.O. Records Management Division
	1.10.2 Approval of certification		3 mins.	City Assessor/ Designated Officer Office of the City Assessor
2. Property owner or his authorized representative	2.1 Records and releases approved certification.		3 mins.	Releasing Staff(J.O.) Records Management Division
TOTAL		none	3 days	



8. Issuance of Certification of Property Holdings

The issuance of certification issued by the City Assessor's Office to individuals states the list of his/her properties within the City for BIR, and DAR purposes.

Office Or Division:	Office of The City Assessor			
Classification:	Simple			
Type Of Transaction:	G2C-Government to Citizen			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
S.P.A. or Authorization Letter if not the owner (1 copy)			Lawyer/ owner	
List of property owner(s) (1 copy)			owner	
Letter request from (BIR, PAGC, DAR, Ombudsman, etc. (1 copy)				
Extrajudicial Partition (for Estate Tax purposes) (1 copy)			Lawyer	
Copy of Death Certificate(for Estate Tax purposes) (1 copy)			Office of The City Registrar	
Official Receipt of Fees			City Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Property owner or his authorized representative proceed to CAO and secure request slip.	1.1 Receives and records request.	none	15 mins.	<i>Receiving Staff(J.O.)</i> Records Management Division Staff
	1.2 Examines and evaluates documents		10 mins.	<i>Job Order</i> Records Management Division Staff
	1.3 For verification of Real Property Assessment Records	Research Fee: 5Php/revision	10 mins./real property	<i>Job Order</i> Records Management Division Staff
	1.4 Assessment of Fees and prepares Order of Payment.	Certification Fee: 50Php/Page	15 mins	<i>Job Order</i> Records Management Division Staff



	1.5 Payment of Fees			Cashier CTO
	1.6 Prepare Certification		15 mins/ certification	Job Order Records Management Division Staff
	1.7.1 Review and countersigns certification		10 mins/ certification	Admin. Aide IV/J.O. Records Management Division
	1.7.2 Approval of certification		3 mins	City Assessor/ Designated Officer Office of the City Assessor
2. Property owner or his authorized representative	2.1 Records and releases approved certification.		5 mins.	Releasing Staff(J.O.) Records Management Division
TOTAL		none	2 hrs	

9. Issuance of Certification of No Property Holdings

The issuance of certification issued by the City Assessor's Office to individuals states the list of his/her properties within the City for BIR, and DAR purposes.

Office Or Division:	Office of The City Assessor
Classification:	Simple
Type Of Transaction:	G2C-Government to Citizen
Who May Avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
S.P.A. or authorization letter if not the owner (1 copy)	Lawyer/owner
Complete name & address of owner(s)	owner
Barangay Certification of indigency(1 copy)	Office of the Barangay
Official Receipt of Fees	City Treasurer's Office



CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Property owner or his authorized representative proceed to CAO and secure request slip.	1.1 Receives and records request.	none	10 mins.	<i>Receiving Staff(J.O.)</i> Records Management Division Staff
	1.2 Examines and evaluates documents, submit required documents to Records Division.			<i>Job Order</i> Records Management Division Staff
	1.3 For verification of Real Property Assessment Records	Research Fee: 5Php/revision	10 mins.	<i>Job Order</i> Records Management Division Staff
	1.4 Assessment of Fees and prepares Order of Payment.	Certification Fee: 50Php/Page	5 mins	<i>Job Order</i> Records Management Division Staff
	1.5 Payment of Fees			<i>Cashier</i> CTO
	1.6 Prepare Certification		10 mins/ certification	<i>Job Order</i> Records Management Division Staff
	1.7.1 Review and countersigns certification		5 mins/ certification	<i>Admin. Aide IV/J.O.</i> Records Management Division
	1.7.2 Approval of certification		2 mins	<i>City Assessor/ Designated Officer</i> Office of the City Assessor



3. Property owner or his authorized representative	2.1 Records and releases approved certification.		3 mins.	Releasing Staff(J.O.) Records Management Division
TOTAL		none	45 mins	

10. Issuance of Certified Electronic Copy of Tax Declaration and other related documents

The issuance of certification issued by the City Assessor's Office to individuals states the list of his/her properties within the City for BIR, and DAR purposes.

Office Or Division:	Office of The City Assessor			
Classification:	Simple			
Type Of Transaction:	G2C-Government to Citizen			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
S.P.A./Authorization letter if not the owner (1 copy)		Lawyer/owner		
Lot No. of Real Property/Photocopy of Title		owner		
Official Receipt of Fees		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Property owner or his authorized representative proceed to CAO and secure request slip.	1.1 Receives and records request.	none	10 mins.	Receiving Staff(J.O.) Records Management Division Staff
	1.2 Examines and evaluates documents, submit required documents to Records Division.			Job Order Records Management Division Staff
	1.3 For verification of Real Property Assessment Records	Research Fee: 5Php/revision	10 mins./real property	Job Order Records Management Division Staff



	1.4 Assessment of Fees and prepares Order of Payment.	Certified copy Fee: 50Php/T.D.	5 mins.	<i>Job Order</i> Records Management Division Staff
	1.5 Payment of Fees			Cashier CTO
	1.6 Pulls out from filer the Tax declaration and other related documents		5 mins/TD	<i>Job Order</i> Records Management Division Staff
	1.7. Scan and print the Tax declaration and other related documents		10 mins/TD	<i>Job Order</i> Records Management Division
	1.8 Review and countersigns certification		5 mins/T.D.	Admin. Aide IV/J.O. Records Management Division
	1.9 Approval of certification		2 mins	<i>City Assessor/ Designated Officer</i> Office of the City Assessor
2. Property owner or his authorized representative	2.1 Records and releases approved certification.		3 mins.	<i>Releasing Staff(J.O.)</i> Records Management Division
TOTAL		none	1 hr.	

11. Annotation of Real Estate Mortgage/Lien and Encumbrances/Bail Bond

Mortgage of Real Property is annotated on the Tax Declaration upon presentation of Instrument of Mortgage to the Office.

Office Or Division:	Office of The City Assessor
Classification:	Simple
Type Of Transaction:	G2C-Government to Citizen
Who May Avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
S.P.A. if not the owner (1 copy)	Lawyer



Instrument of Mortgage/Lien/Encumbrances/Bail Bond/Notice of Levy on Attachment				
Official Receipt (1 copy)		CTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Property owner or his authorized representative proceed to CAO and secure request slip.	1.1 Receives and records request.	none	10 mins.	<i>Receiving Staff(J.O.)</i> Records Management Division Staff
	1.2 Examines and evaluates documents, submit required documents to Records Division.		10 mins.	<i>Job Order</i> Records Management Division Staff
	1.3 For verification of Real Property Assessment Records	Research Fee: 5Php/revision	10 mins./real property	<i>Job Order</i> Records Management Division Staff
	1.4 Assessment of Fees and prepares Order of Payment.	Annotation Fee: (Any Banks Except Rural Banks) 120Php/T.D. (Rural banks) 50Php/TD	5 mins.	<i>Admin. Aide II</i> Records Management Division Staff
	1.5 Payment of Fees			<i>Cashier</i> CTO
	1.6 Conducts ocular Inspection to verify if there is an improvement on the land (Bldg./Machinery)		½ day	<i>LAOO, Draftsman</i> Inspectoral Team



	1.6.1 Submit findings to the City Assessor			
	1.7 If land has no improvement, pull out TD from filer		10 mins.	<i>Job Order Records Management Division Staff</i>
	1.7.1 Annotates mortgage, lien & encumbrance, Bail Bond on TD		20mins/T.D.	<i>Admin. Aide II Records Management Division Staff</i>
	1.7.2 Review and countersigns documents		5 mins	<i>Records Officer IV Records Management Division Staff</i>
	1.7.3 Approval of annotation of real-estate mortgage, liens & encumbrances, Bail Bond		3 mins	<i>City Assessor Office of the City Assessor</i>
	1.7.4 Records and releases approved documents			<i>Releasing Staff (J.O.) Records Management Division Staff</i>
	1.8 If land has improvement, findings will be forwarded to the Appraisal/ Assessment Division for preparation of TD. (NOTE: Please refer to the procedure for the issuance of Tax Declaration for new Building/Machinery)		3 days	<i>LAOO Appraisal/ Assessment Division</i>



	1.9 Annotates mortgage, lien & encumbrance, Bail Bond on TD		20mins/T.D.	<i>Admin. Aide II</i> Records Management Division Staff
	1.10 Review and countersigns documents		5 mins	<i>Records Officer IV</i> Records Management Division Staff
	1.11 Approval of annotation of real estate mortgage, liens & encumbrances, Bail Bond		3 mins	<i>City Assessor</i> Office of the City Assessor
2. Property owner or his authorized representative	2.1 Records and releases approved documents		3 mins	<i>Releasing Staff (J.O.)</i> Records Management Division Staff
TOTAL		none	2 days	

12. Cancellation of Real Estate Mortgage/Lien and Encumbrances/Bail Bond

Cancellation of Mortgage of Real Property as annotated on the Tax Declaration upon presentation of Instrument of Cancellation to the Office.

Office Or Division:	Office of The City Assessor	
Classification:	Simple	
Type Of Transaction:	G2C-Government to Citizen	
Who May Avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
S.P.A. if not the owner (1 copy)		Lawyer
Instrument of Cancellation of Mortgage/ lien/Encumbrances/Bail Bond/Notice of Levy on Attachment (1 copy)		
Official Receipt (1 copy)		CTO



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Property owner or his authorized representative proceed to CAO and secure request slip.	1.1 Receives and records request.	none	10 mins.	<i>Receiving Staff (J.O.)</i> Records Management Division Staff
	1.2 Examines and evaluates documents, submit required documents to Records Division.			<i>Job Order</i> Records Management Division Staff
	1.3 For verification of Real Property Assessment Records	Research Fee: 5Php/revision	5 mins./real property	<i>Admin. Aide II</i> Records Management Division Staff
	1.4 Assessment of Fees and prepares Order of Payment.	Cancellation of Annotation Fee:20Php/T.D.	5 mins.	<i>Job Order</i> Records Management Division Staff
	1.5 Payment of Fees			<i>Cashier</i> CTO
	1.6 Pulls out from filer the Tax Declaration for cancellation of annotation.		10 mins	<i>Job Order</i> Records Management Division Staff
	1.7 Cancels annotation on TD		20 minutes/TD	<i>Admin. Aide II</i> Records Management Division Staff
	1.8 Review and countersigns documents		3 mins.	<i>Records Officer IV</i> Records Management Division Staff



	1.9 Approval of cancellation of real-estate mortgage, liens & encumbrances, Bail Bond		2 mins.	City Assessor Office of the City Assessor
2. Property owner or his authorized representative	2.1 Records and releases approved documents		3 mins	Releasing Staff (JO) Records Management Division Staff
TOTAL		none	1 hour	



OFFICE OF THE CITY CIVIL REGISTRAR

External Services



1. Registration of Vital Documents (Timely)

About the service: The birth, marriage and death of the child/person should be registered at the Office of the City Civil Registrar within a Thirty (30) day reglementary period from the time of Birth, Death and Marriage.

Office Or Division:	City Civil Registrar's Office			
Classification:	Simple			
Type Of Transaction:	G2C – Government to Citizen			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Registration Certificate of Live Birth (4 original) Affidavit of Acknowledgement/Admission of Paternity Affidavit to use the Surname of the Father Cedula (1 copy) Order of payment (1 original) Official Receipt (1 original)		Hospital, Birthing Center, CCRO Court, Private Lawyer, CCR Court, Private Lawyer, CCR Barangay, CTO Registrar's Office – Window 1 Treasurer's Office – Window 6		
Marriage Registration Certificate of Marriage (4 original)		Church, Court, Mayor's Office		
Death Registration Certificate of Death (4 original) Order of payment (1 original) Official Receipt (1 original)		Hospital, CCRO Registrar's Office – Window 1 Treasurer's Office – Window 6		
		* CCRO – City Civil Registrar's Office CCR – City Civil Registrar CTO – City Treasurer's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of COLB, COD, COM and review/examination as to completeness of the data and signatories.	1. Receive the required/submitted documents and check for completeness.	None	5 minutes	City Civil Registrar City Civil Registrar's Office



<p>* If illegitimate (COLB), provide Affidavit of Acknowledgement/Admission of Paternity & AUSF</p> <p>*Make sure to secure the order of payment that will be issued.</p> <p>COLB – Certificate of Birth COD – Certificate of Death COM – Certificate of Marriage AUSF – Affidavit to Use the Surname of the Father</p>	<p>1.2 Prepare the required affidavit.</p> <p>1.3 Issue the order of payment if all required documents were given.</p> <p>1.4 Start processing the request.</p>		<p>15 minutes</p> <p>5 minutes</p>	
<p>2. Pay the required fees.</p> <p>*Make sure to secure Official Receipt that will be issued upon payment</p>	<p>2. Accept the payment based on the order of payment</p> <p>2.1 Issue the Official Receipt</p>	<p>Birth Reg. of AUSF – PHP 200</p> <p>Reg. of Acknowledgement – PHP 200</p> <p>Death Burial Permit – PHP 50 Removal/Transfer/Entrance of Cadaver – PHP 150</p>	<p>5 minutes</p>	<p><i>City Treasurer</i> City Treasurer's Office</p>



		Marriage Solemnization Fee (if solemnized by the Mayor) – PHP 300		
3. Return to the Registrar's Office for the processing.	3. Check the Official Receipt.	None	2 minutes	<i>City Civil Registrar</i> City Civil Registrar's Office
* COLB – Certificate of Live Birth	3.1 Signing of the COLB, COD and COM.		10 minutes	
COD – Certificate of Death COM – Certificate of Marriage AUSF – Affidavit to Use the Surname of the Father	3.2 Assignment of registry number and releasing of the COLB, COD and COM.		10 minutes	
TOTAL		Birth If Married – none Not Married – PHP 400 Death If Buried in Ormoc – PHP 50 If Buried outside of Ormoc – PHP 150 Marriage if solemnized by the Mayor – PHP 300	52 minutes	



2. Registration of Vital Documents (Delayed) and Out-of-town Reporting

About the service: Out of town Reporting and Delayed Registration (After Thirty (30) day reglementary period from the time of Birth, Death and Marriage)

(Registration of Certificate of Live Birth, Death and Marriage) an affidavit for delayed registration shall be accomplished stating the reasons of the said delayed registration.

Office Or Division:	City Civil Registrar's Office
Classification:	Complex
Type Of Transaction:	G2C – Government to Citizen
Who May Avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
<p>Birth Registration and Out-of-town Reporting PSA, Tacloban Certification of No Record Certificate of Live Birth (4 original) Marriage Certificate of Parents (1 copy) Marriage Certificate of the Person to be Registered (if married) (1 copy) Joint Affidavit of Two Disinterested Persons (1 copy) Affidavit of Acknowledgement/Admission of Paternity Affidavit to use the Surname of the Father (2 copies) Corroborated Affidavit for Out-of-town Registration (2 original) Certificate of Baptism/Dedication Certificate (1 copy) Computerized Voter's Certification (1 copy) PhilHealth MDR (1 copy) Immunization Record (1 copy) Cedula (1 original) Order of payment (1 original) Official Receipt (1 original)</p> <p>Marriage Registration PSA, Tacloban Certification of No Record (1 copy) Certificate of Marriage (4 original) Joint Affidavit of Two Disinterested Persons ((1 copy)</p>	<p>PSA Hospital, Birthing Center, CCRO PSA, CCRO PSA, CCRO</p> <p>Court, Private Lawyer, CCR Court, Private Lawyer, CCR Court, Private Lawyer, CCR</p> <p>Court, Private Lawyer, CCR Church COMELEC PhilHealth Barangay Health Center Barangay, CTO Registrar's Office – Window 1 Treasurer's Office – Window 6</p> <p>PSA Church, Court, Mayor's Office Court, Private Lawyer, CCR Barangay, CTO</p>



Cedula Order of payment (1 original) Official Receipt (1 original)		Registrar's Office – Window 1 Treasurer's Office – Window 6		
Death Registration PSA, Tacloban Certification of No Record (1 copy) Certificate of Death (4 original) Barangay Certificate of Death (1 copy) Joint Affidavit of Two Disinterested Persons (1 copy) Burial Certificate (1 copy) Order of payment (1 original) Official Receipt (1 original)		PSA Hospital, CCRO Barangay Court, Private Lawyer, CCR Church Registrar's Office – Window 1 Treasurer's Office – Window 6		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of COLB, COD, COM and review/examination as to completeness of the data and signatories. * If illegitimate (COLB), provide Affidavit of Acknowledgement/Admission of Paternity & AUSF	1. Receive the required/submitted documents and check for completeness. 1.2 Prepare the required affidavit. 1.3 Process the Out-of-Town reporting. 1.4 Issue the order of payment if all required documents were given 1.5 Start processing the request	None	5 minutes 15 minutes 5 minutes	<i>City Civil Registrar</i> City Civil Registrar's Office
1.1 Submit/Receive the required documents for Out-of-town reporting, for initial assessment and verification.				



<p>1.2 Submit/Receive the required documents for the reconstruction of Marriage Certificate</p> <p>*Make sure to secure the order of payment that will be issued.</p>				
<p>2. Pay the required fees.</p> <p>*For Out-of-Town Reporting, Postal money order PHP – 1000 for the receiving LCR</p> <p>*Make sure to secure Official Receipt that will be issued upon payment</p>	<p>2. Accept the payment based on the order of payment</p> <p>2.1 Issue the Official Receipt</p>	<p>Birth</p> <p>LCR Form (set) – PHP 50</p> <p>Reg. of AUSF – PHP 200</p> <p>Reg. of Acknowledgement – PHP 200</p> <p>Secretary’s Fee – PHP 300</p> <p>Death</p> <p>Burial Permit – PHP 50</p> <p>Removal/Transfer/Entrance of Cadaver – PHP 150</p> <p>Secretary’s Fee – PHP 300</p>	<p>5 minutes</p>	<p><i>City Treasurer</i> City Treasurer’s Office</p>



		<p>Marriage Secretary's Fee – PHP 300</p> <p>Out-of-town Secretary's Fee – PHP 300</p>		
3. Return to the Registrar's Office for the processing.	<p>3. Check the Official Receipt.</p> <p>3.1 Signing of the COLB, COD and COM.</p> <p>3.2 Assignment of registry number and releasing of the COLB, COD and COM.</p> <p>3.3 Mailing of affirmed Out-of-town registration document.</p>	None	<p>2 minutes</p> <p>10 minutes</p> <p>10 minutes</p> <p>1 hour</p>	<p><i>City Civil Registrar</i> City Civil Registrar's Office</p>
TOTAL		<p>Birth</p> <p>If legitimate & Home Birth – PHP 350</p> <p>If legitimate & Hospital/Birthing Center – PHP 300</p> <p>If illegitimate & Home Birth – PHP 750</p>	1 hour & 52 minutes	



	<p>If illegitimate & Hospital/Birthing Center – PHP 700</p> <p>Death</p> <p>at home – PHP 350</p> <p>Hospital – PHP 300</p> <p>Marriage</p> <p>Secretary’s Fee – PHP 300</p> <p>For Out-of-Town Reporting, Postal money order/Pesopak PHP – 1000 for the receiving LCR + Secretary’s Fee - PHP 300</p>		
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3. Processing for Application and Issuance of Marriage License

About the service: When a marriage license is required, each of the contracting parties shall file separate sworn application for such license with the proper Local Civil Registrar of the place where either or both of the contracting party reside. When the marriage license is issued, the same shall be valid in any part of the Philippines for a period of 120 days from the date of issuance.

Office Or Division:	Office of the City Civil Registrar			
Classification:	Complex			
Type Of Transaction:	G2C – Government to Citizen			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Marriage License Form (2 copies)		CCRO – Window 4		
Birth Certificate (1 original)		PSA, CCRO		
CENOMAR (1 original)		PSA		
Parental Consent/Advice (1 copy)		CCRO – Window 4		
Certificate of Pre-marriage counseling (1 copy)		IPGDO		
Cedula (1 copy)		Barangay, CTO		
*If foreign national				
Certificate of Legal Capacity to contract marriage (1 copy)		Foreign Embassy, Private Lawyer		
Divorce Papers (if divorced) (1 copy)		Foreign Embassy, Private Lawyer		
Passport/VISA (1 photocopy)		Foreign Embassy		
*CENOMAR – Certificate of No Marriage		*PSA – Philippine Statistics Authority IPGDO – Integrated Population Gender & Development Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of Application for Marriage License.	1. Screening applicants & received the application with the requirements.	None	15 minutes	City Civil Registrar City Civil Registrar's Office



	<p>1.1 Issue the order of payment if all required documents were given</p> <p>1.2 Start processing the request.</p>			
<p>2. Payment of fees.</p> <p>*Make sure to secure Official Receipt that will be issued upon payment</p>	<p>2. Accept the payment based on the order of payment</p> <p>2.1 Issue the Official Receipt</p>	<p>Both Filipino</p> <p>Marriage Application Fee – PHP 300</p> <p>Marriage License – PHP 100</p> <p>Family Planning – PHP 200</p> <p>LCR Form (set) – PHP 50</p> <p>Secretary's Documentation Fee – PHP 300</p> <p>Marriage License Fee & Receipt – PHP 2</p> <p>*if Foreign National</p> <p>Marriage Application Fee – PHP 500</p> <p>Marriage License – PHP 200</p>	5 minutes	<p><i>City Treasurer</i></p> <p>City Treasurer's Office</p>



		Family Planning – PHP 200		
		LCR Form (set) – PHP 50		
		Secretary’s Documentation Fee – PHP 300		
		Reg. of Legal Capacity – PHP 500		
		Marriage License Fee & Receipt – PHP 2		
		*if Both Dual Citizens Marriage Application Fee – PHP 1,000		
		Marriage License – PHP 500		
		Family Planning – PHP 200 LCR Form (set) – PHP 50		



		Secretary's Documentation Fee – PHP 300 Reg. of Legal Capacity – PHP 1,000 Marriage License Fee & Receipt – PHP 2		
3. To IPGDO for Pre-Marriage Counseling * IPGDO - Population Gender & Development Office	3. Conduct the Pre-Marriage Counseling	None	1 day	<i>Population Program Officer IV Integrated Population Gender & Development Office</i>
4. Submit the complete requirements including Certificate of Pre-Marriage Counseling	4. Receive the submitted application for posting.	None	10 days	<i>City Civil Registrar City Civil Registrar's Office</i>
5. Claiming the Marriage License.	5. Issuance & Releasing of the Marriage License	Marriage License Fee – PHP 2	5 minutes	<i>City Civil Registrar City Civil Registrar's Office</i>
TOTAL		If Both Filipino Citizens -PHP 952 If Foreigner -PHP 1,752 If Both Dual Citizens - PHP 3,052	11 days&25 minutes	



4. Supplemental Report and Legitimation

Supplemental Report (Supply entry/ies or information in the COLB, COM and COD which is/are inadvertently omitted during the time of registration.)

Legitimation – the legal process in which a natural father can use to acknowledge legally his children who were born out of wedlock. In order for legitimation take place, it is essential that the child was conceived and born outside a valid marriage.

Office Or Division:	City Civil Registrar's Office			
Classification:	Complex			
Type Of Transaction:	G2C – Government to Citizen			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Supplemental Report Birth Certificate (1 original) Affidavit for Supplemental Report (2 original) Order of payment (1 original) Official Receipt (1 original)		PSA Court, Private Lawyer Registrar's Office – Window 1 Treasurer's Office – Window 6		
Legitimation Birth Certificate (1 original) Marriage Certificate (1 original) CENOMAR Parents (1 original) Affidavit of Legitimation (2 original) Acknowledgement of Paternity – if the father is Unknown (2 original) Order of payment (1 original) Official Receipt (1 original)		PSA PSA PSA Court, Private Lawyer Court, Private Lawyer Registrar's Office – Window 1 Treasurer's Office – Window 6		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents for Supplemental Report/Legitimation for	1. Receive the required documents and check for completeness.	None	10 minutes	City Civil Registrar City Civil Registrar's Office



<p>initial assessment and verification.</p> <p>*Make sure to secure the order of payment that will be issued.</p>	<p>1.1 Issue the order of payment if all required documents were given</p> <p>1.2 Start processing the request</p>			
<p>2. Pay the required fees.</p> <p>*Make sure to secure Official Receipt that will be issued upon payment.</p>	<p>2. Accept the payment based on the order of payment</p> <p>2.1 Issue the Official Receipt</p>	<p>Registration of Supplemental Report- PHP 200</p> <p>Reg. of Legitimation – PHP 200</p> <p>Reg. of Acknowledgement (For Legitimation only) – PHP 200</p> <p>Annotation – PHP 200</p> <p>Secretary's Fee – PHP 300</p> <p>Birth Certificate – PHP 100</p>	<p>5 minutes</p>	<p><i>City Treasurer</i> City Treasurer's Office</p>



3. Return to the Registrar's Office for the processing of endorsement letter and all papers related thereto.	3. Check the Official Receipt.	None	1 Day	City Civil Registrar City Civil Registrar's Office
4. Mailing of the prepared endorsement with the supporting documents.	4. Endorse documents to PSA through a courier service.	*Mailing expenses are on the account of the client.	1 Day	City Civil Registrar City Civil Registrar's Office Client PSA
5. Approval *If with feedback from PSA, CCR and client will comply the necessary requirements and corrections	5. Re-endorse the necessary requirements/corrections and mail back to PSA.	*Mailing expenses are on the account of the client.	1 Month or depending on the approval of the PSA	City Civil Registrar City Civil Registrar's Office Client PSA
TOTAL		Supplemental Report - PHP 800 Legitimation – PHP 800 Acknowledgement (For Legitimation only) – PHP 1,000	1 month, 2 days & 15 minutes	

Legitimation is covered under R.A. 9858.
Supplemental Report qualified for multi-stage processing.



5. Processing of Petitions under R.A. 10172 and R.A. 9048

Processing of petition for correction of clerical error, change of first name or nickname under ra 9048 and change of sex (gender), change of day/month of birth under ra 10172.

About the service:

Republic Act 9048 authorizes the City/Municipal Civil Registrar to correct a clerical or typographical error in an entry/ies and or Change of First Name or Nickname in the Civil Register without need of a Judicial Order. An administrative remedy in nature, it is a departure from the usual judicial process in correcting clerical errors in an entry/ies in civil registry documents. It is aimed at according petitioners, an expeditious and cheaper way of correcting errors found in his/her record.

Republic Act No. 10172 – an Act authorizing the City/Municipal Civil Registrar to correct clerical or typographical error in the Day and Month of Birth, or SEX of a person appearing in the Civil Register without need of a Judicial Order, Amending for this purpose REPUBLIC ACT No. 9048.

Office Or Division:	Office of the City Civil Registrar	
Classification:	Highly Technical	
Type Of Transaction:	G2C – Government to Citizen	
Who May Avail:	All	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Certificate of Live Birth, Death and Marriage (1 copy)	PSA	
Baptismal (Document owner) (1 copy)	Church	
Marriage Certificate (Document owner and Parents) (1 copy)	PSA, CCR	
Form 137 - Elementary	School	
- Certificate of Good Moral Character (1 copy)	Public and Private Doctor	
Medical Certificate (For Change of Sex under R.A. 10172 only) (1 copy)		
Employment Certificate (if employed)	Company, Agency	
Affidavit of Unemployment (if not employed)	Court, Private Lawyer	
Voter's Certification Record	COMELEC	
Birth Certificate (Children/sibling)	PSA, CCR	
Certificate of Marriage	PSA, CCR	
Certificate of Death	PSA, CCR	



Police Clearance NBI Clearance 3 Valid ID's Affidavit of Discrepancy Cedula		PNP Headquarters NBI BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig, LTO Court, Private Lawyer Barangay, CTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/present the documents sought to be corrected.	1. Receive the complete required documents. 1.1 Issue the order of payment once all the required documents are submitted. 1.2 Start processing the request.	None	1 hour	<i>City Civil Registrar</i> City Civil Registrar's Office
2. Payment of fees. *Make sure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the order of payment 2.1 Issue the Official Receipt	CFN/R.A. 10172 Filing fee – PHP 3000 Research fee – PHP 30 CCE(RA 9048) Filing Fee – PHP 1000 Research fee – PHP 10 Secretary's Fee – PHP 300	5 minutes	<i>City Treasurer</i> City Treasurer's Office



		<p>Petition Form – PHP 200</p> <p>Certified True Copy – PHP 75/copy (depending on the number of supporting documents submitted)</p>		
<p>3. Fill-up the petition forms (CCE, CFN, COS (Gender), COD/M of birth and have it notarized.</p> <p>*If filing for a petition under RA 10172 COS (Gender), client have to personally appear before an accredited government physician.</p> <p>*If CFN, COS (Gender) and COD/M, the petition must be published for two (2) consecutive weeks in a newspaper of general circulation.</p>	<p>3. Provide the client an application form for filing a subscribed Petition for CCE, CFN, COS (Gender), COD/M of Birth.</p> <p>3.1 Posting of the petition.</p> <p>3.2 Issuance of Certificate of Posting</p>	<p>*Notarization expenses are on the account of the client.</p>	<p>1 day</p> <p>10 days</p> <p>14 days</p> <p>1 Day</p>	



	3.3 Decision Period		5 working days	
4. Mail the Petition for Affirmation to PSA, Manila	4. Prepare the documents to be submitted to PSA, Manila	*Mailing expenses are on the account of the client.	1 day	
5. Approval *If with feedback from PSA, Client and CCR will comply the necessary requirements and corrections	5. Re-endorse to PSA if with feedback.	*Mailing expenses are on the account of the client.	1 Month	
	6. Request for second Endorsement of the approved petition.		1 hour	
	7. Request for an annotated COLB, COM, COD in SECPA			
	TOTAL	CFN/R.A. 10172 – PHP 3,530 + PHP 75/copy of the supporting document submitted CCE(RA 9048) - PHP 1,510 + PHP 75/copy of the supporting document submitted	1 month, 32 days, 2 hours&5 minutes	



(Petition for Correction of Clerical Error and Change of First Name or Nickname under R.A. 9048) qualified for multi-stage processing.

(Change of Sex (Gender), Change of Day/Month of Birth under R.A. 10172) qualified for multi-stage processing.

6. Issuance of Local copies and Certified True Copies of Certificate of Birth, Death and Marriage

About the service: Any interested individual may secure from the City Civil Registrar's Office, Certifications and Certified true copies of Birth, Death and Marriage for any legal purposes.

Office Or Division:	Office of the City Civil Registrar			
Classification:	Complex			
Type Of Transaction:	G2C – Government to Citizen			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished request form 2. Certificate of Birth, Marriage and Death (1 original) 3. Valid ID of the requesting party 4. Authorization/SPA of the documents owner as the case maybe.			Registrar's Office – Window 2 & 3 PSA, CCRO BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig, LTO Citizen or client being represented, Court, Private Lawyer	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. To fill up request form. 1.1 Present the original certificate to be certified. *Make sure to secure the order of payment that will be issued.	1. Receive the request form and verify. 1.1 Issue the order of payment if all required documents were given 1.2 Start processing the request.	None	5 minutes	<i>City Civil Registrar</i> City Civil Registrar's Office
2. Payment of fees.	2. Accept the payment based on the order of payment	Birth Certificate – PHP 50	5 minutes	<i>City Treasurer</i> City Treasurer's Office



<p>*Make sure to secure Official Receipt that will be issued upon payment</p>	<p>2.1 Issue the Official Receipt</p>	<p>Death Certificate – PHP 50 Marriage Certificate – PHP 50 Certified True Copy – PHP 75/copy</p>		
<p>3. Claiming of the Certificates.</p>	<p>3. Check the Official Receipt 3.1 Sign the vital document 3.2 Releasing of the Certificates or the certified true copies</p>	<p>None</p>		<p><i>City Civil Registrar City Civil Registrar's Office</i></p>
<p>TOTAL</p>		<p>Birth Certificate – PHP 50 Death Certificate – PHP 50 Marriage Certificate – PHP 50 Certified True Copy – PHP 75/copy</p>	<p>10 minutes</p>	



7. Processing of Civil Registry documents affected by Court Decrees

Court Decree is a court order which is registrable. It has undergone a hearing and the petition was approved by a competent court. Registrable court decrees are the following:

- Adoption/Rescission of Adoption
- Declaration of absolute nullity of marriage
- Correction of Entry
- Recognition of foreign judgment
- Declaration of presumptive death of the absent spouse/Judicial declaration of absence
- Other court decrees

Office Or Division:	City Civil Registrar's Office			
Classification:	Highly Technical			
Type Of Transaction:	G2C – Government to Citizen			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Court decision/petition (4 Certified copy from original)		Court		
Entry of Final Judgment (4 Certified copy from original)		Court		
Order of payment (1 original)		Registrar's Office – Window 1		
Official Receipt (1 original)		Treasurer's Office – Window 6		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the court decision/petition.	1. Receive and evaluate the document submitted.	None	1 hour	<i>City Civil Registrar</i> City Civil Registrar's Office
*Make sure to secure the order of payment that will be issued.	1.1 Issue the order of payment if all required documents were given. 1.2 Start processing the request.			



<p>2. Pay the required fees.</p> <p>*Make sure to secure Official Receipt that will be issued upon payment</p>	<p>2. Accept the payment based on the order of payment</p> <p>2.1 Issue the Official Receipt</p>	<p>Annulment (Ormoc) Reg. of Annulment – PHP 1000</p> <p>Reg. of Finality – PHP 300</p> <p>Cert. of Reg., Cert. of Authenticity – PHP 600</p> <p>Secretary’s Fee – PHP 300</p> <p>Annotation Fee – PHP 200</p> <p>Marriage Certificate – PHP 100</p> <p>Certified True Copy – PHP 75/copy</p> <p>Incoming Secretary’s Fee – PHP 300</p> <p>Annotation Fee – PHP 200</p> <p>Certified True Copy – PHP 75/copy</p>	<p>5 minutes</p>	<p><i>City Treasurer</i> City Treasurer’s Office</p>
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		<p>Adoption/ Correction of Entry of COLB, COM, & COD</p> <p>Registration of Court Order – PHP 300</p> <p>Cert. of Registration/Cert. of Authenticity – PHP 600 Secretary’s Fee – PHP 300</p> <p>Annotation Fee – PHP 200</p> <p>COLB, COM, COD – PHP 100</p> <p>Certified True Copy – PHP 75/copy</p> <p>Incoming Secretary’s Fee – PHP 300</p> <p>Annotation Fee – PHP 200</p> <p>Certified True Copy – PHP 75/copy</p>		
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3. Return to the Registrar's Office to claim the Certified true copies and annotated Certificates.	3. Issuance Cert. of Authenticity and Cert. of Registration	None	2 days	City Civil Registrar City Civil Registrar's Office
4. Mail to PSA	4. Releasing	None	10 minutes	City Civil Registrar City Civil Registrar's Office
TOTAL		Annulment – PHP 2,500+ PHP 75/copy of the supporting document submitted Incoming PHP 500 + PHP 75/copy of the supporting document submitted Adoption/ Correction of Entry of COLB, COM, & COD - PHP 1500 + PHP 75/copy of the supporting document submitted Incoming – PHP 500 + PHP 75/copy of the supporting document submitted	2 days, 1 hour&15 minutes	



8. Electronic Endorsement of Certificate of Live Birth, Marriage, and Death

Electronic Endorsement is fastest way of acquiring PSA copy of Birth, Marriage and Death that were just newly registered in the current month. This can be obtained after 10 working days upon submission of the monthly report.

Office Or Division:	City Civil Registrar's Office			
Classification:	Simple			
Type Of Transaction:	G2C – Government to Citizen			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OCRG Copy of Vital Document (Birth, Marriage, & Death) (1 original & 1 Certified True Copy)		CCRO		
PSA Negative Certification (1 copy)		PSA		
Certified True Copy of Civil Registry Documents (1 copy)		CCRO		
Endorsement Letter (1 copy)		CCRO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the requirements for Electronic Endorsement *Make sure to secure the order of payment that will be issued.	1. Verification of the documents submitted 1.2 Start processing the request.	None	10 minutes	<i>City Civil Registrar</i> City Civil Registrar's Office
2. Pay the required fees. *Make sure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the order of payment 2.1 Issue the Official Receipt	Secretary's Fee PHP 300 Certified True Copy PHP 75	5 minutes	<i>City Treasurer</i> City Treasurer's Office
3. Return to the Civil Registrar's Office for the processing of the endorsement letter and all papers related thereto	3. Prepare the Documents for Electronic Endorsement	None	20 minutes	<i>City Civil Registrar</i> City Civil Registrar's Office



4. Mailing		*Mailing expenses are on the account of the client		
TOTAL		Secretary's Fee PHP 300 Certified True Copy PHP 75	35 minutes	

9. Cemetery Services

Burial and Exhumation of Dead Bodies

Office Or Division:	City Civil Registrar's Office			
Classification:	Simple			
Type Of Transaction:	G2C – Government to Citizen			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Death (1 Certified true copy)		CCRO		
Transfer of Cadaver (Outside the City)		CCR, MCR		
Permit to Exhume		CHO		
Order of payment (1 original)		Registrar's Office – Window 1		
Official Receipt (1 original)		Treasurer's Office – Window 6		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for availability of burial tombs/apartment (for indigents only)	1. Determine the place of burial. 1.1 Issue the order of payment if all required documents were given. 1.2 Start processing the request.	None	1 hour	<i>City Civil Registrar</i> City Civil Registrar's Office



*Make sure to secure the order of payment that will be issued.				
2. Pay the required fees. *Make sure to secure Official Receipt that will be issued upon payment	2. Accept the payment based on the order of payment 2.1 Issue the Official Receipt	Niche Rental (New Entrant) – PHP 5, 000 Burial Service Fee – PHP 500 Burial Permit – PHP 50 Removal/Transfer/Entrance of Cadaver – PHP 150	5 minutes	<i>City Treasurer</i> City Treasurer's Office
3. Burial	3. Assist	None	1 hour	<i>City Civil Registrar</i> City Civil Registrar's Office
TOTAL		Niche Rental New Entrant (5yrs) – PHP 5,550 If indigent – PHP 550	2 hours&5 minutes	



Office of the City Sports External Services



1. Organizing Sport Event

To have an organized, systematic approach in organizing sports events.

Office Or Division:	Office of the City Sports			
Classification:	Highly Technical			
Type Of Transaction:	G2C - Government to Citizens			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Before the Sport Event 1. Approved sport event budget proposal (4 original) 2. Approval of sports events from the City Health Office (1 original and 1 photocopy) 3. List of expected participants (1 original and 1 photocopy) 4. Sports mechanics (1 original and 1 photocopy) After the Sport Event 1. Approved sport event budget proposal (4 original) 2. List of actual registered participants (1 original and 1 photocopy) 3. Attendance of actual participants with signature (1 original and 1 photocopy) 4. Attendance of officiating officials with signature (1 original and 1 photocopy) 5. Schedule of games (1 original and 1 photocopy) 6. Bracketing (1 original and 1 photocopy) 7. Score sheets (1 original and 1 photocopy) 8. Pictures during the event and during the (1 original and 1 photocopy) 9. Photocopy of IDs with signatures of the winners and officiating officials (1 original and 1 photocopy)			City Sports Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Sport Events Budget Proposals.	1. City Sports Commission (Subject for approval/disapproval)	none	7 days	<i>Chairman of the City Sports Commission (Sports Office)</i>



2. If approved, proceed to the event.	2. With assistance of the City Sports Office	none	Depending on the event duration	<i>City Sports Focal Person on particular event (Sports Office)</i>
3. After the event, submit all the requirements needed for the liquidation.	3. City Sports Office	none	14 days	<i>City Sports Focal Person on particular event (Sports Office)</i>
4. Releasing of cash prize and/or officiating officials' honoraria.	4. City Treasurer's Office	none	14 days after the processing of liquidated documents.	<i>Disbursing Officer (Treasurer's Office)</i>
TOTAL		none	21 days	



Office of the City Sports Internal Services



1. Processing of Sport Event Payroll

To have an organized, systematic approach in processing documents for the proposed sports events.

Office Or Division:	Office of the City Sports				
Classification:	Highly Technical				
Type Of Transaction:	G2G				
Who May Avail:	Government to Government				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Before the Sport Event 1. Approved sport event budget proposal (4 original) 2. Approval of sports events from the City Health Office (1 original and 1 photocopy) 3. List of expected participants (1 original and 1 photocopy) 4. Sports mechanics (1 original and 1 photocopy)			City Sports Office		
After the Sport Event 1. Approved sport event budget proposal (4 original) 2. List of actual registered participants (1 original and 1 photocopy) 3. Attendance of actual participants with signature (1 original and 1 photocopy) 4. Attendance of officiating officials with signature (1 original and 1 photocopy) 5. Schedule of games (1 original and 1 photocopy) 6. Bracketing (1 original and 1 photocopy) 7. Score sheets (1 original and 1 photocopy) 8. Pictures during the event and during the (1 original and 1 photocopy) 9. Photocopy of IDs with signatures of the winners and officiating officials (1 original and 1 photocopy)					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Liquidate all the requirements for the processing of cash advance for the winners'	1. City Sports Office	None	2 days	<i>City Sports Focal Person on particular event (Sports Office)</i>	



cash prize and for the officiating officials' honoraria.				
2. Signing of payroll.	2. City Mayor's Office	none	2 days (depending on their availability)	<i>City Mayor and City Sports' Head</i> (Mayor's Office)
3. Allocating budget of said event and signing of payroll.	3. City Budget's Office	none	1 day	<i>City Budget Officer</i> (Budget's Office)
4. Auditing of documents.	4. City Accountant's Office	none	2-3 days	<i>City Accountant</i> (Accountant's Office)
5. For cheque.	5. City Treasurer's Office	none	1 day	<i>City Treasurer</i> (Treasurer's Office)
6. Encoding the cheque.	6. City Accountant's Office	none	4hrs.	<i>City Accountant</i> (Accountant's Office)
7. Signing of cheque.	7. City Administrator's Office	none	30 mins. (depending on the availability of signee)	<i>City Administrator</i> (Administrator's Office)
TOTAL		none	10 working days	



Ormoc City Slaughterhouse External Services



1. Slaughtering of Hogs/Goat/Sheep (Small Animals)

Slaughtering & processing of livestock specifically Hogs, Goats & Sheep (Small Animals) into meat for human consumption

Office Or Division:	Ormoc City Slaughterhouse			
Classification:	Simple			
Type Of Transaction:	G2B – Government to Business Entity			
Who May Avail:	Meat Vendors and other entities needing butchering services.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Brgy. Certificate – (1 original copy)		Barangay Hall		
City Veterinary Health Certificate (1 original copy)		City Veterinary Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hogs are being accepted at the entrance through validation by the City Veterinary Meat Inspector personnel	1. Approved / Disapproved	City Veterinary Health Certificate PHP 50.00	10 minutes	<i>Livestock Inspector-</i> City Veterinary Office
2. Hogs are weighed and for recording	2. Processed for slaughter. 2.1 Log the details of the clients and the hogs being weighed	None	10 minutes	<i>Livestock Weighing Staff-</i> Ormoc City Slaughterhouse
3. Proceed to City Treasurer's collector personnel	3. Issued receipts for payments of fees. 3.1 Payment of slaughtering fees	Livestock: Entrance Fee PHP 20.00 / head Weighing Fee PHP 20.00/ head	10 minutes	<i>Sub – Collector-</i> City Treasurer's Office



		Yardage Fee PHP 20.00/head		
		Stockyard Fee PHP 20.00/head		
		Carcass:		
		Holding Pen PHP 10.00/head	3 minutes	
		Ante Mortem PHP 10.00/head	3 minutes	
		Post Mortem PHP 0.50/kilo carcass weight Eq. . (60 x .5 = 30)	2 minutes	
		Slaughter Fee PHP 1.00/Live Weight	2 minutes	
		Delivery Fee PHP 20.00/head		
		Slaughter Others PHP 1.00/kilo carcass weight per 24 hrs. Eq. (80 x 1 = 80) Permit to Slaughter PHP 20.00/head		
	TOTAL	PHP 300	42 minutes	



2. Slaughtering of Cattle / Carabao (Large Animals)

Slaughtering & processing of livestock specifically cattle and Carabao (Large Animals) into meat for human consumption.

Office Or Division:	Ormoc City Slaughterhouse			
Classification:	Simple			
Type Of Transaction:	G2B- Government to Business Entity			
Who May Avail:	Meat Vendors and other entities needing slaughtering services			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Brgy. Certificate (2 original copy)		Barangay Hall		
City Veterinary Health Certificate (1 original)		City Veterinary Office		
Certificate of Ownership/Credential and Transfer of Certificate of Ownership (1 original)		City Treasurer's Sub Office at City Slaughter Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Carabao/cow are being accepted at the entrance through validation by the City Veterinary Meat Inspector personnel	1. Approved / Disapproved	None	10 minutes	<i>Livestock Inspector- City Veterinary Office</i>
2. For recording	2. Processed for slaughter. 2.1. Log the details of the clients and the Carabao/Cow being weighed	None	10 minutes	<i>Livestock Weighing Staff- Ormoc City Slaughterhouse</i>
3. Proceed to City Treasurer's collector personnel	3. Processed for slaughter	Livestock: Entrance Fee PHP 100.00/head Weighing Fee PHP 20.00/head Yardage Fee PHP 100.00/head	10 minutes	



		Stockyard Fee PHP 20.00/head		Sub – Collector- City Treasurer's Office
		Carcass: Holding Pen PHP 30.00/head	2 minutes	
		Ante Mortem PHP 10.00/head	2 minutes	
		Post Mortem PHP 0.50/kilo carcass weighteq.(150 k x.50 = 75)	2 minutes	
		Slaughter Fee PHP 1.00/Live Weight eq. (250 x 1 =250)	2 minutes	
		Delivery Fee PHP 40.00/head	2 minutes	
		Slaughter Others PHP 1.00/kilo carcass weight per 24 hrs.eq.(200 X 1/K =200 Permit to Slaughter PHP 50.00/head	2 minutes	
	TOTAL	PHP 970.00	42 minutes	



Ormoc City Superdome

External Services



1. Usage of Superdome (for Citizens and Business Use)

Use of superdome court and its facilities for private operators/promoters

Office Or Division:	Ormoc City Superdome			
Classification:	Simple			
Type Of Transaction:	G2C – Government to Citizen G2B – Government to Business			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request			Client	
2. Clearance Certificate /Permit			Business Permits and Licensing Office	
3. Contract duly signed by the promoter			Ormoc City Superdome Office	
4. Official Receipt			City Treasurer's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request	1. Receive letter request and provide operator of event/promoter with a short briefing regarding facilities, house rules, and the corresponding fees per City Ord. No. 64 and make indorsement for BPLO	None	1 Hr.	<i>Executive Assistant</i> / Superdome Office
2. Secure permit if activities in which admission fee is charged.	2. Receive Letter Request w/ Indorsement from the Office of Ormoc City Superdome & Issuance of permit	None		<i>BPLO in charge</i> BPLO
3. Submit Clearance Certificate /Permit (activities with admission fee) and Sign contract	3. Make a contract according to the number of hours and days of usage of the dome & the corresponding fees duly	None	30 mins.	<i>Executive Assistant</i> / Superdome Office



	signed by the promoter. Endorse the said contract to the City Administrator for approval/disapproval			
	3.1 Receive Contract with duly signed by the promoter for approval/disapproval	None		<i>City Administrator City Administrator's Office</i>
4. Pay required fees	4. Receive payment			<i>Revenue Collector City Treasurer's Office</i>
	4.1 Receive Official Receipt & post schedule of event officially. Release of contract	None	5 mins.	<i>Executive Assistant / Superdome Office</i>
TOTAL		Variable	1 hr. & 35mins.	

ANNEX A
SUPERDOME RENTAL RATES
(CITY ORDINANCE NO. 64)

I. RENTAL ON COURT USAGE:

- | | | |
|--|-------|----------------------|
| A.) Maximum use of lights, aircon and sound system | ----- | Php 6,500.00 per hr. |
| B.) 50% usage of lights, without aircon, with sound system | ----- | Php 2,200.00 per hr. |
| C.) Without use of lights and aircon, with sound system | ----- | Php 1,400.00 per hr. |

II. RENTAL ON SUPERDOME STALLS SHALL NOT LESS THAN THE FOLLOWING RATES:

- | | | |
|------------------------|-------|-------------------------|
| A.) Ground Floor Stall | ----- | Php 150.00 per sq. mtr. |
| B.) Second Floor Stall | ----- | Php 100.00 per sq. mtr. |



2. Usage of Superdome (for Government Use)

Use of superdome court and its facilities for local government agencies

Office Or Division:	Ormoc City Superdome			
Classification:	Simple			
Type Of Transaction:	G2G – Government to Government			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request		Client		
2. Contract duly signed by the head of agency or its authorized representative		Ormoc City Superdome Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request	1. Receive letter request and provide operator of event/promoter with a short briefing regarding facilities, house rules, and the corresponding fees per City Ord. No. 64.	None	1 Hr.	<i>Executive Assistant I</i> Superdome Office
2. Sign Contract	2. Make a contract according to the number of hours and days of usage of the dome & the corresponding fees duly signed by the head of agency or its authorized representative. Endorse the said contract to the	None	30 mins.	<i>Executive Assistant I</i> Superdome Office



	City Administrator for approval/disapproval			
	2.1 Receive Contract with duly signed by the head of agency or its authorized representative for approval/disapproval.	None		<i>City Administrator</i> City Administrator's Office
	2.2 Post schedule of event officially. Release contract	None	5 mins.	<i>Executive Assistant I</i> Superdome Office
TOTAL		None	1 hr. & 35 mins.	



Ormoc City Youth Development Office External Services



1. Youth Organization Registration Program

Localized version of National Youth Commission's Youth Organization Registration Program (YORP) that aims to establish directory of all existing youth organizations and youth-serving organizations operating within the jurisdiction

Office or Division:	Ormoc City Youth Development Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Ormocanon Youth (ages 15-30 years old)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official YORP Form (1 copy)		City Youth Development Office – YORP Secretariat		
Directory of Officers and Advisers (1 copy)				
List of Members (1 copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Coordinate with CYDO and acquire digital softcopies required for Youth Organization Registration Program- (YORP) Application	1. Provide digital softcopies of (1) YORP Application Form (2) Organization Directory (3) List of Members	None	30 mins.	LYDO City Youth Development Office
2. Submit hardcopy and softcopy documents of the accomplished YORP Application forms.	2. CYDO receives and checks documents for completeness. 2.1 Informs applicant that once their registration is approved their certificate will be sent or awarded to them.	None	30 mins.	YORP Secretariat City Youth Development Office
3. Wait for validation process results	3. CYDO's YORP Secretariat undertakes validation process on submitted requirements.	None	1 day	YORP Secretariat City Youth Development Office



4. Wait for validation process results	4. Youth Development Officer revalidates and approves the application.	None	2 hours	LYDO's City Youth Development Office
5. Documents are validated and awaits delivery of Certificate of Registration	5. CYDO's YORP Secretariat prepares and endorses Certificate of Registration for City Youth Development Officer's signature.	None	1 day	LYDO's City Youth Development Office
6. Receives the Certificate of Registration	6. CYDO's YORP Secretariat sends approved Certificate of Registration to Registered Youth Organization.	None	1 day	LYDO's City Youth Development Office
7. Transaction Done	7. CYDO's YORP Secretariat registers the youth organization to the National Youth Commissions Youth Organization Registration Program (YORP).	None	7 days	LYDO's City Youth Development Office
TOTAL		None	10 days & 3 hrs	



**Ormoc Technical Education and Skills Development Center
(OTESDC)
External Services**



Qualification and Standard Unit External Services



1. Application for Scholarship and Enrollment

This service pertains to the inquiry of interested citizens to a certain available free training program offered by the training center.

Office Or Division:	Registrar's Office			
Classification:	Simple			
Type Of Transaction:	G2C – Government to Citizen			
Who May Avail:	<ul style="list-style-type: none"> - Must be a Filipino Citizen - 15 years old above - At least with 10 years Basic Education - Must not be a current beneficiary of other Government Educational Scholarship or subsidy programs <p><i>Note: Entry requirements may vary depending on the Scholarship availability</i></p>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Registration Form MIS 03_01 v.2020 (1 original)		Receiving Officer/Registrar		
2. Long Folder (1 pc)		Applicant		
3. PSA/NSO/Live Birth Certificate/ Marriage Certificate (for Married women) (2 copies)		Philippine Statistic Authority/ Local Civil Registry Office		
4. Passport size ID Pictures white background- Glossy type with collar, nametag and signature (4pcs)		Applicant		
5. 1x1 size ID Pictures white background- Glossy type with collar, nametag and signature (3 pcs)		Applicant		
6. Education diploma/ Form 137/ ALS Certification of Completion (2 photocopies)		Last School Attended or Graduated		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the scholarship grant, trainings and programs available for enrollment	1.1. Provides information on the available trainings and programs 1.2. Issues TESDA Enrollment Registration Form	None	10 Minutes	Receiving Officer / Registrar Registrar's Office



2. Accomplish Registration Form (MIS 03_01 v.2020) and receives list of required documents	2. Receives and evaluates the accomplished Registration Form (MIS 03_01 v.2020) as to completeness and correctness.	None	10 Minutes	<i>Receiving Officer / Registrar Registrar's Office</i>
3. Comply and submit required documents	3. Evaluates the submitted documents. 3.1 Encode Applicants information provided in the Registration Form to the TESDA Online T2MIS. 3.2 Issues Admission Slip with ULI number auto-generated from the T2MIS.	None	5 Minutes	<i>Receiving Officer / Registrar Registrar's Office</i>
4. Receive Admission Slip with ULI number	4. Inform the Applicant on the Training Dates. 4.1 Print T2MIS Form 03-02 list of enrolled learners in a batch.	None	5 Minutes	<i>Receiving Officer / Registrar Registrar's Office</i>
TOTAL		None	30 Minutes	



2. Application and Enrollment for Regular Applicants

This service pertains to the inquiry of Industry Workers to a certain available training program offered by the training center.

Office Or Division:	Registrar's Office			
Classification:	Simple			
Type Of Transaction:	G2C – Government to Citizen			
Who May Avail:	Industry Workers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished Registration Form MIS 03_01 v.2020 (1 original)			Receiving Officer/Registrar	
2. Long Folder (1 pc)			Applicant	
3. PSA/NSO/Live Birth Certificate/ Marriage Certificate (for Married women) (2 copies)			Philippine Statistic Authority/ Local Civil Registry Office	
4. Passport size ID Pictures white background- Glossy type with collar, nametag and signature (4 pcs)			Applicant	
5. 1x1 size ID Pictures white background- Glossy type with collar, nametag and signature (3 pcs)			Applicant	
6. Education diploma/ Form 137/ ALS Certification of Completion (2 photocopies)			Last School Attended or Graduated	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiries on the trainings and programs available for enrolment	1.1. Provides information on the available trainings and programs 1.2. Issues TESDA Enrollment Registration Form	None	10 Minutes	<i>Receiving Officer / Registrar</i> Registrar's Office
2. Accomplishes registration form and receives list of requirements	2. Receives and evaluates the accomplished Registration Form (MIS	None	10 Minutes	<i>Receiving Officer / Registrar</i> Registrar's Office



	03_01 v.2020) as to completeness and correctness.			
3. Pay Training Fee	3. Gives the applicant payment form and advise applicant for payment of fee at City Treasurer's Office	5,000.00	10 Minutes	<i>Cashier</i> City Treasurer's Office
4. Comply and submit required documents	4. Receives and photocopy payment made from City Treasurer's Office 4.1 Evaluates the submitted documents. 4.2 Encode Applicants information provided in the Registration Form to the TESDA Online T2MIS. 4.3 Issues Admission Slip with ULI number auto-generated from the T2MIS.	None	5 Minutes	<i>Receiving Officer / Registrar</i> Registrar's Office
5. Receive Admission Slip with ULI number	5. Inform the Applicant on the Training Dates. 5.1 Print T2MIS Form 03-02 list of enrolled learners in a batch.	None	5 Minutes	<i>Receiving Officer / Registrar</i> Registrar's Office
TOTAL		5,000.00	40 minutes	



3. Conduct of Training

This is the conduct of the formal training of each qualification to obtain the necessary skills, knowledge and attitude to the enrolled applicants.

Office Or Division:	Instructional Services			
Classification:	Highly Technical			
Type Of Transaction:	G2C- Government to Citizen			
Who May Avail:	Enrolled applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Signed Registration Form as proof of enrollment		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attend the training based on the training duration of each qualification	1. Provide the basic, common and core competencies as prescribed by the Technical Education and Skills Development Authority (TESDA)	None	26 Days (EIM NCII) 1 Month and 3 days (SMAW NC I, II and GTAW NCII)	<i>TESDC Accredited Trainer</i> Trainer's Room
TOTAL		None	Depends on the qualification	

4. Inquiry and Application for Supervised Industry Training

This program is designed to enhance the knowledge, skills and attitude of trainee through actual experience in the workplace to acquire the competencies.

Office Or Division:	Job Linkaging and Network Services (JoLNs)
Classification:	Simple
Type Of Transaction:	G2C- Government to Citizen
Who May Avail:	Those trainees/learners who already finished the training from their respective qualifications.



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Trainees RecordBook (TRB) (1 original)		JoLNs Office		
2. 1x1 size ID Pictures white background- Glossy type with collar, nametag and signature (1 pc)		Applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for the SIT/OJT Training Program	1.1 Inform the trainees/learners available industry partners.	None	3 Minutes	<i>JoLNs Staff</i> JoLNs Office
	1.2 Assists trainees/learners filling out the TRB	None	3 Minutes	<i>JoLNs Staff</i> JoLNs Office
	1.3 Endorse the trainees/learners to Industry Partners for proper turn over.	None	1 Day	<i>JoLNs Staff</i> JoLNs Office
2. Job Placement and Referrals	2.1 Interview the graduates/clients.	None	5 Minutes	<i>JoLNs Staff</i> JoLNs Office
	2.2 Inform the graduates/clients of possible job/employment matching.	None	5 Minutes	<i>JoLNs Staff</i> JoLNs Office
	2.3 Endorse to Public Employment Services Office (PESO) or to our industry partners	None	5 Minutes	<i>JoLNs Staff</i> JoLNs Office
TOTAL		None	1 day and 22 mins	



5. Issuance of Certificate of Training

Certificate of Training are issued/released to graduates after their completion of a TESDA registered training program.

Office Or Division:	Registrar's Office			
Classification:	Simple			
Type Of Transaction:	G2C- Government to Citizen			
Who May Avail:	Graduates of the training program offered by Training Center			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Request Form		Registrar's Office		
2. Clearance		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishes the request form and submits the requirements	1.1. Checks the authenticity and validity of the documents submitted	None	5 Minutes	<i>Registrar</i> Registrar's Office
	1.2. Verifies/ Checks the name of the graduate in the Master list		15 Minutes	<i>Registrar</i> Registrar's Office
2. Receives Certificate of Training and signs the Training Certificate Record Book	2. Releases Certificate of Training	None	5 Minutes	<i>Registrar</i> Registrar's Office
TOTAL		None	25 Minutes	

6. Issuance of Transcript of Records

This service pertains to the issuance of Transcript of Record to a graduate of a certain training program offered by the institution.

Office Or Division:	Registrar's Office
Classification:	Simple
Type Of Transaction:	G2C- Government to Citizen
Who May Avail:	Graduates of the training program offered by Training Center



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for the release of Transcript of Records	1. Issues clearance request form and informs the graduate of the requirements for the release	None	5 Minutes	<i>Registrar</i> Registrar's Office
2. Accomplished the request form and submits together with clearance requirements to the registrar	2.1. Checks and verifies records 2.2. Checks authenticity and validity of submitted documents	None	3 days	<i>Registrar</i> Registrar's Office
3. Claims the Transcript of Records and signs on the TOR Record Book	3. Releases of Transcript of Records	None	5 Minutes	<i>Registrar</i> Registrar's Office
TOTAL		None	3 Days, 10 Minutes	



Qualifications and Standard Unit Internal Services



1. Procurement of Supplies, Equipment and Services

This service provides for the supplies, equipment and services needed by TESDC in the implementation of their programs, projects, and activities.

Office Or Division:	Administration and Finance Unit			
Classification:	Highly Technical			
Type Of Transaction:	G2G- Government to Government			
Who May Avail:	OTESDC Procurement In-charge			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished Purchase Request (1 original, 2 photocopy)			Procurement In-charge	
2. Request for Quotation (RFQ) with Price Quotation Form (PQF) (1 original)			LGU Ormoc – Bids and Awards Committee	
3. Abstract of Price Quotation (1 original, 1 photocopy)			LGU Ormoc – Bids and Awards Committee	
4. Purchase Order/Job Order (1 original, 3 photocopy)			LGU Ormoc – Bids and Awards Committee	
5. Inspection and Acceptance Report (IAR) (1 original, 2 photocopy)			LGU Ormoc – General Services Office	
6. Requisition and Issue Slip (RIS) (1 original, 2 photocopy)			Procurement In-charge	
7. Property Acknowledgement Receipt (PAR) (2 original)			LGU Ormoc – General Services Office	
8. Inventory Custodian Slip (ICS) (2 original)			LGU Ormoc – General Services Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits PR	1.1. Receives PR	None		<i>City Budget Office</i> City Budget Office
	1.2. Checks if the requested items are included in the approved Annual Procurement Plan (APP)	None		<i>City Budget Officer</i> City Budget Officer
	1.3. Processes PR and checks	None		<i>BAC Secretariat</i>



	completeness of specifications			Bids and Awards Committee
	1.4. Determines the Approved Budget for the Contract (ABC) through Price Monitoring	None		<i>BAC Secretariat</i> Bids and Awards Committee
	1.5. Prepares Request for Quotation (RFQ) with Price Quotation Form (PQF) once the ABC has been derived	None		<i>BAC Secretariat</i> Bids and Awards Committee
	1.6. Posts RFQ in the PhilGEPS, website of the Procuring Entity and at any conspicuous place in the premises if ABC is above Php50,000.00 (Deadline for submission of quotations may be extended thrice, none or less than the required	None	Average minimum: 6 Days Average maximum: 18 Days	<i>BAC Secretariat</i> Bids and Awards Committee



	number of quotation is received (For Shopping – Sec. 52.1.b of the IRR of RA 9184))			
	1.7. Sends RFQ to at least three (3) suppliers	None	1 Day	<i>BAC Secretariat</i> Bids and Awards Committee
	1.8. Prepares Abstract of Price Quotations upon receipt of at least three (3) quotations within the prescribed deadline. For Small Value Procurement (SVP), receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.	None	2 Days	<i>BAC Secretariat</i> Bids and Awards Committee
	1.9. Checks the completeness and validity of the documentary requirements of	None		<i>BAC Secretariat</i> Bids and Awards Committee



	the supplier with the Lowest Calculated and Responsive Quotation.			
	1.10. Prepares Purchase Order/Job Order (PO/JO)	None		<i>BAC Secretariat Bids and Awards Committee</i>
	1.11. Process the Obligation Request and Status (ORS)/ Purchase Order/Job Order	None	3 Days	<i>BAC Secretariat Bids and Awards Committee</i>
	1.12 Provide the winning supplier copy of the approved PO/JO for conformity. Supplier/Service provider delivers goods within 7 days or services within 15 to 30 days	None	1 Day	<i>BAC Secretariat Bids and Awards Committee</i>
	1.13. Inspects and accepts deliveries	None	1 Day	<i>Inspector</i>



				General Services Office
	1.14 Prepares RIS/ICS/PAR for the issuance of delivered goods / services to end users / requesting offices	None		<i>Inspector</i> General Services Office
2. Receives goods/ services	2.1 Issues goods/ services to end users / requesting offices	None	10 Minutes	<i>Inspector</i> General Services Office
TOTAL		None	Average Minimum: 4 Days, 20Minutes Average Maximum: 26 Days, 20 Minutes	

Procurement of Supplies, Equipment and Services is covered under RA 9184 and its Revised IRR

Procurement of Supplies, Equipment and Services is qualified for Multi-Stage Processing



Competency Assessment and Certification Unit

External Services



1. Application for Assessment and Certification

Process where TVET graduates or workers apply for assessment to obtain National Certificate (NC) or Certificate of Competency (CoC).

Office Or Division:	Competency Assessment and Certification Unit			
Classification:	Simple			
Type Of Transaction:	G2C – Government to Citizen			
Who May Avail:	Those who are interested to take assessment in the available qualifications offered by OTESDC			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Fully filled up Application Form (1 original)			Applicant	
2. Self-Assessment Guide			CAC Processing Officer	
3. Picture, passport size, white background with collar and name tag (2 pieces)			Applicant	
4. Birth Certificate (1 photocopy)			Philippine Statistics Authority	
5. Employment Certificate (1 original); and/or			Company	
6. Training Certificate (1 photocopy/ each)			Training Center Attended	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiries on assessment schedule	1.1. Provides assessment schedule, application form and Self-Assessment Guide (walk-in applicants) and list of requirements	None	5 Minutes	CAC Processing Officer Competency Assessment and Certification Unit
2. Submits application form with complete requirements	2.1. Verifies completeness of the application form and submitted Requirements	None	15 Minutes	CAC Processing Officer Competency Assessment and Certification Unit
	2.2. Contacts/Calls available assessor two (2) weeks before the Scheduled assessment if	None	15 Minutes	CAC Processing Officer Competency Assessment and Certification Unit



	the number of applicants reach to 10 and above			
3. Secures Order of Payment (if not a beneficiary)	3. Issues Order of Payment	None	2 Minutes	CAC Processing Officer Competency Assessment and Certification Unit
4. Pays assessment fee (if not a beneficiary)	4. Advise applicant for payment at City Treasurer's Office	Fee depends on the Qualification: <ul style="list-style-type: none"> • SMAW NC I - PHP 1,775 • SMAW NC II – PHP 2,175 • GTAW NC II – PHP 1,760 	2 Minutes	Cashier City Treasurer's Office
5. Submits Application Form in which Official Receipt Number is indicated (if not a beneficiary)	5. Receives application form and checks the Official Receipt Number	None	1 Minute	CAC Processing Officer Competency Assessment and Certification Unit
6. Receives Admission slip and assessment schedule	6.1. Provides tentative assessment schedule and issues Admission Slip at the time of Application 6.2. Provides tentative date of assessment 5 days before assessment. In case of	None	1 Minute 3 Minutes	CAC Processing Officer Competency Assessment and Certification Unit



	cancellation, informs candidate 1 day before the assessment			
TOTAL		Fee depends on the qualification	41 Minutes	

2. Request of National Certificate / Certificate of Competency

The National Certificate and Certificate of Competency are issued to OTESDC graduates that are passers of National Competency Assessment who requested for issuance.

Office Or Division:	Assessment Center			
Classification:	Simple			
Type Of Transaction:	G2C – Government to Citizen			
Who May Avail:	OTESDC Trainees / Learners <ul style="list-style-type: none"> • Scholars • Regular 			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Competency Assessment Result Summary (CARS) (1 original)			Assessment Center	
2. Picture, colored, passport size, white background, with collar and with name written at the back (1 piece)			Applicant	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the Competency Assessment Result Summary (CARS)	1.1. Verifies in the T2MIS the name of the certified worker and the Corresponding certificate number from the RWAC 1.2. Checks completeness and validity of documents	None	5 Minutes	<i>CAC Processing Officer</i> Competency Assessment and Certification Unit



2. Wait for the availability of certificate	2. Send requirements to TESDA Provincial Office for Issuance of National Certificate	None	1 day	CAC Liaison Officer Competency Assessment and Certification Unit
3. Receives the NC/CoC, signs the NC/CoC Record Book	3. Issue the NC/CoC to Applicant	None	2 Minutes	CAC Processing Officer Competency Assessment and Certification Unit
TOTAL		None	1 Day and 7 Minutes	

*Does not include the 14-day transmittal of documents from OTESDC to TESDA Provincial Office and vice versa, processing and printing of NC's



Competency Assessment and Certification Unit

Internal Services



1. Procurement of Supplies, Equipment and Services

This service provides for the supplies, equipment and services needed by TESDC in the implementation of their programs, projects, and activities.

Office Or Division:	Administration and Finance Unit			
Classification:	Highly Technical			
Type Of Transaction:	G2G - Government to Government			
Who May Avail:	OTESDC Procurement In-charge			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly accomplished Purchase Request (1 original, 2 photocopy)			Procurement In-charge	
2. Request for Quotation (RFQ) with Price Quotation Form (PQF) (1 original)			LGU Ormoc – Bids and Awards Committee	
3. Abstract of Price Quotation (1 original, 1 photocopy)			LGU Ormoc – Bids and Awards Committee	
4. Purchase Order/Job Order (1 original, 3 photocopy)			LGU Ormoc – Bids and Awards Committee	
5. Inspection and Acceptance Report (IAR) (1 original, 2 photocopy)			LGU Ormoc – General Services Office	
6. Requisition and Issue Slip (RIS) (1 original, 2 photocopy)			Procurement In-charge	
7. Property Acknowledgement Receipt (PAR) (2 original)			LGU Ormoc – General Services Office	
8. Inventory Custodian Slip (ICS)(2 original)			LGU Ormoc – General Services Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits PR	1.1. Receives PR	None		<i>City Budget Officer</i> City Budget Office
	1.2. Checks if the requested items are included in the approved Annual Procurement Plan(APP)			<i>City Budget Officer</i> City Budget Office
	1.3. Processes PR and checks completeness of specifications			<i>BAC Secretariat</i> Bids and Awards Committee
	1.4. Determines the Approved Budget for the Contract (ABC)			<i>BAC Secretariat</i>



	through Price Monitoring			Bids and Awards Committee
	1.5. Prepares Request for Quotation (RFQ) with Price Quotation Form (PQF) once the ABC has been derived			<i>BAC Secretariat</i> Bids and Awards Committee
	1.6. Posts RFQ in the PhilGEPS, website of the Procuring Entity and at any conspicuous place in the premises if ABC is above Php50,000.00 (Deadline for submission of quotations may be extended thrice, in one or less than the required number of quotation is received (For Shopping – Sec. 52.1.b of the IRR of RA 9184))	None	Average minimum: 6 Days Average maximum: 18 Days	<i>BAC Secretariat</i> Bids and Awards Committee
	1.7. Sends RFQ to at least three (3) suppliers	None	1 Day	<i>BAC Secretariat</i> Bids and Awards Committee
	1.8. Prepares Abstract of Price Quotations upon receipt of at least three (3) quotations within the prescribed deadline. For Small Value Procurement (SVP), receipt of at least one (1) quotation is sufficient to proceed with the evaluation thereof.	None	2 Days	<i>BAC Secretariat</i> Bids and Awards Committee
	1.9. Checks the completeness and validity of the documentary requirements of	None		<i>BAC Secretariat</i> Bids and Awards Committee



	the supplier with the Lowest Calculated and Responsive Quotation.			
	1.10. Prepares Purchase Order/Job Order (PO/JO)	None		<i>BAC Secretariat</i> Bids and Awards Committee
	1.11. Process the Obligation Request and Status (ORS)/ Purchase Order/Job Order	None	3 Days	<i>BAC Secretariat</i> Bids and Awards Committee
	1.12 Provide the winning supplier copy of the approved PO/JO for conformity. Supplier/Service provider delivers goods within 7 days or services within 15 to 30days	None	1 Day	<i>BAC Secretariat</i> Bids and Awards Committee
	1.13. Inspects and accepts deliveries	None	1 Day	<i>Inspector</i> General Services Office
	1.14 Prepares RIS/ICS/PAR for the issuance of delivered goods / services to end users / requesting offices	None		<i>Inspector</i> General Services Office
2. Receives goods/services	2.1 Issues goods/ services to end users / requesting offices	None	10 Minutes	<i>Inspector</i> GSO
TOTAL		None	Average Minimum: 4 Days, 20Minutes Average Maximum: 26 Days, 20 Minutes	

Procurement of Supplies, Equipment and Services is covered under RA 9184 and its Revised IRR.
Procurement of Supplies, Equipment and Services is qualified for Multi-Stage Processing



Ormoc Waterworks System Administration (ORWASA)

External Services



1. New Water Application

In order to provide water supply to a household, the household must have a registered water account. Thus, a water application is the step to make it feasible.

Office or Division:	Ormoc Waterworks System Administration (ORWASA)	
Classification:	Complex	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Brgy. Clearance (1 copy)		Barangay Hall
2. Brgy. Certification (1 copy)		Barangay Hall
3. Photocopy of Land Title / CLOA / Deed of Sale / Deed of Donation / Certificate of Occupancy/Awardee or equivalent (1 copy)		Register of Deeds / Lot Owner / Ormoc City Housing Office / Urban Poor President
4. Authorization Letter if not the owner (1 copy)		Lot Owner / Authorized Person
5. Photocopy of Valid ID of Authorized Personnel (1 copy)		Lot Owner / Authorized Person
6. Special Power of Attorney, if necessary (1 copy)		Authorized Person other than heir(s)
7. Extrajudicial Resettlement of Estate, if necessary (1 copy)		Heir(s)
8. Birth Certificate of Authorized Person, if necessary (1 copy)		Heir(s)
9. Sketch Plan for CLOA Holder, if necessary (1 copy)		Lot Owner / Heir(s)
<i>If proof of ownership is Tax Declaration only, provide these following supporting documents below:</i>		
10. Certification from ROD Registry of Deeds, that the lot is not registered with the ROD (1 copy)		Register of Deeds
11. Certification from CENRO that no patent was issued on the property and the property is within or forms part of the alienable and disposable lands (1 copy)		City Environment and Natural Resources Office
12. Proof of payment such as Tax Clearance (1 copy)		City Assessor's Office
13. Proof of how the property was acquired (1 copy)		Lot Owner / Heir(s)
14. Affidavit of two witnesses preferably Brgy Officials attesting the fact of ownership by applicant that he/she has been in open, continuous, exclusive and notorious possession and occupation of the lot by himself/herself or through his/her		Any Authorized Notary Public Office



predecessor-in-interest under a bona fide claim of ownership since time immemorial or since June 12, 1945 . (1 copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant or his authorized representative proceed to ORWASA and provide sketch for the proposed area for installation	1 Inform applicant about the requirements & the next procedure and Water Applicant's Interview	None	5 minutes	<i>Public Utilities Regulation Officer I / Administrative Aide I Ormoc Waterworks System Administration</i>
2 Wait for the confirmation text from ORWASA	2 Conduct Pre-inspection / Area Verification in bulk	None	26 days	<i>Plumbing and Tinning Inspector I Ormoc Waterworks System Administration</i>
	2.1 After site inspection, pre inspection form will be given to the assigned personnel by the site inspector to verify if there's existing accounts with arrears by the applicant/lot owner.			
	2.2 If necessary, will seek assistance from the other office such as City Assessors to verify if the declared lot owner by the applicant is the real lot owner or not.			
	2.3 Once verified, confirmation text will be sent to the applicants.		2 days	<i>Public Utilities Regulation Officer I Ormoc Waterworks System Administration</i>



<p>3. Submit the complete & applicable requirements for water application by the applicant or authorized representative</p>	<p>3 Water Application Requirements Evaluation 3.1 Verify Arrears if there's existing account(s) 3.2 Make an assessment for Installation and Security Deposit fee and Water Meter Purchase</p>	<p>See table below</p>	<p>5 minutes 5 minutes 5 minutes</p>	<p><i>Public Utilities Regulation Officer I</i> Ormoc Waterworks System Administration <i>Administrative Aide I</i> Ormoc Waterworks System Administration</p>
<p>4. Payment of Installation, Security Deposit Fee and Water Meter Purchase</p>	<p>4 Prepare the Application Form and RIS for the Water Meter. 4.1 All payments must be made to the City Treasurer's Office</p>	<p>See table below</p>	<p>5 minutes 25 minutes</p>	<p><i>Administrative Aide I</i> Ormoc Waterworks System Administration <i>Revenue Collection Clerk I and II</i> City Treasurer's Office</p>
<p>5. Wait for the plumbing materials to be given by the Inspector to the applicant for purchase</p>	<p>5 Estimate of materials</p>	<p>None</p>	<p>1 hour</p>	<p><i>Plumbing and Tinning Inspector I</i> Ormoc Waterworks System Administration</p>



6 Once materials is purchased, inform ORWASA via text or walk in	6 Assign plumber for installation work	None	1 hour	Job Order (Plumber) Ormoc Waterworks System Administration
	TOTAL	Please refer table below	30 Days, 2 Hours and 50 Minutes	

FEES				
	Size of Meter			
	1/2" Ø	3/4" Ø	1" Ø	1 1/2" to 2" Ø and above
Security Deposit Fee	Php 1,000.00	Php 1,500.00	Php 2,000.00	Php 3,000.00
Installation Fee	Php 600.00	Php 900.00	Php 1,200.00	Php 1,700.00
Water Meter	Php 3,000.00	Php 3,120.00	Php 4,500.00	Php 31,580.00

2. Water Meter Reading

To be able to know consumer's monthly consumption and pay the corresponding values of the consumption utilized.

Office or Division:	Ormoc Waterworks System Administration (ORWASA)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All ORWASA Registered Accounts			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Received water bill given by the meter reader	1. Read the water meter correctly in the assigned areas	None	2 days	<i>Administrative Aide I - Plantilla (Meter Reader) / Meter Reader II</i> Ormoc Waterworks System Administration
2. Pay the water bill to CTO	2. Upload the data in the system that are already read and Download the area that are yet to be read 2.1 All payments to the CTO	None	15 minutes 25 minutes	<i>Public Utilities Regulation Officer I / Meter Reader II</i> Ormoc Waterworks System Administration <i>Revenue Collection Clerk I and II</i> City Treasurer's Office
TOTAL			2 Days and 40 Minutes	

3. Water Reconnection

Reconnect accounts that are disconnected more than a year or less than a year.

Office or Division:	Ormoc Waterworks System Administration (ORWASA)	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All ORWASA Registered Accounts	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1.	Water Account Statement of Accounts (1 copy)	Ormoc Waterworks System Administration (ORWASA)
2.	Reconnection Assessment (1 copy)	Ormoc Waterworks System Administration (ORWASA)



3. Wait for the assessment to be given by the ORWASA	3. Verify Arrears of the reopen account(s) 3.1 Make an assessment for Reopening Fee and Water Meter Purchase, if necessary	See table below	5 minutes 5 minutes	<i>Public Utilities Regulation Officer I / Administrative Aide I</i> Ormoc Waterworks System Administration
4. Payment of Reconnection Fee and Water Meter Purchase, if necessary	4 Prepare RIS for the Water Meter and record reconnection Official Receipt Number. 4.1 All payments must be made to the City Treasurer's Office	See table below	5 minutes 25 minutes	<i>Administrative Aide I</i> Ormoc Waterworks System Administration <i>Revenue Collection Clerk I and II</i> City Treasurer's Office
5. Wait for ORWASA Personnel in the area	5 Assign plumber for reconnection work	None	1 hour	<i>Job Order (Plumber)</i> Ormoc Waterworks System Administration
	TOTAL	Please refer table below	4 Days, 1 Hour and 45 Minutes	



FEES				
	Size of Meter			
	1/2" Ø	3/4" Ø	1" Ø	1 1/2" to 2" Ø and above
Reconnection Fee	Php 300.00	Php 600.00	Php 1,200.00	Php 2,400.00

4. Replacement of Defective Water Meters

Replace reported defective water meter since water meter efficiency can be affected.

Office or Division:	Ormoc Waterworks System Administration (ORWASA)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All ORWASA Registered Accounts			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.	Water Account Statement of Accounts (1 copy)	Ormoc Waterworks System Administration (ORWASA)		
2.	Change Water Meter Assessment (1 copy)	Ormoc Waterworks System Administration (ORWASA)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. As notice is received, visit ORWASA immediately for change meter.	1. Serve notice of change meter to the consumer. 1.1 Given Grace Period to change meter	None	4 hours 5 days	<i>Public Utilities Regulation Officer I / Non Revenue Water Personnel</i> Ormoc Waterworks System Administration
2. Wait for the assessment to be given by the ORWASA	2. Verify Arrears of the defective meter account(s) 2.1 Make an assessment for Water Meter Purchase	None	5 minutes 5 minutes	<i>Public Utilities Regulation Officer I / Administrative Aide I</i> Ormoc Waterworks System Administration



3. Payment of Water Meter Purchase	3. Prepare RIS for the Water Meter and record OR Number of the paid fees. 3.1 All payments must be made to the City Treasurer's Office	Php 3,000.00 (Cash) Php 83.34 / month (payable for 3 years)	5 minutes 25 minutes	<i>Administrative Aide I</i> <i>Ormoc Waterworks System Administration</i> <i>Revenue Collection Clerk I and II</i> <i>City Treasurer's Office</i>
TOTAL		Php 3,000.00	5 Days, 4 Hours and 40 Minutes	

5. Illegal Connections Identification

Illegal connection is one of the contributors of the Non Revenue Water, prevent any leakages and illegal connections to minimize NRW by ocular inspection.

Office or Division:	Ormoc Waterworks System Administration (ORWASA)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All ORWASA Registered Accounts			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Water Account Statement of Accounts (1 copy)	Ormoc Waterworks System Administration (ORWASA)			
2. Illegal Connection Fee Assessment (1 copy)	Ormoc Waterworks System Administration (ORWASA)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. As notice is received, visit ORWASA immediately for settlement of illegal.	1. Serve notice of violation to the consumer. 1.1 Given Grace Period to settle illegal connection.	None	4 Hours 10 days	<i>Public Utilities Regulation Officer I / Non Revenue Water Personnel</i>



				Ormoc Waterworks System Administration
2. Wait for the assessment to be given by the ORWASA	2. Verify Arrears of the illegal account(s) 2.1 Make an assessment for Illegal Fee	None	5 minutes 5 minutes	<i>Public Utilities Regulation Officer I / Administrative Aide I</i> Ormoc Waterworks System Administration
3. Payment of Violation	3. Record OR Number of the paid fees. 3.1 All payments must be made to the City Treasurer's Office	See table below	5 minutes 25 minutes	<i>Administrative Aide I</i> Ormoc Waterworks System Administration <i>Revenue Collection Clerk I and II</i> City Treasurer's Office
	TOTAL	See table below	10 Days, 4 Hours and 40 Minutes	



FEES				
	Offenses			
	1 st Offense	2 nd Offense	3 rd and succeeding Offenses	Other(s)
Violation Fee	Php 2,000.00	Php 3,000.00	Php 5,000.00	Pay equivalent value of stolen water or value of the damaged facilities

6. Change Name Fee & Transfer Location of Water Meter

Change Name to update the name of the current user of water account. Transfer Location of Water Meter is applicable if the user will transfer to other location.

Office or Division:	Ormoc Waterworks System Administration (ORWASA)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All ORWASA Registered Accounts			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. For Change Name & Transfer Location – Photocopy of Land Title / Deed Of Sale / Deed of Donation / CLOA or equivalent (1 copy)			Lot Owner / Heir(s) / Register of Deeds	
2. Change Name or Transfer Fee Assessment, whichever is applicable (1 copy)			Ormoc Waterworks System Administration (ORWASA)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant or his authorized representative proceed to ORWASA for change name of account or transfer water meter to other location	1. Ask for the water account intend to change name or transfer to other location	None	5 minutes	<i>Public Utilities Regulation Officer I / Administrative Aide I</i> Ormoc Waterworks System Administration



<p>2. Wait for the assessment to be given by the ORWASA for change name</p>	<p>2. Verify arrears of intend account to change name and arrears 2.1 Make an assessment for Change Name Fee</p>	<p>None</p>	<p>5 minutes 5 minutes</p>	<p><i>Public Utilities Regulation Officer I / Administrative Aide I Ormoc Waterworks System Administration</i></p>
<p>3. For transfer water meter to other location, wait for the confirmation text from ORWASA</p>	<p>3 Conduct Pre-inspection / Area Verification in bulk 3.1 After site inspection, pre inspection form will be given to the assigned personnel by the site inspector to verify if there's existing accounts with arrears by the applicant/lot owner. 3.2 Once verified, confirmation text will be sent to the applicant. 3.3 Verify arrears of intended to transfer water account 3.4 Make an assessment for Transfer Water Meter Fee</p>	<p>None</p>	<p>3 days 1 day 5 minutes 5 minutes</p>	<p><i>Plumbing and Tinning Inspector I Ormoc Waterworks System Administration</i> <i>Public Utilities Regulation Officer I Ormoc Waterworks System Administration</i></p>
<p>4. Payment of Change Name Fee or Transfer Water Meter, whichever is applicable.</p>	<p>5 Record Change Name Fee or Transfer Water Meter Official Receipt Number. 5.1 All payments must be made to the City Treasurer's Office</p>	<p>See table below</p>	<p>5 minutes 25 minutes</p>	<p><i>Administrative Aide I Ormoc Waterworks System Administration</i> <i>Revenue Collection Clerk I and II City Treasurer's Office</i></p>



	TOTAL (FOR CHANGE NAME)	See table below	45 Minutes	
	TOTAL (FOR TRANSFER WATER METER LOCATION)	See table below	4 Days and 45 Minutes	

FEES	
Change Name Fee	Php 600.00
Transfer Fee	Php 600.00



Public Employment Service Office

External Services



1. Referral to Local Employers

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

Office:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Employers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Original Copy of Request Letter		Employers		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter requesting for resumes of applicants through walk-in or email	1. Provide resumes of applicants with attached referral letter	None	10 Minutes	Admin Aide I Public Employment Service Office
2. Receive the documents and signed the transmittal or referral letter	2. Receive the signed transmittal or referral letter			
3. Fill out the Client Satisfaction Rating Form	3. Receive the Accomplished Client Satisfaction Rating Form		3 Minutes	Job Order Public Employment Service Office
TOTAL:		None	13 Minutes	



2. Gathering Job Vacancies for Labor Market Information

Encourage employers to submit to the PESO on a regular basis a list of job vacancies in their respective establishments in order to facilitate the exchange of labor market information between jobseekers and employers.

Office:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Labor Management Information Officer			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Coordinate with local employers for their job vacancies through email and phone call	None	15 Minutes	<i>Manpower Development Assistant</i> Public Employment Service Office
2. Provide list of job vacancies	2. Encode the job vacancies in the Public Employment Information System (PEIS)		10 Minutes	
	3. Generate report to be submitted monthly to DOLE		15 Minutes	
TOTAL:		None	40 minutes	

3. Employment Coaching

The Public Employment Service Office is mandated to conduct employment coaching to the graduating students to make them ready and increase their chance to become employable.

Office:	Public Employment Service Office		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	Private, Public and Technical Vocational Schools(for their Grades 12 and Graduating College Students)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1 Original Copy of Request Letter		Private, Public and Technical Vocational Schools	
1 Copy of National Skills Registry Program Form		Public Employment Service Office Information Desk	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter requesting for employment coaching	1. Receive the request letter and confirm schedule with the focal person	None	3 Minutes	Job Order Public Employment Service Office
2. Fill-out the Client Satisfaction Rating Form	2. Receive the Accomplished Client Satisfaction Rating Form		3 Minutes	
3. Attend the employment coaching on the scheduled date and duly fill out the NSRP Form	3. Conduct the employment coaching	None	2 Hours	Manager & Admin Aide I Public Employment Service Office
TOTAL:		None	2 Hours & 6 Minutes	

4. Career Coaching

This program aims to influence the career decisions of graduating students by exposing them to actual work situations.

Office:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Private, Public and Technical Vocational Schools(for their Grades 10 and 11 Students)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Original Copy of Request Letter		Private, Public and Technical Vocational Schools		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter requesting for career coaching	1. Receive the request letter and confirm schedule with the focal person	None	3 Minutes	Job Order Public Employment Service Office



2. Fill-out the Client Satisfaction Rating Form	2. Receive the Accomplished Client Satisfaction Rating Form		3 Minutes	
3. Attend the career coaching on the scheduled date and duly fill out the NSRP Form	3. Conduct the career coaching	None	2 Hours	Manager & Admin Aide I Public Employment Service Office
TOTAL:		None	2 Hours & 6 Minutes	

5. DOLE Registration of Associations

The PESO facilitates the process of application for registration of associations to DOLE to organize for the mutual aid and protection of its members or for other legitimate purposes except collective bargaining in order for them to acquire legal personality.

Office:	Public Employment Service Office	
Classification:	Highly Technical	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Newly/Existing Associations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1 Original Copy of Duly accomplished and notarized Application Form	Public Employment Service Office Information Desk	
1 Original/Photocopy of List of Name of the association officers and their addresses	Association	
1 Original/Photocopy of Minutes of organizational meeting and Attendance Sheet	Association	
1 Original/Photocopy of List of members	Association	
1 Original/Photocopy of Financial Report if in existence for at least 1 year	Association	
1 Original/Photocopy of Copy of Certification, if less than 1 year and has not collected any amount	Association	



1 Original/Photocopy of Constitution and by-laws accompanied by the names and signatures of ratifying members		Association		
1 Original/Photocopy of Minutes of adoption or ratification of the constitution and by-laws, date/s when ratification was made and list of ratifying members		Association		
1 Original/Photocopy of adoption or ratification is not required if it is done simultaneously with the organizational meeting and the same is reflected in the minutes of the organizational meeting including the date/s when ratification was made and list of ratifying members		Association		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the PESO Information Desk for inquiry	1. Refer the client to the focal person.	None	3 Minutes	<i>Job Order</i> Public Employment Service Office <i>Manpower Development Officer & Admin Aide I</i> Public Employment Service Office
	1.1. Provide list of requirements for DOLE registration			
2. Submit documents for evaluation	2. Evaluate the submitted documents		10 Minutes	
	2.1. Assist the association if there are lacking documents			
3. Submit the lacking documents	3. Check the completeness of the documents and forward it to DOLE and advise the client to wait for approximately 14 days for the approval		5 Minutes	
4. Fill out the Client Satisfaction Rating Form	4. Receive the Accomplished Client Satisfaction Rating Form	3 Minutes		



5. Wait for the advice of the focal person for the approval of DOLE	5. Follow-up DOLE		14 Days	Manpower Development Officer I & Admin Aide I Public Employment Service Office
TOTAL:		None	14 Days & 21 Minutes	

6. DOLE Integrated Livelihood Program (DILP)

This program gives the clients information on the wide array of livelihood programs which aims in the integration of disadvantaged sectors of the society. This program is under the Department of Labor and Employment Integrated Livelihood and Emergency Employment Programs (DILEEP).

Office:	Public Employment Service Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	DOLE-Registered Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Original/Photocopy of DOLE Certificate of Registration		Association		
1 Original Copy of Business Proposal		Association		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the PESO Information Desk for inquiry	1. Refer the client to the focal person.	None	3 Minutes	Job Order Public Employment Service Office
	1.1. Provide list of requirements to avail the DILP			20 Minutes
2. Submit documents for evaluation	2. Evaluate the submitted documents			
	2.1. Facilitate the association with no business proposal			



	2.2. Forward the complete documents to DOLE and advise the client to wait for approximately 30 days for the result of application			
3. Fill-out the Client Satisfaction Rating Form	3. Receive the Accomplished Client Satisfaction Rating Form		3 Minutes	<i>Job Order</i> Public Employment Service Office
4. Wait for the advice of the focal person as to the result of application	4. If approved, prepare Purchase Request and facilitate the Procurement Process once the fund is already downloaded to LGU		30 Days	<i>Admin Aide I & Job Order</i> Public Employment Service Office
5. If approved, attend the scheduled turn-over ceremony of DOLE Integrated Livelihood Program	5. Arrange the venue and facilitate the turn-over ceremony		2 Hours	<i>Manpower Development Officer I & Admin Aide I</i> Public Employment Service Office
TOTAL:		None	30 Days, 2 Hours & 26 Minutes	

7. Tulong Panghanapbuhay sa Ating Disadvantaged and Displaced Workers (TUPAD)

This program is a community-based assistance that provides emergency employment for disadvantaged and displaced workers for 15 days. This program is under the Department of Labor and Employment Integrated Livelihood and Emergency Employment Programs (DILEEP).

Office:	Public Employment Service Office
Classification:	Highly Technical
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Disadvantaged and Displaced Workers



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Original Copy of Certificate of Indigency		Barangay Hall		
1 Valid ID		Client/Beneficiary		
1 Original Copy of Barangay Certification		Barangay Hall		
Photos for Documentation		Client/Beneficiary		
5 Original Copies of Daily Time Record signed by the Punong Barangay or Kagawad In-charge		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the PESO Information Desk for inquiry	1. Refer the client to the focal person		1 Minute	<i>Job Order</i> Public Employment Service Office
2. Submit certificate of indigency and a copy of Valid ID	2. Interview and assess the client whether he/she is qualified		15 Minutes	<i>Admin Aide I</i> Public Employment Service Office
	2.1. If qualified, endorse the client to the barangay where he/she resides and provide short orientation on TUPAD Program			
3. Fill-out the Client Satisfaction Rating Form	3. Received the Accomplished Client Satisfaction Rating Form		3 Minutes	<i>Job Order</i> Public Employment Service Office
4. Work as assigned by the barangay-in-charge.			15 Days	
5. Secure all the necessary documents like Daily Time Record, Barangay Certification and Photos for Documentation purposes and forward it to	5. Process the payroll after receiving the said documents.		5 Days	<i>Admin Aide I</i> Public Employment Service Office



Public Employment Service Office so that payroll can be processed.				
TOTAL:		None	20 Days & 19 Minutes	

8. OWWA Help Desk

The help desk is established at the local level to attend to the problems and concerns of the OFWs and their families and to provide information on all aspect of overseas employment.

Office:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Active OFWs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Original Copy of Overseas Filipino Worker Information Sheet		Public Employment Service Office Information Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the PESO Information Desk for inquiry	1. Refer the client to the focal person.	None	3 Minutes	<i>Job Order</i> Public Employment Service Office
	1.1. Verify if the client is an OWWA member or not. If the client is a member, inform the client of the OWWA services that he/she can avail and provide OFW information sheet. If the client is not an active member of OWWA,			<i>OWWA Job Order</i> Public Employment Service Office



	he/she cannot avail any of the services offered by OWWA.			
2. Fill-out the OFW Information Sheet	2. Receive the accomplished OFW Information Sheet		7 Minutes	
	2.1. Conduct initial assessment of client's case if needed			
	2.2. Conduct Monitoring and Evaluation			
3. Answer queries with regards to the accomplished OFW Information Sheet	3. Prepare case summary reports and update database of client		7 Minutes	
	3.1. Endorse client applications to Regional Welfare Office (RWO) for further assistance and evaluation			
4. Fill out the Client Satisfaction Rating Form	4. Receive the Accomplished Client Satisfaction Rating Form		3 Minutes	<i>Job Order</i> Public Employment Service Office
TOTAL:		None	20 Minutes	

9. Receiving Job Application

The PESO aims to ensure prompt and efficient delivery of employment facilitation including receiving of jobseekers application.

Office:	Public Employment Service Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All Jobseekers
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1 Original Copy of Resume	Jobseeker



1 Original Copy of Application Letter		Jobseeker		
1 Original Copy of National Skills Registry Program Form		Public Employment Service Office Information Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit pertinent documents	1. Receive the documents	None	2 Minutes	Job Order Public Employment Service Office
	1.1. Provide National Skills Registry Program Form			
2. Duly Fill-out the NSRP Form	2. Receive the accomplished National Skills Registry Program Form	5 Minutes		
3. Fill-out the Client Satisfaction Rating Form	3. Receive the Accomplished Client Satisfaction Rating Form	3 Minutes		
	3.1. Encode the data provided in the National Skills Registry Program Form to the Public Employment Information System (PEIS)	None	5 Minutes	
	3.2. Safekeep the applicants documents			
TOTAL:		None	15 Minutes	

10. Request for Job Posting

The Public Employment Service Office is the main partner of Department of Labor and Employment in providing employment opportunities to the grassroots level. As part of the initiative, the PESO is mandated to create mechanism to ensure that local employers are accredited and allowed to post their available job opportunities.

Office:	Public Employment Service Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Employers



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Original Copy of Request Letter		Employers		
1 Original Copy of Establishment Form		Public Employment Service Office Information Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a letter requesting for Job Vacancy posting including the job details and qualifications through walk-in or email	Receive the request letter and provide establishment form	None	1 Minute	Job Order Public Employment Service Office
2. Duly fill out the establishment form	2.2. Receive the accomplished establishment form		5 Minutes	
	2.3. Encode the vacancy details indicated in the request letter and establishment form to the Public Employment Information System (PEIS).		3 Minutes	Admin Aide I Public Employment Service Office
	2.4. Post the Job Vacancies on the PESO Ormoc Facebook Page and Bulletin Board for dissemination		5 Minutes	
3. Fill-out the Client Satisfaction Rating Form	3.1. Received the Accomplished Client Satisfaction Rating Form		3 Minutes	Job Order Public Employment Service Office
TOTAL:		None	17 Minutes	



11. Request for Special/Local Recruitment Activity (SRA/LRA)

This is an employment strategy which brings together in one venue, the employers and jobseekers for immediate matching.

Office:	Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Employers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Original Copy of Request Letter		Employers		
1 Original Copy of Establishment Form		Public Employment Service Office Information Desk		
1 Original Copy of National Skills Registry Program Form		Public Employment Service Office Information Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a letter requesting for SRA/LRA	1. Receive the request letter and confirm schedule with the focal person	None	2 Minutes	Job Order Public Employment Service Office
2. Duly fill out the establishment form	2. Receive the accomplished establishment form		5 Minutes	
	2.1. Post the scheduled SRA/LRA on the PESO Ormoc Facebook Page and Bulletin Board for dissemination		5 Minutes	Manpower Development Assistant & Admin Aide I Public Employment Service Office
3. Fill out the Client Satisfaction Rating Form	3. Receive the Accomplished Client Satisfaction Rating Form		3 Minutes	Job Order Public Employment Service Office



4. Attend the scheduled recruitment activity	4. Arrange the venue and facilitate employers on the scheduled recruitment activity. Let the applicants fill-out the National Skills Registry Program Form.	None	7 Hours	Manpower Development Assistant & Admin Aide I Public Employment Service Office
TOTAL:		None	7 Hours & 15 Minutes	

12. Special Program for Employment of Students (SPES)

This program is intended to help poor but deserving students and out-of-school youth pursue their education by providing them employment for 20 days during summer vacation.

Office:	Public Employment Service Office	
Classification:	Complex	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Students and Out-of-School Youth (OSY) belonging to indigent family; 15-30years old	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1 Original Copy of Bio-data		Applicant/SPES Beneficiaries
1 Original Certificate of Live Birth PSA Copy		Applicant/SPES Beneficiaries
1 Original Copy of Parent Indigency		Barangay Hall
1 Original Certificate of Out-of-School Youth (for Out-of-School Youth)		Barangay Hall
1 Original Certificate of Enrolment		School Registrar
1 Original Copy of Grades		School Registrar
1 Original Copy of Application Form		Public Employment Service Office Information Desk
1 Original Copy of Employment Contract		Public Employment Service Office Information Desk
1 Original Copy of Oath of Undertaking		Public Employment Service Office Information Desk



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Duly fill out the				
1. Submit the requirements	1. Receive and check the completeness of the submitted requirements		5 Minutes	Job Order Public Employment Service Office
	1.1. Evaluate and assess the qualifications		5 Minutes	
	1.2. If qualified, advise the applicant on the schedule of the orientation		2 Minutes	
2. If qualified, attend the orientation	2. Conduct orientation on the policies, duties and responsibilities, procedure on processing their payroll, total number of working days, office assignments, etc.		1 Hour	
	2.1. Facilitate the deployment of beneficiaries to different LGU Offices		10 Minutes	
3. Work as assigned by the immediate supervisor			20 Days	
4. Wait for the payroll to be processed.	4. Process the payroll.		5 Days	
TOTAL:		None	25 Days, 1 Hour & 22 Minutes	



Public Employment Service Office

Internal Services



1. Procurement Process

This service provides for the supplies, equipment and services needed by PESO in the implementation of programs, projects, and activities.

Office:	Public Employment Service Office			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Procurement In-charge			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1 Original Copy of Project Procurement Management Plan (PPMP)			Procurement In-charge	
1 Original Copy of Availability Purchase Request (APR)			LGU Bids and Awards Committee (BAC)	
1 Original Copy of Request for Quotation (RFQ)			LGU Bids and Awards Committee (BAC)	
1 Original Copy of Purchase Request (PR)			LGU Bids and Awards Committee (BAC)	
1 Original Copy of Purchase Order (PO)			LGU Bids and Awards Committee (BAC)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Canvass and ask for quotations from different suppliers for the materials needed to be purchased in the Project Procurement Management Plan (PPMP)		10 Minutes	Admin Aide I Public Employment Service Office
2. Suppliers to provide the requested quotation	2. For office supplies, generate Availability Purchase Request (APR)		3 Minutes	
	2.1. For non-office supplies, generate Purchase Request (PR) directly		3 Minutes	
3. Bids and Awards Committee (BAC) to check and advise PESO as to the schedule of the bidding and awarding	3. Attend the scheduled bidding and awarding of suppliers and wait for the materials to be delivered.		15 Days	
4. Supplier to deliver the materials	4. Receive and sign the Purchase Order (PO)		5 Minutes	
TOTAL:		None	15 Days & 21 Minutes	



2. Secretariat of the Ormoc City Livelihood Council

The Public Employment Service Office was assigned to be the secretariat of the Ormoc City Livelihood Council per Executive Order No. 44 Series of 2019.

Office:	Public Employment Service Office			
Classification:	Highly Technical			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Council Members			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1 Copy of Notice of Meeting for Each Council Members			Secretariat	
1 Copy of Notice of Proposed Agenda for Each Council Members			Secretariat	
1 Copy of Notice of Status of Agreements for Each Council Members			Secretariat	
1 Copy of Notice of Minutes of the Meeting for Each Council Members			Secretariat	
Other Attachments of the Agenda Folder			Secretariat	
1 Attendance Sheet			Secretariat	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Arrange the reservation of the venue and call the snacks/meals supplier		10 Minutes	<i>Manpower Development Officer I & Admin Aide I</i> Public Employment Service Office
	2. Send out the Notice of Meeting with attached Proposed Agenda at least 3 days before the meeting		30 Minutes	<i>Job Order</i> Public Employment Service Office
3. Council members to receive the Notice of Meeting with attached Proposed Agenda	3. Prepare and email the Agenda Folder Attachments to the council members for their review, prepare the hardcopy of the Agenda Folder Attachments and Attendance Sheet to be distributed during the meeting		8 Hours	<i>Manpower Development Officer I</i> Public Employment Service Office
4. Council Members to check email for the	4. Print-out the Agenda Folder Attachments to be distributed			



Agenda Folder Attachments	during the meeting and prepare the attendance sheet			
	4.1. 1-2 days before the meeting, confirm the attendance of the members to determine the quorum		30 Minutes	
5. Council members to attend the meeting	5. Facilitate the meeting - distribute the agenda folder, attendance sheet, snacks, etc.		4 Hours	<i>Manpower Development Officer I, Admin Aide I & Job Order</i> Public Employment Service Office
	5.1. Conduct the Roll Call, read the Status of Agreements from the matters arising of the previous meeting and take down minutes.		20 Minutes	<i>Manpower Development Officer I</i> Public Employment Service Office
	5.2. Afer the meeting, finalize the Draft Minutes of Meeting		5 Days	
	5.3. Forward the minutes to the Office of SP Quilang for review and/or signature and Office the City Mayor for facsimile signature		2 Days	
6. SP Quilang and Mayor Gomez to sign the minutes of meeting	6. Email the signed minutes to the council members and attached the hardcopy of minutes in the agenda folder to be distributed during the meeting		10 Minutes	
7. Council members to check their emails for the Minutes of Meeting	7. Do/facilitate the tasks assigned as agreed in the matters arising		5 Days	
TOTAL:		None	12 Days, 13 Hours & 42 Minutes	



Public Market Office

External Services



1. Submission of Comments on Proposed Major Regulations

Clients may provide their comments and suggestions on major regulatory proposals being assessed by the Public Market Office as provided by Section 5 and 17 of R.A. No. 11032. To submit their comments, clients must log their comments on the Public Market Logbook.

Office or Division:	Public Market Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Logbook Comment and Feedback			Public Market Office	
2. Full Name with Signature of the submitting person/representative				
3. Contact Number and E-mail Address of the said person/representative				
4. Identified Proposed Regulation				
5. Comments on Said Proposed Regulation				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Comments and Feedback through Public Market Logbook	1. Receive comment from the client and forward the concern to the in-charge	None	1 day	Public Market Office
Total		None	1 day	

2. Application for Vacant Stalls

Clients may rent vacant stalls which expire at the end of the year to be used for business and will not be subleased. The rental fee shall be in the amount of Php150.00 /sq. m. as provided by Section 1 of Tax Ordinance No. 2006-001.

Office or Division:	Public Market Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Stall Owners			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Form - (1 original copy)			Public Market Office	
2. Residence Certificate - (1 original copy)			City Treasurer's Office	



3. 2 Valid ID's - (1 photocopy each)				
4. Birth Certificate - (1 photocopy)				
5. Barangay Clearance - (1 original copy)				
6. Police Clearance or NBI Clearance - (original copy)				
7. 2x2 colored ID pictures - (2 pieces)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure/Fill-up Application Form	1. Accept application form from client	None	5 minutes	<i>Admin Aide I</i> Public Market Office
2. Discuss to applicants the agreements and conditions in the application form	2. Public Market Office will discuss the condition on leasing the stall with client.	None	5 minutes	<i>Admin Aide I</i> Public Market Office
3. Notarize application form	3. The application will shall be Notarized.	None	None	<i>Notary Public</i>
4. Pay to treasurer's office the application fee	4. Application fee shall be paid by the client at the City Treasurers Office	500	5 minutes	<i>Cashier</i> City Treasurers Office
5. Submit all application documents to the market office	5. All documents shall be submitted with the application receipt issued by the City Treasurers Office.	None	3 minutes	<i>Admin Aide I</i> Public Market Office
6. Pay to treasurer's office advance rental and security deposit	6. The client shall make a payment of security deposit equivalent to 2 months rental and 1-month advance rental which will be paid at City Treasurers Office	None	5 minutes	<i>Cashier</i> City Treasurers Office
7. Sign contract of lease	7. The Contract of Lease shall be signed by the client and the City Mayor	None	2 minutes	<i>Admin Aide I</i> Public Market Office
8. Notarize contact of lease	8. The Contract of Lease shall be notarized.	None	None	<i>Notary Public</i>
9. Submit contract of lease to market office	9. The office shall request for original copy of the Notarize Contract of Lease	None	2 minutes	<i>Admin Aide I</i> Public Market Office
Total		P500.00	27 minutes	



3. Renewal of Lease

Clients may renew their contract at the beginning of the year.

Office or Division:	Public Market Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Stall Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. <i>Mayors Permit - (1 original copy)</i>		Business Permit and Licensing Office		
2. <i>Previous Contract of Lease - (1 original copy)</i>		Public Market Office		
3. <i>Residence Certificate - (1 original copy)</i>				
4. 2 Valid ID's - (1 photocopy each)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Mayors Permit	1. Check the Mayors Permit if it is updated	None	5 minutes	<i>Permits Officer</i> Business Permit and Licensing Office
2. Present previous year's documents	2. Check previous year's documents	None	5 minutes	<i>Admin Aide I</i> Public Market Office
3. Sign contract of lease	3. Stall Owners	None	2 minutes	<i>Admin Aide I</i> Public Market Office
4. Notarize contact of lease	4. The Contract of Lease shall be notarized.	None	None	<i>Notary Public</i>
5. Submit contract of lease to market office	5. The office shall request for original copy of the Notarize Contract of Lease	None	2 minutes	<i>Admin Aide I</i> Public Market Office
Total		None	14 minutes	

4. Waive/Transfer of Stall Rights

Clients may Waive/Transfer Stall Right as provided by Tax Ordinance No. 2007-001 Section 2 par 16.

Office or Division:	Public Market Office
Classification:	Simple
Type of Transaction:	G2B - Government to Business
Who may avail:	Stall Owners



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form - (1 original copy)		Public Market Office		
2. Notarize Affidavit of Waiver - (1 original copy)				
3. Residence Certificate - (1 original copy)				
4. 2 Valid ID's - (1 photocopy each)				
5. Birth Certificate - (1 photocopy)				
6. Barangay Clearance - (1 original copy)				
7. Police Clearance or NBI Clearance - (1 original copy)				
8. 2x2 colored ID pictures- (2 pieces)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Old tenant to present notarized affidavit	1. The office will ask for notarized affidavit stating the reason for transfer.	None	5 minutes	<i>Admin Aide I / Public Market Office</i>
2. Secure/fill-up application form	2. Accept application form from client	None	5 minutes	<i>Admin Aide I / Public Market Office</i>
3. Notarize application form	3. The application shall be Notarized	None	None	<i>Notary Public</i>
4. Present notarized application form and supporting documents for checking	4. The new client shall present application form and documents.	None	5 minutes	<i>Notary Public</i>
5. Pay to treasurer's office the application and transfer fee	5. Application and transfer fee shall be paid by the client at the City Treasurers Office	P3,500.00	5 minutes	<i>Cashier City Treasurers Office</i>
6. Submit all application documents to the market office	6. All documents shall be submitted with the application receipt issued by the City Treasurers Office.	None	3 minutes	<i>Admin Aide I Public Market Office</i>
7. Pay to treasurer's office advance rental and security deposit	7. The client shall make a security deposit equivalent to 2 months rental and 1-month advance rental which will be paid at City Treasurers Office	None	5 minutes	<i>Cashier City Treasurers Office</i>



8. Sign contract of lease	8. The Contract of Lease shall be signed by the client and the City Mayor	None	2 minutes	<i>Admin Aide I</i> Public Market Office
9. Notarize contract of lease	9. The Contract of Lease shall be notarized.	None		<i>Notary Public</i>
10. Submit contract of lease to market office	10. The office shall request for original copy of the Notarize Contract of Lease	None	2 minutes	<i>Admin Aide I</i> Public Market Office
Total		P3,500.00	32 minutes	

5. Surrender of Stall Rights

The client has the right to discontinue for whatever reason as provided by Tax Ordinance No. 2007-001 Section 2 par 20.

Office or Division:	Public Market Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Stall Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Notarize Affidavit - (1 original copy)				Public Market Office
2. Statement of Account - (1 original copy)				
3. Receipt of Payment - (1 original copy)				
4. Certification Fee Receipt - (1 original copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Tenant to present notarized affidavit stating reason for surrender stall	1. Accept notarized affidavit submitted by the tenant	None	5 minutes	<i>Admin Aide I</i> Public Market Office
2. Secure statement of account at treasurer's office	2. Review the statement of account if the tenant has unpaid dues or penalties.	None	5 minutes	<i>Admin Aide I</i> Public Market Office
3. Pay to treasurer's office any unpaid dues and penalties	3. Provide receipt if the tenant has unpaid due or penalties	None	None	<i>Cashier</i> City Treasurers Office
4. Pay certification fee at treasurer's office	4. Certification receipt provided by City Treasurers Office	P 50.00	5 minutes	<i>Cashier</i> City Treasurers Office



5. Submit all documents to the market office	5. Document are archive at the Public Market Office	None	5 minutes	<i>Admin Aide I</i> Public Market Office
6. Issue market certificate	6. Market Office will issue Certification that the Tenant is cleared	None	5 minutes	<i>Admin Aide I</i> Public Market Office
Total		P50.00	25 minutes	

6. Issuance of Market Certification

Clients may request for market certification to be used for their business.

Office or Division:	Public Market Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Stall Owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certification Fee Receipt - (1 original copy)		PUBLIC MARKET OFFICE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay certification fee at treasurer's office	1. certification fee must be paid at the City Treasurers Office	P 50.00	5 minutes	<i>Cashier / City Treasurers Office</i>
2. Submit receipt to market office	2. The office will ask for Certificate fee receipt for the issuance of the certification	None	3 minutes	<i>Admin Aide I</i> Public Market Office
3. Issue market certification	3. The office will issue market certificate to the client.	None	5 minutes	<i>Admin Aide I</i> Public Market Office
Total		P50.00	13 minutes	



Public Market Office

Internal Services



1. Processing Of Payrolls

For the processing of bi-monthly salary of Public Market Office employees

Office or Division:	Human Resources Management Office			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Daily Time Record (DTR) for bi-month - (1 original copy)		Public Market Office		
2. Tardiness/Undertime Form and Leave Form (if necessary)		Human Resources Management Office		
3. Trip Ticket (if there are Official Travels) - (1 original copy)		Administrators Office		
4. Office Order and Travel Order (if on out-of-town Official Travels) - (1 original copy)		Budget Office		
		Accounting Office		
		City Treasurers Office		
		Land Bank		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete and signed requirements after the releasing of Daily Time Record	1.Computation of payroll and preparation of payroll summary	None	1 day	Human Resources Management Office
	1.1 Receive complete requirements from employees	None	1 hour	Administrators Office
	1.2 Evaluate the submitted documents	None	5 minutes	Administrators Office
	1.3 Funding's	None	1 hour	Budget Office
	1.4 Auditing	None	1 day	Accounting Office
	1.5 Disbursement	None	2 hours	City Treasurers Office
	1.6 Forward to Landbank of the Philippines for processing and credited to bank account claimant	None	2 hours	Land Bank
Total		None	2 days 6 hours 5 minutes	



2. Petty Cash Fund

The Petty Cash Fund can be availed by Market employees and staff as cash advance for emergency purchase of supplies and materials, meals for meetings, transportation expenses incurred in attending official meetings, courier services

Office or Division:	General Services Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Market Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Purchase Request - (1 original copy)			Public Market Office	
2. Official Receipt under Public Market Office - (1 original copy)			General Services Division	
3. Photos of supplies/materials bought - (1 printed copy)			Budget Office	
4. Inspection and Acceptance Report - (1 original copy)			City Treasurers Office	
5. Petty Cash Voucher - (1 original copy)			Accounting Office	
6. Obligation Request - (1 original copy)			Administrators Office	
7. Summary List - (1 original copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Inspection and acceptance report Photo of Supplies and Official Receipt under Public Market Office at General Services Division	1. Validate/review submitted documents	None	5 minutes	General Services Division
	1.1 Signatory of Inspection Officer	None		General Services Division
2. Submit complete and signed requirements for Petty cash	2. Approval City Administrator	None	5 minutes	Administrators Office
	2.1 Check for Funding's	None		Budget Office
	2.2 Auditing	None		Accounting Office
	2.3 Signature of the City Treasurer	None		City Treasurers Office
	2.4 Approval of the City Administrator	None		Administrators Office
	2.5 Issuance of Cheque	None		City Treasurers Office
	Total	None	10 minutes	



3. Purchase Request

Procurement Request of Goods - Items, Supplies and Materials received by the Procurement Officer of Public Market from its Employee. All Procurement shall be done through competitive bidding.

Office or Division:	General Services Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Market Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Bills (Telephone, Water & Electric) - (1 original copy)		Public Market Office		
2. Voucher - (1 original copy)		Budget Office		
3. Obligation Request - (1 original copy)		General Services Division		
		Bids and Award Committee Office		
		Administrators Office		
		General Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Creation of Purchase Request	1. Prepare Purchase Request counter sign by the Office in-charge	None	5 minutes	Public Market Office
2. Submit Documents	2. Signed by the City Administrator	None	5 minutes	Administrators Office
	2.1 Check Funding and signature of the Budget Officer	None		Budget Office
	2.2 Check Attachments	None		Bids and Award Committee Office
	2.3 Open <i>Request for Quotation</i> for awarding	None		Bids and Award Committee Office
	2.4 Creation of Purchase Order	None		Bids and Award Committee Office
	2.5 Signature of the Mayor	None		Administrators Office
	2.6 Creation of Notice of Awarding and Notice to Proceed	None		Bids and Award Committee Office
	2.7 Inspection and creation of Purchase Request Voucher for payment	None		General Services Division
Total		None	10 minutes	



4. Disbursement

Settlement of government payables/obligations.

Office or Division:	General Services Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All Market Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Purchase Request Form - (1 original copy)		Public Market Office		
2. Route Slip - (1 original copy)		Budget Office		
3. Project Procurement Management Plan - (1 original copy)		General Services Division		
4. Undertaking - (1 original copy)		Bids And Award Committee Office		
5. Request for Quotation (RFQ) - (1 original copy)		Administrators Office		
6. Notice of Award - (1 original copy)		General Services Division		
7. Notice to Proceed - (1 original copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Creation of Purchase Request	1. Prepare Purchase Request counter sign by the Office in-charge	None	5 minutes	Public Market Office
2. Submit Documents	2. Signed by the City Administrator	None		Administrators Office
	2.1 Check Funding and signature of the Budget Officer	None		Budget Office
	2.2 Check Attachments	None		Bids And Award Committee Office
	2.3 Open Request Form Quotation for awarding	None		Bids And Award Committee Office
	2.4 Creation of Purchase Order	None		City Treasurers Office
	2.5 Signature of the Mayor	None		Administrators Office
	2.6 Creation of Notice of Awarding and Notice to Proceed	None		Bids And Award Committee Office
	2.7 Inspection and creation of Purchase Request Voucher for payment	None		General Services Division
Total		None	5 minutes	



Sangguniang Panlungsod

External Services



1. Formulate, Enact and Adopt Ordinances, Resolutions and Other Legislative Documents

The Sangguniang Panlungsod endeavors to formulate and pass legislative measures responsive to the request and need of the people and supportive of the local and national development thrusts.

Office Or Division:	Sangguniang Panlungsod Legislative Staff Assistance Division			
Classification:	Complex			
Type Of Transaction:	G2C - Government to Transacting Public; G2G - Government to Government			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any of the following: <ul style="list-style-type: none"> a. Letter Request or Indorsement (with complete supporting documents) from client – 1 copy (original) b. Barangay Ordinances – 1 copy (original) c. Application for Motorized Tricycle Operators Permit (MTOPs) with complete attachments – 3 sets (1 original and 2 xerox copies) 		<ul style="list-style-type: none"> a. From requesting client b. From concerned barangay c. From Business Permits, Licensing & Franchising Office (BPLFO) 		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter request or Indorsement (with complete supporting documents), or Barangay Ordinances, or application for issuance of MTOPs (w/ complete attachments) to SP	1. Receives and records the request, then forward to SP Secretary	None	5 minutes	<i>Receiving Clerk</i> Sangguniang Panlungsod



	1.1 Evaluate and refer the request to appropriate SP Committee	None	10 minutes	<i>SP Secretary City Vice Mayor Sangguniang Panlungsod</i>
	1.2 Processing of the request: a. For request for resolution b. For request for ordinance 1.2.1 Inclusion in Reference of Business in the SP Session and referral to appropriate SP Committee 1.2.2 Preparation of draft of requested measures 1.2.3 Calendaring, enactment/ adoption of measures		8 working Days 15 working days	<i>SP Secretary Sangguniang Panlungsod Paralegals/Secretaries of SP Members LLSO V Sangguniang Panlungsod SP Secretary, City Vice Mayor & SP Members Sangguniang Panlungsod</i>
	1.2.4 Furnish the Client with a copy of the approved ordinance of resolution in the registered address 1.3 For MTOPs, all approved applications and corresponding	None	1 day	<i>Admin. Aide I Sangguniang Panlungsod</i>



	resolutions will be forwarded to BPLFO; Releasing thereof will be done by BPLFO			
TOTAL		None	24 days & 15 minutes	

2. Issue Enacted Ordinances, Adopted Resolutions and Certifications and Other Forms of Legislative Documents

All copies of ordinances and resolutions enacted and adopted by the Sangguniang Panlungsod can be accessed upon by the general public via Electronic Information System of LGU- Ormoc. However, in cases that hard copies of ordinances and resolutions are needed by any interested party, the Sangguniang Panlungsod will issue such provided that it is in accordance with existing laws and the necessary applicable fees are being paid.

Office Or Division:	Sangguniang Panlungsod Records Section			
Classification:	Simple			
Type Of Transaction:	G2C - Government to Transacting Public; G2G - Government to Government			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request – 1 copy (original)		From requesting client or any concerned office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter Request	1. Receives and records the request, then forward the same to LLSO V	None	3 minutes	<i>Receiving Clerk (Admin. Aide IV)</i> Sangguniang Panlungsod
	1.1 Evaluates the request : 1.1.1 If found to be subject for payment request will be forwarded to Records Clerk for		2 minutes	<i>LLSO V</i> Sangguniang Panlungsod <i>Records Clerk (Admin. Aide I)</i>



	<p>Issuance to Client of an Order of Payment:</p> <p>a. For Certifications</p> <p>b. For Printing</p> <p>c. For Photocopying - long size</p> <p>d. For Photocopying - short size</p> <p>1.1.2 If not subject for payment request will be forwarded to Records Clerk for immediate printing or e-mailing of requested ordinance or resolution</p>	<p>P50.00/page for 1st copy P10.00/page for succeeding copies</p> <p>P10.00/page</p> <p>P5.00/page</p> <p>P3.00/page</p>	<p>2 minutes</p> <p>10 minutes</p>	<p>Sangguniang Panlungsod</p> <p><i>Records Clerk (Admin. Aide I)</i> Sangguniang Panlungsod</p>
2. Brings the Order of Payment to CTO, pay the corresponding fees, and present to SP Records Clerk the receipt of payment	2. Records the receipt of payment and prints the requested ordinance or resolution	None	10 minutes	<i>Records Clerk (Admin. Aide I)</i> Sangguniang Panlungsod
	2.1 Certify the documents if required	P50.00 1 st copy P10.00 succeeding copies	3 minutes	<i>SP Secretary</i> Sangguniang Panlungsod



3. Acknowledge receipt by affixing signature in logbook	3. Release documents to client	None	2 minutes	Records Clerk (Admin. Aide I) Sangguniang Panlungsod
TOTAL For Certifications: 1st copy Succeeding copies		P50.00 P10.00 x No. of Pages	22 minutes	
b. For Printing		P10.00 x No. of Pages		
c. For Photocopying - long size - short size		P5.00 x No. of Pages P3.00 x No. of Pages		

3. Issue verbatim minutes of sessions, committee Meetings, Public Hearings & Hearings of Administrative Cases

For transparency, the Sangguniang Panlungsod upon the request of any interested party, shall issue approved minutes of conducted meetings, public hearings, sessions, and administrative hearings in accordance with its Internal Rules of Procedure and other existing Sanggunian laws and the Freedom of Information Ordinance of Ormoc City.

Office or Division:	Sangguniang Panlungsod Board Secretary Division			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government; G2C – Government to Transacting Public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request (1 copy – original)			From requesting client or any concerned office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Submits letter request</p>	<p>1. Receives and records the request, then forward to LLSO V</p> <p>1.1 Evaluates the request</p>	<p>None</p> <p>None</p>	<p>3minutes</p> <p>2 minutes</p>	<p><i>Receiving Clerk (Admin. Aide IV)</i> Sangguniang Panlungsod</p> <p><i>LLSO V</i> Sangguniang Panlungsod</p>
	<p>1.1.1 For request subject for payment, forward to Records Clerk for issuance of an order of Payment:</p> <p>a. Photocopy with certification</p> <p>b. Photocopy without certification</p> <p>1.1.2 If not subject for payment request will be forwarded to Stenographic Reporter III for immediate printing or e-mailing of requested minutes</p>	<p>P50.00/page</p> <p>P5.00/page</p>	<p>2 minutes</p> <p>10 minutes</p>	<p><i>Records Clerk (Admin. Aide I)</i> Sangguniang Panlungsod</p> <p><i>Stenographic Reporter III</i> Sangguniang Panlungsod</p>
<p>2. Brings the Order of Payment to CTO, pay the corresponding fees, and present to SP Records Clerk the receipt of payment</p>	<p>2.1 Records the receipt of payment then forward the same to Stenographic Reporter III for immediate printing or e-mailing of requested minutes</p>	<p>None</p>	<p>10 minutes</p>	<p><i>Records Clerk (Admin. Aide I)</i> Sangguniang Panlungsod</p> <p><i>Stenographic Reporter III</i> Sangguniang Panlungsod</p>



	2.2 Certify the documents if required	P50.00/page	3 minutes	SP Secretary Sangguniang Panlungsod
3. Acknowledge receipt by affixing signature in logbook	3. Release documents to client	None	2 minutes	Stenographic Reporter III Sangguniang Panlungsod
TOTAL Certification Photocopy		P50.00 x No. of Pages P5.00 x No. of Pages	22 minutes	

4. Hear And Decide Administrative Cases Against Erring Barangay Officials.

The Sangguniang Panlungsod, under Chapter 4, Section 61(c) of RA 7160 otherwise known as “The Local Government Code of 1991”, is empowered to discipline, suspend or remove from office any erring barangay official. The decision of the Sangguniang Panlungsod is deemed final and executory.

Office or Division:	Sangguniang Panlungsod			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government; G2C - Government to Transacting Public			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Verified and under oath complaint (1 original copy)			From requesting client or any concerned office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits verified under oath complaint	1. Receives and records the complaint, then forward to SP Secretary	None	5 minutes	Receiving Clerk Sangguniang Panlungsod
	1.1 Forward to Vice Mayor's Office for information and	None	5 minutes	SP Secretary Sangguniang Panlungsod



	referral to SP Committee on Good Government			
	1.2 SP Secretary facilitates referral of complaint to SP Committee on Good Government	None	10 minutes	SP Secretary Sangguniang Panlungsod
2. Submits position papers and other documents required and attend scheduled hearings	2. Process the complaint, conduct investigation, issue orders for submission of position papers, affidavits and the like, and schedule the conduct of hearings	None	7 working days + 90 working days	SP Committee on Good Government & all SP Members Sangguniang Panlungsod
	2.1 Rendering of Decision and adoption of necessary resolution	None	30 working days	Vice Mayor SP Members Sangguniang Panlungsod
	2.2 Deliver/Furnish the Client with copy of the resolution embodying the decision	None	30 minutes	Administrative Aide Sangguniang Panlungsod
TOTAL		None	127 working days & 50 mins.	



Sangguniang Panlungsod

Internal Services



1. Take all minutes of Sessions, Caucuses, Committee Meetings, Public Hearings & Hearings of Administrative Cases

The taking and keeping of minutes of all forms of legislative meetings is an essential task of the Sanggunian personnel. Minutes of Sanggunian meetings form part of the important records of the Sangguniang Panlungsod.

Office or Division:	Sangguniang Panlungsod Board Secretary Division			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Sangguniang Panlungsod Members			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notices of meetings – 2 copies (original)		From SP Secretary of Sangguniang Panlungsod		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepare notices of meetings/hearings	None	1 hr.	SP Members' Secretaries
	2. Review and sign all notices of meetings/hearings	None	15 minutes	SP Secretary Sangguniang Panlungsod
	3. Distribute all notices of meetings/hearings to concerned parties	None	1 day	SP Members' Secretaries
	4. Assign stenographers to take minutes of scheduled meetings/hearings	None	1 minute	SP Secretary Sangguniang Panlungsod
	5. Take minutes of meetings/hearings, prepare the transcription, and submit for proof reading	None	3 working days/set of minutes	Stenographic Reporters Sangguniang Panlungsod
	6. Proofread all minutes taken by stenographers	None	4 hrs./set of minutes	Board Secretary IV LLSO II Sangguniang Panlungsod
	7. Finalize, process for approval, and safe keep all minutes	None	3 hrs./set of minutes	Stenographic Reporters Sangguniang Panlungsod
TOTAL		None	4 days, 8 hrs. & 16 mins.	



2. Prepare Payrolls, Vouchers, Requisition Issue Slips, Purchase Requests, and LGU Standard Reports

All administrative tasks and services necessary for the efficient and effective operations of the Sangguniang Panlungsod need to be performed well in accordance with agency standards.

Office or Division:	Sangguniang Panlungsod Administrative Staff			
Classification:	Complex			
Type of Transaction:	G2G - Government to Government			
Who may avail:	Sangguniang Panlungsod Members			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
DTRs, all LGU standard forms (2 copies – 1 original & 1 photocopy)			From Human Resource Management	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Prepare all supporting documents of salary payrolls; payrolls for monetization and all supporting documents	None	1 hr.	<i>Admin. Officer V Admin Assistant II Sangguniang Panlungsod</i>
	2. Prepare all Vouchers, Purchase Requests, Requisition Issue Slips and other documents to facilitate delivery of supplies and services for the efficient and effective operation of the Sangguniang Panlungsod	None	30 minutes	<i>Admin. Officer V Admin Assistant II Admin. Aide I Sangguniang Panlungsod</i>
	3. Prepare all required reports and submit to concerned offices	None	3 working days	<i>Stenographic Reporters Admin. Assistant II Admin. Aide I LLSO V SP Secretary Sangguniang Panlungsod</i>
TOTAL		None	3 days, 1 hr. & 30 mins.	



Traffic Enforcement and Management Office

External Services



1. Issuance of Citation Tickets

Citation tickets issued by traffic enforcers to violators of the traffic code

Office Or Division:	Traffic Enforcement and Management Office			
Classification:	Simple			
Type Of Transaction:	G2C-Government to Citizen			
Who May Avail:	To all violators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Citation Ticket (1 Original)		Traffic Enforcement and Management Office		
Carbonized Citation Ticket Color Pink (1 Copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None	1. Enforcers must indorse the citation tickets within twenty-four (24) Hours from the date and time of apprehension and submit the used citation ticket to the TEAM Apprehension Custodian	None	10 Minutes	<i>Traffic Operation Officer IV- Traffic and Management Office</i>
2. None	2. Encode the Citation and give the Miscellaneous assessment number to the client.	None	5 Minutes	<i>Traffic Operation Officer IV- Traffic and Management Office</i>
3. Traffic violators shall present the citation ticket and pay for the corresponding violation at City Treasurer's Office	3. City Treasurer's Office shall receive the payment for the issued citation tickets from the violator	All fees and charges for shall apply in accordance with City	10 Minutes	<i>Personnel In-charge- City Treasurer Office</i>



		Ordinance No. 2003-103-A		
	3.1 City Treasurer's Office shall indorse the paid citation tickets back to City Transport and Traffic Management Office	All fees and charges for shall apply in accordance with City Ordinance No. 2003-103-A	5 Minutes	Traffic Operation Officer IV Traffic and Management Office
TOTAL:		See table below	30 Minutes	

**ANNEX 1
LIST OF VIOLATIONS**

1. Accessories, Headlight/Breaklight/Signal Light/Plate Light/Interior Light/Side Mirror	PhP 300.00
2. Allow Another To Use Driving License	Php 300.00
3. Allowing Passenger On Running Board	Php 300.00
4. Allowing Passenger On Top Of Motor Vehicle	Php 300.00
5. Allowing Unlicense Driver To Drive	Php 300.00
6. Alterarion Or Installation Of Road Signs	Php 2,000.00
7. Anti-Distracted Driving	Php 2,000.00
8. Arrogance or Discourtesy	Php 300.00
9. Breach of Franchise	Php 300.00
10. Colorum Tricycle	Php 2,000.00
11. Colorum/Unfranchised Operation	Php 300.00
12. CR/OR Not Carried	Php 50.00
13. Disregarding Traffic Officer	Php 300.00
14. Disregarding Traffic Sign (City streets) (No Parking), (No Left Turn), (No Entry)	Php 500.00



15. Disregarding Traffic Sign (Pedestrian Lane Public Market/Real St. / Aviles St.	Php 300.00
16. Disregarding Traffic Sign (Pedestrian Lane City Streets)	Php 500.00
17. Disregarding Traffic Sign (Public Market/Real St. Aviles St.) (No Parking)	Php 300.00
18. Drinking in Public	Php 1,000.00
19. Driver Under Influence of Drugs	Php 2,000.00
20. Driving Against Traffic Flow	Php 2,000.00
21. Drunk Driver	Php 2,000.00
22. Failure to Dim Headlights	Php 300.00
23. Failure to Give Proper Signal	Php 300.00
24. Failure to Maintain the Vehicle Design Standards for Tricycles	Php 2,000.00
25. Refuse to Show DL	Php 300.00
26. Failure to give way overtaking mv	Php 300.00
27. Fake License/ID/Permit	Php 300.00
28. Helmet/Unstap/Not Wearing Helmet/Not Shield	Php 1,000.00
29. Hitching	Php 300.00
30. Illegal Overtaking	Php 300.00
31. Illegal Transfer of Plate/Sticker/Tag	Php 300.00
32. Unlicensed Driver	Php 300.00
33. Motor Vehicle Accessory	Php 500.00
34. No Capacity Markings	Php 300.00
35. No Drivers License	Php 300.00
36. No Early Warning Device	Php 300.00
37. No Faceshield or Improper Wearing of Faceshield	Php 1,000.00
38. No Helmet	Php 1,000.00
39. No Interior Light	Php 300.00
40. No Mask or Improper Wearing of Facemask	Php 1, 000.00
41. No Rear View/Mirror	Php 300.00
42. No Red Flag on Tail End	Php 300.00



43. No Spare Tire	Php 300.00
44. No Yielding to Emergency	Php 300.00
45. No/Defective Hand Brakes	Php 300.00
46. No/Defective Wind Shield/Wiper	Php 300.00
47. Not Carrying DL	Php 50.00
48. Not Issuing Fare Ticket	Php 300.00
49. Not wearing of Gloves	Php 300.00
50. Not Wearing of Seatbelts	Php 500.00
51. Obstruction	Php 300.00
52. Open Door	Php 300.00
53. Out of Line	Php 300.00
54. Over Speeding	Php 2,000.00
55. Overcharging/Undercharging	Php 300.00
56. Overloading (Excess Passenger for Hire)	Php 300.00
57. Overloading (Tricycle)	Php 500.00
58. Overtaking On Caution Sign	Php 300.00
59. Plates Different From Body Number	Php 300.00
60. Plates not attached	Php 300.00
61. Prohibited Against Use of Sidewalk By Motor Vehicle	Php 2,000.00
62. Prohibited Parking 6 Meters Intersection, 4 Meters Fire Hydrant	Php 300.00
63. Prohibited Parking Sidewalk	Php 500.00
64. Prohibition Against Blocking The Yellow Box	Php 2,000.00
65. Prohibition Against Street Racing	Php 2,000.00
66. Reckless Driving	Php 300.00
67. Refusal to Convey Passengers	Php 300.00
68. Refusal to Render Public Service	Php 300.00
69. Smoke Belching	Php 300.00
70. Smoking in Public	Php 1,000.00
71. Social Distancing	Php 1,000.00
72. Student Driver Unaccompanied By License Driver	Php 100.00



73. Trip Cutting	Php 300.00
74. Truck Ban	Php 3,000.00
75. Unlicensed Conductor	Php 300.00
76. Unregister Motor Vehicle	Php 300.00
77. Unsafe Cargo	Php 300.00
78. Unsigned Driver's License	Php 300.00
79. Violation of Curfew Hours	Php 1,000.00
80. Wearing Slippers	Php 100.00

2. Releasing of Impounded Motor Vehicle Unit

Releasing of Motor Vehicle Units that are impounded by the office

Office Or Division:	Traffic Enforcement and Management Office			
Classification:	Simple			
Type Of Transaction:	G2C-Government to Citizen			
Who May Avail:	Owner of Vehicles or Drivers of the Vehicle			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt and Certificate of Registration of the Motor Vehicle Unit (1 original copy)		Land Transportation Office		
Valid ID of Driver (1 original copy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present OR/CR of the MV Unit and valid ID of Driver or Owner	1. Verify documents 1.1 Releasing of motor vehicle	None	20 Minutes	<i>Traffic Operation Officer IV- Traffic and Management Office</i>
TOTAL		None	20 Minutes	



3. Releasing of Impounded Tricycle

Releasing of tricycle that are impounded by the office

Office Or Division:	Traffic Enforcement and Management Office			
Classification:	Simple			
Type Of Transaction:	G2C-Government to Citizen			
Who May Avail:	To all violators			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
(OR)Original of Receipt / (CR) Certificate of Registration (1 photocopy)		Traffic Enforcement and Management Office		
Mayors Permit (1 Original Copy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Certificate of Registration issued by the BPLO - Traffic Group and Proof of Payment from the City Treasurer's Office	1. Issue Payment Order by the BPLO -In Charge, to be paid at the City Treasurer's Office		20 Minutes	<i>Traffic Operation Officer IV- Traffic and Management Office</i>
2. Present Proof of Payment from the Traffic Office with photocopies of Certificate of Registration and Receipt and submit a copy to the Traffic Personnel In Charge	2. Evaluate and check the documents. If found satisfactory, release the tricycle.			<i>Traffic Operation Officer IV- Traffic and Management Office</i>
TOTAL		None	20 minutes	



4. Request for Pedestrian Lane, Road Marking or any Road Signage

A service provided to requesting client or agencies for painting of pedestrian lanes or any road marking using thermoplastic paint.

Office Or Division:	Traffic Enforcement and Management Office			
Classification:	Simple			
Type Of Transaction:	G2C-Government to Citizen			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request or Indorsement (1 original copy, 1 photocopy)			Traffic Enforcement and Management Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal letter-request to CTTMO Officer In-Charge	1.1 Assess the request	None	10 Minutes	<i>Traffic Operation Officer IV- Traffic and Management Office</i>
	1.2 Check the availability of the materials (If the requesting party will shoulder the materials)	None	30 Minutes	<i>Chief Construction and Maintenance Engineer V- City Engineering Office</i>
	1.3 Inspect the area where pedestrian lane or road markings will be installed and also the road signage.	None	30 Minutes	<i>Chief Construction and Maintenance Engineer V- City Engineering Office</i>
	1.4 Approval or Disapproval of Request (Depending if the said request is prioritized or not)	None	1 Day	<i>Chief Construction and Maintenance Engineer V- City Engineering Office</i>
	1.6 Application of the road markings in the area/s	None	3 Days	<i>Chief Construction and Maintenance Engineer V- City Engineering Office</i>
TOTAL		None	4Days and 1hour 10 mins	



5. Request for Traffic Assistance

A service provided by traffic enforcers to assist in the traffic flow during events or activities

Office Or Division:	Traffic Enforcement and Management Office			
Classification:	Simple			
Type Of Transaction:	G2C-Government to Citizen			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Special Mayor's Permit (1 original copy)		Business Permit and Licensing Office		
Letter request (1 original copy and 3 photocopy)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a formal letter-request to the City Mayor's Office Staff. Requirements will depend on what activity is requested for assistance.	1.1 Assess the request (Motorcade, Fun Run, Parade, and Rally will require Special Mayor's Permit)	None	10 Minutes	<i>Receiving Officer-City Mayor's Office</i>
	1.2 Indorse to the Traffic Enforcement and Management Office.	None	10 Minutes	<i>Traffic Operation Officer IV-Traffic and Management Office</i>
	1.3 Proceed to the BPLO for approval of the Mayor's Permit.	None	20 Minutes	<i>Receiving Officer-Business Permits and Licensing Office</i>
	1.4 Submit the approved Mayor's Permit to the Traffic Office.	None	5 Minutes	<i>Traffic Operation Officer IV-Traffic and Management Office</i>
TOTAL		None	45 minutes	



6. Public Assistance Counter

A service provided by the Traffic Personnel In-charge.

Office Or Division:	Traffic Enforcement and Management Office			
Classification:	Simple			
Type Of Transaction:	G2C-Government to Citizen			
Who May Avail:	Riding Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Traffic Enforcement and Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach public assistance counter	1. Assist or instruct client regarding concern/ problem and question	None	30 Minutes	<i>Traffic Operation Officer IV</i> Traffic and Management Office
2. Proceed according to instruction given	2. Accommodate other clients	None	10 Minutes	<i>Traffic Operation Officer IV)</i> Traffic and Management Office
TOTAL		None	40 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback?

Answer the client feedback form and drop it at the designated drop box located at the

1. Front desk at each designated entrance,
2. The Public Assistance Counter located at the first floor of the New Ormoc City Hall and
3. Sangguniang Panlungsod or
4. At the Suggestion Box of concerned department/office.

Contact Information: For inquiries and follow-up. Clients may contact the following telephone number and email address: HRMO-PR Personnel

- a. 560-8050/832-8888 local 1080
with subject: complaint mechanism
- b. HRMO-PR Personnel
- b.1 iguormoc.helpdesk@gmail.com

The representative of the Personnel Relations (PR) Section of the Human Resource Management Office (HRMO) opens the drop box weekly and compiles and records all feedback submitted.

There are four (4) color-coded forms:

- **Complaint Form (pink)** – Should contain the Name, Address, Contact Number, Date Filed, Signature, Name/Position/Office of Complainant and details of Complaint
- **Recommendations or Suggestion Form (green)** – Should contain the Name, Address, Contact Number, Date Filed, Signature and Recommendations/Suggestions
- **Request for Assistance Form (blue)** – Should contain the Name, Address, Contact Number, Date Filed, Signature and Specific Request/s
- **Commendation Form (yellow)** – Should contain the Name, Address, Contact Number, Date Filed, Signature, Name of Person or Office Commended and Reasons for Commendation

Any feedback requiring answer or action are forwarded to the concerned department/office and they are required to answer or take action within three (3) working days upon receipt of the complaint. Also, the concerned department/office provides the HRMO a copy of the said letter-reply to client & informs HRMO of the action taken.



What is the process for filing a complaint?

Answer the client complaint form (pink) and drop it at the designated drop box located at the

- A) Front desk at each designated entrance,
- B) The Public Assistance Counter located at the first floor of the New Ormoc City Hall and
- C) Sangguniang Panlungsod or
- D) At the Suggestion Box of concerned department/office.

Complaints can also be lodged through telephone calls, email, letter or forms with the following information: Name, Address, Contact Number, Date Filed, Signature, Name/Position/Office of Complainant and Details of Complaint.

How is the complaint processed?

1. Complaints lodged to LGU-HRM

The HRMO-PR personnel opens the drop box every Friday who sorts and evaluate the content.

Upon evaluation, the PR personnel thru a letter, indorses the forms to the concerned office for their explanation or action. Said office prepares a reply to the client or takes action and informs the HRMO of their intervention relative to said complaint and the results of it.

If client is not satisfied, HRMO-PR sets a meeting between the complainant and complaineo through Bilis Aksyon Partner (BAP). If settled, a Resolution is prepared signed by both parties and the BAP Partner or Facilitator.

2. Bilis Aksyon Partner (BAP)

BAP is the counterpart Action Officer of the Civil Service Commission under the Mamamayan Muna Program in every agency pursuant to CSC MC No. 3 S. 1994.

This component affords the transacting public an avenue to air their grievances against discourteous, arrogant, lazy, indifferent and unresponsive employees or those who cause the delay or blockage of action or requests. This shall be effected in the following manner:

1. The highest ranking Human Resource Management Officer shall be the Bilis Aksyon Partner in his agency. His duties include the following:
 - 1.1. Attend to grievances of discourtesy and other similar acts reported by a dissatisfied client transacting business in the office concerned.



- 1.2 Submit the corresponding report to the Civil Service Commission
 - 1.3 Monitor the implementation of “MAMAMAYAN MUNA, HINDI MAMAYA NA” campaign in his agency.
2. The Bilis Aksyon Partner shall observe the following procedures in acting on the grievance:
 - 2.1 Who may file a grievance – Any person who:
 - 2.1.1 Was subjected to any discourteous act by a government official or employee;
 - 2.1.2 Was not served promptly;
 - 2.1.3 Was not given clear instruction/s on the processes and was required to go from one table/unit to another in connection with his transaction; or
 - 2.1.4 Was subjected to any similar act
 - 2.2 Where grievance may be filed – A dissatisfied client may complain to any of the following:
 - 2.2.1 Bilis Aksyon Man in the agency;
 - 2.2.2 Civil Service Commission Regional Director or Field Officer, and
 - 2.2.3. Accredited non-governmental organization
3. Form of grievance – A grievance may be reported orally or in writing
 4. Proceedings, non-disciplinary – The proceedings under these rules are not disciplinary in nature and the primary objective is to resolve/settle the grievance quickly and expeditiously.
 5. Authority to act on grievance – The designated Bilis Aksyon Partner shall act on a grievance filed against an official or employee of his agency. If the grievance cannot be resolved after exhaustion of all possible means, he should immediately refer the same to the CSC Field Officer or the CSC Regional Director.
 6. Resolution/Settlement of Grievance by Amicable Means, if possible – Upon receipt of the grievance, the Bilis Aksyon Partner in the agency shall invite both parties and the witnesses, if any, to a meeting. They will both present their sides in connection with the grievance. In the meeting, the parties must appear in person without the assistance of counsel or representative. The Bilis Aksyon Partner shall explore all means to resolve the grievance amicably.



7. Reporting –

7.1 The Bilis Aksyon Partner shall submit his report to the head of agency. Copy furnished the Civil Service regional Director or Civil Service Field/Provincial Officer, as the case may be, after the meeting.

7.2 The report shall contain the names of the parties and their witnesses, if any, their positions, the nature, specification of the grievance, and action taken thereon. Attached is the reporting form.

8. The Civil Service Commission, based on the written report of the Bilis Aksyon Partner, shall officially inform the person being complained about of the action taken on the grievance. The action taken by the CSC on the grievance shall form part of his 201 file (Personal Records). The complainant and the Bilis Aksyon Man shall be furnished copies of the CSC action for their information and guidance.

9. Grievance through an accredited non-governmental organization, civic organization, professional association or other similar groups – A dissatisfied client may be assisted by any of these groups in filing a grievance in writing. The NGO or any similar organization shall immediately refer the grievance to the Bilis Aksyon Man and monitor developments until resolution of the same.

3. 8888 Citizen's Complaint Hotline

- Client lodges complaint thru 888 (call or text)
- 8888 Manila forwards complaint to Local Government Unit or HRMO through the 8888 Zimbra Account
- LGU 8888 HRMO Personnel (point person) evaluates complaint and indorses complaint to concerned office using the 8888 Routing Slip and Feedback Form
- Concerned office updates/informs HRMO of concrete action taken (action within 72 hours upon receipt of complaint) using the 8888 Feedback Form.
- Through email, LGU-HRMO apprises 8888 Hotline of the reply or concrete action taken, attaching the feedback form from the concerned office.



PROCEDURES FOR FILING COMPLAINTS

<u>Step by Step Procedure</u>	<u>Employee Responsible</u>	<u>Documents to be presented</u>	<u>Duration/Period</u>
1. Fill-up Complaint Form available at the Public Assistance Desk, Sangguniang Panlungsod or at the Suggestion Box of concerned department/office.	-	Complaint Form	5 minutes
2. Drop the complaint form at the designated drop box	-	Complaint Form	5 minutes
3. HRMO-PR Personnel opens the drop box every Friday and evaluates the content	Officer-In-Charge	Complaint Form	1 day
4. HRMO-PR Personnel thru a letter, indorses the form to the concerned office for their explanation or action	Officer-In-Charge	Indorsement Letter ; Complaint Form	1 day
5. Concerned Office prepares a reply to the client or takes action and informs the HRMO of their intervention relative to said complaint and the results of it	Bilis Aksyon Partner	Resolution of the Case	At most 3 days
6. If client is not satisfied, HRMP-PR Personnel sets a meeting between the complainant and complaine through BAP. If settled, resolution is prepared signed by both parties and the BAP Partner or Facilitator.	Bilis Aksyon Partner	Documents of the Complaint; Resolution of the Complaint	
7. The Bilis Aksyon shall submit his report to the head of agency. Copy furnished the Civil Service regional Director or Civil Service Field/Provincial Officer, as the case may be, after the meeting.	Bilis Aksyon Partner	Report	



Contact Information of CCB, PCC, ARTA

Contact information: For inquiries and follow-up. Clients may contact the following telephone number and email address: HRMO-PR Personnel @ 560-8050/832-8888 local 1080, lguormoc.helpdesk@gmail.com

Ormoc City Hall	560-8050/832-8888 local 1080 lguormoc.helpdesk@gmail.com
Bilis Aksyon Partner (c/o HRMO)	local 1083
Presidential Complaint Center	8888
Contact Center ng Bayan	Text: 0908-8016565 Call: 1-6565 www.contactcenterngbayan.gov.ph
Ant-Red Tape Authority (ARTA)	complaints@arta.gov.ph



LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Business Permits and Licensing Office	G/F, New Ormoc City Hall, Aunubin Street, Brgy. Cogon, Ormoc City 6541 Leyte	Contact No.: 0998-975-9265 Local No.: 1070 -1074 Email: guormoc.bplo@gmail.com
City Agriculture's Office	Agri-Tech Center, Brgy. San Pablo, Ormoc City	Email: cityagricultureoffice.ormoc@gmail.com
City Budget Office	2 ^F New Ormoc City Hall, Brgy. Cogon Combado, Ormoc City	Contact No.: Local No.: 1050/1051/1052 Email: citybudgetoffice.ormoc@gmail.com
City General Services Office	Aunubing Street , Combado , Brgy. Cogon Ormoc City , Leyte	ORTELCO – 255-4236 Local No.:1164 Email: ormoccgso@gmail.com
City Planning and Development Office	2F, City Hall Building, Aunubing St., Barangay Cogon Ormoc City, Leyte, Philippines, 6541	Contact No. :(053) 560-8125, 560-8080, 560-8140 Local No.: 1060 Email: planningormoc@gmail.com
City Treasurer's Office	Ground Floor, New Ormoc City Hall, Brgy. Cogon, Ormoc City	Contact No.: 09175173178 Local No.:1190 Email: cto.ormoc@gmail.com
City Veterinary Office	Brgy. Alegria, Ormoc, City Leyte	(053) 255 -3101 cityvetlquormoc@gmail.com
Civil Security Unit	4 th floor, New Ormoc City Hall, Brgy. Cogon, Ormoc City	Local: 1015 Email: csulquormoc@gmail.com
Environmental and Natural Resources Office	Aunubing St. Brgy Cogon, Ormoc City, Leyte 6541, Philippines	Contact No.:560-8055 Local No.:1151,1152,1171 Email: enrdormoc@yahoo.com
Human Resource Management Office (HRMO)	2 nd Floor, , New Ormoc City Hall, Brgy. Cogon, Ormoc City	Local 1080, 1081, 1082, 1083 hrrmlquormoc@gmail.com



Information Technology Division	2 nd Floor Ormoc City Hall	Contact No.: 0933-3135701 Local No.: 1111 Email: lquormoc.it@gmail.com
Integrated Population Gender and Development Office	Combando Street, Brgy. Cogon, Ormoc City	Contact No.: 09260579389/0933585463 Local No.: 1231 Email: ipgdoormoc@gmail.com
Internal Audit Services Office	Ground floor, Ormoc City Superdome, Arradaza Street, Ormoc City	Contact No.: 09338696134 Local No.: None Email: iasormoc@gmail.com
Office of the Building Official	G/F New Ormoc City Hall Aunubing St., Brgy. Cogon, Ormoc City	Ortelco (053) 255- 7395, 2521, 2470, 9052, 7883 Pldt/Globe (053)832-8888 <i>local</i> 1066 (SMS) 09227827349 0977-713-7441 Email: lquormoc.obo@gmail.com
Office of the City Accountant	2 nd Floor New Ormoc City Hall Bldg., Aunubing St., Brgy. Cogon, Ormoc City, Leyte	ORTELCO (053) 255-7395,2521,7883,9052,3242,2470 PLDT (053) 832-8888 City Accountant: Local 1090 Accountant III/IV: Local 1091/1092 Receiving/Releasing: Local 1094 Indexing: Local 1096 JEV section: Local 1091/1099 Email: ocalquormoc.gov16@gmail.com
Office of the City Administrator	2 nd floor, Ormoc City Hall, Aunubing St., Barangay Cogon, Ormoc City, Leyte	Contact No.: 255-7995 Local No.: 1121/1124 Email: cityad.ormoccity@gmail.com ctad.ormoc@gmail.com
Office of the City Assessor	Ground Floor, New Ormoc City Hall, Brgy. Cogon, Ormoc City	Contact No.: 560-8045 Local 1130,1132,1133 cityassessorsormoc@gmail.com



Office of the City Civil Registrar	Anubing St., Barangay Cogon, Ormoc City, Leyte	Contact Info: 09676340925 citycivilregistrarormoc@gmail.com
Ormoc City Sports Office	2nd Flr. Bldg. Sports Office Annex Building, Aunubing St., Cogon, Ormoc City.	Contact No.: 09202602059 Local No.:09202602059 Email: iguormocsports@gmail.com
Ormoc City Slaughterhouse	Brgy. Macabug, Ormoc City, Leyte	Contact No.: 09178144884 ormocslaughterhouse@gmail.com
Ormoc City Superdome	Ormoc City Superdome	Contact No.: 255-3301 Local No.: 1045
Ormoc City Youth Development Office	3rd Flr. New Ormoc City Hall, Aunubing St. Brgy. Cogon, Ormoc City	Contact No.: 0923 594 1022 Local No.: 1230 Email: ocydo2017@gmail.com
Ormoc Technical Education and Skills Development Center	Aunubing St., Brgy. Cogon, Ormoc City, Leyte	Contact No: 053 255 7632 / 09491513556 Email: otesdc@gmail.com
Ormoc Waterworks Division (ORWASA)	F. Ablen St., Brgy. Cogon, Ormoc City	Contact No: 255 – 2372 / 255 – 7538 / 0933-459-1634 / Email: ormocwaterworks@yahoo.com
Public Employment Services Office (PESO)	Ground Floor, New Ormoc City Hall Bldg., Brgy. Cogon, Ormoc City, Leyte	Contact No.: 560-8045 Local No.:1213 Email: pesoormoc@yahoo.com
Public Market Office	Laneti St., Ormoc City, Leyte	Contact No. :(053) 561-6390 Email: pmolguormoc@gmail.com
SangguniangPanlungsod	Aunubing St. Cogon, Ormoc City	Local: 1252, 1251 Email: spormoc@gmail.com
Traffic Enforcement and Management Office	New City Hall, Aunubing St. Brgy. Cogon, Ormoc City Leyte	Contact No.: 09518314512 Local No.: 1247 Email: teamoffice21@yahoo.com team.ormoc@gmail.com



ANNEX A

FEEDBACK FORMS

COMPLAINT FORM	City Government of Ormoc Ormoc City, Leyte, Region VIII Website: ormoc.gov.ph	
CITIZEN'S FEEDBACK FORM We intend to serve you better. Please tell us how we have served you. <i>Layunin po naming mabigyan kayo ng maayos na serbisyo, sabihin po ninyo sa amin kung paano pa namin kayo mapaglilingkuran ng lubos.</i>		
Name of Complainant: _____ Address: _____ Contact No.: _____		Date Filed: _____
Name of Complainee: _____ Position: _____ Office/Department: _____ Date of Incident: _____		
Facts or Details about the Incident: <i>(Kaganapan o detalye tungkol sa pangyayari)</i>		
Signature: _____		REKLAMO

RECOMMENDATION FORM	City Government of Ormoc Ormoc City, Leyte, Region VIII Website: ormoc.gov.ph	
CITIZEN'S FEEDBACK FORM We intend to serve you better. Please tell us how we have served you. <i>Layunin po naming mabigyan kayo ng maayos na serbisyo, sabihin po ninyo sa amin kung paano pa namin kayo mapaglilingkuran ng lubos.</i>		
Name: _____ Address: _____ Contact No.: _____		Date Filed: _____
Recommendations/Suggestions:		
Signature: _____		MUNGKAHI



REQUEST FOR ASSISTANCE

City Government of Ormoc
Ormoc City, Leyte, Region VIII
Website: ormoc.gov.ph



CITIZEN'S FEEDBACK FORM

We intend to serve you better. Please tell us how we have served you.

Layunin po naming mabigyan kayo ng maayos na serbisyo, sabihin po ninyo sa amin kung paano pa namin kayo mapaglilingkuran ng lubos.

Name: _____ Date Filed: _____
 Address: _____
 Contact No.: _____

Specific Request/s:

Signature: _____ **PAGHINGI NG TULONG**

COMMENDATION FORM

City Government of Ormoc
Ormoc City, Leyte, Region VIII
Website: ormoc.gov.ph



CITIZEN'S FEEDBACK FORM

We intend to serve you better. Please tell us how we have served you.

Layunin po naming mabigyan kayo ng maayos na serbisyo, sabihin po ninyo sa amin kung paano pa namin kayo mapaglilingkuran ng lubos.

Name: _____ Date Filed: _____
 Address: _____
 Contact No.: _____

Name of Person Commended: _____
 Position: _____
 Office/Department: _____
 Date of Incident: _____

Reason for Commendation:

Signature: _____ **PAPURI**



GRIEVANCE REPORT	
Name of Employee Complained About	Name of Person Filing Grievance
Position	Occupation
Office/Agency	Address
Witnesses, if any:	Witnesses, if any:
Nature of Grievance	
Date Filed	
Name of Referring NGO, if applicable:	
Statement of facts:	
During the meeting held on _____, 1994, the parties agreed to settle their differences amicably as follows:	
Recommendation	