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## **Republic Act No.9485**

### **AN ACT TO IMPROVE EFFICIENCY IN THE DELIVERY OF GOVERNMENT SERVICE TO THE PUBLIC BY REDUCING BUREAUCRATIC RED TAPE, PREVENTING GRAFT AND CORRUPTION, AND PROVIDING PENALTIES THEREFORE**

*Be it enacted by the Senate and the House of Representative of the Philippines in Congress assembled:*

**SECTION 1 Short Title.**-This Act shall be known as the “**Anti-Red Tape Act of 2007**”.

**SEC. 2 Declaration of Policy-** it is hereby declared the policy of the State to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices aimed at the prevention of graft and corruption in government. Towards, this end, the State shall maintain honesty and responsibility among its public officials and employees, and shall take appropriate measures to promote transparency in each agency with regard to the manner of transacting with the public, which shall encompass a program for the adoption of simplified procedures that will reduce red tape and expedite transactions in government.

**SEC. 3 Coverage-** This act shall apply to all government offices and agencies including local government units and government owned or controlled corporations that provide frontline services as defined in this Act. Those performing judicial, quasi- judicial and legislative functions are excluded from the coverage of this Act.

**SEC. 4 Definition of Terms-**As used in this Act, The following terms are defined as follows:

(A)“Simple Transactions “refer to request or applications submitted by clients of a government office or agency which only require ministerial actions on the part of the public officer or employee, or that which present only inconsequential issues for the resolution by an officer or employee of said government office.

(c) "Frontline Service refers to the process or transaction between clients and government offices or agencies involving applications for any privilege, right, permit, reward, license, concession, or for any modification, renewal or extension of the enumerated applications and/or requests which are acted upon in the ordinary course of business of the agency or office concerned.

(d) Action "refers to the written approval or disapproval made by a government office or agency on the application or request submitted by a client of processing.

(e) "Officer or Employee" refers to a person employee in a government office or agency required to perform specific duties and responsibilities related to the application or request submitted by a client for processing.

(f) "Irrelevant requirement" refer to any document or performance of an act not directly material to the resolution of the issues raised in the request or needed in the application submitted by the client.

(g)"Fixer" refers to any individual whether or not officially involved in the operation of a government office or agency that has access to people working therein, and whether or not in collusion with them, facilitates speedy completion of pecuniary gain or ant other advantage or consideration.

**SEC. 5 *Re-engineering of Systems and Procedures***- All offices and agencies which provide frontline services are hereby mandated to regularly undertake time and motion studies, undergo evaluation and improvement of their transactions systems and procedures and re-engineer the same if deemed necessary to reduce bureaucratic red tape and processing time.

**SEC.6 *Citizen's Charter***- All government agencies including departments, bureaus, offices, Instrumentalities, or government –owned and/or controlled corporations, or local government or district units shall set up their respective service standards to be known as the Citizen's Charter in the form of information billboards which should be posted at the main entrance of offices or at the most conspicuous place, and in the form of published materials written either in English, Filipino, or i9n the local dialect, that detail:

- (a) The procedure to obtain a particular service;
- (b) The person's/s responsible for each step;
- (c) The maximum time to conclude the process;
- (d) The document/s to be presented by the customer, if necessary;
- (e) The amount of fees, if necessary: and
- (f) The procedure for filing complaints

**SEC.7 Accountability of the Heads of Offices and Agencies.** – The head the office or agency shall be primarily responsible for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service. All transactions and processes are deemed to have been made with the permission or clearance from the highest authority having jurisdiction over the government office or agency concerned.

**SEC.8 Accessing frontline Services.** – The following shall be adopted by all government offices and agencies;

(a) Acceptance or Application and Request -

(1) All officers or employees shall accept written applications, request, and/or documents being submitted by Client of the office or agencies.

(2) The responsible officer or employee shall acknowledge receipt of such application and/or request by writing or printing clearly thereon his/her name, unit where he/she is connected with, and the time and date of receipt.

(3) The receiving officer or employee shall perform a preliminary assessment of the request so as to promote a more expeditious action on request.so as to promote a more expeditious action request.

(b) Action of Offices –

(1) All applications and/or requests submitted shall be acted upon by the assigned officer or employee during the period state in the Citizen's Character which shall not be longer than five working days in the case of simple transactions and ten (10) working days in the case of complex transactions from the date the request or application was received.

Depending on the nature of the frontline services requested or the mandate of the office or agency under unusual circumstances, the maximum time prescribed above may be extended. For the extension due to nature of frontline services or the mandate of the office agency concerned the period for the delivery of frontline services shall be indicate in the Citizen's Character. The office or agency concerned shall notify the requesting party in writing of the reason for the extension and the final date of release for the extension and the final date of release of the frontline services/s requested.

(2)No application or request shall be returned to the client without appropriate action. In case an application or request is disapproved , the officer or employee who rendered the decision shall send a formal notice to the client within five working days from the receipt of the request and/or application, stating therein the reason for the disapproval including list of specific requirement/s which the client failed to submit.

(c) Denial of Request for Access to Government Service – Any denial of request for access to government service shall be fully explained in writing, stating the name of the person making the denial and the grounds upon which such denial is based. Any denial of request is deemed to have been made with the permission or clearance from the highest authority having jurisdiction over the government office or agency concerned.

(d) Limitation of Signatories- The number of signatories in any document shall be limited to a maximum of five signatures which shall represent officers directly supervising the office or agency concerned.

(e)Adoption of Working Schedules to Serve Clients- Heads of offices and agencies which render frontline services shall adopt appropriate working schedules to ensure that all clients who are within their premises prior to the end of official working hours are attended to and served even during lunch break and after regular working hours.

(f)Identification Card- All employees transacting with the public shall be provided with an official identification card which should be visibly worn during office hours.

(g)Establishment of Public Assistance/Complaints Desk- Each office or agency shall establish a public assistance/complaints desk in all their offices.



**SEC.9 Automatic Extension of Permits and Licenses-** If a government office or agency fails to act on an application and/or request for renewal of a license, permit or authority subject for renewal within the prescribed period, said permit, license or authority shall automatically be extended until a decision or resolution is rendered on the application for renewal: Provided, That the automatic extension shall not apply when the permit, license, or authority covers activities which pose danger to public health, public safety public morals, or to public policy including, but not limited to, natural resource extraction activities.

**SEC.10 Report Card Survey.** - All offices and agencies providing frontline services shall be subjected to a Report Card Survey to be initiated by the Civil Service Commission, in coordination with the Development Academy of the Philippines, which shall be used to obtain feedback on how provisions in the Citizen's Charter are being followed and how the agency is performing.

The Report Card Survey shall also be used to obtain information and/or estimates of hidden costs incurred by clients to access frontline services which may include, but is not limited to, bribes and payment to fixers.

A feedback mechanism shall be established in all agencies covered by this Act and the results thereof shall be incorporated in their annual report.

**SEC.11 Violations.** - After compliance with the substantive and procedural due process, the following shall constitute violations of this Act together with their corresponding penalties:

(a) Light offense –

- (1) Refusal to accept application and/or request within the prescribed period or any document being submitted by a client;
- (2) Failure to act on an application and/or request or failure to refer back to the client a request which cannot be acted upon due to lack of requirement/s within the prescribed period;
- (3) Failure to attend to clients who are within the premises of the office or agency concerned prior to the end of official hours and during lunch

- (4) Failure to render frontline services within the prescribed period on any application and/or request without due cause;
- (5) Failure to give the client a written notice on the disapproval of an application or request; and
- (6) Imposition of additional irrelevant requirements other than those listed in the first notice.

Penalties for light offense shall be as follows:

First Offense – Thirty (30) days suspension without pay and mandatory attendance in Values Orientation Program;

Second Offense – Three (3) months suspension without pay; and

Third Offense – Dismissal and perpetual disqualification from public service.

(b) Grave Offense – Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage

Penalty – Dismissal and perpetual disqualification from public service.

**SEC.12 *Criminal Liability for Fixers.*** – In addition to Sec. 11 (b), fixers, as defined in this Act, shall suffer the penalty of imprisonment not exceeding six years or a fine not less than Twenty Thousand Pesos (P20,000.00) but not more than Two Hundred Thousand Pesos (P200,000.00) or both fine and imprisonment at the discretion of the court.

**SEC.13 *Civil and Criminal Liability, Not Barred.*** – The finding of administrative liability under this Act shall not be a bar to the filing of criminal, civil or other relates charges under existing laws arising from the same act or omission as herein enumerated.

**SEC. 14 *Administrative Jurisdiction.*** – The administrative jurisdiction on any violation of the provisions of this Act shall be vested in either the Civil Service Commission (CSC), the Presidential Anti-Graft Commission (PAGC) or the office of the ombudsman as determined by appropriate laws and issuances.

**SEC. 15 Immunity; Discharge of Co-Respondent/Accused to be a Witness.** – Any public official or employee or any person having been charged with another under this Act and who voluntarily gives information pertaining to an investigation or who willingly testifies therefore, shall be exempt from prosecution in the case/s where his/her information and testimony are given. The discharge maybe granted and directed by the investigating body or court upon the application or petition of any of the respondent/accused-informant and before the termination of the investigation: *Provided, That;*

- (a) There is absolute necessity for the testimony of the respondent/accused-informant whose discharge is requested;
- (b) There is no other direct evidence available for the proper prosecution of the offense committed, except the testimony of said respondent/accused-informant;
- (c) The testimony of said respondent/accused-informant can be substantially corroborated in its material points;
- (d) The respondent/accused-informant has not been previously convicted of a crime involving moral turpitude; and
- (e) Said respondent/accused-informant does not appear to be the most guilty.

Evidence adduced in support of the discharge shall automatically form part of the records of the investigation. Should the investigating body or court deny the motion or request for discharge as a witness, his/her sworn statement shall be inadmissible as evidence.

**SEC. 16 Implementing Rules and Regulations** – The Civil Service Commission in coordination with the Development Academy of the Philippines (DAP), the Office of the Ombudsman and the Presidential Anti-Graft Commission (PAGC), shall promulgate the necessary rules and regulations within ninety (90) days from the affectivity of this Act.

**SEC. 17 Separability Clause** – If any provision of this Act shall be declared invalid or unconstitutional, such declaration shall not affect the validity of the remaining provisions of this Act.

**SEC. 18 Repealing Clause** – All provisions of laws, presidential decrees, letters of instruction and other presidential issuances which are incompatible or inconsistent with the provisions of this Act are hereby deemed amended or repealed.

**SEC. 19 Affectivity** – This Act shall take effect within fifteen (15) days following its publication in the Official Gazette or in two (2) national newspapers of general circulation.

Approved,

**JOSE DE VENECIA JR.**

Speaker of the House of Representatives

**MANNY VILLAR**

President of the Senate

This Act which is a consolidation of Senate Bill No. 2589 and House Bill No. 3776 was finally passed by the Senate and the House of Representatives on February 8, 2007 and February 20, 2007 respectively.

**ROBERTO P. NAZARENO**

Secretary General  
House of Representatives

**OSCAR G. YABE**

Secretary of Senate

**GLORIA MACAPAGAL-ARROYO**

*President of the Philippines*

# **CIVIL SERVICE COMMISSION**

## **MEMORANDUM CIRCULAR**

NO. 16, s. 2008

### **Implementation of the Anti-Red Tape Act of 2007**

The Office of the President issued in October 2008 Administrative Order No. 241 to expedite implementation of Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and its Implementing Rules and Regulations which the Civil Service Commission promulgated in July 2008.

To further speed up the enforcement of the said law and Implementing Rules and Regulations, the Office of the President has issued Administrative Order No.241- A on November 2008 to amend the following provisions of Administrative Order No. 241:

1. Section 1, 1<sup>st</sup> paragraph of Administrative Order No. 241

This section is hereby amended to read as follows:

**“Section 1. STREAMLINING AND POSTING OF PROCEDURES.** All departments, bureaus, offices and instrumentalities of the government, including government financial institutions and government-owned and controlled corporations, hereinafter referred to as “agencies”, shall streamline and post the procedures for twenty (20) most heavily utilized processes or services not later than **“December 31, 2008.”**

2. Section 2, 1<sup>st</sup> paragraph of Administrative Order No. 241

This section is hereby amended to read as follows:

**“Section 2. PUBLIC ASSISTANCE AND COMPLAINTS DESK AND HOTLINES.** All agencies shall establish in their respective offices a public assistance and complaints desk and provide the public hotline number/s which should be purposely set up to effectively receive feedback and monitor customer satisfaction in conformity with Rule VI of the IRR of RA 9485 **December 31, 2008.**”

Please be guided accordingly.

**RICARDO L. SALUDO**

Chairman

November 25, 2008

## **ADMINISTRATIVE ORDER NO.241-A**

### **AMENDING ADMINISTRATIVE ORDER NO.241, SERIES OF 2008**

**WHEREAS**, Administrative Order No. 241 dated 02 October 2008 was issued to expedite the implementation of Republic Act. No.9485, otherwise known as the "Anti Red Tape Act of 2007", and its implementing Rules and Regulations which the Civil Service Commission promulgated through its Resolution No. 081471 dated 24 July 2008;

**WHEREAS**, there is an imperative need to further speed up the enforcement of the said law for the effective realization of the State's policy of promoting integrity, accountability, proper management of public affairs and public property as well as its goal of establishing effective practices aimed at preventing graft and corruption in the government and ensuring its guaranteed performance level for the client and the public in general;

**NOW, THEREFORE, I GLORIA MACAPAGAL-ARROYO**, President of the Republic of the Philippines, by virtue of the powers vested in me by law, do hereby amend Administrative Order No. 241 dated 02 October 2008, as follows:

**SECTION 1.** SECTION 1, 1<sup>st</sup> paragraph of Administrative Order No. 241 is hereby amended to read as follows:

**SECTION 1. STREAMLINING AND POSTING OF PROCEDURES.** All departments, bureaus, offices and instrumentalities of the government, including government financial institutions and government-owned and controlled corporations, hereinafter referred to as "agencies", shall streamline and post the procedures for the twenty (20) most heavily utilized processes or services **not later than December 31, 2008.** "

**SECTION 2.** SECTION 2, 1<sup>st</sup> paragraph of Administrative Order No. 241 is hereby amended to read as follows:

**"SECTION 2. " PUBLIC ASSISTANCE AND COMPLAINTS DESKS AND HOTLINES.** All agencies shall establish in their respective offices a public assistance and complaints desk and provide the public hotline number/s which should be purposely set up to effectively receive feedback and monitor customer satisfaction in conformity with Rule VI of the IRR of RA 9485 **December 31, 2008.**"

**SECTION 3 .Repealing Clause.**- All administrative orders, rules and regulations and other issuance or parts thereof, which are inconsistent with this Administrative Order, are hereby revoked, amended, or modified accordingly.

**SECTION 4. Effectivity**-This Administrative Order shall take effect immediately.

**DONE** in the City of Manila, this 10<sup>th</sup> day of November, in the Year of Our Lord, Two Thousand and Eight.

By the President:

**EDUARDO R. ERMITA**

Executive Secretary





Republic of the Philippines  
Province of Negros Occidental  
City of San Carlos  
Sangguniang Panlungsod

EXCERPT FROM THE MINUTES OF THE REGULAR SESSION OF THE SANGGUNIANG PANLUNGSOD HELD ON THE 25<sup>TH</sup> DAY OF JUNE 2009 AT 4:15 P.M. AT THE SP SESSION HALL

PRESENT

- Hon. GEREARDO P. VALMAYOR JR.	City Vice Mayor/Presiding Officer
- ROMMEL T. DEBULGADO,	SP Member
- DICKSON N. YU,	SP Member
- EDFGARDO B.QUISUMBING	SP Member
- JOSE CARLOS L. VILLARANTE	SP Member
-GREGORIO A. SANTILLAN	SP Member
- FLEUR DE KIS V. MASCUÑANA	SP Member
- LUISITO B. DIZON	SP Member
- HERNAN V. ANTONIO	SP Member
- EDDIE L. APUHIN	SP Member
- JONIE S. UY	SP MEMBER (ABC PRESIDENT)
ABSENT:	
Hon. FAY MARIA CHARISMA T.DOLLOSA	SP MEMBER (SK PRESIDENT)

## **ORDINANCE NO. 13**

### **AN ORDINANCE ADOPTING A CITIZENS CHARTER FOR THE CITY OF SAN CARLOS PURSUANT TO REPUBLIC ACT NO. 9485, OTHERWISE KNOWN AS THE ANTI-RED TAPE ACT OF 2007**

Introduced by Hon. ANTONIO, QUISUMBING and DIZON

Be it ordained by the Sangguniang Panlungsod of the City of San Carlos, Negros Occidental, in regular session assembled that:

SECTION 1. Short Title- This Ordinance shall be known as the Citizen's Charter Ordinance of 2009 of the City of San Carlos

SEC 2. POLICY – it is hereby declared the policy of the City Government of San Carlos to promote integrity and accountability of its public officials and employees and exercise transparency with the manner of transacting business with the general public by minimizing red tape and prevent graft and corruption.

SEC 3. Coverage- This Ordinance shall apply to all officials and employees of departments, agencies, divisions and units of the City Government of San Carlos which provide frontline services to the general public.

SEC 4. Citizens Charter- the City Government of San Carlos hereby adopts a Citizen's Charter as mandated pursuant to Republic Act. No. 9485 which shall form and made an integral part of this Ordinance

SEC 5. Effectivity- This ordinance shall take effect immediately upon its approval.

**SEC 3. ENACTED: JUNE 25, 2009**, by the affirmative votes of Hons. **DEBULGADO, YU, QUISUMBING, VILARANTE, SANTILLAN, MASCUÑANA, SANTIAGO, DIZON, ANTONIO, APUHIN** and **UY**.

I hereby certify to the correctness of the forgoing ordinance which was duly enacted by the Sangguniang Panlungsod during its regular session held at the Sanggunian Session Hall on June 25, 2009.

**JOCELYN M. PORTUGUEZ**  
Supervising Legislative Staff Officer

**ATTESTED AND CERTIFIED  
TO BE DULY ENACTED:**

**GERARDO P. VALMAYOR, JR.**  
City Vice Mayor/ Presiding Officer

**APPROVED: JUNE 29, 2009**

**EUGENIO JOSE V. LACSON**  
City Mayor

**Republic of the Philippines**  
**City of San Carlos**  
**Negros Occidental**  
**OFFICE OF THE SANGGUNIANG PANGLUNGSOD**

-oooOooo-

**EXCERPTS FROM THE MINUTES OF THE REGULAR SESSION OF THE SANGGUNIANG PANLUNGSOD HELD ON THE 1<sup>ST</sup> DAY OF OCTOBER, 2015 AT 4:00 P.M. AT SP SESSION HALL**

**PRESENT:**

“	ROMMEL T. DEBULGADO,	Acting City Vice Mayor/Presiding Officer
“	CHRISTOPHER PAUL S. CARMONA,	SP Member
“	VICTORIANA C. CABILI,	SP Member
“	HERNAN V. ANTONIO,	SP Member
“	DICKSON N. YU,	SP Member
“	FLEUR DE LIS V. MASCUÑANA,	SP Member
“	CLINT S. MANSUETO,	SP Member
“	JONIE S. UY,	SP Member
“	CARLITO S. LASTIMOSO,	SP Member (ABC Representative)

**ABSENT:**

“	HON. EDGAR B. QUISUMBIMNG	City Vice Mayor
“	EDDIE L. APUHIN,	SP Member (on official business)

**ORDINANCE No. 15-33**

**AN ORDINANCE ADOPTING THE REVISE CITIZEN'S CHARTER FOR THE CITY OF SAN CARLOS, PURSUANT TO REPUBLIC ACT 9485, OTHERWISE KNOWN AS, THE "ANTI-RED TAPE ACT OF 2007"**

Introduced by Hons. ANTONIO, CARMONA and UY

Be it ordained by the Sangguniang Panlungsod of the City of San Carlos, Negros Occidental, in regular session duly assembled, that:

**SECTION 1. Short Title.** – This Ordinance shall be known as, the “Revised Citizen’s Charter Ordinance of 2015 of the City of San Carlos “.

**SECTION 2.** – The City Government of San Carlos hereby adopts the Revise Citizen’s Charter for the City of San Carlos, which forms part and parcel of this ordinance.

**SECTION 3.** – Ordinance No. 13, Series of 2009, adopting the Citizen’s Charter of 2009, is hereby declared repealed and of no force and effect.

**SECTION 4. EFFECTIVITY** - The ordinance shall take effect, after it shall have been posted for ten (10) days in the bulletin board, at the entrance of the City Hall and in, at least, two (2) conspicuous places in the local government unit, not later than five (5) days after approval hereof .

**ENACTED:** October 1, 2015, by affirmative votes of Hons. CARMONA, CABILI, ANTONIO, YU, MASCUÑANA, MANSUETO, UY and LASTIMOSO. Negative: none.

I HEREBY CERTIFY to the correctness of the foregoing ordinance which was duly enacted by the Sangguniang Panlungsod during its regular session held at SP Session Hall on October 1, 2015.

**JUNE M. VILLARANTE**  
Secretary to the Sanggunian

**ATTESTED AND CERTIFIED  
TO BE DULY ENACTED:**

**ROMMEL T. DEBULGADO**  
Acting City Vice Mayor/Presiding Officer

APPROVED BY THE CITY MAYOR on October 6, 2015.

**GERARDO P. VALMAYOR, JR.**  
City Mayor



## **ORGANIZATION**

### **PROFILE**

The City Government of San Carlos has a complement of 12 elected officials, and 635 regular and co-terminus employees as of October 2015. Its 22 departments and offices are distributed mainly in three locations, the City Hall and its annex building, the Public Market building, City Agriculturist's building, City Health Building and the City Hospital.

Those located at the city Hall are the City Mayor's Office, City Administrator's Office, SP Legislative Office, SP Secretariat Office, Accounting and Internal Audit Services Department, City Treasurer's Office, City Engineering Department, City Planning and Development Office, City Legal Office, Office for Human Resource Management, City Assessor's Office, City Budget Office, the City Disaster Risk Reduction Management Office and Office of the City Civil Registrar (City Hall annex).

Offices located at the second floor of the Public Market building are City Waterworks Department and Public Market and Slaughterhouse Department.

The Office of the City Agriculturist's is located at So. Medina, Brgy Rizal.

As an organization, the San Carlos City Government is committed to the City's vision and mission.



## **PHILOSOPHY OF SERVICE**

- **ACCOUNTABILITY** – We believe that public service is a public trust and therefore we shall be held liable for our conduct in the service and responsible for the trust accorded to us by the people.
- **COURTESY** – We give due respect to the dignity of each individual and his inherent rights and privileges with due recognition that they provide the funds for our subsistence.
- **EXTRA-MILE WORK ATTITUDE** – We believe in working more than the hours for which we are paid for in the interest of better public service.
- **FAIRNESS** - We believe that men are created equal in the eyes of God and they all deserve the same special treatment no matter what status or standing in life.
- **ECONOMY** - We believe in spending the people's money wisely in keeping with the trust that they bestowed upon us in serving their needs.
- **PROMPTNESS** - We believe that time is of the essence and any late delivery of services will result to opportunity loss for the people we serve.
- **EXCELLENCE** – We believe in giving the best performance as a reflection of our own noble desire for the highest standard of service.
- **PROFESSIONALISM** - We believe that better service are best delivered when the human resource is technically capable and knowledgeable of the right and updated ways of doing things.
- **CLIENT-ORIENTED SERVICE** – We know by heart that whatever work we do will redound to the benefit of the public and therefore their interest shall be the ultimate goal of our performance.



## **VISION**

“A modern agro –industrial processing city, a model green city on good governance, a renewable energy hub for Asia, and a sustainable tourism destination with strong, diverse and viable economy, and an ecologically balanced and sustainable environment with functional, appropriate and accessible infrastructure where citizens are healthy and well educated, living in a harmonious and peaceful community, under a dynamic, competent, and reliable leadership in a safe, adaptive and resilient city.

## **Mission statement**

To achieve food self-sufficiency and security, resource based diversification and balanced agro- industrial and tourism opportunities with educated, healthy and empowered citizenry in a livable, resilient community, providing opportunities for economic development through sustainable renewable energy investments complemented with efficient and effective delivery of basic socio-economic services with infrastructure support, and strong public-private partnership for suitable and environmentally friendly development programs under a dynamic leadership.





## **PERFORMANCE PLEDGE**

We, the San Carlos City government officials and employees, commit ourselves to ensure the best delivery of all frontline services that each department within the Local Government Unit must provide to the city's constituents. We shall faithfully discharge our duties and functions with efficiency, courtesy, honesty, promptness and integrity because . . .

Service is the reason of our existence.



## FEEDBACK AND REDRESS MECHANISM

For Comments & Suggestions with regards to our services, you have the following options to do:

Drop your comments/suggestions at the drop box located at the information/complaint desk, ground floor, City hall building and at all frontline offices.

Refer to our Officer of the day who shall attend to you promptly.

Accomplish our Feedback Form and put inside the feed box at Information/ Complaint Desk.

Follow the procedure in filing the complaint.

E-mail us at [feedbacksancarlos@gmail.com](mailto:feedbacksancarlos@gmail.com).

Text us at our Hotline Nos.: SMART – 09476427253 /GLOBE – 09954369903

*We are here to serve you better...*

# Citizen's Charter

## I.PROCEDURE IN THE FILING OF A COMPLAINT AGAINST AN EMPLOYEE OF A FRONTLINE OFFICE IN SAN CARLOS CITY LGU

1. Who May Initiate - Administrative proceeding may be initiated by a client of a certain frontline office in the San Carlos City LGU.
2. Requisites of a Valid Complaint – The complaint filed against a frontline employee shall be in writing, subscribed and sworn to by the complainant.

The complaint in triplicate copies shall be written in a clear, simple and concise language and in a systematic manner as to apprise the person complained of, the nature and cause of the accusation against him/her and to enable him/her to intelligently prepare his/her defense or answer/comment. However, should there be more than one (1) employee complained of, the complainant is required to submit additional copies corresponding to the number of employees complained of.

3. The complaint shall contain the following:
  1. Full name and address of the complainant;
  2. Full name and address of the employee/s complained of as well as his/her
  3. Her/their position/s and office/s.
  4. A narration of the relevant and material facts, which shows the acts or omissions allegedly committed.
  5. Certified true copies of documentary evidence and affidavits of his/her witness, if any; and
  6. Certification of non-forum shopping

4. When and Where to file a complaint:

Except when otherwise provided for by law. An administrative complaint may be filed at any time with the Commission or any of its Regional Offices or with the Office of the City Mayor of San Carlos.

II.FOR RECOMMENDATIONS, INQUIRIES, SUGGESTIONS AND COMPLAINTS, PLEASE CALL THE OFFICE FOR HUMAN RESOURCE MANAGEMENT (OHRM), TEL. NOS. : 312-6559 / 729- 4387 AND OUR HOTLINE NOS.: SMART – 09476427253 /GLOBE – 09954369903

LIST OF FRONTLINE SERVECIS  
LGU San Carlos City, Negros Occidental

Type of Frontline Services	Fees	Processing Time (Under normal circumstances per transaction)	Responsible Person/ Office
<b>CMO (BPLO)</b> Issuance Of Business Permit (New/Renewal) Issuance Of Mayor's Permit For Pedicab Operator (New/Renewal) Issuance Of Mayor's Permit For Motorcab Operator (New/Renewal) Issuance Of Mayor's Permit For Motorcab/Non- Motorized Boat Optr. (New/Renewal) Fishing/ Passenger Issuance Of Pedicab Driver's License	Please see attached city ordinance as to the kind of business engaged in	12 mins. 10 mins. 10 mins. 7 mins. 7 mins	BPLO/CTO/ CMO BPLO/ CTO/CMO BPLO/CTO/ CMO BPLO/
City Assessor's Office 1. Issuance of Tax Declaration (TD) & Certifications Of Assessment Record (Current Year) 2. Issuance of Certified Machine Copy of Tax DRPV & Certifications of Assessment Records (Prior Years). 3. Issuance Of Vicinity Maps or Section Maps 4. Request For Ocular Inspection <ul style="list-style-type: none"> <li>• Within City proper</li> <li>• Outside city proper</li> </ul> Fees: LAND Agricultural     P 150.00+10.00 /km. in excess of the Commercial     P 35 0.00 Residential     P 75.00 Industrial       P 450 + 10. 00/km. in excess of the BUILDING: Agriculture     P 60.00 Commercial     P 225.00 Residential     P 50.00 Industrial       P 300.00 5. Simple Transfer of Ownership	50.00/parcel. & 1 doc. Stamp/ Transaction 75.00/parcel & 1 doc. Stamp 200.00/150 sq. inches of map plus 3 sq in. in excess of 150 sq inch. & docs stamp To be determined by CAO 2 km. radius from the poblacion 2 km. radius from the poblacion	14 mins./ transaction 29mins. 15mins. 10 mins. 1 hr. 20 min	CAO/ CTO CAO/ CTO CAO/ CTO CAO/ CTO



Type of Frontline Services	Fees	Processing Time (Under normal circumstances per transaction)	Responsible Person/ Office
<p><b>City Social Welfare and Development Office</b></p> <p>1. SERVICES TO CHILDREN/MINO</p> <p>a. Management of Child Abuse Cases</p> <p>b. Management of Legal Adoption of Minor</p> <p>c. Securing Paper for Minor Traveling Abroad</p> <p>d. Management of Street Children</p> <p>e. Management of Children/Juvenile in Conflict with the Law</p> <p>f. Management of Minors who violated "Curfew Ordinance of minors 2008"</p> <p>2. FAMILY WELFARE PROGRAM</p> <p>a. Management of women in Especially Difficult Circumstances</p> <p>b. Issuance of Solo Parent ID</p> <p>c. Issuance of Certificate of Pre-Marriage Counseling</p> <p>3. SERVICES FOR SENIOR CITIZEN'S</p> <p>a. Issuance of Senior Citizen ID &amp; Booklet</p> <p>4. SERVICES FOR PERSON WITH DISABILITIES (PWD)</p> <p>a. Issuance of PWD ID &amp; Booklet</p> <p>5. RELIEF ASSISTANCE</p> <p>a. Assistance to Individual in Crisis Situation</p> <p>b. Assistance during Natural &amp; Manmade Calamities</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>Membership Fee=30.00</p> <p>None</p> <p>Membership Fee=70.00</p> <p>None</p> <p>None</p> <p>None</p> <p>Nene</p>	<p>5-6 hrs./ Case to case basic</p> <p>4hrs./ case to case basis</p> <p>2 hrs./ case to case basis</p> <p>3 hrs./ case to case basis</p> <p>1 hour</p> <p>3 hour/ Not more than 24 hrs.</p> <p>1 hr ./ Case to case basis</p> <p>3 weeks</p> <p>3hours &amp;40 mins.</p> <p>2 weeks &amp; 2 hours</p> <p>3 days &amp; 2 hour</p> <p>3 days &amp; 1 hour &amp; 30 mins.</p> <p>1 hr . &amp; 30 min./case to case basis</p>	<p>Odessa D. Rigor /Lavern T. Rigor</p> <p>Victoria H. Boteros</p> <p>Victoria H. Boteros</p> <p>Odessa D. Rigor/Belinda C. Alquisalas</p> <p>Edena S. Dagondon/Mea Perpetua O. Diaz</p> <p>Mea Perpetua D. Diaz / Susana Galves</p> <p>Odessa D. Rigor /Lavern T. Rigor</p> <p>Odessa D. Rigor /Lavern T. Rigor</p> <p>Assigned Marriage Counselor</p> <p>Feen R. Rigor/Elmer A. Artillaga</p> <p>Noel E. Suico</p> <p>Social Worker (officer of the day )</p> <p>All CSWDO Personal</p>

Type of Frontline Services	Fees	Processing Time (Under normal circumstances per transaction)	Responsible Person/Office
<p><b>City Hospital</b></p> <ol style="list-style-type: none"> <li>1. ADMISSION OF PATIENTS</li> <li>2. BILLING PROCESS                             <ol style="list-style-type: none"> <li>a. In -patient                                     <ol style="list-style-type: none"> <li>a. 1. PhilHealth</li> <li>a.2. Point of Care</li> </ol> </li> <li>b. Out-Patient                                     <ol style="list-style-type: none"> <li>b.1. PhilHealth</li> <li>a.2. Point of Care</li> </ol> </li> </ol> </li> <li>3. MEDICAL CERTIFICATE</li> <li>4. BIRTH CERTIFICATE</li> <li>5. DEATH CERTIFICATE</li> <li>6. REQUEST FOR PATIENT'S RECORD (OUTPATIENT)</li> <li>7. PHILHEALTH REFUND PROCEDURE PROGRAM</li> <li>8. CITY INDIGENT PROGRAM</li> <li>9. CONSULTATION STEP</li> <li>10. PHARMACY SERVICES</li> <li>11. LABORATORY AND RADIOLOGY SERVICES</li> <li>12. DISPENSARY SERVICES</li> <li>13. DENTAL SERVICES</li> <li>14. CASHIER SERVICES</li> <li>15. REFERRAL SERVICES</li> </ol>	<p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>None Medical Certificate – P50.00 Medico-Legal –P75.00</p> <p>20.00/page-SCC resider 50.00/page-Outside SCC 50.00</p> <p>50.00 per Page</p> <p>None</p> <p>None</p> <p>None</p> <p>None</p> <p>Request for Blood P120.00-(Outside SCC) Free-(SCC Resident) Depending on the Procedure 200/Dental extractions Depends upon the bill 58 Minutes (non-emergency) 13 minutes (emergency)</p>	<p>40 mins 12 mins+ the duration of operation (if there's any)</p> <p>7 mins+ the duration of operation (if there's any)</p> <p>12 mins++ the duration of operation (if there's any)</p> <p>7 mins++ the duration of operation (if there's any) MedicalCertificate:5 mins Medico-legal:15 mins Authentication: 9 mins</p> <p>19 Minutes</p> <p>54.00 mins</p> <p>8 Minutes 1o Minutes 20 mins 32 mins</p> <p>Cash Transaction: 13 Minutes On Account Transaction;9 mins X-ray Examination 15 Minutes Laboratory Examination ;30 Blood Request ; 1 hour and 64 min 14 mins + Surgical Procedure (Variable)</p> <p>39 mins 2 mins 58 mins (non-Emergency case) 13 mins (Emergency cases) 8 mins</p>	<p>ER Nurse/ Attendant/ ER Physician/Ward Nurse Surgeon/Dispensary Nurse/ PhilHealth Personal/ Billing Personnel / Cashier Surgeon/Dispensary Nurse/Point of Care In-Charge/ Billing Personnel</p> <p>Surgeon/Dispensary Nurse/ PhilHealth Personnel/ Billing Personnel of Care In-charge/ Billing Personnel Ersonnel</p> <p>Records Personnel/Cashier</p> <p>DR Personnel/ Cashier/Records Personnel/LCR</p> <p>Billing/Cashier/Physician/Funeral Homes/CHO/LCR Records Personnel/Cashier/RO PhilHealth Personnel/AIAS Staff Social Welfare/LCE/Billing OPD Staff/Clinic Physicians/Nurse</p> <p>Pharmacy Staff/Cashier/Medication Nurse</p> <p>Lab/X-ray Staff/cashier/Ward or Station Nurse</p> <p>Surgeon/Dispensary Nurse/cashier/Dispensary staff OPDA Staff/Dentist/Cashier/Pharmacy staff Cashier</p> <p>Attending Physician/WNurse/ERNurse/charge Rse/PH staff/Billing staff/cashier/Ref. Inst (Dental/Dispensary)</p>

Type of Frontline Services	Fees	Processing Time (Under normal circumstances per transaction)	Responsible Person/Office
<b>Local Civil Registrar</b> 1. PROCESSING REQUEST FOR FORM 1A 2. (BIRTH)/2A(MARRIAGE)/3A(DEATH) 3. PROCESSING REQUEST FOR MACHINE COPIES OF BIRTH/MARRIAGE/DEATH CERTIFICATES 4. POCESSING FOR FILING PETITION FOR CORRECTION OF CLERICAL ERROR UNDER REPUBLIC ACT. NO. 9048 5. PROCESSING OF FILING PETITON FOR CHANGES OF FIRST NAME UNDER REPUBLIC ACT NO.9048/CORRECTION OF BIRTH MONTH & DATE AND CHANGES OF SEX UNDER RANO. 10172  6. PROCESSING OF DELAYED REGISTRATION OF CETIFICATE OF LIVE BIRTH 7. PROCESSING OF TIMELY REGISTRATION OF CERTIFICATE OF LIVE BIRTH 8. PROCESSING OF TIMELY REGISTRATION OF MARRIAGE CERTIFICATE 9. PROCESSING OF TIMELY REGISTRATION OF CERTIFICATE 10. PROCESSING OF DELAYED REGISTRATION CERTIFICATE OF MARRIAGE 11. PROCESSING OF THE DELAYED REGISTRATION OF CERTIFICATE OF DEATH 12. PROCESSING OF REGISTRATION OF COURT DECREES	P 50.00  P 50.00  P1,000.00  P3,000.00  None None P 550.00 None None None None None	30 mins  40 mins  20 days  TEN (10) DAY POSTING. Two consecutive week of publication in a newspaper. Within five (5) working days after completion of publication is the OCRG, within five (5) working days after CCR decision 10 days & 55 mins.  50 mins  55 mins  None  45 mins.  10 days & 50 mins.  10 days & 1 hr. 1 day & 45 mins.	LCR/CTO  LCR/CTO  LCR/CTO  LCR/CTO  LCR/CTO  LCR/CTO  LCR/CTO  LCR/CTO  LCR/CTO  LCR/CTO  LCR/CTO  LCR/CTO
CITY ENGINEERING DEPARTMENT <b>ISSUANCE OF BUILDING AND ELECTRICAL PERMIT</b>  <b>ISSUANCE OF CERTIFICATE OF OCCUPANCY</b>  <b>ISSUANCE OF STREET AND STREAMER PERMIT</b>	Base from the new schedule of fees of the National Building Code Fees will be determined by CTO base on the actual dimension/ number of streamers to be posted and the area of the street that the applicant intends to utilize, as specified in the letter-request	3 hour and 45 mins  2 hrs & 40 mins  2 hrs & 33 mins	OBO  OBO/CTO  CED/CTO/CMO/OBO/LCE



Type of Frontline Services	Fees	Processing Time (Under normal circumstances per transaction)	Responsible Person/Office
<p><b>City Agriculturist Office</b></p>			
<p><b>LIVE STOCK SECTION</b></p>			
<p>a. Treatment, Prevention and control of Diseases in Livestock, Poultry and Small Animals</p> <p>b. Claim of Impound Stray Dogs</p> <p>c. Dispersal and Upgrading of Small Animals</p> <p>d. Artificial Insemination on large Animals</p> <p>e. Dispersal of Large Animals</p>	<p>Free</p> <p>50.00/day/dog impounding fee/ 300.00 penalty P100.00 Notarial fee + 50 Certification fee</p> <p>Free</p> <p>Free</p>	<p>May Vary, 45 mins to 4 hours</p> <p>50 minutes</p> <p>1-6 months</p> <p>40 mins.</p> <p>1 hours &amp; 30 mins</p>	<p>Vet / Technician/ADC Staff</p> <p>Rabies Technician/ CTO</p> <p>Proj. In-charge/ Brgy In-charge/Tech.</p> <p>AI Technician</p> <p>Chief Agriculture Center</p>
<p><b>CROPS DEV'T. &amp; MGT. SECTION</b></p>			
<p>a. Certified Seed Production</p>	<p>P30.00</p>	<p>1-2 MONTHS, 6 WEEKS &amp; 5 DAYS</p>	<p>Agriculturist /Seed Inspector/ NSQCS</p>
<p>b. Good Agriculture Practice, Organic Farming/Composting, Concoction of Indigenous Materials, Cultural Practices of Diff. Veg. Crops</p>	<p>Free</p>	<p>5 MINS</p>	<p>Proj. In-charge/ Ass. Technician</p>
<p>c. Abaca, Bamboo Diadegma, Trichogramma, Vermi and Veg. seed Dispersal</p>	<p>Free</p>	<p>30 MINS</p>	<p>Proj. In-charge/ Ass. Technician</p>
<p>d. Integrated Nutrient Management( INM)</p>	<p>Free</p>	<p>3-4 MONTHS &amp; 5 WEEKS</p>	<p>Proj. In-charge/ Ass. Technician</p>
<p>Integrated Pest Management (IPM):</p>	<p>Free</p>	<p>1-2 MONTHS &amp; 5 WEEKS</p>	<p>Proj. In-charge/ Agri. Technician</p>
<p>Varietal trial: Techno Demo</p>	<p>Free</p>	<p>1hr. &amp; 45 mins</p> <p>1hr. &amp; 30 mins</p>	<p>HVCC In-charge/ Technician/CTO</p> <p>HVCC In-charge/Technician</p>
<p>e. Farmer Field School: Carbonized Rice Hull; Rapid Composting: Natural Farming Techniques</p>	<p>30.00/ seedling</p> <p>Free</p>	<p>2hrs. &amp; 15 mins</p> <p>2-3 hrs &amp; 30 mins</p>	<p>Proj. In-charge/ CF. Technician</p> <p>Proj. In-charge/ OADP. Technician</p>
<p>f. Availment of Grafted Mango Seedling/ Assorted Fruit Trees</p>	<p>Free</p>		
<p>g. Availment of high Value Commercial Crops (Cofee/Cacao/Peanut)</p>	<p>Free</p>		
<p>h. Cut Flower Planting Material Distribution</p>	<p>Free</p>		
<p>i. Information Education Campain on Organic Agriculture Practice</p>	<p>Free</p>		



Type of Frontline Services	Fees	Processing Time(Under normal circumstances per transaction)	Responsible Person/ Office
h. Payment of Space Rental Entrance Fee	Permit to Slaughter Fee Large Animals – P50.00/ head Hogs—P25.00 / Goats— P15.00 / Post –Mortem Fee; All Animals—P0.40/kl or a fraction thereof Fronting city street; At corner; P8.00/sq. m./day In between; P5.00/sq. m./day Not fronting city street; At corner: P7.00/sq. m./day In between:P4.00/sq. m. /day Pls refer to SP Ordinance	For bagsakan transient Vendor: 1 min	PMSD
i. Payment of Various Market Entrance Fees	Same as existing rate of NONECO Same as existing rate of the City Waterworks Department	For bagsakan transient vendor; 2 mins/ For deliveries of various Product: 3 min 2 mins	PMSD
j. Payment of Electronic Fee	Same as existing rate of NONECO Same as existing rate of the City Waterworks Department	1 min.	PMSD
k. Payment of water Fee	None	35 mins.	PMSD
PROCESSING OF EVALUATION FOR THE RENEWAL OF LEASE CONTRACT	None	23 mins.	PMSD
PROCESSING OF LEASE CONTRACT	None	6 mins.	PMSD
ACTING ON VARIOUS COMPLAINTS	None	35 mins.	PMSD
<b>PMSD—Public Transport Terminal Division</b>			
PUBLIC TRANSPORT TERMINAL			
FEES			

Type of Frontline Services	Fees	Processing Time (Under normal circumstances per transaction)	Responsible Person/Office
Payment of PTT Block Rental Fee	Ground Floor: P4. / sq. m. / day Food Court :: P4. / sq. m. / day Carenderia: P3.50 / sq. m. / day Carenderia: P3.50 / sq. m. / day Bagsakan: P3. /sq. m. /day	For monthly basis: 1 min For daily basis: 5 mins (including travel time)	PMSD
Payment of Terminal Fee	PUVs with seating capacity of: '1 to 15 passengers: P20. / trip 16 to 30 passengers: P20. / trip 31 to 50 passengers: P40. / trip	2 mins	PMSD
Payment of Overnight Parking Fee	Parking for first 5 hour or fraction thereof: PUVs / V—hires: P50. / parking Delivery Trucks / Panels: P100. /parking 10—wheeler trucks: P150./ parking 10-wheeler trucks: P50.00/ entry Other delivery truck/panel: P30.00/entry	2 mins	PMSD
Payment of Entry Fee	Same as existing rate of NONECO	2 mins.	PMSD
Payment of Electric Fee	10-wheeler trucks: P75.00/wash	14 mins.	PMSD
Payment of carwash Service Fee	Delivery trucks/panels: P50.00/wash Buses:P50.00/wash Private cars & service vehicles: P50.00/wash Jeepneys & V-hire: P40.00/wash Motorcabs:20.00 /wash Pedicab, Trisikad & single motorcycles: P15/wash	5 secs.	PMSD
Type of Frontline Service	Fees	Processing Time (under	Responsible
<b>PMSD- Public Transport Terminal Division</b>	Defecation – P3.00/person/use Urination- P2.00/person/use Bathing / washing P 1.00/10-liter-pail/use	5 Seconds	PMSD
PROCESSING OF CR FEES	NONE	23 minutes	PMSD
PROCESSING OF EVALAUTION FOR THE RENEVAL OF LEASE CONTRCT	NONE	52 minutes	PMSD
PROCESSING OF LEASE CONTRACT	NONE	35 mins.	PMSD
ACTING ON VARIOUS COMPLAINTS	NONE		

<p><b>City Waterworks Division</b> <b>APPLICATION FOR NEW WATER CONNECTION</b></p>	<p>Security Deposit P 790.00(WITHIN City Proper, Palampas, Punao, Rizal, Bulangan, &amp; Sipaway P290.00Bagonbon,Prosperidad, Quezon &amp; Codcod ½' meter size – P 360.00 ¾" meter size –P576.00 Calibration Fee for meter Size P125.00bfor ½' meter Size P175.00 for ¾' meter Size</p>	<p><b>6 hours &amp; 21 mins</b></p>	<p><b>CMO/CWD</b></p>
<p><b>City Library</b> PROCESSING OF LIBRARY ID CARD CIRCULATION SERVICES INTERNET SERVICES OTHER SERVICES Summer Reading program (ages 7-12) Children 's Book Day (ages 6-12) Book Week (Grades 4-6 and High School) Read Along Services (ages 4-6)</p>	<p>30.00 FREE FREE</p>	<p>6 MINUTES 4 MINUTES 2 MINUTES</p>	<p>City Library City Library City Library  City Library</p>
<p>Sangguniang Panlungsod  A. FRANCHISE OF MOTORIZED TRICYCLES FOR HIRE B. RENEWAL OF FRANCHISE</p>	<p>P365.00 NONE</p>	<p>4 Days &amp; 50 mins. 3 Days &amp; 20 mins.</p>	<p>SP Processor/LTO/BPLO /CMO SP Processor/BPLO/CMO</p>
<p>City Treasurer's office 1. PROCESSING OF STATEMENT OF REAL PROPERTY TAX ACCOUNT/DELIQUENCY 2. PAYMENT FOR REAL PROPERTY TAX  3. ISSUANCE OF REAL PROPERTY TAX CERTIFICATION/CLEARANCE 4.ISSUANCE OF REAL PROPERTY CERTIFICATION OF REDEMPTION</p>	<p>None 1% Basic 1%SEF( Base on the current Assessed Value of your property) P 80.00  (Cost of sale &amp; Interest) Based on The data taken from the statement Of Account from RPT (Redemption Fee)P 65.00/property</p>	<p>15/10 mins 30/35 mins 20 mins  20 mins 1 hr. &amp;5 mins</p>	<p>CTO CTO CTO  CTO CTO</p>
<p>CEMO PROCEDURE IN SEURING PERMIT TO CUT TREES REGISTRATION OF FISHING VESSEL (3 GRS. TONS BELOW) To change by 20 ISSUANCE OF FISHING PERMIT CLEARANCE MANGHROVE PROPAGULE DISPERSAL/TECHNICAL ASSISTANCE(MUDCRAB,FISH CAGES, TILAPIA CULTURE)</p>	<p>50.00 Reg.:Non-Motorized=100.00 Motorized=250.00 Renewal: None- Motorized=50.00 Motorized=150.00 Inspection Fee=50.00  Free</p>	<p>2 hours &amp; 30 minutes  11 minutes  1 wk before the sched planting</p>	<p>Agriculturist/Admin  Aquaculturist  Aquaculturist</p>

\* Fees, excluding electric fees, are subject To change by 2010 and periodically thereafter.

ISSUANCE OF MAYOR'S PERMIT FOR BUSINESS ESTABLISHMENT (NEW / RENEWAL)  
CITY MAYOR'S OFFICE/BUSINESS PERMIT & LICENSING OFFICE (BPLO)

SCHEDULE OF AVAILABILITY OF SERVICE:

Monday—Friday 8:00 AM –5:00 PM (NO NOON BR EAK)

**WHO MAY AVAIL OF THE SERVICE:**

**Any person who is a citizen of the Philippines and partnership Or corporation duly organized & registered under the existing laws of the Philippines,**

**WHAT ARE THE REQUIREMENTS:**

**NEW**

- 1) Unified Application form duly filled up
- 2) DTI/ SEC/ CDA
- 3) Police Clearance
- 4) Sanitary Permit (CHO)
- ) Other national agencies based upon the kind of business

**RENEWAL**

- 1) Unified Application form duly filled up
- 2) Police Clearance
- 3) Sanitary Permit
- 4) Other National agencies based upon the kind of business

**DURATION**

12 Minutes

**HOW TO AVAIL OF THE SERVICE:**

STEP	APPLICANT/ CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	TAXES & FEES	FORM
1	Submit requirements for Unified Application form	<ul style="list-style-type: none"> <li>- Review/ Check the requirements and issue the Unified Application Form</li> <li>- Advise client to proceed to CTO</li> </ul>	3 minutes	BPLO STAFF		Certification as to Compliance of Requirements &  United Application Form
2	Proceed to CTO for Assessment & payment of CTC, fees & other taxes	<ul style="list-style-type: none"> <li>- Assess, / receive payment &amp; issue Corresponding OR &amp; CTC including FSIC</li> <li>- Sign the Assessment Form</li> <li>- Advise client to proceed to BPLO</li> </ul>	6 minutes	CTO (Business tax & Other fees division) STAFF <b>Bureau of fire Protection (BFP)</b> STAFF	To be determined By CTO/Business Tax Division & BFP	Assessment Form, OR, CTC & FSIC
3	Receive the duly signed Mayor's Permit with the sticker Business plate (NEW) & sticker (RENEWAL)	<ul style="list-style-type: none"> <li>- Check if payment has been made</li> <li>- Prepare &amp; release the Mayor's Permit duly Signed by the City Mayor with the business Plate (NEW) &amp; sticker (RENEWAL)</li> </ul>	3 minutes	BPLO STAFF		Mayor's Permit Business Plate & Stick
<b>END OF TRANSACTION</b>						

ISSUANCE OF MAYOR'S PERMIT FOR BUSINESS ESTABLISHMENT (NEW / RENEWAL)  
CITY MAYOR'S OFFICE/BUSINESS PERMIT & LICENSING OFFICE (BPLO)

**SCHEDULE OF AVAILABILITY OF SERVICES:**

Monday—Friday 8:00 AM –5:00 PM (NO NOON BR EAK)

**WHO MAY AVAIL OF THE SERVICE:**

Any person who is a citizen of the Philippines and partnership Or corporation duly organized & registered under the existing laws of the Philippines.

**WHAT ARE THE REQUIREMENTS:**

- 1.) Police Clearance      2.) Sanitary Permit

**DURATION:**

10 MINUTES

**HOW TO AVAIL OF THE SERVICE:**

STEP	APPLICANT/ CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	TAXES & FEES	FORM
1	Fills up application form & submit Requirement	Reviews / check the documents Submitted - Advises client to proceed to CTO	2 minutes	BPLO STAFF		Certification as to Compliance of Requirements & Application Form
2	Proceed to CTO for assessment & payment of CTC, fees & taxes	Assesses, receives payment & issue Corresponding OR & CTC Advices client to proceed to BFP	3 minutes	CTO ( Bus.tax & Other fees div.) STAFF	To be determined By CTO / Business Tax Division	Official Receipt (OR) & CTC
3	Proceeds to BFP for payment of Fees & inspection	- Receives payment, issues corresponding OR & inspection - Advises client to go back to BPLO	2 minutes	BFP STAFF	To be determined By BFP	OR
4	Goes back to BPLO for issuance Of Mayor's Permit & receive the Duly signed Mayor's Permit with the plate	- Checks if payment has been made - Prepares & releases the Mayor's Permit duly signed by the City Mayor with the plate	3 minutes	BPLO STAFF		Mayor's Permit & plate

**END OF TRANSACTION**

**ISSUANCE OF MAYOR'S PERMIT FOR MOTORCAB OPERATOR (NEW / RENEWAL)**  
**CITY MAYOR'S OFFICE/BUSINESS PERMIT & LICENSING OFFICE (BPLO)**

**SCHEDULE OF AVAILABILITY OF SERVICE:**

Monday- Friday 8:00 AM- 5:00 PM (NO NOON BREAK)

**WHO MAY AVAIL OF THE SERVICE:**

Any person who is a citizen of the Philippines and partnership or corporation duly organized &amp; registered under the existing laws of the Philippines.

**WHAT ARE THE REQUIREMENTS:**

1) Application Form for Franchise (NEW)- SP Office

2) Approved Franchise (Renewal)- SP Office

3) Police Clearance

4) Sanitary Permit (CHO)

5) Parking Fee (MSD)

**DURATION:**

10 Minutes

**HOW TO AVAIL OF THE SERVICE:**

<b>STEP</b>	<b>APPLICANT/ CLIENT ACTIVITY</b>	<b>SERVICE PROVIDER ACTIVITY</b>	<b>DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)</b>	<b>PERSON IN-CHARGE</b>	<b>TAXES &amp; FEES</b>	<b>FORM</b>
<b>1</b>	Fills up the application form & submits requirements	-Review/ checks the documents submitted -Advises client to proceed to CTO	2 minutes	BPLO STAFF		Certification as to compliance of requirements & Application Form
<b>2</b>	Proceed to CTO for assessment & payment of CTC, fees & taxes	-Assess, receives payment & issues corresponding OR & CTC -Advise client to proceed to BFP	3 minutes	CTO (Bus. Tax & Other fees div.) STAFF	To be determined by CTO/ Business Tax Division	Official Receipt (OR) & CTC
<b>3</b>	Proceeds to BFP for payment of fees & inspection	-Receives payment, issue corresponding OR & inspection -Advises client to go back to BPLO	2 minutes	BFP STAFF	To be determined by BFP	OR
<b>4</b>	Goes back to BPLO for issuance of Mayor's Permit & receive the duly signed Mayor's Permit with the plate	-Checks if payment has been made -Prepares & releases the Mayor's Permit duly signed by the City Mayor with the plate	3 minutes	BPLO STAFF		Mayor's Permit & Plate
<b>END OF TRANSACTION</b>						



ISSUANCE OF MAYOR'S PERMIT FOR FISHING OPERATOR (NEW / RENEWAL) & REGISTRATION OF MOTORIZED & NON-MOTORIZED BOAT (NEW/ RENEWAL)  
CITY MAYOR'S OFFICE/BUSINESS PERMIT & LICENSING OFFICE (BPLO)

**SCHEDULE OF AVAILABILITY OF SERVICE:**

Monday- Friday 8:00 AM – 5:00 PM (NO NOON BREAK)

**WHO MAY AVAIL OF THE SERVICE:**

Any person who is a citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines.

**WHAT ARE THE REQUIREMENTS:**

- 1) Police Clearance                      2) Sanitary Permit (CHO)                      3) Bantay Dagat Clearance

**DURATION:** 7 minutes

**HOW TO AVAIL OF THE SERVICE:**

STEP	APPLICANT/ CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	TAXES & FEES	FORM
1	Fills up the application form & submits requirements	-Reviews/ checks the documents submitted -Advises client to proceed to CTO	2 minutes	BPLO STAFF		Certification as to compliance of requirements & application Form
2	Proceeds to CTO for assessment & payment of CTC, fees & taxes	-Assesses, receives payment & issues corresponding OR & CTC -Advises client to proceed to BPLO	3 minutes	CTO (Bus. Tax & Other fees div.) STAFF	To be determined by CTO/ Business Tax Division	Official Receipt (OR) & CTC
3	Goes back to BPLO for issuance of Mayor's Permit & receive the duly signed Mayor's Permit	-Checks if payment has been made -Prepares & releases the Mayor's Permit duly signed by the City Mayor	2 minutes	BPLO STAFF		Mayor's Permit
End of Transaction						

**ISSUANCE OF PEDICAB DRIVER'S LICENSE**  
CITY MAYOR'S OFFICE/ BUSINESS PERMIT & LICENSING OFFICE (BPLO)

**SCHEDULE OF AVAILABILITY OF SERVICE:**

Monday- Friday 8:00 AM – 5:00 PM (NO NOON BREAK)

**WHO MAY AVAIL OF THE SERVICE:**

Any person who is a citizen of the Philippines and partnership or corporation duly organized & registered under existing laws of the Philippines.

**WHAT ARE THE REQUIREMENTS:**

1) Police Clearance

2) Health Certificate (CHO)

3) Traffic Seminar

**DURATION:** 7 Minutes

**HOWTO AVAIL OF THE SERVICE:**

STEP	APPLICANT/ CLIENT ACTIVITY	SERVICE PROVIDER ACTIVITY	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	TAXES & FEES	FORM
1	Fills up the application form & submits requirements	Reviews/ checks the documents submitted -Advises client to proceed to CTO	2 minutes	BPLO STAFF		Certification as to compliance of requirements & application Form
2	Proceeds to CTO for assessment & payment of CTC, fees & taxes	Receives payment & issues corresponding OR & CTC -Advises client to proceed to BPLO	3 minutes	CTO (Bus. Tax & Other fees div.) STAFF	To be determined by CTO/ Business Tax Division	Official Receipt (OR) & CTC
3	Goes back to BPLO for issuance of Pedicab Driver's License & receives the same duly signed and laminated	-Checks if payment has been made -Prepares & releases the Pedicab Driver's License duly signed & laminated	2 minutes	BPLO STAFF		Laminated Pedicab Driver's License
End of Transaction						

ISSUANCE OF TAX DECLARATION (TD) & CERTIFICATIONS OF ASSESSMENT RECORDS- CURRENT YEAR  
CITY ASSESSOR'S OFFICE

**SCHEDULE OF AVAILABILITY OF SERVICE**

Monday – Friday  
8:00 AM – 5:00 PM (NO NOON BREAK)

**WHO MAY AVAIL OF THE SERVICE:**

General Public

**WHAT ARE THE REQUIREMENTS:**

1. Official Receipt
2. Residence Certificate / I.D.

Duration:

14 minutes

How To Avail of the Services

STEP	APPLICANT/ CLIENT	SERVICEPROVIDER	DURATION OF ACTIVITY (UNDER NORMAL CIRCUMSTANCES)	PERSON IN-CHARGE	FEES	FORM
1	Fills up request form and Submit the requirement	Receives/Reviews the client's form and document submitted. Advises the client to wait. Verify client records in the system. Forwards the request form and its attachment to Records Division Head for approval	3 minutes	Frontline (Records Management Division Staff)		Request Form
		Reviews & approves the request from then forwards the same to frontline –in-charge for the computation of the required fees.	1 minutes	Records Management Division Head		

STEP	APPLICANT/ CLIENT	SERVICE / PROVIDER	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
		Computes the required fees and instruct the client to pay the same to City Treasurer's Office	1 minute	Frontlines (Records Management Division Staff)	P50.00per parcel And one Documentary stamp	
2	Proceeds to CTO for payment of fees					
3	Presents OR and wait for the request to be processed.	Receives the OR and advises the client to wait then generates TD or Certification and forwards the same to the Records Division Head for review & initial.	5 minutes	Records Management Division Staff		
		Reviews the prepared TD/Certification and forwards the same to Asst. City Assessor/City Assessor, for approval	2 minutes	Records Management Division Head		
		Approves TD/Certification.	1 minute	City Assessor		
4	Receives the duly signed TD/Certification	Records the transaction in the logbook then release the same to client	1 minute	records Management Division Staff		
End of Transaction						

ISSUANCE OF CERTIFIED MACHINE COPY OF TAX DECLARATION OF REAL PROPERTY  
AND CERTIFICATIONS OF ASSESSMENT RECORDS (PRIOR YEARS)  
CITY ASSESSOR'S OFFICE

**SCHEDULE OF AVAILABILITY OF SERVICE**

Monday – Friday  
8:00 AM – 5:00 PM (NO NOON BREAK)

**WHO MAY AVAIL OF THE SERVICE:**

General Public

**WHAT ARE THE REQUIREMENTS:**

1. Official Receipt
2. Residence Certificate / I.D ,

**Duration:**

29 minutes

**How To Avail of the Services:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person/in-Charge	Fees	Form
1	Fills-up request form and submit the requirements	Receives/Reviews the client's form and documents submitted. Advises the client to wait Verify client's records in the system. Forwards the request form & its attachment to records division head for approval	3 minutes	Officer of the Day		Request Form
		Reviews & approves the request form then forward the same to frontliner-in-charge for the computation of the requires fees.	1 minute	Records Management Division Head		

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances)	Person/in-Charge	Fees	Form
		Computers the required fees and instruct the client to pay the same to City Treasurer's Office	1 minute	Records Management Division Staff	P75.00 per Parcel & one doc. stamp	
2	Proceeds to CTO for Payment of required fees					
3	Present OR and Wait for the request To be processed	Receives the OR and advises the client to wait Searches and pulls-out the tax declaration of the property/ies requested from the books inside the vault/bodega based on the year requested; Prepares Tax Declaration (TD)& Certification and forwards the same to the Rec. Div. Head for review & initial.	20 minutes	Records Management Division Staff		
		Reviews the prepared TD/ Certification and forwards the same to Asst. City Assessor/City Assessor, for approval	2 minutes	Records Management Division Head		
		Approves TD/Certification.	1 minute	City Assessor		
4	Receives the duly signed TD/Certification	Records the transaction in the Logbook then releases the same to client	1 minute	Records Management Division Staff		
<b>End of Transaction</b>						

ISSUANCE OF VICINTE MAPS OR SECTION MAPS  
CITY ASSESSOR'S OFFICE

**Schedule of Availability of Service:**

Monday – Friday  
8:00 AM – 5:00 PM (NO NOON BREAK)

**WHO MAY AVAIL OF THE SERVICE:**

General Public

**WHAT ARE THE REQUIREMENTS:**

1. Official Receipt
2. Residence Certificate / I.D ,

**Duration:**

15 minutes

How To Avail of the Services:

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances)	Person/in-Charge	Fees	Form
1	Fills up request form.	Receives/Reviews the client's form and computes the required fees.	1 minutes	Officer of the day		Request Form
2	Proceeds to CTO for Payment of required fees.					P 200.00 per 150 sq. inch of map plus P3.00/sq.in. in excess of 150 sq. inches & one documentary stamp
3	Presents OR and waits for The request to be processed	Viewing, preparing and generating of requested map	12 minutes	Tax Mapping Division Staff		

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances)	Person/in-Charge	Fees	Form
		Approves the requested map.	1 minute	City Assessor		
4	Receives approved map.	Records/numbers the approved requested map/s then releases it to client.	1 minute	Records Management Staff		
<b>END OF TRANSACTION</b>						



REQUEST FOR OCULAR INSPECTION  
CITY ASSESSOR'S OFFICE

**Schedule of Availability of Services:**

Monday – Friday  
8:00 AM – 5:00 PM (NO NOON BREAK)

**Who May Avail of the Services:**

General Public

**What are the Requirement:**

1. Letter Request of declared owner
2. OR (inspection fees) CTO
3. Residence Certificate/I.D.

**Duration:**

Processing of Request – ten (10) minutes  
Inspection conducted within the City – one (1) hour  
Inspection conducted outside the city proper – six (6) hours

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances)	Person/in-Charge	Fees	Form
1	Submits request letter for inspection of property/ies	Receives/Review the client's letter request. Verifies client's records in ETRACS.	1 minute	Records Management Division Staff		Request Form
		Pulls out the tax declaration of the property/ies requested and forwards the same to City Assessor for approval	2 minutes	Records Management Division Staff		
		Review & Approves Letter Request. Instructs for Rec. Mgt. Staff for computation of required fees	1 minute	City Assessor		

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances)	Person/in-Charge	Fees	Form
		Computes the required fees and instructs the client to pay the same to City Treasure's Office	1 minute	Records Management Staff		
2	Proceeds to CTO for payment of inspection fee			CTO		
	Present OR and wait for the request to be processed	Receives the OR and advises the client to wait. Forwards the letter request to Appraisal Division.	1 minute	Records Management Staff		
3	Proceeds to Appraisal Division	Sets the date & time for the inspection (depending on the availability of transportation)	4 minutes	Tax Mapping & Appraisal Division		
4	On the scheduled date of inspection, proceed to the site together with Appraisal & Tax Mapping Division personnel of CAO.			Tax Mapping & Appraisal Division		

**END OF TRANSACTION**

(x) Fees

**LAND:**

Agriculture Land: P 150.00 + 10.00/km. in excess of the km. 2 km. radius from the poblacion  
 Commercial Land: P 350.00  
 Residential Land: P 75.00  
 Industrial Land: P 450.00 + 10.00/km. in excess of the km. 2 km. radius from the poblacion

**BUILDING:**

Agriculture Bldg. P 60.00  
 Commercial Bldg. P 225.00  
 Residential Bldg. P 50.00  
 Industrial Bldg. P 300.00

SIMPLE TRANSFER OF OWNERSHIP  
CITY ASSESSOR'S OFFICE

**Schedule of Availability of Services:**

Monday – Friday  
8:00 AM – 5:00 PM (NO NOON BREAK)

**Who May Avail of the Service:**

General Public

**What are the Requirements:**

1. Xerox Copy/Duplicate Copy of Deed of Sale/Deed of Donation of Heirship/Extra-Judicial Settlement of Estate, Title and CAR
2. Tax Clearance and transfer tax (OR)

**Duration:** 20 minutes

**How to Avail of the Service:**

Step	Applicant /Client	Service Provider	Duration of Activity Under Normal Circumstances)	Person/in-Charge	Fees	Form
1	Submits machine/duplicate copies of all documents needed for transfer.	Receives/reviews all documents submitted by Register of Deeds / Client	2 minutes	Appraisal Division Staff		
		Encodes, Scans, records/numbers the transaction in the Journal of Assessment (JAT) and assigns Reference Number then submits to Tax Mapping Division for PIN review.	5 minutes	Appraisal Division Staff		
		Review the PIN of the transaction then submit to Appraiser	1 minute	Records Management Division Staff		
		Reviews the transaction then submit for recommending Approval	2 minutes	Appraisal Division Staff		

<b>Step</b>	<b>Applicant/Client</b>	<b>Service Provider</b>	<b>Duration of Activity Under Normal Circumstances)</b>	<b>Person/in-Charge</b>	<b>Fees</b>	<b>Form</b>
		Recommend transaction to City Assessor for approval	2 minutes	Assistant City Assessor		
		Generates Filed Appraisal Assessment Sheet (FAAS)	2 minutes	Records Management Division Staff		
		Approved Files Appraisal Assessment Sheet (FAAS)	2 minutes	City Assessor		
		Generates tax declaration & Notice of Assessment	2 minutes	Records Management Division Staff		
2	Receives the Notice of Assessment/Tax Declaration	Records/numbers the Notice of Assessment/Tax Declaration (TD) for release	2 minutes	Records Management Division Staff		
<b>END OF TRANSACTION</b>						

PROCESSING OF SANITARY PERMITS TO OPERATE A BUSINESS ESTABLISHMENT  
(FOOD AND NON-FOOD ESTABLISHMENT): SANITARY PERMIT AND HEALTHCERTIFICATES

CITY HEALTH OFFICE - Sanitation Division

**SCHEDULE OF AVAILABILITY OF SERVICES:**

MONDAY TO FRIDAY 8:00 AM – 5:00 PM (NO NOON BREAK)

**WHO MAY AVAIL OF THE SERVICE:**

All person of legal age and business entities who operate a food establishment wherein food or drinks are manufactured, process, stored, sold or served as well as those engaged in non-food business within the jurisdiction of City of San Carlos.

**WHAT ARE THE REQUIREMENT:**

- 1. One I.D picture (1x1)
- 2. Cash for payment of fees.

**Duration:** 1 hr 55 mins

**How to Avail the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity Under Normal Circumstances)	Person in-Charge	Fees	Form
1	Client applies at the Sanitation Division stating the type of Business they intend to operate	<ul style="list-style-type: none"> <li>A. S.I computes the exact corresponding fees per city Ordinance No. 10-26 s. 2010 on what type of business and the no. of personnel employed.</li> <li>B. Advise client to present the computation to the cashier for payment and back at the division</li> </ul>	3 mins	Sanitation Inspector (S.I) / Revenue Collection Clerk	Sanitary Permit (S.P.)- Depend on the type of Business. Health cert. (HC)= P30.00 Sputum Exam. (SE)=P30.00 Stoll Exam.(S/E)= P30.00 Per person	Accountable Form No.51 (Official Receipt)
2	Client returns to the Sanitation Division and presents the Official Receipt of payment and waits	<ul style="list-style-type: none"> <li>A. S.I prepares / records the SP and HC (YELLOW Color= Food Establishment, GREEN Color= Non-food)</li> <li>B. Advises client to proceed to the laboratory for the Actual exam. (SE and S/E and back to the division</li> </ul>	2 mins. Per client  1 hr and 40 mins. Per client	S.I / Medical Technologist (Med. Tech)	None	EHS Form No. 101 (SP) EHS Form No. 102 A.B. (HC)
3	Client returns to the Sanitation Division and presents the SP and HC (duly signed by the Med. Tech with the result at the back) And waits	<ul style="list-style-type: none"> <li>A. S.I inspects and review the SP and HC and deworms the Food Handlers</li> <li>B. S.I Head/OIC or the officer of the Day (O.D.) in the absence of the Head/OIC, signs for the recommending approval.</li> <li>C. <b>C.</b> Advises client to proceed to the City health Officer for approval And signature and then back to the division</li> </ul>	8 mins.	S.I / City Health Officer	None	-do-
4	Client returns to the Sanitation Division and presents the SP and HC duly signed and approved by the city Health Officer and waits for release.	<ul style="list-style-type: none"> <li>A. S.I review and inspects the SP and HC if duly signed and approved.</li> <li>B. Stamps the front of the HC with the official seal and advises client to proceed to the City Treasurer's Office for the Business Permit upon release.</li> </ul>	2 mins.	S.I.	None	-do-

**END OF TRANSACTION**

**PROCESSING OF HEALTH CERTIFICATES AND MEDICAL CERTIFICATES FOR  
EMPLOYMENT AND OTHER HEALTH RELATED PURPOSES**  
CITY HEALTH OFFICE – Sanitation Division

**SCHEDULE OF AVAILABILITY OF SERVICE:**

MONDAY TO FRIDAY 8:00 AM – 5:00 PM (NO NOON BREAK)

**WHO MAY AVAIL OF THE SERVICES:**

All person of legal age who are employed in any business establishments within the jurisdiction of the City of San Carlos as well as those who want to Apply for employment and other health related purpose.

**WHAT ARE THE REQUIREMENTS:**

1. One I.D. picture (1x1)
2. Cash for payment of fees

**Duration:** 1 hr and 58 mins.

**How to Avail the Service:**

Step	Client / Applicant	Service Provider	Duration of Activity (Under Normal Circumstances)	Person/in-Charge	Fees	Form
1	Client applies at the Sanitation Division and informs the in-charge what he needed	C. S.I computes the exact corresponding fees per City Ordinance No. 10-26 s. 2010 on what the client needed. D. Advises client to present the computation at the cashier for payment and back to SD	3 mins.	S.I / Revenue Collection Clerk	HC = P 30.00 SE = P 30.00 S/E = P 30.00 MC Fee = P 50.00	Accountable Form No. 51 (Official Receipt)
2	Client return to the Sanitation Division and present the Official Receipt of payment and waits.	A. S.I prepare / records the Health Certificate (YELLOW Color = Food Establishment GREEN Color= Non-Food PINK Color= For Contractual Sex Worker) and advises client to proceed to the laboratory for actual exam. B. For Medical Certificates, takes the height, weight and blood pressure (B/P) of client and advises to proceed to the CH Officer or MO for check –up and signature and back to Sanitation Division (SD)	1 hr and 40 mins. 8 mins.	S.I / City Health Officer / Medical Officer / Medical Technologist	None	EHS Form No. 102 A.B. / Medical Certificate Form.
3	Client Return to the Sanitation Division and presents the Health Certificate / Medical Certificate and waits.	A. S.I review the HC if duly signed by the Med. Tech. at the back and signed for the recommending approval and advises client to proceed to the CH Officer or MO for approval and signature and back to SD B. S.I reviews the Medical Certificate if duly signed by the CH Officer and stamp it with the official seal for release.	3 mins. 2 mins.	S.I / City Health Officer	None	EHS Form No. 102 A.B. / Medical Certificate Form.
4	Client returns to the SD and presents the HC and waits for release.	A. S.I reviews the HC if duly signed by the City Health Officer and stamps the front with the official seal for release.	2 mins.	S.I	None	EHS Form No. 102 A.B. /
<b>END OF TRANSACTION</b>						

PROCESSING OF CERTIFICATES OF DEATH AND OTHER DEATH RELATED PERMITS  
(EXHUMATION PERMIT OF CADAVER/TRANSFER PERMIT) For BURIAL OF REMAINS  
OUTSIDE OF SAN CARLOS CITY PUBLIC SEMENTERY  
CITY HEALTH OFFICE - Sanitation Division

**SCHEDULE OF AVAILABILITY OF SERVICE:**

MONDAY TO FRIDAY 8:00 AM – 5:00 PM (NO NOON BREAK)

**WHO MAY AVAIL OF THE SERVICES:**

All person who want to bury the remains of their relative at any Barangay Public Cemeteries or Memorial Parks within the city or other cemeteries outside the jurisdiction of San Carlos City .

**WHAT ARE THE REQUIREMENTS:**

1. Certificate of Death prepared and duly signed by the attending physician if Death occurs at any hospital within or outside the City of San Carlos.
2. Barangay Death Certificate if death occurs at barangays within the city.
3. Transfer of Cadaver (Transfer Permit) if death occur outside the jurisdiction of San Carlos City
4. Cash for payment of fess.

**Duration:** 30 minutes

**How to Avail the Service**

Step	Client / Applicant	Service Provider	Duration of Activity (Under Normal Circumstances)	Person/in-Charge	Fees	Form
1	Presents Certificate of Death if death occur at hospital, Brgy. Death Cert. and other docs as stated in the requirements.	E. S.I reviews the required pertinent papers. F. Computes the exact corresponding fees per City Ordinance No. 10-26 s. 2010 G. Advises client to proceed to the CH Officer or MO for diagnosis if death occur outside the hospital H. For exhumation permit asks client for the duly Cert. of Death to manifest that death occurs more than 5 years. I. Advises client to pay the corresponding fee	10 mins	(S.I) / CH Officer / Medical Officer(MO)	New Entombment = P50.00 Cemetery Fee =P50.00 Rental Fee = P50.00 Burial Fee = P50.00 Ent. Of Cadaver = P150.00 Transfer of Cadaver=150.00 Exhumation Fee = P50.00 Removal of Remain =P50.00	Accountable Form No. 51 (Official Receipt)
2	Client return to the SD and presents the OR& other required pertinent papers as advised and wait.	C. Prepares the Cert. of Death, Transfer of Cadaver if to be buried outside the City, and Exhumation Permit if its what the client needed. Advises client to proceed to the CH Officer or M O for review and signature and back to SD.	12 mins	(S.I) / CH Officer / MO	None	Municipal Form 103 Transfer of Cadaver Exhumation Permit Form
3	Client returns to SD and presents the duly signed Cert. of Death and/or Transfer of Cadaver Permit, Exhumation Permit, and waits for release.	D. S.I. reviews all the pertinent papers & instructs client to photocopy the Certificate of Death for office file. E. Stamps the Transfer of Cadaver and Exhumation Permit w/ the official seal and get the 2 <sup>nd</sup> copy for file F. Instructs client to proceed to the embalmer at the Funeral home for signature and then to the LCR Office For official recording upon release.	8 mins.	S.I.	None	Municipal Form 103 Transfer of Cadaver Exhumation Permit Form

**END OF TRANSACTION**

PROCESSING OF CERTIFICATE OF DEATH OF BURIAL OF REMAINS AT  
SAN CARLOS CITY PUBLIC CEMETERY  
CITY HEALTH OFFICER – Sanitation Division

**SCHEDULE OF AVAILABILITY OF SERVICE:**

MONDAY TO FRIDAY 8:00 AM – 5:00 PM (NO NOON BREAK)

**WHO MAY AVAIL OF THE SERVICE:**

All bonafide residents of San Carlos City who want to bury the remains of thier relative at SCC Public Cemetery

**WHAT ARE THE REQUIREMENTS:**

1. Certificate of Death prepared and duly signed by the attending physician if Death occurs at any hospital within or outside the City of San Carlos.
2. Barangay Death Certificate if death occurs at barangays within the city.
3. If indigent, barangay Certification if Death concurred and duly signed by the Head of Office of the Department of Social Welfare and Development (DSWD)
4. Transfer of Cadaver (Transfer Permit) if death occur outside the jurisdiction of San Carlos.
5. Cash for payment fess.

**Duration:** 35 mins.

**How to Avail the Service:**

STEP	CLIENT / APPLICANT	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in-Charge	Fees	Form
1	Presents the Certificate of Death if death occurs at hospital, Barangay Death Certificate and other pertinent papers as stated in the above requirements.	J. S.I reviews the required pertinent papers. K. Computes the exact corresponding fees per City Ordinance No. 10-26 s. 2010. L. Advises client to proceed to the CH Office or MO for diagnosis if death occur outside the Hospitals and then present the computation to The cashier for payment after the diagnosis and Back to division.	12 mins.	Sanitation Inspector (S.I) / City Health Officer / Medical Officer / Revenue Collection Clerk	Niche Rental Fee (5 years) = P1,500.00 Indigent = P150.00 Burial Fee = P50.00 Entrance of Cadaver (if death occur outside the city) = P150.00	Accountable Form No. 51 (Official Receipt)
2	Presents the Official Receipt of payment and the other required pertinent papers as advised and waits.	D. S.I reviews the pertinent papers and prepares The Certificate of Death. E. Advises client to proceed to CH Officer or MO For review and signature , back to SD.	10 mins.	(S.I) City Health Officer / Medical Officer	None	Municipal Form 103
3	Client returns to division and Presents the duly signed Certificate of Death and waits.	G. S.I reviews the Certificate of Death if duly Signed and the Transfer of Cadaver (if death Occurs outside the city) and have Photocopied. H. Prepares / records the Permit of Internet. I. Advises client to proceed to the AO for Signature and back to division.	10 mins.	S.I / Administrative Officer	None	Permit of Interment Form
4	Client returns to division and Presents the duly signed Permit of Interment by the Administrative Officer together with the Certificate of Death and waits for release.	A. S.I reviews all the pertinent papers and get the 2 <sup>nd</sup> copy of the Permit for interment office File. B. Advises client to proceed to the funeral home For signature of the embalmer then to the Local Civil Regiatar's Office for official recording. C. Instructs client to present the Permit of Interment to the Cemetery Caretaker on the Day of burial upon release.	3 mins.	S.I /Cemetery Caretaker	None	-do-



DENTAL SERVICES (TOOTH EXTRACTION)  
CITY HEALTH OFFICE (Dental Division)

**Schedule of Availability of Services:**

8:00 AM – 11:00 AM MONDAY – FRIDAY

11:00 – 12:00 NOON Consolidation of Dental Services

**Who May Avail of the Services:**

All clients who need Tooth extraction

**What are the Requirements:**

1. Payment of Dental Fee
2. Dental Anesthesia
3. Brown Envelope (new)

**Duration:** 47 minutes

**How to Avail the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person/in-Charge	Fees	Form
1	Enters name in the Logbook and gives personal information	Does listing/interview/charting/retrieval of file records/take vital signs	10 minutes	Dental Aide	None	Logbook/Individual Patient Treatment Records
2	Submit for Oral Examination	Conduct oral examination and interview, make a bill & prescribe anesthesia	5 minutes	Dentist	None	
3	<ul style="list-style-type: none"> <li>- Patient pays dental fee</li> <li>- Secures dental anesthesia (from outside pharmacy)</li> <li>- Goes back to Dental room for tooth extraction</li> </ul>	<ul style="list-style-type: none"> <li>- Receives payment &amp; issues O.R.</li> <li>- Instruct client to go back to the dental room</li> <li>- Administer anesthesia, makes prescription for take home medicine of the clients while waiting for the anesthesia to take effect,</li> <li>- Does oral extraction procedure</li> </ul>	30 minutes	Revenue Collection Clerk Dentist	P150/tooth (permanent)  P45/tooth (Temporary)	Official Receipt (Accountable Form No. 51)/ Prescription Form  Individual Patient Treatment Records
4	Goes to the CHO Pharmacy	Prescribes take home medicines	2 minutes	Pharmacist	None	Chart w/ Prescription
<b>END OF TRANSACTION</b>						

DENTAL SERVICES (ORAL PROPHYLAXIS)

CITI HEALTH OFFICE (Dental Division)

**Schedule of Availability of Services:**

1:00 PM – 3:00PM Tuesday and Thursday

**Who May Avail of the Services:**

All clients who need Oral Prophylaxis

**What are the Requirements:**

Payment of Dental

**Duration:** 1 hour**How to Avail the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person/in-Charge	Fees	Form
1	Proceeds to Dental Division & request for oral Examination /scheduling	Does oral exam and gives schedule to the patient when to come back	5 minutes	Dentist	None	None
2	Comes back on scheduled time/ gives Personal information	Does interview/charting/retrieval of files / & give statement of payment/ pay to the Revenue Collection Clerk	10 minutes	Dental Aide	None	Individual Patient Treatment Record
3	Goes to the Revenue Collection Clerk to pay the Dental Fee	- Processes payment & issue OR - Instructs the Client to go back to the dental room	5 minutes	Revenue Collection Clerk	P225.00	Official Receipt (Accountable Form No. 51)
4	Patient goes back to the dental room To submit for oral prophylaxis	Perform oral Prophylaxis Procedure	40 minutes	Dentist	None	Individual Patient Treatment Record
<b>END OF TRANSACTION</b>						

DENTAL SERVICES (TOOTH FILLING)  
CITY HEALTH OFFICE (Dental Division)

**Schedule of Availability of Services:**

1:00 PM – 3:00PM Monday/Wednesday/Fridays

**Who May Avail of the Services:**

All clients who need Tooth Filling

**What is the Requirement:**

Payment of Dental

**Duration:** 40 minutes

**How to Avail the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person/in-Charge	Fees	Form
1	Proceeds to Dental Division & request for Oral examination / scheduling	Does oral examination and give schedule to the client when to come back	5 minutes	Dentist	None	None
2	Comes back on schedule time/give personal information	Does interview/charting/retrieving of patients file history & gives statement of payment/ advises to pay Revenue Collection Clerk.	10 minutes	Dental Aide	None	Individual Permit Treatment Records
3	Goes to the Revenue Collection Clerk pay the dental fee	- process payment & issues OR - Instruct the client to go back to the dental room	5 minutes	Revenue Collection Clerk	P150.00/Cavity (permanent) P75.00/cavity (temporary)	Official Receipt (Accountable Form No. 51)
4	Client returns back to the dental room to submit for tooth filling procedure	Performs filling procedure	20 minutes	Dentist	None	Individual Patient Treatment Record
<b>END OF TRANSACTION</b>						

DENTAL SERVICES (ISSUANCE OF DENTAL CERTIFICATE)

CITY HEALTH OFFICE (Dental Division)

**Schedule of Availability of Services:**

8:00 AM – 5:00PM Monday – Friday (NO NOON BREAK)

**Who May Avail of the Services:**

All clients who need Tooth extraction

**What are the Requirements:**

1. Payment of Dental Fee
2. Dental Anesthesia
3. Brown Envelope (New)

**Duration:** 30 minutes**How to Avail the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person/in-Charge	Fees	Form
1	Proceeds to Dental division	Interviews the client	10 minutes	Dental Aide	None	Individual Patient Treatment Record
2	Submit For Oral examination Pay to Rev. Collection Clerk	Conduct Oral examination Process payment Issues OR	8 minutes	Dentist/Collection Clerk	P50.00	Individual Patient Treatment Record/O.R (Accountable Form No. 51)
3	Goes to the Administration Division for the preparation of certificate	Prepares the certificate and advises client to go back to dental division for review & signature	10 minutes	Dentist/Clerk 1	None	Dental Certification Form
4	Goes back to Dental division for signature & receives the Certificate	Reviews and signs the Certificate & releases to the client	2 minutes	Dentist	None	Dental Certification Form
END OF TRANSACTION						

LABORATORY SERVICES (COMPLETE BLOOD COUNT (CBC))  
CITY HEALTH OFFICE (Laboratory Division)

**Schedule of Availability of Services:**

8:00 AM – 5:00PM Monday – Friday (NO NOON BREAK)

**Who May Avail of the Services:**

All symptomatic patients having symptoms of:

- |                     |                     |
|---------------------|---------------------|
| 1. Cough for 2 days | 4. Chest and pains  |
| 2. Fever            | 5. Hemoptysis       |
| 3. Weight Loss      | 6. Loss of Appetite |

**What are the Requirements:**

1. Doctor’s Request
2. sputum cups
3. 1<sup>st</sup> day – spot
- 2<sup>nd</sup> day – early morning – spot

**Duration: 1 hour & 17 minutes**

**How to Avail the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person/in-Charge	Fees	Fees
1	Goes to the Laboratory and brings the request from the physician	Give proper instruction to patient on how to collect sputum specimen	5 minutes	Med. Tech/Lab. Aide	None	Doctor’s Laboratory Request
2	Submits sputum specimen to the laboratory	Examines the specimen and advises patient when to come back for the result	1 hour	Med. Tech/Lab. Aide Dentist	None	National Tuberculosis Program registry Book
3	Goes back to the lab. And get the result	Issues result and advises client to go to CHO physician	2 minutes	Med. Tech/Lab. Aide	None	NTP LABORATORY Result Form
4	Goes to the CHO physician bringing the result	Analyzes and gives medication	10 minutes	Physician/Nurse/ Coordinator/Midwife	None	NTP result Form

END OF TRANSACTION

LABORATORY SERVICES (COMPLETE BLOOD COUNT (CBC))  
CITY HEALTH OFFICE (Laboratory Division)

**Schedule of Availability of Services:**

8:00 AM – 5:00PM Monday – Friday (NO NOON BREAK)

**Who May Avail of the Service:**

Those patients having signs and symptoms of infection

**What are the Requirements:**

1. Laboratory request from the City Office Physician only

**Duration:** 50 minutes

**How to Avail the Service:**

Step	Applicant/Client	<u>Service Provider</u>	Duration of Activity (Under Normal Circumstances)	Person/in-Charge	Fees	Form
1	Goes to the Laboratory and brings the request from the physician	<ul style="list-style-type: none"> <li>- Does blood testing</li> <li>- Advises patient when to return for the result</li> </ul>	30-45 minutes	Med. Tech	None	Doctor's Laboratory Request
2	Returns to the laboratory to claim result	<ul style="list-style-type: none"> <li>- Releases result and advises patient to proceed to CHO physician</li> </ul>	5 minutes	Med. Tech/Lab. Aide	None	Laboratory Form
3	Bring Laboratory result to CHO physician	Analyzes and gives medication	5 minutes	CHO Physician	None	Laboratory Result Form
<b>END OF TRANSACTION</b>						

LABORATORY SERVICES (COMPLETE BLOOD COUNT (CBC))  
CITY HEALTH OFFICE (Laboratory Division)

**Schedule of Availability of Service:**

8:00 AM – 5:00PM Monday – Friday (NO NOON BREAK)

**Who May Avail of the Service:**

Those patient having signs and symptoms of infection

**What are the Requirements:**

1. Laboratory request from the City Health Office Physician only
2. Specimen cup from the Laboratory
- 3.

**Duration:** 37 minutes

**How to Avail the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person/in-Charge	Fees	Form
1	Proceeds to the Laboratory with the physician's laboratory request	<p><b>- Instruct patient on the proper midstream clean catch collection of urine</b></p> <p>- Does urine analysis</p> <p>- Advises patient when to return for the result</p>	30 minutes	Med. Tech	None	Doctor's Request
2	Returns to the Laboratory and claims result	Releases result and advises patient to go to CHO physician	2 minutes	Med. Tech/Lab. Aide	None	Laboratory Result Form
3	Brings Laboratory result to the physician	Analyzes and gives medication	5 minutes	CHO Physician	None	Laboratory Result Form
<b>END OF TRANSACTION</b>						

LABORATORY SERVICES (STOOL EXAMINATION/FECALYSIS)  
CITY HEALTH OFFICE (Laboratory Division)

**Schedule of Availability of Services:**

8:00 PM – 5:00PM Monday – Friday (NO NOON BREAK)

**Who May Avail of the Services:**

Those patients having symptoms of LBM, mucoid stool, blood – streaked stool.

**What are the Requirements:**

1. Laboratory request from the City Health Office Physician only
2. Stoll container /cup from the laboratory

**Duration: 37 minutes**

**How to Avail the Service:**

Step	Application/Client	<u>Service Provider</u>	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Proceeds to the Laboratory with the physician's laboratory request	- Instruct patient on the proper collection of stool - Does stool examination - Advises patient when to return for the result	30 minutes	Med. Tech	None	Doctor's Request
2	Returns to the Laboratory and claim result	Releases result and advises patient to go to CHO physician	2 minutes	Med. Tech/Lab. Aide	None	Laboratory Result Form
3	Bring Laboratory result to the physician	Analyzes and give medication	5 minutes	CHO Physician	None	Laboratory Result Form
<b>END OF TRANSACTION</b>						



LABORATORY SERVICES (SKIN SMEAR)  
CITY HEALTH OFFICE (Laboratory Division)

**Schedule of Availability of Services:**

8:00 AM – 5:00PM Monday – Friday (NO NOON BREAK)

**Who May Avail of the Services:**

Those patients having symptoms of:

- Flat not well-defined dry patches
- Slight to no sensory loss
- Paler in Color
- Hair loss in eyebrows

**What are the Requirements:**

- A. Laboratory request from the Physician

**Duration:** 52 minutes

**How to Avail the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Proceeds to the Laboratory with the physician's laboratory request	-Does skin smear and microscopic examination -Advises patient when to return for the result	30 - 45 minutes	Med. Tech	None	Doctor's Request
2	Returns to the Laboratory to claim result	Releases result and advises patient to go to CHO physician	2 minutes	Med. Tech/Lab. Aide	None	Laboratory Result Form
3	Bring Laboratory result to the physician	Analyzes and gives medication	5 minutes	Physician/Nurse/Midwife	None	Laboratory Result Form
<b>END OF TRANSACTION</b>						

LABORATORY SERVICES (GRAM STAINING)

CITY HEALTH OFFICE (Laboratory Division)

**Schedule of Availability of Services:**

- A. 1:00 PM - 5:00 PM Monday – Friday (For patients having symptoms of sexually transmitted infection)  
 B. 2:00PM – 5:00 PM Wednesday only – For Hygiene Examination

**Who May Avail of the Services:**

Those patients having symptoms of sexual transmitted infection  
 Commercial sex workers  
 Sexually promiscuous individual

**What are the Requirements:**

- A. Laboratory request form the Physician  
 B. For Hygiene Examination: Hygiene Card issued SI Division w/ 1 x 1 picture attached

**Duration:** A. 52 minutes B. 52 minutes

**How to Avail the Service:****A. For Clients with symptoms of STI**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Proceeds to the Laboratory with the physician's laboratory request	-Does skin smear and microscopic examination -Advises patient when to return for the result	30 - 45 minutes	Med. Tech	None	Doctor's Request
2	Returns to the Laboratory to claim result	Releases result and advises patient to go to CHO physician	2 minutes	Med. Tech/Lab. Aide	None	Laboratory Result Form
3	Brings Laboratory result to the physician	Analyzes and gives medication	5 minutes	Physician/Nurse/Midwife	None	Laboratory Result Form
<b>END OF TRANSACTION</b>						

**B. For Hygiene Examination**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Goes to the laboratory for examination and brings hygiene card	-Does smearing skin smear and microscopic examination -Advises patient when to return for the result	30 - 45 minutes	Med. Tech	None	Hygiene Card
2	Returns to the Laboratory to claim result	Releases result and advises patient to go to CHO physician	2 minutes	Med. Tech/Lab. Aide	None	OR (Accountable Form No. 51)
3	Brings Laboratory result to the physician	Analyzes and give medication	5 minutes	Physician/Nurse/Midwife	None	Hygiene Card
<b>END OF TRANSACTION</b>						

OTHER SERVICES : (PRE-MARRIAGE COUNSELLING) PMC  
CITY HEALTH OFFICE

**Schedule of Availability of Services:      Every Friday of the Week**

8:00 PM – 11:00 AM                      : Handled by CHO  
 1:00 PM – 4:00 PM                        : Handled by DSWD  
 4:00 PM – 5:00 PM                        : Releasing of PMC certificates

**Who May Avail of the Services:**

All person whose ages range from 18 years old and above , and who wants to get married under Philippine Laws

**What are the Requirements:**

1.        Filipino – Birth Certificate
2.        Foreigner – Birth Certificate

**Duration:**            5 hours & 50 minutes

**How to Avail the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Approaches in-Charge & present requirement for PMC	Checks requirements & interviews would-be couple	10 minutes	Admin. Division	None	None
2	Attends counseling	Conducts PMC. When done, advises would-be couples to comeback in the afternoon for DSWD session the advises to go to RC Clerk for payment	2 1/2 hours Am 2 1/2 hours PM	HEPO	None	Information Sheet For Eligible Marriage
3	Goes to Revenue Collection Clerk for payment	Prints Certificates  Issue OR	30 minutes (in an average of 10 would-be couple)  5 minutes	HEPO	Group=P100  Special=P500	OR (Accountable Form No. 51)
4	Present O. R. then receives PMC Certificate	Distributes PMC Certificate & advises client to go to LCR	5 minutes	DSWD	None	None

**END OF TRANSACTION**

LABORATORY SERVICES (XPRT MTB/RIF)  
CITY HEALTH OFFICE / XPRT SITE

**Schedule of Availability of Services:**

Every Wednesday & Thursday only

8:00 AM- 05: PM : NO NOON BREAK  
2:00 PM : Releasing of result

**Who May Avail of the Services:**

1. Presumptive DR-TB
2. PLHIV with s/s of TB
3. Presumptive TB in Children
4. Screening for smear-negative patient with chest X-RAY finding

**What are the Requirements:**

1. NTP Form 2a
2. 1 sputum specimen—Spot collection
  - Must be at least 1ml in volume
  - Early morning collection of sputum is acceptable

**Duration:** 3 hours

**How to Avail the Service:**

Step	Application/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Proceed to the laboratory bringing along the NTP form 2a and Sputum sample	Check quality of sample submitted and records patient's info into the NTP form 3a and advice patient to come back for the result	5 minutes	MT/GX Staff	None	NTP form 2a
2	Submit sputum at the laboratory's receiving area for examination	Prepare sputum specimen for the XPRT MTB/RIF examination in the analyzer	2 hours & 50 minutes	MT/GX Staff	None	NTP form 3a
3	Go back to the laboratory and claim the result	Issue result and advice to proceed to the STC nurse	5 minutes	MT/GX Staff	None	NTP form 2a
<b>END OF TRANSACTION</b>						

COMMUNITY BASED REHABILITATION (CBR)  
CITY HEALTH OFFICE

**Schedule of Availability of Services:**

8:00 AM – 5:00 PM Monday – Friday (NO NOON BREAK)

**Who May Avail of Services:**

All symptomatic patient having symptoms of:

- Stroke or Paralysis
- Cerebral Palsy or developmental delay
- Arthritis
- Low Back Pain
- Frozen Shoulder
- Fits or seizures
- Deaf / mute

**Other Services:**

- Hearing test – deaf of Visayas Ear Care
- Prosthesis leg & arm, hand with NORFI

**What are the Requirements:**

- Referral slip from the Midwife/Local Supervisor
- Recommendation from physician for treatment/therapy

**Duration:** 30 minutes

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Secure referral slip from the Midwife	Issues referral slip	5 minutes	Midwife	None	Referral Slip
2	Proceed to CBR in-charge and present referral slip	Receives referral slip and evaluates patients needs/treatment. Instruct Local Supervisor (LS) as to client's treatment	10 minutes	PT	None	Individual Treatment Record (TR)
		LS performs the required therapy and give instruction for the succeeding visit	15 minutes	LS	None	ITR
<b>END OF TRANSACTION</b>						

BIRTHING FACILITY SERVICES  
CITY HEALTH OFFICE

**Schedule of Availability of Services: Every Friday of the Week**

Pre-natal Checkup: Monday- Friday= 8:00 AM – 11:00 AM ; 1:00 PM – 4:00 PM

**Birth Time: Monday – Sunday (24 hours)****Who may Avail of the Services:****Pregnant Women;**

Who are Philhealth and NonPhilhealth member/ beneficiary  
Who are on their second and third pregnancy

- Who are not high risk  
- With regular Pre- natal check up

**What are the requirements?**

- Referral slip from the Midwife
- Mother's book/ HBMR

**Duration: 35 minutes****(Labor & puerperium/ Post Partum – 8 hours)****How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form
1	<u>A.P. Check-up</u> Secure referral slip from the Midwife	Issue referral slip	5 minutes	Midwife	None	Referral Slip
2	Go to CHO Birthing Facility for Pre-natal check-up w/ referral slip & Mother's book/ HBMR	Entertain the pregnant woman accordingly, make her an ITR, take vital signs, do the Leopold's Maneuver in a private area, take fundal height & FHB. Advise the pregnant woman to proceed to the Physician for further management.	20 minutes	Midwife	None	Individual Treatment Record
3	Consult to CHO Physician	Examine the pregnant woman, give Laboratory request UA & CBC	5 minutes	Physician	None	ITR & lab request
4	Refers back to the Physician w/ laboratory	Analyze, give medication & advice	5 minutes	Physician	None	ITR & lab request Attached
	<u>Labor &amp; Puerperium</u> Get the pregnant woman's record	<ul style="list-style-type: none"> <li>➤ Assess woman in labor</li> <li>➤ Check vital signs &amp; lab result, AOG &amp; FHB</li> <li>➤ Bring woman in labor D.R. for Internal Exam after vaginal flashing to determine the presenting part, cervical dilatation &amp; effacement &amp; to check if BOW is intact or leaking</li> <li>➤ Admit woman in labor if cervical dilation is <u>4cm</u></li> <li>➤ Always do the Photograph to recognize deviation from the norm &amp; decide on timely referral unless the case is Direct to D.R</li> <li>➤ Close monitoring of the vital sign of the woman in labor &amp; do an I.E every 4 hours to monitor the contraction by interval &amp; duration</li> <li>➤ If cervix is fully dilated bring the woman to D.R</li> <li>➤ Instruct the woman in labor how to push her baby properly to avoid fetal distress &amp; fatigue to the mother</li> <li>➤ Proper support the perenium to avoid laceration</li> <li>➤ Inject Oxytocin 1ml I.M right after the delivery of the baby</li> <li>➤ Do Immediate Newborn care (see attached)</li> <li>➤ Check &amp; observe uterine contraction , blood loss &amp; location after expulsion of the placenta</li> <li>➤ Do suturing as needed</li> <li>➤ Check vital signs</li> <li>➤ Transfer the patient to recovery room</li> </ul>	8 hours and below	Midwife on duty Nurse Coordinator & Physician	None	ITR w/ Lab result
	<u>Post Partum</u>	<ul style="list-style-type: none"> <li>❖ Close monitoring of vital sign every 15 minutes for 1 hour, then every 4 hours</li> <li>❖ Advice exclusive Breastfeeding</li> <li>❖ Health education</li> <li>❖ Family Planning counseling</li> <li>❖ If no complication noted discharge mother &amp; newborn advice to come back 1 week after for follow up check-up</li> </ul>		Midwife on duty Nurse Coordinator & Physician		ITR
<b>END OF TRANSACTION</b>						

I. SERVICES TO CHILDREN/MINOR  
CITY SOCIAL WELFARE & DEVELOPMENT OFFICE

**A. Management of Child Abuse Cases**

**Schedule of Activity:** Monday to Friday

8:00 AM – 05:00 PM No Noon Break

**Who May Avail of the Service:**

Children victim of abuse under RA & 7610

**Duration: Case to Case Basis**

**How to Avail of the Service:**

<b>Step</b>	<b>Applicant/Client</b>	<b><u>Service Provider</u></b>	<b>Duration of Activity (Under Normal Circumstances)</b>	<b>Person in Charge</b>	<b>Fees</b>	<b>Form</b>
1	Approaches Social Worker At CSWD Office	1. Conduct intake Interview & initial counseling	1-2 Hours	Odessa D. Rigor / Lavern T. Rigor	None	Intake Form
		2. Assist client & refer them to Agencies providing necessary service/s - PNP - City Hospital - Hall of Justice	Case to Case basis	-do-	None	Police blotter Medico Legal Other Legal documents
		3. Schedules activities for follow-up intervention	1 Hour	-do-	None	Case Management Form Court Order
2	Attends/Participates in the various follow-up activities	4. Conduct follow-up session - Court hearing counseling	2 hours / hearing 1 hour / session	-do-	None	
<b>END OF TRANSACTION</b>						

I. SERVICES TO CHILDREN/MINOR  
CITY SOCIAL WELFARE & DEVELOPMENT OFFICE

**B. Management for Legal Adoption for Minors**

**Schedule of Activity:** Monday to Friday

8:00 AM – 05:00 PM No Noon Break

**Who May Avail of the Services:**

Couple/Family requesting to adopt a child

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Filing of application form and providing information for Home Study Report	Conducts intake interview & Initial counseling	1 Hour	Victoria H. Boteros	None	Application Form
2	Makes follow-up on social Worker regarding result of Home Study	Conducts Home Visitation	2 Hours	-do-	None	Home Study Report Form
		Submits Reports to DSWD Court	Case to Case basis	-do-	None	
3	Attends court hearing		Case to Case basis	-do-	None	
4	Attends Post Legal Adaption Counseling	Conducts Post Legal Adoption Counseling	1 hour / session	-do-	None	
<b>END OF TRANSACTION</b>						



I. SERVICES TO CHILDREN/MINOR  
CITY SOCIAL WELFARE & DEVELOPMENT OFFICE

**C. Securing of Papers for minors Travelling Abroad**

**SCHEDULE OF Activity:** Monday to Friday  
8:00 PM – 05:00 PM No Noon Break

**Who May Avail of the Services:**

Individual/Family requesting to bring minors in traveling abroad.

**How to Avail the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Fills up application form	Conducts intake interview with orient document needed	1 Hour	Victoria H. Boteros	None	Application Form
2	Provides Information to worker/submission of pertinent document	Conducts assessment of the document submitted	1 Hour / session	-do-	None	Case Study Report Form
3	Makes follow-up social worker for the result of the study	Submits Report to DSWD Court	Case to Case basis	-do-		
4	Security travel clearance	NIR issues travel clearance			P300.00	
<b>END OF TRANSACTION</b>						

**D. Management of Street Children****Schedule of Activity:** Monday to Friday

8:00 AM – 05:00 PM No Noon Break

**Who May Avail of the Service:**

Individual referring at risk child/minors in the street

**How to Avail of the Service:**

Step	Applicant/Client	<u>Service Provider</u>	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Presentation of the street child to social workers	Do intake Interview (minor & referring individual)	1 Hour	<b>Odessa D. Rigor/ Belinda c. Alquisalas</b>	None	Application Form
2	Accompanies social Workers for police blotter	Refers to PNP for police blotter (in case child is unidentified)	1 Hours / session	-do-	None	
3	Accompanies Social Worker for Child's medical check-up	Refers to CHO or city Hospital for medical intervention	1 Hours / session	-do-		
4	Child to temporarily stay at the children & women center	Contact families of child or find foster parent	Case to Case basis	-do-		
END OF TRANSACTION						

I. SERVICES TO CHILDREN/MINOR  
CITY SOCIAL WELFARE & DEVELOPMENT OFFICE

**E. Management of Children in conflict with the Law**

**SCHEDULE OF Activity: Monday to Sunday**

**24 Hours (on call after office hours)**

**Who May Avail of the Services:**

**Family/PNP Personnel referring JICL**

**How to Avail the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Turn-Over/Presentation of child/case to person's in charge (once turned over by the PNP)	Conducts intake interview and initial counseling	1 Hour	<b>Eden S. Dagondon / Mea Perpetua O. Diaz</b>	None	Intake Form
		Advises minor to stay temporarily at the Guidance Center for Minors for counseling and other social welfare intervention		-do-	None	Police Blotter Medico Legal Other Legal document
		Prepares Case Management Report & Plan to return CICL to his/her family/community				
2	Integration to family community	Conducts follow-up activities in the community				
<b>END OF TRANSACTION</b>						

I. SERVICES TO CHILDREN/MINOR  
CITY SOCIAL WELFARE & DEVELOPMENT OFFICE

**F. Management of Minor's violated " Curfew Ordinance for Minors of 2008"**

**Schedule of Activity: Monday to Sunday**

10:00 PM – 04:00 AM

**Who May Avail of the Services:**

Minors caught during curfew

**Duration:** 10:00 PM to 4:00 Am (following day)

**How to Avail the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Turn-over of minor/s from PNP Roving Team In charge	Conducts intake interview And Initial counseling	1 Hour	Mea Perpetua D. Diaz/ Susan Galvez (J.O)	None	Intake Form
		Contact Parents/guardian	2 Hours	<b>-do-</b>	None	
		Minor to stay temporarily at the curfew Center for counseling				
		Counseling, referral and Implementation of community service activity	Not more than 24 hours	<b>-do-</b>		
		Conduct follow-up Activities in the community		<b>-do-</b>		
END OF TRANSACTION						

II. FAMILY WELFARE PROGRAM  
CITY SOCIAL WELFARE & DEVELOPMENT OFFICE

**A. Management of Women in Especially Difficult Circumstance**

**Schedule of Activity:** Monday to Sunday including Holidays  
24 Hours (on call after office hours)

**Who May Avail of the Services:**  
Disadvantage Women

**How to Avail the Service:**

Step	Application/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Report case to CSWD staff And present self for interview	Do data gathering and initial counseling	1 Hour	<b>Odessa D. Rigor / Lavern T. Rigor</b>	None	Intake Form
		Advises victim to temporarily stay At the center (if perpetrator is a Family member) for safety keeping		-do-	None	
		Conducts counseling and referral		do-	None	
		Makes referral for medical and legal assistance		-do-	None	Police blotter Medico Legal Other Legal Documents
2	Attends center activities	Conducts practical Skills Dev't. Activities	Case to Case basis	-do-	None	

**END OF TRANSACTION**

II. FAMILY WELFARE PROGRAM  
CITY SOCIAL WELFARE & DEVELOPMENT OFFICE

**B. Issuance of Solo Parent ID**

**Schedule of Activity:** Monday to Friday  
8:00 AM – 5:00 PM No noon Break

**Who May Avail of the Services:**  
Solo Parent

**Duration:** 3 weeks

**How to Avail the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Secure application Form at the CSWD Office	Informs client of needed Document; Death Certificate of Spouse (if married), birth certificate of dependent, barangay Certification, ITR, Court Decision	1 hour	<b>Odessa D. Rigor / Lavern T. Rigor</b>	Membership Fee P 30 :00	Application Form
2	Do Submission of accomplished application form with attached documents	Interviews and makes assessment Of applicants		-do-	None	Police blotter Medico Legal Other Legal documents
3	Receives issued of Solo Parent ID	Issuance of Solo Parent ID	15 days	do-		Solo Parent ID
4	Attends center activities		Maximum of 1 weeks	-do-		
<b>END OF TRANSACTION</b>						

**C. Issuance of certificate of Pre-Marriage Counseling (PMC)**

**Schedule of Activity:**

Every Friday of the Week except for special PMC

1:00 PM – 3:00 PM

**Who May Avail of the Services:**

Couple who are applying for PMC for marriage license

**Duration:** 3 hour maximum

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person/in-Charge	Fees	Form
1	Applies for Pre-marriage Counseling session at the CSWD Office	Filling up of questionnaire	20 minutes	Officer of the day or Marriage Counselor		
2	Participates in the marriage Counseling session	Conduct OF PMC	3 Hours	Assigned Marriage Counselor		
3	Secures PMC certificate Form the CHO		20 minutes	-do-		PMC Certificate

III. SERVICES FOR SENIOR CITIZENS  
CITY SOCIAL WELFARE & DEVELOPMENT OFFICE

**Issuance of senior Citizens IDs & Booklet****Schedule of Activity:** Monday to Friday

8:00 AM – 5:00 PM No noon Break

**Who May Avail of the Service**

Senior Citizens (above 60 years old)

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person/in-Charge	Fees	Form
1	Secures application Form at the Senior Citizen Center (Reclamation Area)	Inform client of needed documents	1 Hour	<b>Feen R. Rigor/Elmer A. Artillaga</b>	P 70.00 Membership Fee	Application Form
2	Submits accomplished Application form With attached documents	Interviews and do assessment of applicants	1 Hour	-do-		
3	Issuance of Senior Citizen ID & Booklet	Submit ID to CMO For signature	Maximum of 2 weeks	-do-		Senior Citizen ID
<b>END OF TRANSACTION</b>						



IV. SERVICES FOR PERSONS WITH DISABILITIES (PWD)  
CITY SOCIAL WELFARE & DEVELOPMENT OFFICE

**Issuance of PWD ID & Booklets**

**Schedule of Activity:** Monday to Friday

**8:00 AM – 5:00 PM NO noon Break**

**Who May Avail of the Service**

Needy Person with Disabilities

**Duration:** 3 days & 2 Hours

**How to Avail of the Service:**

<b>Step</b>	<b>Applicant/Client</b>	<b>Service Provider</b>	<b>Duration of Activity (Under Normal Circumstances)</b>	<b>Person in-Charge</b>	<b>Fees</b>	<b>Form</b>
1	Secures application Form at the PWD Office, Reclamation Area	Interviews and do assessment of applicant and gives instructions on needed document; Doctors diagnosis of his/her type of disability	1 Hour	CHO Doctors	None	Application Form
2	Present accomplished Application form to CHO Doctors	Interviews and do assessment of applicants Diagnosed type of Disability	1 Hour	-do-		
3	Receives PWD ID & Booklet	Issuance of PWD ID & Booklet	3 days	PWD In-charge		
<b>END OF TRANSACTION</b>						

V. RELIEF ASSESSMENT  
CITY SOCIAL WELFARE & DEVELOPMENT OFFICE

**A. Assistance to Individuals in Crisis Situation**

**Schedule of Activity:** Monday to Friday  
8:00 AM – 5:00 PM No noon Break

**Who May Avail of the Service**  
Indigent in crisis situation

**Duration:** 2 weeks

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Presents Case to CSWD Office/Personnel	Interviews and do assessment of applicant and gives instructions on needed documents; barangay certification, certificate of eligibility	1 Hour	<b>Social Worker (officer of the day)</b>	NONE	Certificate of Eligibility
2	Submits required documents	If applicant is qualified, prepares Case Study Report and financial document for AICS	3 days	-do-		Accounting Documents Case Study
3	Return to CSWD office to get assistance	Assists client in claiming assistance to CTO	30 minutes	do-		
END OF TRANSACTION						

VI. RELIEF ASSISTANCE  
CITY SOCIAL WELFARE & DEVELOPMENT

**B. Assistance During Natural & Manmade Calamities**

**Schedule of Activity:** Monday to Friday  
8:00 AM – 5:00 PM No noon Break

**Who May Avail of the Service**  
Indigent in crisis situation

**Duration:** 2 weeks

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Report incident to CSWD Office	Do initial data gathering & assessment Provision of family packed food or do hot Kitchen if needed	Case to Case basis	<b>All CSWDO Personnel</b>	None	Application Form
2	Submits required documents	Do finalization of data gathering and Preparation of case study report for financial assistance	1 week	-do-		
3	Return to CSWD office to get assistance	Assists client in claiming further assistance	30 minutes	do-		
<b>END OF TRANSACTION</b>						

ADMISSION OF PATIENTS  
SAN CARLOS CITY HOSPITAL

**Schedule of Availability of Service:** Monday – Sunday 24 hours/7days (even holidays) (No Noon Break)

**What are the Requirements:** OB Patient – Referral Form/Mother-Child (MC) Booklet  
Old Patient – Hospital ID Number  
New Patient – None

**Duration:** 40 Minutes

**How to Avail of the Services:**

Step	Applicant/Client	<u>Service Provider</u>	Duration of Activity (Under Normal Circumstance)	Person In-Charge	Fees	Form
1	Proceeds to Emergency room Present requirements Provides information	Receives patient, records information, take vital signs Fills out patient's chart, issue new hospital ID (new Patient), give watcher's ID ask for referral form	5 minutes	ER Nurse/ Attendant		Patient Chart Hospital ID Laboratory/x-ray Request Prescription Form
		Take medical History, perform physical exam, writes Medical order, issue laboratory/x-ray request, prescribe Medication and other medical supplies	10 minutes	ER Physician		
2	Submits to physical assessment, Laboratory/x-ray exam, presents Prescription to pharmacy	Performs needed treatment Administer medication and other medical supplies Carry out medical orders  Transport patient to room assignment	20 minutes	ER Physician ER Nurse/ Attendant		
3	Occupies the room	Receive patient endorsement	5 minutes	Ward Nurse		
<b>END OF TRANSACTION</b>						

BILLING PROCESS For IN-PATIENT (PHILHEALTH)  
SAN CARLOS CITY HOSPITAL

**Schedule of Availability of Service:** Monday-Friday 8:00 AM – 5:00 PM (No Noon Break)  
Saturdays – Sundays & Holidays 9:00 AM – 1:00 PM

**Who May Avail of the Service:** Those with Qualified Philhealth Insurance Benefits

**What Are the Requirements:** Philhealth ID and other documents certifying that the patient/client is a Philhealth Member  
Physician's Order for minor Operation  
Old Patient – Hospital ID  
New Patient – None

**Duration:** 12 minutes plus the duration of operation (variable)

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In-Charge	Fees	Form
1	Submits requirements and physician's order for minor operation Submits for operation	Performs Minor operation and writes surgical memorandum  Instruct to go to Philhealth	Variable	Surgeon/Dispensary Nurse		Philhealth Form 1 and Form 2
2	Completion of Philhealth Claim Form	For ICD-10 distribution and sign  Process Billing Instruct to pay	5 minutes  2 minutes	Philhealth Personnel  Billing Personnel		Claim Form 1 and Form 2  Statement of account
3	Pays account (excess to Philhealth coverage)	Received payment and issues OR	5 minutes	Cashier		
<b>END OF TRANSACTION</b>						

BILLING PROCESS For IN-PATIENT (POINT OF CARE)  
SAN CARLOS CITY HOSPITAL

**Schedule of Availability of Service:** Monday-Friday 8:00 AM – 5:00 PM (No Noon Break)  
Saturdays – Sundays & Holidays 9:00 AM – 1:00 PM

**Who May Avail of the Services:** Those without Qualified Philhealth Insurance Benefits

**Duration:** 7 minutes plus the duration of operation (variable)

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In-Charge	Fees	Form
1	Submits requirements and physician's order for minor operation Submits for operation	Performs Minor operation and writes surgical memorandum  Instruct to go to Philhealth	Variable	Surgeon/Dispensary Nurse		Philhealth Form 1 and Form 2
2	Completion of Philhealth Claim Form	For ICD-10 distribution and sign Instruct to go Billing	5 minutes	Philhealth Personnel		Claim Form 1 and Form 2
3	Proceeds to Billing	Process of account charge to Point Care	2 minutes	Billing Personnel		
<b>END OF TRANSACTION</b>						

BILLING PROCESS For IN-PATIENT (PHILHEALTH)  
SAN CARLOS CITY HOSPITAL

**Schedule of Availability of Service:** Monday-Friday 8:00 AM – 5:00 PM (No Noon Break)

Saturday – Sunday & Holidays 9:00 AM – 1:00 PM

**Who May Avail of the Service:** Those with Qualified Philhealth Insurance Benefits

**What Are the Requirement:** Philhealth ID and other documents certifying that the patient/client is a Philhealth Member  
Physician's Order for minor Operation  
Old Patient – Hospital ID  
New Patient – None

**Duration:** 12 minutes plus the duration of operation (variable)

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Submits requirements and physician's order for minor operation Submits for operation	Performs Minor operation and writes surgical memorandum  Instruct to go to Philhealth	Variable	Surgeon/Dispensary Nurse		Philhealth Form 1 and Form 2
2	Completion of Philhealth Claim Form	For ICD-10 distribution and sign  Process Billing Instruct to pay	5 minutes  2 minutes	Philhealth Personnel  Billing Personnel		Claim Form 1 and Form 2  Statement of account
3	Pays account (excess to Philhealth coverage)	Received payment and issues OR	5 minutes	Cashier		
<b>END OF TRANSACTION</b>						

BILLING PROCESS For IN-PATIENT (POINT OF CARE)  
SAN CARLOS CITY HOSPITAL

**Schedule of Availability of Service:** Monday-Friday 8:00 AM – 5:00 PM (No Noon Break)  
Saturday – Sunday & Holidays 9:00 AM – 1:00 PM

**Who May Avail of the Service:** Those without Qualified Philhealth Insurance Benefits

**Duration:** 7 minutes plus the duration of operation (variable)

**How to Avail of the Service:**

Step	Application/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Submits requirements and physician's order for minor operation Submits for operation	Performs Minor operation and Writes surgical memorandum  Instruct to go to Philhealth	Variable	Surgeon/Dispensary Nurse		Philhealth Form 1 and Form 2
2	Completion of Philhealth Claim Form	For ICD-10 distribution and sign Instruct to go to Billing	5 minutes	Philhealth Personnel		Claim Form 1 and Form 2
3	Proceeds to Billing	Process of account charge to Point of Care	2 minutes	Billing Personnel		
<b>END OF TRANSACTION</b>						



REQUEST FOR MEDICAL CERTIFICATE  
SAN CARLOS CITY HOSPITAL

**Schedule of Availability of Services:** Monday- Friday 8:00 AM – 5:00 PM (NO Noon Break)

**What Are The Requirements:** Present any Government ID for Identification  
**Medico – legal:** Notice from police and subpoena  
**Medical Record:** Permission from physician

**Duration:** **Medical Certificate:** 4 minutes **Medico-legal:** 20 minutes Authentication: 9 minutes

**How to Avail of the Services:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person in-Charge	Fees	Form
1	Submits requirements	Receives and checks on requirement Instructs to pay	2 minutes	Records Personnel		A/B – Medical Certificate C – Medico-legal Form
2	Pays fee  Presents OR to Record Section	Receives payment and issue Official Receipt  Receives OR: <b>Medical Certificates:</b> a.) In-patient – retrieves Patient's Chart b.) out-patient – Retrieves OPD records  Refers to Physician for notes Instruct to return an hour/ a week after  <b>Medico –legal:</b> Retrieves record from ER Instruct to wait encoding details Release 3 medico-legal copies Record to logbook	2 minutes  1 hour – newly Admitted 3 days – admitted more than 4 months  15 minutes	Cashier  Records Personnel	Medical Certificate- P50.00 Medico-legal P75.00	
3	<b>Medico-legal:</b> leaves one (1) copy, and sign the logbook  <b>Medical Certification: Return as schedule and</b> leaves one (1) copy, and sign the logbook	Files the copy  Makes medical certificate and releases Files copy	1 minutes  5 minutes	Records Personnel		
4	<b>For Authentication:</b> Photocopies the required records  Pays for authentication	Receives Photocopy as instructed the required records necessary for such claim  Issues Official receipt  Certifies authentication of Photocopy and signs. Releases copy and gets one for files	2 minutes  2 minutes  5 minutes	Records Personnel  Cashier  Records Personnel	Authentication Fee P 50.00/page	
<b>END OF TRANSACTION</b>						

REQUEST FOR BIRTH CERTIFICATE  
SAN CARLOS CITY HOSPITAL

**Schedule of Availability of Service:** Monday- Friday 8:00 AM – 4:00 PM (NO Noon Break)

**What Are The Requirements:**  
If Married: Marriage Contract  
If Not Married: Birth Certificate of Parent  
If Late Request: (More than a month) Residence certificate and Birth Certificate of Patient

**Duration:** 19 minutes

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In-Charge	Fees	Form
1	Secures Draft Form and Blank Form of Birth Certificates (BC) at the Delivery Room( DR)	Fills out a Draft form while requester is interviewed instruct to pay fee	10 minutes	Delivery Room Personnel		Blank and Draft Form of Birth Certificates
2	Pays the Fee	Receives payments and Issue Official Receipt (OR)  Instructs to go back to DR	2 minutes	Cashier	P 50.00 (SCC Residents) P75.00 (outside SCC)	
3	Presents the OR  Verify Correctness of information And signs Final Birth Certificate  Receives the Final Birth Certificate And submit BC to LCR	Receives the OR and makes the Final Birth Certificate Instruct to verify correctness  Releases copy and leave a file copy  Registers BC	5 minutes  2 minutes  (Refer to LCR)	Delivery Room Personnel  Records Personnel  Local Civil Registrar's Office		
<b>END OF TRANSACTION</b>						

REQUEST FOR DEATH CERTIFICATE  
SAN CARLOS CITY HOSPITAL

**Schedule of Availability of Service:** Monday- Friday 8:00 AM – 5:00 PM (NO Noon Break)

**What Are The Requirements:** Any government ID for Identification

**Duration:** 52 minutes

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In-Charge	Fees	Form
1	Inform Records Section the Need for issuance of Death Certificate (DC)	Verify that diagnosis is complete and verify Other information  Instruct Patient to go to Philhealth for billing Process	10 minutes	Records Personnel		
2	Complete billing process and Issuance of gate pass	Computes the bill and releases gate pass  Makes the DC and have it signed by the Physician	40 minutes	Billing Personnel  Records Personnel Physician		Death Certificate Form Gate Pass
3	Pay the fee  Presents OR and gate pass	Receives payment and issue OR  Receives OR and gate pass Attach gate pass to DC Releases DC to the informant Get one (1) copy file and log	2 minutes  2 minutes	Cashier  Records Personnel	Death Certificate Fee: P50.00	
4	Proceed to Funeral Homes, City Health, Local Civil Registrar	-		Funeral Homes, City Health, Local Civil Registrar		
<b>END OF TRANSACTION</b>						

REQUESTE FOR PATIENT'S RECORD (OUT-PATIENT)

## SAN CARLOS CITY HOSPITAL

**Schedule of Availability of Service:** Monday- Friday 8:00 AM – 5:00 PM (NO Noon Break)

**Duration:** 8 minutes

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In- Charge	Fees	Form
1	Request for Out patient's record For Disability Claim to GSIS/SSS/ Insurance Claim	Receives request  Instructs To pay fee	1 minute	Records Personnel		
2	Pays to the Cashier for necessary billing	Receives payments and issue Official Receipt (OR)  Instruct to go back to record Section	2 minutes	Cashier	Authentication P50.00/page	
3	Show OR to record Personnel	Receives OR and retrieves Chart  Instructs to return as Scheduled	1 hour – newly Admitted 3 days – admitted more than 4 months	Record Personnel		
4	Photocopy the required records And return to the records Section for authentication	Certify true copy the duplicate document/s And for signature	5 minutes	Record Officer		
<b>END OF TRANSACTION</b>						

PHILHEALTH REFUND PROCEDURE  
SAN CARLOS CITY HOSPITAL

**Schedule of Availability of Service:** Monday- Friday 8:00 AM – 5:00 PM (NO Noon Break)

**What Are The Requirements;** Proof of Refund Notice

**Duration:** 10 minutes

**How to Avail the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In-Charge	Fees	Form
1	Present the refund notice and date Of confinement	Gives the transmittal to the Member/Philhealth for photocopy	5 minutes	Philhealth Personnel		Notice of refund Transmittal for refund
2	Photocopy the transmittal and gives Back to Philhealth Personnel	Make voucher for refund duly Signed by the corresponding Signatories Let's the member sign the Logbook  Instruct to go to City Hall to Claim refund	5 minutes	Philhealth Personnel		Disbursement Voucher
3	Proceed to City Hall Accounting Office to Claim the refund	Refer to Accounting Officer	Refer to Accounting Officer	City Hall Accounting Personnel		
<b>END OF TRANSACTION</b>						

CITY INDIGENCY PROGRAM  
SAN CARLOS CITY HOSPITAL

**Schedule of Availability of Service:** Monday- Friday 8:00 AM – 5:00 PM (NO Noon Break)

**What Are The Requirements;** Resident Certificate (Cedula), Voter's ID Medical Certificate of Disability (age over 21)  
Birth Certificate (minor) Marriage Contract Certificate of Indigency (from Barangay Captain)

**Duration:** 20 Minutes

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In-Charge	Fees	Form
1	Requests Social Worker personnel for evaluation to qualify Indigency Assistance with the requirements, discharge order, statement of account	Receives and checks completeness of requirements, Interviews for screening and evaluates patient who seek medical and surgical care  Let patient sign and other hospital staff Records the bill of the Patient and instructs client to go to the Mayor's Office for Approval. If Bill exceeds P5,000.00 refers to : Women and Children's Affair, Senior Citizen's Affairs, Congressional Indigency Fund, AICS (DSWD), MAP (DOH).	5 minutes  5 minutes	Social Worker		Hospitalization Assistance/ Indigency Form
2	Proceeds to the Mayor's office for approval of the Application for hospitalization form or to any Agency concerned	Approves the Indigency Application  Instruct to go back to Hospital	5 minutes	City Mayor's Office		
3	Presents the Approved hospitalization Assistance form to the Social Worker personnel	Receives the Approved Hospitalization Assistance Form and instruct to go the billing section	3 minutes	Social worker personnel		
4	Proceeds to billing section and Secures statement of account and Gates pass	Checks statement of account and signs ok Releases gate pass	2 minutes	Billing Personnel		
<b>END OF TRANSACTION</b>						



PHARMACY SERVICES  
SAN CARLOS CITY HOSPITAL

**Schedule of Availability of Service:** Daily: 24 Hours/7 days (No Noon Break)

**Duration:** Cash Transaction: 11 Minutes on Account Transaction: 9 Minutes

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In- Charge	Fees	Form
1	Present Prescription to the Pharmacy	Write corresponding price of the medicines and other medical supplies Instructs patient to pay to the cashier	2 minutes	Pharmacy Personnel		Physician's Prescription Form
2	Cash transaction: Pays to the Cashier  <b>On Account Transaction:</b> Signs the prescription form and receives medicine and other supplies (if admitted)	Receive payment and issue OR	2 minutes	Cashier		
		Instruct to sign in the prescription form and dispenses medicines and other supplies	2 minutes	Pharmacist		
3	Present OR to Pharmacy	Receive OR and dispenses medicine and other supplies	2 minutes	Pharmacist		
4	Receive medicines and other medical supplies and give to Medication Nurse (if admitted) Or take home by the patient (out-patient)	Receive and administer the medicines and Other medical supplies as per Physician's order.	5 minutes	Medication Nurse		
END OF TRANSACTION						



LABORATORY AND RADIOLOGY SERVICES  
SAN CARLOS CITY HOSPITAL

**Schedule of Availability of Service:** Monday – Sunday 24 Hours/ 7 Days (NO Noon Break)

**Who may avail of the Service:** All Patient (In and Out Patient)

**What Are the Requirements:** Laboratory /X-ray: Physician's request Form and Official Receipt from Cashier  
Blood Request: Blood Donor Card and Blood certification Form (From City Health Office)

**Schedule of Examination:** Laboratory: All examinations will be run anytime except for lipid Profile/FBS – (5am – 7 am)  
X-ray: Anytime  
X-ray Examination: 15 Minutes      **Laboratory Examination:** 35 minutes  
**Blood Request:** 98 minutes (1 hour and 64 minutes)

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In-Charge	Fees	Form
1	Present OR to Laboratory/ X-ray  Gets result and presents to the physician	Conducts Lab/X-ray examination  Releases result  Examines result and prescribes medication For X-ray result advise to have it read to a radiologist	3 minutes  30 – Laboratory 10 minutes – X- ray  2 minutes	Lab/X-ray Personnel   Attending Physician		
2	<b>Request for Blood:</b> Present Blood certification form and Blood donor card	Receive from patient/ patient's watcher Blood Donor's card or Blood Certification Form issued by City Health Office	2 minutes	Laboratory Personnel		Blood Certification Form Blood Donor's Card
3	Submits to blood Cross Matching  Pay the fee	Performs Cross-matching of Blood  Receives Payment and issues Official Receipt (OR)	2 minutes  2 minutes	Laboratory Personnel  Cashier	P120.00 – (Outside SCC) FREE – (SCC Residents)	
4	Receives Blood Transfusion	Nurse goes to the Laboratory with the filled out blood Certification Form and verifies the blood bag before transfusion	2 minutes	Ward/Station Nurse	-	

**END OF TRANSACTION**

DISPENSARY SERVICE  
SAN CARLOS CITY HOSPITAL

**Schedule of Availability of Service:** Monday – Friday 8:00 AM -4:00 PM (NO Noon Break)

**What are the requirements:** Hospital ID

**Who may Avail of the Service:** All patient as an Outpatient

**Duration:** 14 minutes plus Surgical procedure time (variable)

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In-Charge	Fees	Form
1	Go to OPD	Retrieve OPD chart, take and record vital Sign and complaints	5 minutes	OPD Nurse		OPD Chart
2	Proceed to Dispensary Room and submit for Surgical procedure	Evaluate Patient for Surgical needs  Performs necessary surgical procedure	2 minutes  Variable time: Surgical Consultation – 5 mins Removal of cyst – 5 mins Removal of Drains & dressing – 7 mins Removal of Cast – 10 mins Plain Dressing only – 5 mins Injection – 5 mins Casting – 30 mins I & D - 30 mins	Surgeon Dispensary Nurse		
3	Pay necessary surgical fees	Receives payment and issue Official Receipt (OR)	2 minutes	Cashier	Depend on The Procedure	
4	Present OR to Dispensary Room	Receives OR and releases prescription of medication Set next schedule of check-up	5 minutes	Dispensary Personnel	-	
<b>END OF TRANSACTION</b>						

DENTAL SERVICES  
SAN CARLOS CITY HOSPITAL

**Schedule of Availability of Service:** Monday – Friday 8:00 AM -5:00 PM (NO Noon Break)

**What Are the Requirements:** Old Patient: Hospital ID

New Patient: None

**Duration:** 39 minutes

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In-Charge	Fees	Form
1	Requests for dental Consultation and Present hospital ID	Instructs to secure short folder and plastic ID (new patients) and proceed to OPD – B area for vital sign taking an record in the consultation form  Retrieves OPD Chart and ask for hospital ID (old patients) at OPD – A area and proceed to OPD-B for vital signs	5 minutes	OPD A/B Personnel		OPD Form
2	Gives the consultation form to dental personnel	Performs dental assessment and check-up by the Dental Physician  Instructs to pay dental procedure and medication	10 minutes	Dentist		
3	Pays the dental extraction  Pays the prescribe medicines	Receives payment and issues Official receipt (OR)  Receives payment and issues OR and dispense the medicines	2 minutes  2 minutes	Cashier  Pharmacy Personnel	P 200.00 (dental extraction)	
4	Presents the OR to dental Personnel  Gives the medicines to the Dental personnel	Performs Dental extraction  Administer the medicines	10-20 minutes (Depends on the no. of tooth to be extracted & the location & the effect of theanesthetic medication)	Dental Physician	-	

**END OF TRANSACTION**

CASHIER SERVICES  
SAN CARLOS CITY HOSPITAL

**Schedule of Availability of Service:** Monday – Friday 8:00 AM -4:00 PM (Admin Office) (NO Noon Break)  
4:00 PM – 8:00 AM (Pharmacy Cashier)  
Saturday-Sunday and Holidays 27/7 (No Noon Break)

**What are the Requirements:** Prescription

**Duration:** 2 minutes

**How to Avail of the Service:**

Step	Application/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person In-Charge	Fees	Form
1	Present prescription and Pays the fee	Receives prescription and indicate amount of fee Receives payment and issues OR	2 minutes	Cashier Personnel		Prescription Official Receipt
<b>END OF TRANSACTION</b>						

REFERAL OF PATIENTS  
SAN CARLOS CITY HOSPITAL

**Schedule of Availability of Service:** Monday – Sunday 24 Hours/ 7 Days (No Noon Break)

**Duration:** 58 Minutes (non-emergency cases)  
13 minutes (emergency cases)

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person/in-Charge	Fees	Form
1	Receives information advice for Referral to other institution	Advise patient/watcher about the referral order and record in the patient's chart	2 minutes	Attending Physician Ward Nurse/ER Nurse		
		Discharge admitted patient to be referred.	5 minutes			
		Fills out the referral form and records in the out-going referral registry logbook	1 minutes			
2	Receives Referral Form (RF)	Gives the Clearance form	1 minutes	Charge Nurse / ER Nurse		
3	Follow Billing Process (in-patient)  *for emergency need to transfer: billing process can be delayed by Signing a promissory note	Receives gate pass	45 minutes	PhilHealth Personnel Billing Personnel		
4	Request for Ambulance and pay	Receives the payment and Issue OR Private Patient – pays Indigent patient – free	2 minutes	Cashier  Ward Nurse/ER Nurse		
		Prepares patient for transfer	2 minutes			
	Brings the referral from to the Referred Institution and submits to the Medical Personnel	Receives Referral Form and fills out the Return slip	Refer to Referred Institution	Referred Institution (Nurse and Physician)		
<b>END OF TRANSACTION</b>						

PROCESSING REQUEST FOR FORM 1A (BIRTH) /2A (MARRIAGE )/3A(DEATH)  
OFFICE OF THE CITY CIVIL REGISTRAR

**Schedule of Availability of Service:**

Monday to Friday

8:00 AM to 5:00 PM (NO Noon Break)

**Who may Avail of the service:**

A person is considered of legal age when he is eighteen years and above

- 1.) Owner of the document to be requested.
- 2.) Owner's spouse, children, parents, brothers, sisters, grandparents, guardian, or any other person duly authorized by law or by the owner of the Document sought be requested.

**What are the requirements:**

- 1.) Any valid I.D
- 2.) Any authentic document to establish identity of owner, or establish relationship to document owner.
- 3.) Any documents to establish authority of document owner

**Duration: 30 minutes**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Forms
1	Requests document by Filing a verification slip	Advises client to pay at the treasurer's office and search request in the database  Verifies data in the registry book and also in the actual copies and once verified have it signed by the Civil Registrar	10 minutes	Front Desk / Records Division		
2	Client pays at the Treasurer's Office		15 minutes		P 50.00	
3	* Claims document and Sign verification slip to Indicate release	Releases document	5 minutes	Records Division		
<b>END OF TRANSACTION</b>						

PROCESSING REQUEST FOR MACHINE COPIES OF BIRTH/MARRIAGE/DEATH CERTIFICATES  
OFFICE OF THE CITY CIVIL REGISTRAR

**Schedule of Availability of Service:**

Monday to Friday  
8:00 A.M to 5:00 P.M (NO Noon Break)

**Who may Avail of the Service:**

A person is considered of legal age when he is eighteen years and above

1.) Owner of the document to be requested.

2.) Owner's spouse, children, parents, brothers, sisters, grandparents, guardian, or any other person duly authorized by law the owner of the document sought to be requested

**What are the requirements:**

1.) Any valid I.D.

2.) Any authentic document to establish identity of owner, or establish relationship to document owner

3.) Any documents to establish authority of document owner.

**Duration:** 40 MINUTES

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Forms
1	Request document by Filing a verification slip	Advises client to pay at the treasurer's office and search request in the database  Verifies data in the registry books and also in the actual copies and once verified have it machine copied and signed by the Civil Registrar	10 minutes  10 minutes	Front Desk/ Records Division		
2	Client pays at the Treasurer's Office		15 minutes		P 50.00	
3	*Claims document and signs verification slip to indicate release	Releases document	5 minutes	Records Division		
<b>END OF TRANSACTION</b>						

PROCESSING OF FILING PETITIONS FOR CORRECTION OF CLERICAL ERROR UNDER REPUBLIC ACT. NO. 9048  
OFFICE OF THE CITY CIVIL REGISTRAR

**Schedule of Availability of Service:**

Monday to Friday  
8:00 A.M to 5:00 PM (NO Noon Break)

**Who may avail of the service:**

A person is considered of legal age when he is eighteen years and above can file petition for correction of clerical error.

- 1.) Owner of the record that contains the error to be corrected
- 2.) Owner’s spouse, children, parent, brother, sister, grandparents, guardian, or any other person duly authorized by law the owner of the document sought to be corrected. The authorization shall be in form of special power of attorney (SPA)

**What are the requirements:**

- 1.) Birth Certificate/ Marriage Certificate/ Death Certificate sought to be corrected issued my National Statistics Office and from Local Civil Register.
- 2.) All other supporting documents be required upon evaluation

**Duration:** Ten (10) days posting. Within five (5) working days after completion of posting is the CCR Decision. Transmit to OCRG. Within five (5) working days after CCR Decision

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In-Charge	Fees	Form
1	Submits all necessary supporting documents for the petition and pays at the City Treasurer’s Office the filing fee For a petition for correction of clerical Error.	Evaluates submitted documents and when all documents are complete, advice client to pay the filing fee at the Office of the City Treasure	30 minutes	Farrah B. Largo	1,000.00 under Ra. 9048	
2	Sign petition and waits until petition be Approved by NSO. May also follow up Office of the Civil Registrar 1 or 2 months after the date of mailing of documents to NSO	Prepares petition Subscribes petition. Renders decision within Five (5) working days after the ten (10) days Posting period Transmits copy of the decision (together with the records of the proceeding to the Office of the Civil Registrar General (OCRG)	45 minutes  15 days  Within 5 days after The date of the decision	Farrah B. Largo Registration Office II Rodrigo S. Estrellanes City Civil Registrar		



Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
		Prepares Certificate of Finality upon receipt of affirmation of decision by OCRG. Annotates	45 minutes	Farrah B. Largo		
<b>END OF TRANSACTION</b>						

PROCESSING OF FILING PETITION FOR CHANGE OF FIRST NAME UNDER REUBLIC ACT. NO 9048/CORRECTION OF BIRTH MONTH & DATE AND CHANGE OF SEX UNDER RANO. 10172  
OFFICE OF THE CITY CIVIL REGISTRAR

Schedule of Availability of Service:  
Monday to Friday  
8:00 A.M to 5:00 PM (NO Noon Break)

Who may avail of the service:

**A person is considered of legal age when he is eighteen years and above can file petition for correction of clerical error.**

- 1.) **Owner of the record the contains the error to be corrected**
- 2.) **Owner’s spouse, children, parents, brothers, sisters, grandparents, guardian, or any other person duly authorized by law or by the owner of the document sought to be corrected. The authorization shall be in form of special power of attorney (SPA)**

What are the requirements:

- 1.) **Birth Certificate/ Marriage Certificate/ Death Certificate sought to be corrected issued by National Statistics Officer form Local Civil Register.**
- 2.) **Clearances: Barangay, Police, NBI, Court &), Employer’s Clearance (If documents – owner is employed) or Affidavit of Unemployment ( If not employed)**
- 3.) **At least any 2 documents (Baptismal certificates, school records, voter’s records, SSS records, driver’s license, marriage certificate, etc.)**

Duration:

**Ten (10) days posting**

**Two consecutive weeks of publication in a newspapers**

**Within five (5) working days after completion of publication is the OCCR Decision. Transmits to OCRG, Within five (5) working days after CCR Decision**

**How to Avail of the Services:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Submits all requirements and Supporting documents and pays filing Fee at the City Treasurer's Office	Evaluates and checks submitted Documents and when found in order Advises client to pay the filing fee for a Petition for change of first name at the City Treasurer's Office.	45 minutes	Farrah B. Largo Admin Aide IV	3,000.00	
2	Sign petition for change of first name and submits affidavit of publisher and newspaper clipping after publication.	Subscribes petition, Issues notice of Publication ( for 2 consecutive weeks) and Notice of posting (10 days period). Renders decision on the petition within Five (5) working days after submission of Affidavit of publisher with newspapers Clippings	20 minutes	Farrah B. Largo Admin Aide IV		
*		Transmits copy of the decision (together with the records of the proceedings to the Office of the Civil Registrar General (OCRG) Prepares Certificate of Finality upon Receipt of affirmation of decision by	Within Five (5) days after The date of the decision	Farrah B. Largo Admin Aide IV		
<b>END OF TRANSACTION</b>						

PROCESSING OF DELAYED REGISTRATION OF CERTIFICATE OF LIVE BIRTH  
OFFICE OF THE CITY CIVIL REGISTRAR

**Schedule of Availability of Service:**

Monday to Friday  
8:00 A.M to 5:00 PM (NO Noon Break)

**Who may avail of the service**

Person born in San Carlos City, Negros Occidental whose birth certificates are not yet registered at the Office of the City Civil Registrar and the National Statistics Office

**What are the requirements**

A. Any of the Following:

- |   |   |
|---|---|
| 1) Baptismal Certificate  | B) Community Tax certificate of informant                   |
| 2) SSS Record   | C) Marriage Certificate if applicant & informant is married |
| 3) Service Record   | D) LCR Form 1B or 1C (Negative Certification)               |
| 4) Voter's Record   | E. NSO, Negative Certification, as needed                   |
| 5) Or any documentary evidences that show the date and place of birth |   |

**Duration:** 10 Days & 55 minutes

**How to avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person in-Charge	Fees	Form
1	Presents LCR Form 1b/LCR Form 1C and other supporting Documents such as but not limited to The ff. Baptismal Certificate, SSS Records etc... and once complied After evaluation, signs the Certificate Of Live Birth (COLB) as informant.	Shall cause the verification, evaluates and Checks if all requirement are complied. Then interviews applicant on the facts of Birth.  Posts application for delayed registration of Birth.  Signs and registers the Certificate of Live Birth upon the laps of the 10 day posting period and where no protest has been filed..	30 minutes  10 days  10 minutes	Front Desk  Registration Division  Rodrigo S. Estrellanes City Civil Registrar		
2	Claims copy of the document	Releases owner's copy	5 minutes	Front Desk Registration Division		
<b>END OF TRANSACTION</b>						

PROCESSING OF TIMELY REGISTRATION OF CERTIFICATE OF LIVE BIRTH  
OFFICE OF THE CITY CIVIL REGISTRAR

**Schedule of Availability of Service:**  
Monday to Friday  
**8:00 A.M to 5:00 PM (NO Noon Break)**

**Duration:** 50 Minutes

**What are the requirement:**  
Marriage certificate of Parent

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstance)	Person in Charge	Fees	Form
1	.Submits duly accomplished Certificate of Live Birth	Reviews and receives Certificate of Live Birth and attach routing slip  Signs Certificate of Live Birth and cause its Registration in the registry of birth.	15 minutes  25 minutes	Front Desk Registration Division  Rodrigo S. Estrellanes City Civil Registrar		Mun. Form 102
2	Claim document	Releases the owner's copy of Registered Certificate of Live Birth	10 minutes	Registration Division		
<b>END OF TRANSACTION</b>						

PROCESSING OF TIMELY REGISTRATION OF MARRIAGE CERTIFICATE  
OFFICE OF THE CITY CIVIL REGISTRAR

**Schedule of Availability of Service:**

Monday to Friday

8:00 A.M to 5:00 PM (NO Noon Break)

**Duration:** 55 minutes

**Who may avail of the Service:**

All marriage occurred at the City of San Carlos

**How to Avail the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Presents Marriage Certificate for registration	Reviews, receives marriage Certificate, advises payment of Solemnization fee, and attaches Routing slip Sign the certificate of marriage And causes its entry in the Registry of marriage	15 minutes  30 minutes	Front Desk  Registration Division	100.00 (solemnization fee for A marriage with license) 450.00 (marriage fee for a Marriage under Art. 34 of the Family Code where no marriage License is required)	
2	Claims document	Releases owner's copy of marriage certificate	10 minutes	Front Desk  Registration Division		
<b>END OF TRANSACTION</b>						

PROCESSING OF TIMELY REGISTRATION OF DEATH CERTIFICATE  
OFFICE OF THE CITY CIVIL REGISTRAR

**Schedule of Availability of Service:**

Monday to Friday  
8:00 A.M to 5:00 PM (NO Noon Break)

**Duration: 45 minutes**

**Who may avail of the Service**

All Deaths occurred in the City of San Carlos

**What Are the Requirements:**

- 1) Municipal Form 103 (Death Certificate) prepared by the City health office with Death certification duly notarized by the lawyer, if deaths occurred not in the hospital/
- 2) or Municipal Form 103 (Death certificate) duly prepared by the hospital clerk

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal Circumstances)	Person in Charge	Fees	Form
1	Presents Certificate of Death	Reviews, receives attaches Routing slip	15 minutes	Front Desk		Mun. Form 103
		Sign the certificate of Death And cause the entry of the same in the Registry of Death	20 minutes	Registration Division Rodrigo S. Estrellanes City Civil Registrar		
2	Claims document and signs Verification slip to indicate release	Release owner's copy	10 minutes	Registration Division Release Area		
<b>END OF TRANSACTION</b>						

PROCESSING OF THE DELAYED REGISTRATION OF CERTIFICATE OF MARRIAGE  
OFFICE OF THE CITY CIVIL REGISTRAR

**Schedule of Availability of Service:**

Monday to Friday  
8:00 AM – 5:00 (NO NOON BREAK)

**Duration:** 10 days & 50 minutes

**What are the requirements:**

1. Affidavit of Delayed Registration of Marriage Certificate
2. NSO Negative Certification
3. LCR Form 3B or 3C
4. Certificate of Marriage Municipal Form

**How to Avail of the Service:**

Step	Applicant/ Client	Service Provider	Duration of Activity (Under normal Circumstance)	Person in Charge	Fees	Form
1	Presents marriage certificate, NSO Negative certification of marriage, LCR 3B or LCR Form 3C	Reviews, receives and attaches Routing slip  Causes the posting of application for Delayed registration of marriage  Signs and causes the entry of Certificate of marriage in the Registry of marriages	15 minutes  10 days  20 minutes	Front Desk  Registration Division  Rodrigo S. Estrellanes City Civil Registrar		
2	Claims document and signs Logbook to indicate Release	Release owner's copy	10 minutes	Registration Division Releases Area		
END OF TRANSACTION						

PROCESSING OF THE DELAYED REGISTRATION OF CERTIFICATE OF DEATH  
OFFICE OF THE CITY CIVIL REGISTRAR

**Schedule of Availability of Service:**

Monday to Friday  
8:00 AM to 5:00 PM (NO NOON BREAK)

**Duration:** 10 days & 1 hour

**What Are the requirement:**

1. Affidavit of Delayed Registration of Death Certificate
2. LCR Form 2B or 2C
3. Certificate of Death Municipal Form 103 duly prepared by the City Health Office if Death occurred not in the hospital
4. or Certificate of Death Municipal Form 103, duly prepared by the clerk of the hospital

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under normal Circumstance)	Person in Charge	Fees	Form
1	Presents marriage certificate, NSO Negative certification of marriage, LCR 3B or LCR Form 3C	Reviews, receives and attaches Routing slip  Causes the posting of application for Delayed registration of marriage  Sign and causes the entry of Certificate of marriage in the Registry of marriages	15 minutes  10 days  25 minutes	Front Desk  Registration Division  Rodrigo S. Estrellanes City Civil Registrar		
2	Claim document and signs Logbook to indicate Releases	Release owner’s copy	10 minutes	Registration Division Releases Area		
END OF TRANSACTION						



Processing of Registration of COURT Decrees  
Office of the City Civil Registrar

**Schedule of Availability of Service:**

Monday to Friday

8:00 AM to 5:00 PM (No NOON BREAK)

Duration: 1 day & 45 minutes

**What are the Requirements:**

- 1) 5 machine copies of Court Decree duly certified by the clerk of court
- 2) 5 machine copies of certificate of finality duly certified by the clerk of court
- 3) If born outside San Carlos City, 5 copies of birth/ marriage or death certificate

**How to Avail of the service :**

Steps	Applicant/Client	Service Provider	Duration of Activity (Under	Person in-Charge	Fees	Forms
1	Presents/ Submits the Following <ul style="list-style-type: none"> <li>- 5 machine copies of the court decree duly certified by the clerk of Court</li> <li>- 5 copies of the entry of Judgment</li> <li>5 copies of the Certificate of Finality duly Certified by the clerk of court</li> </ul>	Receives and checks if all documents are duly certified by the clerk of court and advises client to pay at the City Treasurer's Office the required Fees.  Signs for Registration and causes the entry of the court decree in the registry of court decrees  Prepares certification of court decree recorded; annotates Birth/Marriage/Death certificates whichever is applicable; and causes the photocopying of vital documents	15 minutes  20 minutes  1 day	Jovi Maria P. Burlaza Registration Officer I  Rodrigo S. Estrellanes  City Civil Registrar		
2	Claims Document and signs logbook to indicate release	Releases owner's copy	10 minutes	Jovi Maria P. Burlaza Registration Officer I		
<b>End of Transactions</b>						

ISSUANCE OF BUILDING AND ELECRICAL PERMITS  
CITY ENGINEERING DEPARTMENT

**Schedule of Availability Of Services:**

Monday- Friday  
8:00 AM- 5:00 PM (NO NOON BREAK)

**Who May Avail of the Services:**

Any person, firm or corporation, including any agency or instrumentality of the government desiring to erect, construct, alter, repair move , convert or demolish any building or structure within the jurisdiction of the city.

**What are the Requirements:**

- 1) 5 sets of plans (blue print) duly signed and sealed by licensed CE, Architect, Professional Electrical Engineer, Master Plumber with building specification and cost estimates.
- 2) Lot plan duly signed & Sealed by a Geodetic Engineer,
- 3) Certified true copy of Lot Title
- 4) Structural Analysis signed & sealed by a Structural Engineer;
- 5) Deed of Sale or Lease in case the application is not the registered owner.

**Duration:** 3 hours & 45 minutes

**How to Avail of the Service:**

<u>Step</u>	<b>Applicant/Client</b>	<b>Service Provider</b>	<b>Duration of Activity (Under normal Circumstances)</b>	<b>Person in Charge</b>	<b>Fees</b>	<b>Form</b>
1	Submits filled up forms together with the approved locational clearance at CPDCO & requirements for processing building permit	Checks submitted forms /requirements whether complete or not. If all requirements are complete, documents are to be process but if lacking, to be returned to the client for compliance of all requirements	15 minutes	OBO	None	Building Permit Electrical Permit, Sanitary/ Plumbing Permit. Mechanical Permit, Demolition Permit & Fencing Permit
2	Client Returns to OBO for checking	OBO-CED inspects plans as to Line & Grade, Sanitary/Plumbing, Architectural, Structural, Electrical & Mechanical -Advises the client to pay Building Permit Fees & Locational Clearance Fees at CTO & Submits one (1) set of documents at the Bureau of Fire Protection (BFP) for evaluation	3 hours	OBO	Fees vary depending on the classification /category whether residential, commercial etc. as embodied in the National Building Code of the Phils.	
3	Goes back to CED for final submission of the Bldg. Permit requirements & the OR	Building Official makes final recommendation Evaluation of the Building for compliance are complete	30 minutes	OBO		
4	Client Returns to CED to get the approved Bldg. Permit	Release of Building Permit to client				
<b>End of Transactions</b>						

ISSUANCE OF STREET AND STREAMER PERMITS  
CITY ENGINEERING DEPARTMENT

**Schedule of Availability Of Services:**

Monday- Friday  
8:00 AM- 5:00 PM (NO NOON BREAK)

**Who May Avail of the Services:**

Any person desiring to display streamers or who shall temporarily occupy a street, sidewalk or alley or portion thereof within the jurisdiction of the city with their business, construction works and other purposes.

**What are the Requirements:**

Letter to the City Mayor requesting permission to post streamers or to utilize a portion of the city street for street dances, etc. (the letter must contain the purpose, actual dimension, duration of permit applied for, the number of streamers to be posted)

**Duration:** 2 Hour & 33 minutes

**How to avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	To submit letter request to City Mayor thru CED	If the letter request is complete, be received by CED	5 MINUTES	Receiving Section Administrative Division		
2	Pays the Cashier/ Process payments	Issues Official Receipt	5 minutes	Licensing & Fees Division City Treasurers Office	To be determined By CTO based on the actual dimension/no. of streamers to be posted and the area of the street that the applicant intends to utilize	C/O PNP
3	Fills up Streamer Permit Format CED	Building Official evaluates the Streamer Permit Form	15 minutes	OBO		Streamer Permit Form
		If Permit Form is Complete, recorded by the Record's Section	3 minutes	Personnel & Records Management Section Administrative SECTION		
		City Engineer Recommends Approval	5 minutes	City Engineer or the OIC		
		Permit to be Approved by the City Mayor and to be Returned to CED After Approval	2 hours	City Mayor		
4	Returns to CED to get the approved Permit	Releases to Client		OBO		
<b>End of Transactions</b>						

ISSUANCE OF CERTIFICATE OF OCCUPANCY  
CITY ENGINEERING DEPARTMENT

**Schedule of Availability Of Services:**

Monday- Friday  
8:00 AM- 5:00 PM (NO NOON BREAK)

**Who May Avail of the Services:**

The Owner of the building who is issued or granted a building permit under the code upon the completion of the requirements

**What are the Requirements:**

1. Certificate of Completion duly signed and sealed by the Architect/Engr. who undertook the full time inspection and supervision of the construction works.
2. Certificate of final Electrical Inspection duly signed and sealed by the Professional Electrical Engineer who undertook the full time inspection And supervision of the construction works.
3. Construction Logbook duly signed and sealed by the supervising Architect/Engineer
4. As built plans and specifications if there are amendments of the building/Structure

**Duration:** 2 hours & 40 minutes

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1.	Submits filled up forms together w/ the requirements for checking	Checks Submitted Forms/ Requirements whether complete or not. If all requirements shall be processed but if lacking , shall be returned to the client for compliance of all requirements	10 minutes	OBO		
		Conducts final inspection of completed buildings/structures -Advise the client to submit all forms at the BFP for final	2 hours	OBO		
2.	Client pays to CTO & back to CED for final submission of the Certificate of Occupancy, its Requirements and OR	Building Official makes final recommendation/Evaluation	30 minutes	CTO/OBO	Rate based on the National Building Code of the Philippines	
3.	Client Returns to CED to get the approved Cert. of Occupancy	Release of Certificate of Occupancy to client		OBO		
<b>End of Transactions</b>						

TREATMENT, PREVENTION AND CONTROL OF DISEASES IN LIVESTOCK, POULTRY AND SMALL ANIMALS  
CITY AGRICULTURE OFFICE

**Schedule of Availability of Service**

Monday- Friday  
8:00 AM- 5:00 PM (NO NOON BREAK)

**Who May Avail of the Service**

All San Carlos City Residents who own Livestock, Poultry and Small Animals

**Duration:** may vary, 45 minutes

**How to Avail of the Service:**

Step	Applicant/ Client	Service Provider	Duration of Activity ( under normal circumstance)	Person in Charge	Fees	Form
1	Approaches our Brgy. Paravets or City Agri Office regarding consultation/treatment on concerns regarding their animals	Records the name, address of client regarding the service the wants to avail	10 mins.	Veterinarian	none	none
2.	informs/requests Paravet or Animal Disease Control Personnel regarding the service they want to avail	Evaluates the need of the client and decides what to do regarding the request	5 minutes	Veterinarian / Technician	None	none
3	Goes home to assist technician regarding the request	Serves client's request	May vary 30 mins. To 4 hours	ADC Personnel	None	none
End of Transactions						

CLAIM OF IMPOUNDED STRAY DOGS  
CITY AGRICULTURAL OFFICE

**Schedule of Availability of Service**

Monday- Friday

8:00 AM- 5:00 PM (NO NOON BREAK)

**Who May Avail of the Service**

Owner of the impounded dogs

**Duration: 50 minutes****How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstance)	Person in Charge	Fees	Form
1	Goes to Dog Pound at Motorpool & brings Cert. of Registration/ Vaccination 2 witnesses regarding animal ownership & identify the animal	Accommodates & talks to dog owner regarding City's Dog Catching Operation	10 mins.	Rabies Technician	none	none
2	Secure claim slip at City Dog Pound, So. Medina, Brgy. Rizal	Provides Claim Slip & gives statement of account	15 mins.	Rabies Technician	none	none
3	Pays the account in the City Treasurer's Office & Presents the OR In the City Agricultures Office	Receive payment and issue OR & issue releasing slip	15 mins.	City Treasurer's Office and Rabies Technician	P 50/day Impounding fee P 300 penalty	none
4	Presents the releasing slip to the City Dog Pound	Releases the Dog	10 mins.	Rabies Technician	none	None
<b>End of Transactions</b>						

DISPERSAL AND UPGRADING SMALL ANIMALS  
CITY AGRICULTURE OFFICE

**Schedule of Availability of Service**

Monday- Friday 8:00 AM- 5:00 PM (NO NOON BREAK)

**Who May Avail of the Service**

Any Interested and qualified individuals residing in San Carlos City except Brgys. I-VI

**Duration:** 45 minutes

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstance)	Person in Charge	Fees	Form
1	Approaches the City Agriculture's Office to know the requisites on how to avail the program	Informs the clients the requirements needed on how to avail the program	10 minutes	Mr. Nemenzo	none	none
2	Submits name to the Brgy. Captain to be formally endorsed as receipt	Issues an endorsement City Agriculture's Office	15 minutes	Brgy. Captain/ Brgy. In charge	none	none
3	The chosen receipt should go back to the City Agriculture's Office for the signing of MOA	Informs applicant with the rules & regulations	20 minutes	Mr. Nemenzo	100 notarial fee 50 Cert. Fee	none
4	Wait for the scheduled re dispersal	Disperses 2 heads upgraded female goats/ 1 head female piglet for breeding/2 heads piglet for fattening/2 head sheep	1 -6 mos.	Mr. Nemenzo/ Assigned Technician	none	none
<b>End of Transactions</b>						

ARTIFICIAL INSEMINATION ON LARGE ANIMALS  
CITY AGRICULTURE OFFICE

**Schedule of Availability of Service:**

Monday to Friday

8:00 AM- 5:00 PM (NO NOON BREAK)

Saturday & Sunday on case to case basis

**Who May Avail of the Service:**

Farmer’s/owners of Large Animals

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity ( under normal circumstance)	Person in-Charge	Fees	Form
1	Goes to City Agriculture’s Office to ask for a scheduled mass pregnancy diagnosis if the client does not know if their animals is on heat or not	Gather’s all the animals in an agreed area and put up animal chute to restrain the animals	20 minutes	AI Technician	none	none
	If the client knows how to recognize if their animals are in heat, they can go to the City Agriculture’s Office to schedule for Ai	Puts up animal chute to restrain the animal and do the AL	20 MINUTES	AI Technician	none	none
<b>End of Transactions</b>						



DISPERSAL OF LARGE FARM ANIMALS  
CITY AGRICULTURE OFFICE

**Schedule of Availability of Service**

Monday- Friday  
8:00 AM- 5:00 PM (NO NOON BREAK)

**Who May Avail of the Service**

Farmers or any individual who is a resident of the City

**Requirements:**

1. Recommendation from the SP Member Committee on Agriculture/Barangay Recommendation
2. Certification from CLDO

**Duration: 1 hour & 40 minutes (open)**

**How to Avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity ( under normal circumstance)	Person in-charge	Fees	Form
1	Meets the project in charge to know the mechanics on how to avail of the program.	Gives instructions on how to avail of the program	20 mins.	Agr'l Center Chief II	None	None
2	Gets a recommendation from the SP Member, Chairman, Committee on Agri if the client is eligible for the said Program & presents the recommendation to the City Agriculture's Office	Advises client to get the recommendation coming from SP Member, Chairman, Committee on Agri Accepts the recommendation and gives schedule to the client for a briefing on the MOA of the project	30 mins.	Agr'l Center Chief II	None	None
3	Reports for a briefing as to the duties & responsibilities of the client based on the MOA	Discusses the duties & responsibilities of the client based on MOA.	20 mins.	Agr'l Center Chief	None	None
4	Signing of MOA and after signing the client waits for the schedule when to get the animal	MOA has been signed and sets the schedule when to release the animal to the client	20 mins.	Agr'l Center Chief	None	none
<b>End of Transactions</b>						

GOOD AGRICULTURAL PRACTICES, ORGANIC FARMING/ COMPOSTING, CONCOCTION OF INDIGENOUS MATERIALS, CULTURAL PRACTICES OF DIFF. VEGETABLE CROPS  
CITY AGRICULTURE OFFICE

**Schedule of Availability of Service**

Monday to Friday 8:00 AM- 5:00 PM (NO NOON BREAK)

**Who May Avail of the Service**

All San Carlos City Residents who needs the Technology

**Duration:** 5 minutes**How to avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstance)	Person In Charge	Fees	Form
1	Writes letter request addressed to the City Mayor/Agri to avail the technology	Schedules the training date, venue & accommodation.	3 mins.	Project In- Charge	none	none
		Hand-outs of Technology provided	2 mins.	Assigned Technician	none	none
<b>End of Transactions</b>						

ABACA, BAMBOO, DIADEGMA, TRICHOGRAMMA, VERMI, VEGETABLE SEEDS, DISPERSAL

**Schedule of Availability of Service**

Monday to Friday 8:00 AM- 5:00 PM (NO NOON BREAK)

**Who May Avail of the Service**

All San Carlos City Residents who needs the Technology

**Duration:** 30 minutes**How to avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstance)	Person In Charge	Fees	Form
1	Approaches the technician assigned in your brgy.	Interviews the applicant about their farm	5 mins.	Project In Charge	none	none
2	Writes letters request addressed to the City Mayor/AGRI to avail the technology	Field Visitation	20 mins.	Project In Charge	none	none
		<b>Releases the materials needed</b>	<b>5 mins.</b>	<b>Assigned Technician</b>	none	none
<b>End of Transactions</b>						

INTEGRATED NUTRIENT MANAGEMENT (INM); INTEGRATED PEST MANAGEMENT (IPM); VARIETAL TRIAL: TECHNO DEMO  
CITY AGRICULTURE OFFICE

**Schedule of availability of service:**

Monday to Friday  
8:00A.M. – 5:00P.M.  
(NO NOON BREAK)

**Who may avail of the service:**

Rice Farmers of San Carlos City

**What are the requirements:**

- Farmers, Land Owners, Tenants, Leasee, Farm workers with Land holdings residing w/ in the Barangays of San Carlos City
- Had been master listed by the Agriculture Technician assigned in the area of coverage.

**Duration:** 3-4 months- under normal circumstances

**How to avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity ( under normal circumstance)	Person In-Charge	Fees	Form
1	Farmers having low production and low income due to poor soil condition and pest occurrence	Information and education campaign the combination of organic and inorganic application usage per cropping	3-4 mos.	Agr'l. Technician/ Agriculturist	none	none
		Advocates biological control measures on insect pest; green manuring and synchronous planting	Weekly	Agr'l . Technician/ Agriculturist	none	none
		Advocates Integrated Farming System Management	Weekly	Agr'l . Technician/ Agriculturist	none	none
		Advocates synchronous planting and use of recommended resistant variety suited to locality	Weekly	Agr'l . Technician/ Agriculturist	none	none
		Instills the crop rotation infield composting CRH production and cropping pattern for soil conservation	Weekly	Agr'l . Technician/ Agriculturist	none	none
		Conducts Techno Demo of different varieties for adaptability trial	weekly	Agr'l. Technician/ Agriculturist	none	none

**End of Transactions**

FARMER FIELD SCHOOL (FFS); CARBONIZED RICE HULL (CRH) ; RAPID COMPOSTING ; NATURAL FARMING TECHNIQUES  
CITY AGRICULTURE OFFICE

**Schedule of Availability of Service**

Monday to Thursday

8:00 AM- 5:00 P.M (NO NOON BREAK)

**Who may avail of the Service**

Rice Farmers of San Carlos City

**What are the Requirements:**

- Farmers, Land Owners, Tenants, Leasee, Farm workers with Land holdings residing w/ in the Barangays of San Carlos City
- Had been masterlisted by the Agricultural Technician assigned in the area of coverage.

**Duration:** 3-4 months- under normal circumstances**How to avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstance)	Person In-Charge	Fees	Form
1	Farmer desires his best farming practice and appropriate decision making in the preservation of his farm.	Conducts base line survey on farm production	1-2 months	Agr'l. Technician/ Agriculturist	none	none
		Conducts meeting and farmers classes on the uses of CRH production				
		Information Education Campaign on biomass utilization back to farm	weekly	Agr'l. Technician/ Agriculturist	none	none
		Enhances awareness on the adoption/ uses of microbial inoculants for rice straws on rapid composting	weekly	Agr'l. Technician/ Agriculturist	none	none
		Hands on Demo on rapid composting	weekly	Agr'l. Technician/ Agriculturist	none	none
		Educates/Facilitates farmers request for Bio Con Agents	weekly	Agr'l. Technician/ Agriculturist t	none	none
	Teaches /Hands-on concoctions on FPJ ( fermented plants juice) FFJ (fermented fruit juice) and OHN (organic herbal nutrients)	weekly	Agr'l. Technician/ Agriculturist	none	none	
<b>End of Transactions</b>						

CERTIFIED SEEDS PRODUCTION  
CITY AGRICULTURE OFFICE

**Schedule of Availability of Service**

Monday to Thursday 8:00 AM- 5:00 P.M (NO NOON BREAK)

**Who may avail of the Service**

Rice Farmers of San Carlos City

**What are the Requirements:**

- Registered/Accredited people organization
- Has its own rice area of not less than 5.0 has.
- Well manage and establish cooperative
- Accessible to four wheel vehicle
- Irrigated and good drainage area
- Follow the implementing rules and regulations
- Member in good standing cooperative

**Duration:** 3-4 months- under normal circumstances

**How to avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstance)	Person In Charge	Fees	Form
1	Member in good standing peoples organization with rice production experience	Prepares/Assists in the facilitation of Memorandum of Agreement, mechanics of implementation, and projected cash flow	1-2 mos.	Agriculturist	none	none
		Seed growers must be duly registered with CDA or SEC	weekly	Agr'l. Technician/ Agriculturist	none	none
		Assists in the facilitation of seed Growers seminar	5 days	Seed Inspector	none	none
		Production areas should be fully irrigated preferably with supplementary source of irrigation	Weekly	NSQCS	none	none
		Seed production must put up signboard/billboards		Seed inspector	none	none
		Registered seeds as planting material for propagation	Weekly	Seed inspector	none	none
		Preliminary and final inspection shall be made after the crop is fully headed		Seed inspector	none	none
		Drying and seed sampling for NSQCS lab test	Weekly	Seed inspector	none	none
		Bagging and GSD inspection for procurement	Weekly	Seed inspector GSD	P 600 per bag	
		Procurement every Wednesday of the week for Rice Farmers	Weekly	Agr'l. Technician/ Agriculturist	none	None

**END OF TRANSACTION**

AVAILMENT OF GRAFTED MANGO SEEDLINGS/ ASSORTED FRUIT TREES  
CITY AGRICULTURE OFFICE

**Schedule of Availability of Service**

Monday to Friday 8:00 AM- 5:00 P.M (NO NOON BREAK).

**Who may avail of the Service**

Mango Growers/Farmers or any individual who is a resident of the city (Dispersal)

Clients outside the city (For Sale)

**Duration:**

may vary, 1 hour & 25 mins.

**How to avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstance)	Person In Charge	Fees	Form
1	Approaches our project in-charge	Orient the client regarding the program Issues a note stipulating the amount to be paid	20 minutes 10 minutes	HVCC- Fruits in charge HVCC- Fruits in Charge/ Technician	none	none
2	Proceed to the area with HVCC technician for the verification/ inspection Presents the note to the city Treasurer's Office and pay the amount stipulated	Validates/ provides technical assistance and set schedule for release of seedlings  Issues OR	30 minutes  5 minutes	HVCC- Fruits in Charge/Technician  City Treasurer's Office	none  30/seedling	none
3	Wait for schedule of release Proceed to the Nursery at So. Medina, Brgy. Rizal and present the OR to the caretaker	Records the number of seedlings to be released/ purchased	10 minutes	Caretaker of Nursery	none	none
4	Receives the Grafted Mango Seedlings from the caretaker	Gives the seedlings to the client	May vary, 30 mins.- 1 hour	Caretaker of nursery	none	none
<b>END OF TRANSACTION</b>						

AVAILMENT OF HIGH VALUE COMMERCIAL CROPS (COFFEE, CACAO, PEANUT)  
CITY AGRICULTURE OFFICE

**Schedule of Availability of Service**

Monday to Friday 8:00 AM- 5:00 P.M (NO NOON BREAK)

**Who may avail of the Service:**

Farmers or any individual who is a resident of the city

**Duration:** 2 hours

**How to avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstance)	Person In Charge	Fees	Form
1	Approaches our Project-in-charge	Orient the client regarding the program	20 mins.	HVCC in-charge	None	None
2	Proceed to the area together with HVCC technician	Site Inspection/ Validation	30 mins. – 1 hr.	HVCC in-charge/ Technician	None	None
3	Wait for the schedule/ advice of release of seedlings	Records the seedlings to be released	10 mins.	HVCC in-charge/ Technician	None	None
4	Receives assorted high valued seedlings from the HVCC Technician	Releases seedlings/ seeds to the client	30 mins. – 1 hr.	CMO	None	None
<b>END OF TRANSACTION</b>						

CUT FLOWER PLANTING MATERIALS DISTRIBUTION  
CITY AGRICULTURE OFFICE

**Schedule of Availability of Service**

Monday to Friday 8:00 AM- 5:00 P.M (NO NOON BREAK)

**Who may avail of the Service:**

Cut Flower Growers who are residents of the city

**What are the requirements:**

1. Has a ready planting area
2. Has available water source
3. Has a strong enthusiasm in growing flower species

**Duration:** may vary

**How to avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstance)	Person In Charge	Fees	Form
1	Meet the project-in-charge or technician assigned under Cut Flower Industry Development Project	Initial orientation of the client of the Conditions conducive to flower growth And ask if the requirements are met	30 mins.	Project-In-Charge/Cut Flower Technician	none	none
2	Field Visit	Checks the area if it is suitable for Cut Flower Production	1 hr.	Project-In-Charge/Cut Flower Technician	none	none
3	Materials distribution	Releases the planting materials at the cut flower nursery	15 mins.	Assigned Technician	none	Distribution Sheet
4	Follow-up visit	Monitors the growers management of the Distributed materials and production coaching	30 mins. To 1 hr.	none		none
<b>END OF TRANSACTION</b>						



INFORMATION EDUCATION CANPAIGN (IEC) ON ORGANIC AGRICULTURE PRACTICE  
CITY AGRICULTURE OFFICE

**Schedule of Availability of Services:**

Monday to Friday  
8:00 A.M.- 5:00 P.M. (NO NOON BREAK)

**Who may avail of the Service:**

Organic Farmers/Associations/any individual who is a resident of the city

**What are the requirements:**

Farmer practitioner of sustainable and/or natural agriculture that farms within the city

**Duration:** 2-3 hours

**How to avail of the Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstance)	Person In Charge	Fees	Form
1	Approaches the Project-In-Charge or City Agriculturist or technician assigned under Organic Agriculture Development Program	Initially orient the client of the requirements needed and Schedule the IEC in their community	30 mins.	Project-In-Charge/OADP Technicians	none	none
2	Field Visit	Conducts orientation/seminar/training on Organic Agriculture practices	2-3 hrs.	Project-In-Charge/OADP Technicians	none	none
3	Field inspection/Follow-up visit	Inspection of farmer's field to ensure compliance to OA Standards, provide the farmer coaching and market linkaging to the Organic Trading Post at the Bagsakan Area	2-3 hrs.	Project-In-Charge/OADP Technicians	none	none
<b>END OF TRANSACTION</b>						

CUT FLOWER PLANTING MATERIALS DISTRIBUTION  
CITY AGRICULTURE OFFICE

**Schedule of Availability of Service:**

Monday to Friday 8:00 A.M – P.M (NO NOON BREAK)

**Who may avail of the Service:**

Cut flower growers who are residents of the City

**What are the requirements:**

1. Has a ready planting area
2. Has available water source
3. Has a strong enthusiasm in growing flower species

**Duration:** may vary

**How to avail of the Service:**

STEP	APPLICANT/CLIENT	PMSDSERVICE PROVIDER	Duration of Activity (under normal circumstance)	Person In Charge	Fees	Form
1	Requests for evaluation Of lease contract renewal	Fills up the name, stall, file numbers and the authorized goods to Be sold for concerned Section	3 minutes	Nene Ferrer, Jeremy Hiponia Roger Casio, Jansen Bayawa Joy Largo, Dodong Panunciar, Liela Mansueto	None	Evaluate form To be furnished By PMSD in Duplicate copies
2	Approaches PMSD-Cash & Collection Division for Status of financial obligation	Indicates on the form: a.) unpaid rental fees b.) unpaid extension fees c.) unpaid electrical fees d.) unpaid water fees e.) Final recommendation of the head of the division	2 minutes 2 minutes 2 minutes 2 minutes 1 minutes	Jansen Bayawa Jeremy Hiponia Roger Casio		
3	Approaches Market Supervisor assigned to the section where the client belongs	Evaluates client to compliance of public market laws and rules. Then recommends final action for approval or disapproval of renewal application	2 minutes	Dodong Panuncia Itong Apuhin Henry Silva		
4	Approaches PMSD City Government Department Head for financial	Approves or Disapproval	2 minutes	Leila B. Mansueto		
<b>END OF TRANSACTION</b>						

PROCESSING OF LEASE CONTRACT  
PUBLIC MARKET AND SLAUGHTERHOUSE DEPARTMENT

**Schedule Of Availability of Service:**

- 1.) For Renewal: Upon approval of evaluation for the renewal of lease contract
- 2.) For Application: Upon approval of market space application

**Who May Avail of the Service:**

- 1.) For Renewal: Public market vendor with approved evaluation.
- 2.) For Application: Applicant with approved market space application

**What Are The Documentary Requirement:**

- 1.) For Renewal:
  - a. Approved evaluation for renewal
  - b. Sanitary permit for the current year
  - c. Residence certificate for the current year
- 2.) For Newly-Approved Application:
  - a. Sanitary permit for the current year
  - b. Residence certificate for the current year

**Duration: 8 minutes**

**How To Avail of The Service:**

Step	Client	PMSD Service Provider	Duration of Activity (under normal circumstances)	Person In Charge	Fees	Form
1	<p>For Renewal: After approval of evaluation, concerned public market, vendor goes back to PMSD employee in charge</p> <p>For New Vendors After approval of business space application, new market vendor then process his/her lease contract</p>	<p>Fills up data:</p> <ul style="list-style-type: none"> <li>a. name of vendor</li> <li>b. address</li> <li>c. res. Certif. number, place, and date issued</li> <li>d. stall/block/tile number</li> <li>e. area size</li> <li>f. rate /sq. m./day</li> </ul>	5 minutes	Nene Ferrer	none	Lease contract forms to be furnished by PMSD in triplicate copies
2	Signs the lease contract forms on each and every page.	Guides the market vendor as to where to sign .	2 minutes	Nene Ferrer		

Step	Client	PMSD Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form
3	Leaves the signed LC form with the employee in-charge	Forwards the fully-filled up LC forms to concerned market supervisor for signature as one of the LC witnesses. Then forwards the forms to the dept. head for final signature.	1 minute	Nene Ferrer Dodong Panunciar Henry Silva Itong Apuhin Leila Mansueto	none Notarial fee of lawyer is To be left With in-charge	none
<b>END OF TRANSACTION</b>						

\*\*\* Notarial fee varies for every lawyer. However, for the benefit of the public market vendor, the PMSD always chooses the lawyer who offers the lowest notarial fee.



Step	Client	PMSD Service Provider	Duration of Activity (under normal circumstance)	Person In Charge	Fees	Form
	<b>On cash and collections concerns:</b> a.) Payments of blocks , titles and extensions  b.) Payments of entrance fees c.) Payments of slaughterhouse fees and other related fees d.) Payments of parking fees e.) Payments of electrical bills f.) Water fees g.) Open space rental h.) Fresh fish fees i.) Other complaints relative to cash and collections j.) CR fees			a.) Bing Ferraren/Joy Largo/Jose Galo Flores b.) Diokno Bacurnay c.) Diokno Bacurnay  d.) Joe Flores e.) Joy Largo f.) Joy Largo g.) Tata Ramas h.) Joe Flores i.) Jansen Bayawa  j.) Bing Ferraren		
2	If the complaint needs further action, then it will referred to the dept. head of the Public Market & Slaughterhouse Department			Leila B. Mansueto	none	none

PAYMENT OF PUBLIC MARKET BLOCK / STALL RENTAL & ITS EXTENSION FEES  
PUBLIC MARKET AND SLAUGHTERHOUSE DEPARTMENT

**Schedule of Availability of Service:** Everyday  
**Who May Avail of the Service:** Existing public market vendor who occupies public market block / stall, and with lease contact.

**What Are The Requirements:** None

**Duration:** 1 minute - for monthly basis  
 5 minutes - for daily basis (including travel time)

**How To Avail Of The Service:**

Step	Client	PMSD Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form
1	For monthly basis - Public market vendor Goes up to PMSD Office and pays	Issues official receipt	1 minutes	Bing Ferraren Joy Largo Diokno Bacurnay Joe Flores Tata Ramas	Fronting city Street: On ground floor: At corner – 4./sq.m./day in between – 3.50/sq.m./day  Not fronting city Street: At corner – 3.50/sq.m./day  In between – 3.00/sq.m./day  Foodcourt: 3.00/sq.m./day  Ldng Area: 3.50/sq.m./day	

Step	Client	PMSD Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form
					2 <sup>nd</sup> Floor for Office use: 3.50/sq.m./day For private offices 1.00/sq.m./day For govt. off.	
2	<p><b>For daily basis</b></p> <p>-market vendor just waits at his / her block / stall</p>	<p>Goes down to collect the daily block rental fee Of public market vendor and issue official Receipt for same</p>	<p>5 minutes (including travel time going downstairs)</p>	<p>Bing Ferraren / assist collectors: Norman Alfaro, Fernando solana</p>	<p>Same</p>	<p>none</p>

**Note:**

*Block / stall extension fees are paid together with the block / stall rental fees, based on the following rates:*

<i>First square meter, or a fraction thereof</i>	<i>2x the rate</i>
<i>Next succeeding square meter, or a fraction thereof</i>	<i>3x the rate</i>



PAYMENT OF PUBLIC MARKET TILE RENTAL & EXTENSION FEES  
PUBLIC MARKET AND SLAUGHTERHOUSE DEPARTMENT

**Schedule of Availability of Service:** Everyday

**Who May Avail of the Service:** Public market vendor who occupies tile space/s, and with lease contact

**What Are The Requirements:** None

**Duration:** 1 minute - for monthly basis  
5 minutes - for daily basis (including travel time)

**How To Avail Of The Service:**

Step	Client	PMSD Service Provider	Duration of Activity (under normal circumstance)	Person In-Charge	Fees	Form
1	<b>For daily basis</b> -Market vendor just waits at His / her tile space	Goes down to collect the daily tile rental fee of public market vendor and issues official receipt for same	5 minutes (Including travel time going downstairs)	Jose Galo Flores Joy Largo and assist Collectors: Audie Hemida, Fernando Solana, Daniel Vergara	Streets: At corner – 4./sq.m./day  In between – 3.50/sq./day  Not Fronting City Street: At corner – 3.50/sq.m/day  In between – 3./sq.m/day	none
	<b>For monthly basis</b> -Public market vendor goes up to PMSD office and pays.		1 minute	Bing Ferraren	same	none
<b>END OF TRANSACTION</b>						

Note:

Title extension fees are paid together with the title rental fees, based on the following rates  
 First square meter, or fraction thereof 2x the rate  
 Next succeeding square meter, or a fraction thereof 3x the rate

PAYMENT OF PARKING FEE  
PUBLIC MARKET AND SLAUGHTERHOUSE DEPARTMENT

**Schedule of Availability of Service:**        Everyday

**Who may avail of the Service:**

1. Operator / Driver of Motorcabs with franchise in the City
2. Delivery Truck / van / 10 wheeler truck driver who parks anywhere within public market premises

**What are the Requirements:**        None

**Duration:**                                For Motorcabs:                                1 minutes  
     For delivery truck / van / 10-wheeler truck:        1 minute

**How To Avail Of The Service:**

Step	Client	PMSD Service Provider	Duration of Activity (under normal circumstance)	Person In-Charge	Fees	Form
1	<p><b>For Motorcabs-for-hire Drive / Operator:</b>                      -Comes to PMSD office and pays.                      (Payment of parking fee is a requirement for the release of the yearly franchise renewal or application)</p> <p><b>For personal –use Motorcabs:</b></p>	<p>Collect yearly or quarterly Payment &amp; issues official Receipt for same</p>	1 minute	Joe Flores	<p>1.00 / day                      Or P365.00 / year</p> <p>P5.00/                      Parking / day</p>	<b>none</b>

Step	Client	PMSD Service Provider	Duration of Activity (under normal circumstance)	Person In-Charge	Fees	Form
2	<p><b>For Delivery Truck or Delivery Van / 10-Wheeler truck driver, And other vehicles:</b></p> <ul style="list-style-type: none"> <li>- Parks on a public market designated parking space and pays.</li> </ul>	Approaches the driver and collects the parking fee and issues official receipt of the same	1 minute	Diokno Bacunay & assist Collect: Edgardo Malabo, Fernando Solana, Donald Labay	<p>10-Wheeler: 100./parking</p> <p>Other Delivery Truck: 50./parking</p> <p>Private cars &amp; service Vehicle: 5./parking</p> <p>Single Motorcycles : 5./parking</p> <p>Other Vehicles Unspecified: 5./parking</p>	
<b>END OF TRANSACTION</b>						

PAYMENT OF PUBLIC MARKET ENTRANCE FEES ON FRESH FISH & OTHER MARINE PRODUCT  
PUBLIC MARKET AND SLAUGHTERHOUSE DEPARTMENT

**Schedule of Availability of Service:**        Everyday

**Who May Avail of the Service:**

1. Anybody who delivers fresh fish and / or other marine products, usually in bulk, to the public market
2. Public market vendor, with lease contract who sells fish and other marine products.

**What Are the Requirement:**        None

**Duration:**        5 minutes

**How To Avail Of The Service:**

Step	Client	PMSD Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form
1	Delivery / brings fish And other marine Product to / inside the public market	Inspects the delivered Marine product.	2 minutes	Assist collector Audie Hemida		none
2	Pays the required Entrance fee.	Weights or estimates the delivered fish And other marine products. Then issue official receipt	3 minutes	Assist collector Audie Hemida	1 <sup>st</sup> class fish: P1.00 / kilo  2 <sup>nd</sup> class fish: P0.75 / kilo  3 <sup>rd</sup> class fish: P 0.50 / kilo  Seashells & Seaweeds: P 0.25 / kilo  Others not Specified: P 0.50	
<b>END OF TRANSACTION</b>						

PAYMENT OF SLAUGHTER & OTHER RELATED FEES

PUBLIC MARKET AND SLAUGHTERHOUSE DEPARTMENT

**Schedule of Availability of Service:**       **Everyday**

**Who May Avail of the Service:**

1. Anybody who wishes to have his hog / cow / goat slaughtered in the public slaughterhouse.
2. Public market vendor, with lease contract, who sells fresh meat.

**What Are The Requirement:**       **None**

**Duration:**       **5 minutes**

Step	Client	PMSD Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form
1	Bring his/her hog / cow / Goat to the public Slaughterhouse for slaughtering	Does the required ante-mortem inspection.	2 minutes	Itong Apuhin		none
2	Pays the required slaughter fee And other related fees.	Computes the required fees and Issue official receipt for the Same. Give the official receipt to assist-collector for collection.	3 minutes	Diokno Bacurnay and Assist collector Donald Labay	<b>Slaughter fee on:</b>  Large Animals: P3.00/ kilo  Hogs – P'2.00 / kilo  Goats – P 3.00 / kilo Corral fee:  Large animals- P15.00 / head / day  Hogs – P10.00 / head / day  Goats – P5.00 / head / day	

Step	Client	PMSD Service Provider	Duration of Activity (under normal circumstance)	Person In-Charge	Fees	
					Permit to slaughter Fee:  Large animals – P50.00 / head  Hogs – P25.00 / head  Goats – P15.00 / head  Ante – mortem:  Large animals – P12.00 / head  Hogs – P6.00 / head  Goats – P12.00 / head  Post – mortem For all Animals:  P0.40 / kilo or a fraction thereof	
<b>END OF TRANSACTION</b>						

PAYMENT OF SPACE RENTAL FEE  
PUBLIC MARKET AND SLAUGHTERHOUSE DEPARTMENT

**Schedule of Availability of Service:** Everyday

**Who May Avail of the Service:**

1. Transient vendor at the Bagsakan / Farmer's Market.
2. Permanent vendor who built his / her own structure at the Reclamation.

**What Are The Requirement:** None

**Duration:** 1 minute

**How To Avail Of The Service:**

Step	Client	PMSD Service Provider	Duration of Activity (under normal circumstance)	Person In-Charge	Fees	Form
1	For Transient Vendors  Arrives at the Bagsakan or at central market and occupies space on which He / she displays his / her agricultural Produce for sale. Then pays space rental.	Approaches the transient vendor and Issues Official Receipt	1 minute	Assigned assist Collectors:  Bagsakan Assist Collector Chrislu Bajao, Rubelyn Caballero	Streets at corner –  P8.00 /sq. meter / day  In between:  P5.00 /sq. meter / day  Not fronting city street:  At corner – P7.00 /sq. meter / day  In between:  P4.00 /sq. meter / day	none
<b>END OF TRANSACTION</b>						

PAYMENT OF VARIOUS MARKET ENTRANCE FEES  
PUBLIC MARKET AND SLAUGHTERHOUSE DEPARTMENT

**Schedule of Availability of Service:** Everyday

**Who May Avail of the Service:**

1. Transient vendor at the Bagsakan / Farmer's Market.
2. Salesman who delivers within public market premises and / or within the premises of its other facilities.

**What Are The Requirement:** None

**Duration:** 2 minutes – Bagsakan transient vendor                      3 minutes – for salesman / deliverer of products

**How To Avail Of The Service:**

Step	Client	PMSD Service Provider	Duration of Activity (under normal circumstance)	Person In-Charge	Fees	Form
1	<p><b>For Transient Vendors at the Bagsakan:</b> Arrives at the Bagsakan with his / her farm/ Agricultural products.</p> <p>For salesman who delivers products: Arrives &amp; delivers goods in the public Market and / or within the premises of its Other facilities.</p>	<p>Weighs or estimates weights of product</p> <p>Approaches the salesman and weighs or Estimate the weights of products delivered</p>	<p>1 minute</p> <p>2 minutes</p>	<p>Assist – collector Chrislu Bajao, Rubelyn Caballero</p>		<p>none</p>
2	<p>Pays the required / Computed fee.</p>	<p>.Issues official receipt</p>	<p>1 minute</p>	<p>Assist – collector Chrislu Bajao, Rubelyn Caballero</p>	<p>Per City Ordinance</p>	
<b>END OF TRANSACTION</b>						



PAYMENT OF ELECTRIC FEE  
PUBLIC MARKET AND SLAUGHTERHOUSE DEPARTMENT

**Schedule of Availability of Service:** After every meter reading by the PMSD electrician, once a month

**Who May Avail of the Service:** PMSD vendor with lease contract

**What Are The Requirements:** electric bill

**Duration:** 2 minutes

**How To Avail Of The Service:**

Step	Client	PMSD Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form
1	Pays the bill as per electric consumption reading and computation of the person in-charge.	Issues official receipt.	2 minutes	Joy Largo	Same as existing rate of Vresco	none
END OF TRANSACTION						

**Notes:**

1. Use of PMSD generator set with fuel, during NONECO power interruption:
2. Reconnection fee:

PAYMENT OF WATER FEE  
PUBLIC MARKET AND SLAUGHTERHOUSE DEPARTMENT

**Schedule of Availability of Service:**

After every meter reading by the PMSD employee, every 1<sup>st</sup> day of the month.

**Who May Avail of the Service:**

PMSD vendor with lease contract and whose block / tile space is located in the new public market extension.

**What Are The Requirement:** Water bill

**Duration:** 1 minute

**How To Avail Of The Service:**

Step	Client	PMSD Service Provider	Duration of Activity (under normal circumstance)	Person In-Charge	Fees	Form
1	Pays the water bill as per reading of water consumption.	Issues official receipt	1 minute	Joy Largo	Same as existing rate of the city Waterworks Department	none
<b>END OF TRANSACTION</b>						

**PAYMENT OF CR FEES**  
**PUBLIC MARKET AND SLAUGHTERHOUSE DEPARTMENT**

**Schedule of Availability of Service:**

Everyday

**Who May Avail of the Service:**

Anybody

**What Are The Requirement:**

None

**Duration**                      5 seconds

**How To Avail Of The Service:**

<b>Step</b>	<b>Client</b>	<b>PMSD Service Provider</b>	<b>Duration of Activity (under normal circumstance)</b>	<b>Person In-Charge</b>	<b>Fees</b>	<b>Form</b>
1	Pays the CR tender and then Goes inside the CR  Or Goes inside the CR first and Then pays the CR Tender after Using the comfort room.	Issues cash ticket to the client	5 seconds	Assigned PMSD CR Tender (Job Order basis): Vilma Gantalao, Agustia Talledo, Gilbert Alquisalas, Wilcel Apurado, Philip Gutang, Richard Calapate, Nora Cosio  Note: The assigned CR Tender on duty shall remit his / her collection of CR Fees to the accountable officer Bing Ferraren after end of his / her works shift schedule, everyday.	Defecation: P3.00 / person / Use  Urination: P2.00 / person / Use  Bathing / Washing: P1.00 / 10-li-Pail/use	none
<b>END OF TRANSACTION</b>						

PROCESSING OF EVALUATION FOR THE RENEWAL OF LEASE CONTRACT  
PUBLIC TRANSPORT TERMINAL

**Schedule of Availability of Service:**

Upon start of first working days of January of the current year.

**Who May Avail of the Service:**

Existing public transport terminal vendor with lease contract as of December 31 of the previous year.

**What Are The Documentary Requirements:**

1. Sanitary Permit for the current year
2. Residence Certificate for the current year

**Duration:**

23 minutes (including travel time from the public transport terminal to the public market and vice-versa)

**How to avail of the Service**

Step	Client	PTT Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form
1	Request for evaluation of lease contract renewal	Fills up the name, stall number and authorized goods to be sold to concerned section	4 minutes	Assigned PTT employee	None	Evaluation forms to be furnished by PTT in duplicate copies
2	Approaches PTT accountable officers for status of financial obligations	Indicates on the form: a.) unpaid rental fees b.) unpaid extension fees c.) unpaid electrical fees	2 minutes 2 minutes 1 minute	Employees in charge of respective fees		
3	Approaches PTT Supervisor.	Evaluates client to compliance of public terminal laws and rules. Then recommends final action for approval or disapproval of renewal application	5 minutes	PTT Supervisor		
4	Goes to public market office for final approval or renewal application.	Final recommendation of the head of the division as to status of financial obligation	6 minutes (including travel time of 5 minutes)	Head of the PMSD Cash & Collection Division		
5	Approaches PMSD City Government Department Head 1	Approves or Disapproves	3 minutes	PMSD ACGD I.		

**END OF TRANSACTIONS**

PROCESSING OF LEASE CONTRACT  
PUBLIC TRANSPORT TERMINAL

**Schedule of Availability of Service:**

1. For Renewal: Upon approval of evaluation for the renewal of lease contract.
2. For Application: Upon approval of PTT space application.

**Who May Avail of the Service:**

1. For Renewal: Public transportation terminal (PTT) vendor with approved evaluation.
2. For Application: Applicant with approved PTT space application.

**What Are The Documentary Requirements:**

1. For Renewal :
  - a. Approved evaluation for renewal
  - b. Sanitary permit for the current year
  - c. Residence certificate for the current year
2. For Newly-Approved Applicant:
  - a. Sanitary permit for the current year
  - b. Residence certificate for the current year

**Duration:** 52 minutes at our end including travel time. However, we cannot exactly determine exact duration of total transaction as it depends on the submission by the terminal vendor of his/her business/ Mayor's permit which is required to be attached to the lease contract before signature of the City Mayor. Additionally, the lease contract will also be signed by the City Mayor depending on his schedule and convenience. Same case with the lawyer who will notarize the contract.

**How to Avail of the Service:**

Step	PTT Vendor	PTT Service Provider	Duration of Activity (under normal Circumstances)	Person In-Charge	Fees	Form
1	<p><b>For Renewal:</b> After approval of evaluation, concerned PTT vendor goes back to PTT employee in charge</p> <p><b>For New Vendor:</b> After approval of business space application, new PTT vendor then process his/ her lease contact.</p>	Fills up data: a. name of vendor b. address c. res. Certify number, place & date issued d. stall/ block number e. area size f. rate/ sq. m/ day	3 minutes	Assigned PTT employee	none	Lease Contact forms to be furnished by the PTT in triplicate copies
2	Sign the lease contact forms on each & every page.	Guides the PTT vendor as to where to sign.	2 minutes	--do--		
3	Leaves the signed LC forms with the employee in-charge.	Forwards the fully-filled up LC forms to the PTT supervisor for his signature as one of the LC witnesses.	1 minute	--do--	Notarial fee of lawyer is to be left with in charge	

	--	Signs the LC forms	1 minute	PTT Supervisor		
	--	Signs the LC forms	6 minutes (travel time from PTT office to Public Market Office is 5 minutes)	ACGHDHI		
	--	Keeps the signed LC forms and waits for the submission by the PTT vendor of his/ her business/ Mayor's permits	duration depends on the submission by the vendor of his/ her business/ Mayor's Permit	Assigned PTT employee		
	--	When business/May or's permit is submitted, Submits same to the office of the City Mayor For his approval and signature	10 minutes (travel time from public transport terminal to City hall)	--do--		
	--	Approves and signs the LC forms	duration depends on the Schedule and convenience of city mayor	City Mayor		
	--	Receives the approved LC forms & submits same to lawyer for notarial.	10 minutes travel time from City hall to house of the lawyer;	Assigned PTT employee		
	--	Notarizes the LC Form.	Duration depends On the schedule and Convenience of the lawyer	Lawyer	Employee in-charge pays the notarial fee left by the vendor	
	--	Gets the notarized LC forms & give a copy to the vendor & keep a file for the office.	20 mins. (travel time to and from house of lawyer, then logging in on the office logbook for acknowledgement of receipt of file copy by the PTT vendor)	Assigned PTT employee		
<b>END OF TRANSACTIONS</b>						

\*\*\* Notarial fee varies for every lawyer. However, for the benefit of the PTT vendor, the PMSD-PTT office always chooses the lawyer who offers the lowest notarial fee.

ACTING ON VARIOUS COMPLAINTS  
PUBLIC TRANSPORT TERMINAL

**Schedule of Availability of Service:**                      Everyday

**Who may avail of the Service:**

- |                              |                      |
|------------------------------|----------------------|
| 1. Any PTT vendor            | 4. Any PUV operator  |
| 2. Any government personnel. | 5. Any riding public |
| 3. Any buying public         |                      |

**What are the requirements:**    None

**Duration:**                      5 minutes for simple concerns  
   30 minutes for complex problems

**How to Avail of the Service:**

Step	Complainant	PTT Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fee	Form
1	Approaches & expresses his/her complaint: (verbal or written)  On PTT operations: a. bldg.. maintenance b. cleanliness c. electrical concerns d. illegal vending e. unsafe merchandise f. subleasing g. other operations concerns h. other violations of PTT laws & rules PTT laws and rules	Listens (or reads), evaluates, and acts on the complaint	5 minutes for simple concerns 30 minutes for complex problems	Assigned PTT Supervisor in coordination with the other PMSD personnel and / or other concerned government office/s.  (if complaint needs further action/ decision, then it will be referred to the ACDHI )	none	none



	<p>On cash &amp; collections concerns:</p> <ul style="list-style-type: none"> <li>a. payments of blocks</li> <li>b. payments of parking fees</li> <li>c. payments of electric bills</li> <li>d. other complaints relative to cash and collections.</li> <li>e. payment of terminal fees</li> </ul>			<p>Concerned accountable officers together with assist collectors and the PTT Supervisor</p> <p>(if complaint needs further action/ decision, then it will be referred to the ACGDHI)</p>		
<p><b>End of Transaction</b></p>						

PAYMENT OF PUBLIC TRANSPORT TERMINAL BLOCK RENTAL FEE  
PUBLIC TRANSPORT TERMINAL

**Schedule of Availability of Service :** Everyday

**Who may avail of the Service:** Existing public transport terminal vendor who occupies a public transport terminal block, and with lease contract

What Are The Requirement:None

**Duration:** 1 minute - for monthly basis  
5 minutes - for daily basis (including travel time)

**How to avail of the service:**

Step	Client	PTT Service Provider	Duration of Activity (under normal circumstances)	Person in-Charge	Fee ***	Form
1	For monthly basis: -PTT vendor goes to the PTT office & pays	Collects payment & issues official receipt	1 minute	Assigned accountable officer/ assist collector	Ground floor: 3./ sq. m./ day  Food Court: 4./ sq. m./ day  Carenderia: 3./ sq. m./ day  Cafeteria: 3./sq. m./ day  Bagsakan: 3./ sq. m./ day	none

	<p><b>For daily basis:</b> -PTT vendor just waits at his/ her block</p>	<p>Goes to the PTT vendor's block and collects the daily block rental fee of the PTT vendor and issues official receipt for same.</p>	<p>5 minutes (including travel time going to the PTT vendor's block.)</p>	<p>Assigned accountable officer/ assist collector</p>	<p>same</p>	
<p><b>END OF TRANSACTION</b></p>						

\*\*\* Public transport terminal block rental fee is subject to change by 2010 and periodically thereafter.

**PAYMENT OF TERMINAL FEE**  
**PUBLIC TRANSPORT TERMINAL**

**Schedule of Availability of service:**        Everyday

**Who may avail of the service:**

Operator/ Driver/ Owner of any vehicle for hire who parks inside the public transport terminal and picks up passengers.

**What are the requirements:**        None

**Duration:**        2 minutes

**How to Avail of the service:**

Step	Client	PMSD-PTT Service Provider	Duration of Activity (under normal circumstances)	Person in-Charge	Fees	Form
1	Go inside PTT premises and parks his PUVV. Before he goes out of the PTT, he pays the required terminal fee in the PTT office.	Collects payment & issues official receipt and the terminal exit pass.	1 minute	Assigned accountable officer/ assist collector	PUV with seating capacity of.  1-25 15./ exit  26-35 25./exit  36-50 35./ exit	none

2	Goes out of the PTT and gives the exit pass to the gate keeper	Gets the exit pass and tears it	1 minute	Gatekeeper on-duty		
<b>END OF TRANSACTION</b>						

\*\*\* *Public transport terminal fee is subject to change by 2010 and periodically thereafter.*

PAYMENT OF OVERNIGHT PARKING FEE  
PUBLIC TRANSPORT TERMINAL

**Schedule of availability of service:** Everyday

**Who may avail of the service:** Operator/ Driver/ Owner of any vehicle who wants to park overnight his/ her vehicle inside the Public Terminal premises.

**What are the requirements:** None

**Duration:** 1 minute

**How to avail of the service:**

Step	Client	PMSD-PTT Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees ***	Form
1	Goes inside PTT premises and goes to PTT office and pays the required overnight parking fee.	Collects payment & issues official receipt	1 minute	Assigned accountable officer/ assist collector	4-wheel vehicle: 50./ parking 6-wheel vehicle: 100./parking 10-wheeler vehicle: 150./parking	none

2	--	Informs the guard on duty about the parked vehicle.	1 minute	PTT Supervisor and/ or the accountable officer or assist collector concerned		
<b>END OF TRANSACTION</b>						

\*\*\* *Public transport terminal overnight parking fee is subject to change by 2010 and periodically thereafter.*

PAYMENT OF ENTRY FEE

**Schedule of Availability of Service:** Everyday

**Who may avail of the Service:** Private vehicle owner who wants to enter inside the Public Transport Terminal premises for a purpose.

**What are the requirements:** None

**Duration:** 2 minutes

**How to avail of the Service:**

Step	Client	PMSD-PTT Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees ***	Form
1	Goes inside PTT premises & parks his private vehicle in the designated parking area. Then pays the entry fee when collected	Approaches the driver & collects the entry fee. Then issues official receipt for same.	2 minutes	Assigned accountable officer/ assist collector	5.00/ entry/ day Or 150.00 annually	None
<b>END OF TRANSACTION</b>						

\*\*\* *Public transport terminal entry fee is subject to change by 2010 and periodically thereafter.*

PAYMENT OF ELECTRIC FEE  
PUBLIC TRANSPORT TERMINAL

**Schedule of Availability of service:**

After every meter reading by the PMSD electrician, once a month.

**Who may avail of the service:**

PTT vendor with lease contract

**What are the requirements:** Electric bill

**Duration:** 1 minute on the part of the client / 13 minutes on the part of the service provider

**How to avail of the service:**

Step	Client	PMSD-PTT Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form
1		Reads and records the electric consumption of the concerned PTT vendor	2 minutes	PTT electrician		none
2		computes the electric bill of the concerned PTT vendor & issues the electric bill/ demand for payment	10 minutes	Assigned accountable officer	Same as existing rate of NONECO	
3	Pays the bill	Collects payment & issues official receipt.	1 minute	--do--		
<b>END OF TRANSACTION</b>						



PAYMENT OF CARWASH SERVICE FEE  
PUBLIC TRANSPORT TERMINAL

**Schedule of Availability of Service:**

Everyday

**Who may avail of the Service:**

Anybody

**What are the requirements:**

None

**Duration:**

5 seconds

**How to avail of the service:**

Step	Client	PMSD-PTT Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form
1	Pays the fee to the accountable officer or the assist-collector	Issues official receipt to the client	5 seconds	Elberto Dionaldo	10 wheeler truck: P75./wash  Delivery trucks/panels: P50./ wash  Buses: P50./ wash  Private cars & service vehicles: P50./ wash  Jeepneys & V-hires: P40./wash  Motorcabs: P20./ wash  Pedicabs, trisikads, * single motorcycles: P15./ wash	none
<b>END OF TRANSACTION</b>						

PAYMENT OF CR FEES  
PUBLIC TRANSPORT TERMINAL

**Schedule of availability of service:**

Everyday

**Who may avail of the service:**

Anybody

**What are the requirements:**

None

**Duration:** 5 seconds

**How to avail of the service:**

Step	Client	PMSD-PTT Service Provider	Duration of Activity (under normal circumstances)	Person In-Charge	Fees	Form
1	Pays the CR tender and then goes inside the CR.  Or goes inside the CR first and then pays the CR Tender after using the comfort room.	Issues cash ticket to the client	5 seconds	Assigned PTT CR tender (Job Order worker)  Note: The assigned CR Tender on duty shall remit every hour his / her collection of CR Fees to Bing Ferraren, the accountable officer, or the assigned assist-collector on duty at the PTT office.	Defecation: P3.00/ person/ use  Urination: P2.00/ person/ use  Bathing/ washing: P1.00/ 10-li Pail/ use	none
<b>END OF TRANSACTION</b>						

APPLICATION FOR NEW WATER CONNECTION  
CITY WATERWORKS DEPARTMENT

**Schedule of availability of service:**

Monday to Friday- 8:00 AM to 5:00 PM (NO NOON BREAK)

**Who may avail of the service:**

Anyone of legal age and has residential or business address in San Carlos City

**What are the requirements:**

1. Duly accomplished application form
2. Proof of ownership of lot/ house where connection will be installed
3. Consent of owner when installation traverses private property
4. Waiver of rights, in the absence of requirements # 2 & 3
5. In- house connection already in place
6. Receipt of payment of required fees

**How to Avail of the Service:**

**Duration:**

**5 hours & 30 mins.**

Step	Applicant/Client	Service Provider	Duration of Activity (under normal condition)	Person in-Charge	Fees	Form
1	Applies in the office by filling up application form	Gives client Application Form with the requirements	1 minute	CWD Application in charge		CWD Application Form
		Interviews client to gather data	10 minutes			
2	Submits duly accomplished application form with all supporting documents required	Checks requirements submitted	10 minutes			
		Sends papers to CMO for approval	3 hours	City Mayor's Office		
3	Attends Orientation	Gives orientation on CWD policies applicable to consumers	1 hour (Wednesday & Friday only)	CWD Orientation Staff		
		Conduct site inspection	30 minutes	CWD Plumber		Sketch Plan
		Estimates materials needed	30 minutes	CWD Plumber		Bill of Materials

Step	Applicant/ Client	Service Provider	Duration of Activity (under normal condition)	Person In-Charge	Fees	Form
4	Pays connection fees & security Deposit	Process Payment and issue official receipt	10 minutes	CWD Billing Officer/ Staff	For city proper, Palampas, Punao, Rizal, Buluangan, & Sipaway: Registration Fee 50.00 Inspection Fee 100.00 Installation Fee 100.00 Stub-out Allocation Cost 500.00 Filing Fee 10.00 Orientation Fee <u>30.00</u> Total <u>790.00</u> For Bagonbon, Prosperidad, Quezon & Codcod: Registration Fee 50.00 Inspection Fee 100.00 Installation Fee 100.00 Filing Fee 10.00 Orientation Fee <u>30.00</u> Total <u>290.00</u> Secure Deposit (equivalent to 3 months minimum service charge)	Official Receipt (Accountable Form # 51)
		Process application for approval of Department Head	20 minutes	CWD Application in-charge with applicants		
		Install water meter	30 minutes	CWD Plumber		
<b>END OF TRANSACTION</b>						

PROCESSING OF LIBRARY I.D. CARD  
CITY PUBLIC LIBRARY

**SCHEDULE OF AVAILABILITY OF SERVICE:**

Monday- Friday 8:00AM – 6:00PM (NO NOON BREAK)

**WHO MAY AVAIL OF THE SERVICE:**

Anyone of legal age, regardless of race and religion and has a residential address in San Carlos City.

**WHAT ARE THE REQUIREMENTS:**

1x1 ID picture- 2 pieces

Fully accomplished application form

Guarantor's signature --must be a **PERMANENT GOVERNMENT EMPLOYEE**

- **Except Library Personnel**

Payment of Php 30.00

Duration:6 minutes

**HOW TO AVAIL OF THE SERVICE:**

Step	Applicant/ Client	Service Provider	Duration of Activity (under normal circumstances)	Person in-Charge	Fees	Form
1	Secure and accomplished application form	Provide application form and check after accomplishing	1 minute	City Librarian/ Regular Library Staff	Php 30.00	Application Form
2	Look for guarantor to affix his/ her signature in the application form and I.D. card	Check for the signature of the guarantor	3 minutes			
3	Proceed to the City Librarian's Office for signature	City Librarian affix signature both application form & of the library I.D. Card	1 minute	City Librarian		
4	Return to the circulation area and submit accomplished application form	Accept the fully accomplished information sheet form for filing and release Library I.D. Card	1 minute	City Librarian/ Regular Library Staff		
<b>END OF TRANSACTION</b>						

CIRCULATION SERVICES  
CITY PUBLIC LIBRARY

**SCHEDULE OF THE AVAILABILITY OF SERVICE:**  
Monday- Friday 8:00AM- 6:00PM (NO NOON BREAK)

**WHO MAY AVAIL OF THE SERVICE:**  
Those who have valid Library I.D. Card

**WHAT ARE THE REQUIREMENTS:**

Valid Library I. D. Card  
DURATION:4 minutes

**HOW TO AVAIL OF THE SERVICE:**

Step	Applicant/ Client	Service Provider	Duration of Activity (under normal circumstances)	Person in-Charge	Fees	Form
1	Look for the book or library materials to borrow		2 minutes			
2	Proceed to Circulation Area	Circulation In-Charge will check the books if it is for home use, give the book card to the borrower	1 minute	City Librarian/ Regular Library Staff		
3	Fill- up the book	Check the book card, stamp the date due slip, and release the books	1 minute	City Librarian/ Regular Library Staff		
<b>END OF TRANSACTION</b>						

INTERNET SERVICE  
CITY PUBLIC LIBRARY

**SCHEDULE OF THE AVAILABILITY OF SERVICE:**

Monday- Friday 8:00AM- 6:00PM (NO NOON BREAK)

**WHO MAY AVAIL OF THE SERVICE:**

Anyone

**WHAT ARE THE REQUIREMENTS:**

None

**DURATION:** 2minutes

**HOW TO AVAIL OF THE SERVICE:**

Step	Applicant/ Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Approach Regular Library Staff	Sign- in the logbook	1 minute	City Librarian/ Regular Library Staff		
2	Log- in the computer	Check the computer for usability	1 minute	City Librarian/ Regular Library Staff		
<b>Note: Duration of computer usage is one (1) hour per user</b>						
<b>END OF TRANSACTION</b>						

FRANCHISE OF MOTORIZED TRICYCLES FOR HIRE  
SANGGUNIANG PANLUNGSOD

**Who may avail of the service:**

1. Filipino Citizen, of legal age and a resident of San Carlos City, Negros Occidental
2. Has the financial capacity to operate and maintain the service;
3. Willing to abide by whatever regulation/s that the Sangguniang Panlungsod may promulgate from time to time.

**Requirements:**

- |   |  |
|---|--|
| <ol style="list-style-type: none"> <li>1. Duly notarized Application form</li> <li>2. Mayor’s permit and franchise fees from the City Treasurer’s Office</li> <li>3. Sanitary Permit from the City Health Office</li> <li>4. Parking Fee (P365.00) from the Market Office</li> <li>5. Barangay Clearance</li> </ol> | <ol style="list-style-type: none"> <li>6. Police Clearance</li> <li>7. Certificate of Registration &amp; Official Receipt of Motor Vehicle (photocopy)</li> <li>8. Original &amp; 1 Photocopy of MVIR</li> <li>9. 2 copies 1x1 ID picture</li> </ol> |
|---|--|

**Duration:** 4 days and 50 minutes

**A. NEW APPLICANTS:**

Step	Applicant/ Client	Service Provider	Duration of Activity	Person in-Charge
1	Requests for the list of required documents from the SP	Gives the list of the required documents & application form of the clients	5 minutes	SP Processor
2	Submits all the requirements to SP	Checks all the documents submitted including OR’s for payment of required fees & record in the logbook	10 minutes	SP Processor
3	Presents the sidecar for inspection on color coding; Waits for the Sanggunian’s approval through a resolution	Inspects the sidecar & checks its compliance with color coding and prepares the Provisional Authority to operate motorcycle for hire for the Vice Mayor’s signature & approval of the SP  Prepares the Franchise of the applicants after the SP’s approval	3 days & 25 minutes	SP Processor
4	Goes to LTO  Goes back to SP  Goes BPLO, CMO	Changes the description of the motorcycle from Private to For Hire Receives Xerox copy of the CR with For-Hire from LTO & issue note for the release of its plate number Issues the plate number	1 day & 10 minutes	LTO SP BPLO, CMO
<b>END OF TRANSACTION</b>				



**B. RENEWAL OF FRANCHISE:**

**Requirements:** Same as New Applicant

**Duration:** 3 days & 20 minutes

Step	Applicant/Client	Service Provider	Duration of Activity	Person in-Charge
1	Requests for the list of required documents from the SP	Gives client the list of the required documents & application form to the clients	5 minutes	SP Processor
2	Submits all the requirements to SP	Checks all the documents submitted including OR's for payment of required fees & record in the logbook ; prepares the Provisional Authority to operate motorcycle for hire for the Vice Mayor's signature & approval by the SP	10 minutes	SP Processor
3	Waits for the approval for the SP through a resolution	After SP's approval, prepares the franchise of the applicants	3 days	SP
4	Goes to BPLO, CMO	Issues plate number	5 minutes	BPLO, CMO
<b>END OF TRANSACTION</b>				

PROCESSING OF STATEMENT OF REAL PROPERTY TAX ACCOUNT/ DELIQUENCY  
CITY TREASURER'S OFFICE

**Schedule of Availability of Service:**

Monday- Friday 8:00AM- 5:00PM (NO NOON BREAK)

**Who May Avail the Service:**

All Real Property Owners

**What Are The Requirements:**

Notice of Assessment (from the City Assessor's Office)

Every 3 years (General Revision of Real Property Tax Account)

**Duration: 15/10 minutes**

**How to Avail of Service:**

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal circumstances)	Person in Charge	Fees	Form
1	Proceeds to Real Property Tax Division & asks for a statement of Account. Client must know the Lot No., location, and/or full name of the property owner	Refers to the Real Property Tax Account Register (RPTAR) -Computes/Generates Real Property Tax Statement for the client with the clerk's or officer's initials	5 minutes. Property (delinquent) 5 minutes/ property (updated Property)	Jevi B. Bocablo Romaine Carlo M. Rigor Glean Baring		Notice of Delinquency  Statement of Real Property Tax Account
2	Client must have the statement signed by the personnel who prepared it. Before going out of the office, client must check his/her statement. Client is free to ask any questions for clarification or any other concerns	Real Property Tax Division Chief signs the Statement of Account	5 minutes	Jevi B. Bocablo Glean Baring Romaine Carlo M. Rigor		Notice of Delinquency  Statement of Real Property Tax Account

**END OF TRANSACTION**

PAYMENT OF REAL PROPERTY TAX  
CITY TREASURER’S OFFICE

**Schedule of Availability of Service:**

Monday- Friday 8:00AM- 5:00PM (NO NOON BREAK)

**Who May Avail the Service:**

All Real Property Owners

**What are the Requirements:**

1. Statement of Real Property Tax

**Duration: 30/35minutes**

**How to Avail of Service:**

Step	Applicant/ Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Secures Statement of Account & presents it to Revenue Collection Clerk or to LTOO (from services no.1)	Checks the Notice of Assessment & Statement of Real property tax. Opens the account in the Real Property Tax Collection System.	15-20 minutes	Rebecca V. Almaras Michelle Sheila G. Suan Lormelusa Teodoro		
2	Pays account & waits for Official Receipt (Accountable Form # 56) Checks the details of payments as to correctness of entry: date, name, lot no., etc. ask any questions for clarification or any other concerns	Issues Official Receipt (Accountable Form # 56) to client after their payments	15 minutes	Rebecca V. Almaras Michelle Sheila G. Suan Lormelusa Teodoro	1 % Basic 1% SEF (Based on the current Assessed Value of your Property)	Official Receipt (Accountable Form # 56)

**ISSUANCE OF REAL PROPERTY TAX CERTIFICATION/ CLEARANCE  
CITY TREASURER'S OFFICE**

**Schedule of Availability of Service:**

Monday- Friday  
8:00 am- 5:00 pm **NO NOON BREAK**

**Who May Avail the Service:**

All Real Property Owners That has paid the current year.

**What are the Requirements:**

- 1. Accountable Form #56
- 2. Accountable Form # 51
- 3. Residence Certificate of the Taxpayer
- 4. Documentary Stamp

**DURATION:** 20 minutes

**How Top Avail of Service:**

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	<p>Secures an official receipt (Accountable Form # 51) from the Business Tax &amp; other fees division for the CERTIFICATION FEE.</p> <p>Buys a Documentary Stamp</p>	<p>issues Official Receipt (Accountable Form# 51) to the client</p> <p>Presents the Documentary Stamp to the RPT Personnel</p>	5 minutes	<p>Helen L. Zarate</p> <p>Blesilda A. Ignacio</p> <p>Yancy Gift A. Mercado</p> <p>Jevi B. Bocablo</p> <p>Michelle Sheila G. Suan</p>	<p>P 50.00/ property</p> <p>P30.00/ clearance</p>	Accountable Form # 52 Documentary Stamp
2	<p>Presents the Official receipts (Accountable Form # 56 &amp; 51) Documentary Stamp and Cedula to the Real Property Tax Personnel, waits for the release of your certification, duly signed by the City Treasurer's Office</p>	<p>Issues a tax Certification/ Clearance with initial to the client/ taxpayer</p>	15 minutes/ clearance for the maximum of 10 properties per clearance	<p>Jevi B. Bocablo</p> <p>Michelle Sheila G. Suan</p> <p>Glean Baring</p> <p>Romaine Carlo M. Rigor</p>		Tax Clearance
<b>END OF TRANSACTION</b>						

ISSUANCE OF REAL PROPERTY CERTIFICATION OF REDEMPTION  
CITY TREASURER'S OFFICE

**Schedule of Availability of Service:**

Monday- Friday  
8:00 am- 5:00 pm **NO NOON BREAK**

**Who may Avail the Service:**

All Real Property Owners whose properties were sold at Public Auction

**What are the Requirements:**

1. Official Receipt (Accountable Form # 56) Real Property Taxes
2. Official Receipt (Accountable Form # 51) Cost of Sale & Interest, Redemption Fee
3. Residence Certificate of Requesting Party

**Duration:** 1 hour & 5 minutes

**How to Avail of Service:**

Step	Applicant/ Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Proceeds to the Real Property Tax Division and courteously ask for a statement of account with cost of sale and interest for the property to be redeemed.	Computes/ generates Statement of Account of Real Property Tax with the Cost of Sale and Interest. Checks the property with the ROD & city assessor's office	10 minutes	Jevi B. Bocablo Michelle Sheila G. Suan Glean Baring		Statement of Account of Real Property Tax
2	Secures an Official Receipt (Accountable Form # 56) from the Real Property Tax Division for the Real Property Taxes	Issues an Official Receipt for the RPT Account	10 minutes	Rebecca V. Almaras Lormelusa Teodoro		Official Receipt (Accountable Form #56)
3	Secures an Official Receipt (Accountable Form #51) from the Business Tax Division for the Real Property Tax & Other fees Division <b>Cost of Sale and Interest &amp; Redemption Fee</b>		10 minutes	Helen L. Zarate Blesilda A. Ignacio Yancy Gift A. Mercado	(Cost of Sale & Interest) Based on the data taken from the statement of Account from RPT (Redemption Fee) P65.00/ property	
4	Presents the Official Receipts (Accountable Form #56 & 51) & Cedula to the Real Property Tax Personnel. Waits for the release of Certificate of Redemption, duly signed by the City Treasurer	Issues a Certificate of Redemption to client/taxpayer, furnish a copy for Register of Deeds, City Assessor, and file	10 minutes	Glean Baring Rebecca V. Almaras		Certificate of Redemption
<b>END OF TRANSACTION</b>						

PROCEDURE IN SECURING PERMIT TO CUT TREES  
CITY ENVIRONMENT MANAGEMENT OFFICE

**Schedule of Availability of Service:**

Monday - to Friday  
8:00 A.M - 12:00 NOON  
1:00 P.M - 5:00 P.M

**Who may avail of the service:**

Trees Owner

**What are the Requirements:**

1. Letter request to DENR San Carlos City, stating the ff. information to wit
  - a. Purpose
  - b. Species of Trees to be cut
2. Certification from Barangay Captain that applicant is residing on that place and owner of trees
3. SPA if applicant is authorized by the owner
4. Xerox copy of title
5. Picture of trees to be cut (2 Copies)
6. Clearance from the City Treasurer’s Office (Land Tax)
7. Clearance from the City Mayor interposing no objection to the cutting of trees
8. CTC No.

**DURATION:** 2 hours & 50 mins.

**How to Avail of the service:**

Step	Applicant/ Client	Service Provider	Duration of Activity (under normal circumstances)	Person in-Charge	Fees	Form
1	Approach our Project-in-Charge	Review the cutting permit requirements and set time and date of inspection	20 minutes	Agriculturist	None	None
		Inspection and verification of trees to be cut.	2 hours	Agriculturist	None	None
2	Proceed to City Treasure’s Office and	Issue OR	5 mins.	CTO	P30.00	None
3	Back to City Agri. Office and present OR for certification	Issue Certification interposing no objection to the cutting of trees	5 mins.	Administrative Aide	None	None
4	Go to the City Mayor’s Office	Issue Certification interposing no objection to the cutting of trees		CMO	None	None
<b>END OF TRANSACTION</b>						

REGISTRATION OF FISHING VESSEL (3 GROSS TONS BELOW)  
CITY ENVIRONMENT MANAGEMENT OFFICE

**Schedule of Availability of Service:**

Every day from Monday to Friday

Friday 8:00 A.M- 12:00 NOON

1:00 P.M- 5:00 PM

**Who may avail of the Service:** Fishing Boat Owner/ Operators

**What are the Requirements:**

1. Residence Certificate Brgy. Clearance & Police Clearance (Maritime Police)
2. Duly Notarized Application Form (MFVR Form 1)
3. Certificate of Inspection Form or Admeasurements (FMVR Form 2)
4. Two 5R (4" X 6") picture of the boat (one shot side view full length & one perspective shot with the Applicant on the side)
5. PNP Maritime Group Clearance or Local PNP Clearance (if former is not available)

**Duration: 25 minutes**

**How To avail of the service:**

Step	Applicant/ Client	Service Provider	Duration of Activity (under normal circumstance)	Person in-Charge	Fees	Form
1	Fill up Application form	Registration of Fishing Vessel 3 gross tons & below	5 mins.	Aquaculturist	None	MFVR Form 1
2	Obtain Certificate of inspection		10 mins.	Aquaculturist		MFVR Form 2
3	Pay appropriate fees: A. Fees for initial registration/ Issuance of new NC/ Re- issuance of CN a. non-motorized vessel b. motorized vessel B. Renewal of Registration a. non- motorized vessel b. motorized vessel C. Inspection Fee (including digital photos)			CTO	100 250  50 150 50	
4	Have a certificate of number issued		10 mins.			MFVR Form 3
	* have the name and official number of the vessel painted on it on the prescribed portion of the boat * renew municipal fishing vessel registration every year					
END OF TRANSACTION						

ISSUANCE OF FISHING PERMIT CLEARANCE  
CITY ENVIRONMENT MANAGEMENT OFFICE

**Schedule of Availability of Service:**

Everyday from Monday to Friday including Holidays 8:00AM-12:00NN; 1:00PM-5:00PM

**Who may avail of the Service:** Fisherfolks / Coastal Fisheries Resources Beneficiaries

**What are the requirements:** Residence Certificate & Brgy. Clearance

**Duration:** 11 minutes

**How to avail of the service:**

Step	Applicant/ Client	Service Provider	Duration of Activity (under normal circumstance)	Person in Charge	Fees	Form
1	Fill up Fisherfolks Data Form	Provide registry of fisherfolks	5 minutes	Aquaculturist	free	Data Form
2	Present Fishing Vessel Registration		1 min.	Aquaculturist	free	Certificate of number
3	Secure clearance for fishing	Ensure fisherfolks compliance with fishery laws as to registry of fishing vessel & type of gear used	5 mins.	Aquaculturist	free	Clearance form
<b>END OF TRANSACTION</b>						



MANGROVE PROPAGULES DISPERSAL/ TECHNICAL ASSISTANCE (MUDCRAB, FISH CAGES, TILAPIA CULTURE)

CITY ENVIRONMENT MANAGEMENT OFFICE

**Schedule of Availability of Service:**

Everyday from Monday- Friday including Holidays

8:00AM-12:00 NOON 1:00PM-5:00PM

**Who may avail of the Service:**

Fisherfolks/Concerned groups interested in Mangrove Reforestation

**What are the requirements:**

Letter request addressed to the City Agriculturist, copy furnished the Mayor

**How to Avail of the Service:**

Step	Applicant/ Client	Service Provider	Duration of Activity (under normal circumstance)	Person in-Charge	Fees	Form
1	Present the approved letter request	Provision of Mangrove propagules/ seedlings for planting	1 week before the scheduled Mangrove planting	Aquaculturist	none	none
		Technical assistance on mudcrab, fishcage & tilapia cultures				
<b>END OF TRANSACTION</b>						