



**LGU SAN CARLOS CITY
NEGROS OCCIDENTAL**

The Revised CITIZEN'S CHARTER of 2019



I. Mandate

The LGU San Carlos City, Negros Occidental strongly implements R.A. 11032 otherwise known as Ease of Doing Business and Efficient Government Services Delivery Act of 2018 to eradicate red rape and or corruption in the bureaucracy.

II. Vision

“A modern agro-industrial processing city, a model green city on good governance, a renewable energy hub for Asia, and 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 educate, living in a harmonious and peaceful community, under a dynamic, competent, and reliable leadership in a safe, adaptive and resilient city

III. Mission

To achieve food self-sufficient and security, resource based diversification and balanced agro-industrial and tourism opportunities with educate, healthy and empowered citizenry in a liable, 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

IV. Service Pledge

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

Service is the reason of our existence.



V. List of Services

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City Administrator's Office



Incoming check for approval and signature

Office or Division:	City Administrators Office/Administrative Section			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizens			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Incoming check/Certified true copy of documents and duly signed voucher			Originating office concern	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits checks/documents	Stamping of date and time received	None	2 minutes	Any Receiving Staff
	Approval and signature	None	3 minutes	City Administrator's
	Total	None	5 minutes	
End of Transaction				



Government events/Projects and news coverage and information dissemination

About the service

The public may request for photos, copies of video clips, newsletters during weekdays. Any government instrumentalities may request for event coverage and social media and web postings in the LGU social media pages and website.

Office or Division:	City Information Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizens			
Who may Avail:	Concerned citizens, city government officials and employees, national government agencies, media, NGOs, Pos and socio-civic organizations, business sector, religious and cultural organization, national policymakers and legislators, overseas Filipino, academic and research institutions			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request			City Information Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits letter request	Stamping of date and time received	None	2 minutes	Any Receiving Staff
	Assigned request to personnel		2 minutes	Info Officer II Officer of the day
	Prepares and generate request document	None	1 hour	Personnel assigned
2.Receives and acknowledge generated request	Generate request of client and gives to client	None	2 minutes	Immediate staff
	Total	None	1 hour and 6 minutes	
End of Transaction				



Assisting Provincial/National Gov't Agencies, Non-Government Organizations in displaying Printed Materials such as posters and Notices

About the service

Any government instrumentalities can provide assistance in posting/displaying printed materials for posting in 3 conspicuous places in the city.

Office or Division:	City Information Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizens			
Who may Avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Filled-up Letter Request Form			City Information Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits filled-up letter request form	Accepts letter and received with time and date	None	3 minutes	Any Receiving Staff
	Approves request	None	3 minutes	Info Officer II Officer of the day
2.Inform client that the Notice/Posters were posted	Post information materials on bulletin boards in conspicuous places	None	30 minutes	Immediate staff
	Total	None	36 minutes	
End of Transaction				



Securing copies of newsletters, flyers, brochures and other related informational materials

About the service

The public may request for newsletter, flyers, brochures during weekdays.

Office or Division:	City Information Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizens			
Who may Avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-up Letter Request Form		City Information Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits filled-up letter request form	Accepts letter and received with time and date	None	2 minutes	Any Receiving Staff
	Approves request	None	3 minutes	Info Officer II Officer of the day
	Personnel in-charge prepares needed printed materials or softcopy	None	1 hour	Personnel Assigned
2.Received/acknowledge printed materials/softcopy to client	Gives the printed materials or softcopy	None	3 minutes	Immediate staff
	Total	None	1 hour and 8 minutes	
End of Transaction				



Provision of copy of video footages/photos

About the service

The office provides copy of video footages and photos for the public.

Office or Division:	City Information Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizens			
Who may Avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Filled-up Letter Request Form			City Information Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits filled-up letter request form	Accepts letter and received with time and date	None	2 minutes	Any Receiving Staff
	Approves request and assigns personnel to process request	None	5 minutes	Info Officer II Officer of the day
2.Receives request through softcopy or acknowledged thru email	Personnel in-charge prepares softcopy and email it to the client	None	2 hours	Personnel assigned
	Total	None	2 hours and 7 minutes	
End of Transaction				



Production/Dissemination of press releases

About the service

The office provides the production and disseminate press release to various government and private media outlets.

Office or Division:	City Information Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizens			
Who may Avail:	Government agencies/certain private entity			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Filled-up Letter Request Form			City Information Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits filled-up letter request form	Assigns personnel to cover the programs/projects/activities (PPAs) of office concerned	None	2 minutes	Info Officer II Officer of the day
	Personnel assigned gather information/facts/figures of the PPAs	None	4 hours	Assigned Personnel
	Write news/feature articles for press release	None	1 hour	Assigned Personnel
	Submits news/feature news to the Information Officer for review	None	15 minutes	Info Officer II Officer of the day
	Distribute/posts news/features/photos to various media outlets through email/FB page	None	2 minutes	Assigned Personnel
2.Receives PR copy	Notify client for PR being distributed	None	2 minutes	Immediate Staff
	Total	None	5 hours and 21 minutes	
End of Transaction				



Production of infographics

About the service

The office provides infographics to various government offices for posting in social media pages and website

Office or Division:	City Information Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizens			
Who may Avail:	Local offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Filled-up Letter Request Form			City Information Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits filled-up letter request form	Assigns personnel to cover the programs/ projects/activities (PPAs) of office concerned	None	2 minutes	Info Officer II Officer of the day
	Personnel assigned gather information/ facts/figures of the request for Infographics	None	4 hours	Assigned personnel
	Review/edit infographics by Information officer	None	15 minutes	Info Officer II Officer of the day
2.Receives infographics through soft and hard copies	Submits infographics to be posted at LGU info page/agency concerned		2-3 minutes	Assigned personnel
	Total	None	4 hours and 20 minutes	
End of Transaction				



Provision of technical assistance (Hardware servicing and software maintenance)

Office or Division:		City Information and Computer Services Office		
Classification:		Simple		
Type of Transaction:		G2G-Government to Government		
Who may Avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter/ phone call/ Lodge complaints		Originating Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits request letter/phone call/ visits ITCSO for complaints	Stamping of date and time received/call logs. Reviews/checks the problem and analyze possible cause.	None	5 minutes	Any Receiving Staff
	For phone calls. Conducts basic troubleshooting in a simple step to solving the issues	None	5 minutes	Technical Support Staff
	If problem still persists, advices the client to bring the equipment to the ITCSO for repair and maintenance Checks availability of technicians for deployment for on-site repairs	None	5 minutes	Personnel to be deployed for on-site repair/maintenance
	Total	None	15 minutes	
End of Transaction				



**Provision of technical assistance (Hardware servicing and software maintenance)
Defective computers and its peripherals/components**

Office or Division:	City Information and Computer Services Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter/ phone call/ Lodge complaints			Originating Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits request letter/phone call/ visits ITCSO for complaints	Receives and records the MR holder information and equipment specs	None	3 minutes	Receiving staff
	Inspect/checks the machine for assessment	None	5 minutes	Hardware Technician
	If equipment is still serviceable, technician recommends for repairs replacement of parts. Otherwise, request for new equipment /machine is recommended	None	3 days	Repairs maintenance staff assigned
	Update technical service report and furnishes copy to the end user	None	1 minute	Maintenance Repair head
	Return equipment's/ machine to the end user		1 minute	
	Total	None	3 days and 10 minutes	
End of Transaction				



Reservation of multimedia equipment (NGAs, Local offices are free to use the multimedia equipment)

Office or Division:	City Administrators Office/Administrative Section			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter dully approved by the LCE		Originating Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits request letter (at least 3 days before the event) to ITCSO for reviews/checks availability for equipment on the schedules date	Records and reserves the equipment on the scheduled date once available	None	5 minutes	Immediate Staff
	Endorses letter to the City Mayor for signature approval	None	10 minutes	ITCSO Head
	Forwards/furnishes copy of approved letter to the ITCSO equipment/ machine is recommended	None	5 minutes	Immediate Staff
	Total	None	20 minutes	
End of Transaction				



Payrolls and remittances of city administrator's office

Office or Division:	City Administrators Office/Administrative Section			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Biometrics, remittances, application of leave (if needed)			Originating Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits biometrics, payrolls with complete signatures	Stamping of date and time received	None	2 minutes	Any Receiving Staff
	Approval and signature	None	3 minutes	City Administrator
	Total	None	5 minutes	
End of Transaction				



Payrolls, Voucher, PR for final signature

Office or Division:	City Administrators Office/Administrative Section			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government G2C-Government to Client			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Payrolls, Vouchers, PR for final signature			Originating Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits biometrics, payrolls with complete signatures	Stamping of date and time received	None	2 minutes	Any Receiving Staff
	Approval and signature	None	3 minutes	City Administrator
	Total	None	5 minutes	
End of Transaction				



Application for leave of the city administrator office staff (Information office and ITCSO)

Office or Division:	City Administrators Office/Administrative Section			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application for leave form			Originating Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits application for leave	Stamping of date and time received	None	1 minutes	Receiving staff
	Checks entries and deductions	None	2 minutes	(Info office) (ITCSO)
	Approval and Signature	None	2 minutes	City Administrator
	Total	None	5 minutes	
End of Transaction				



Biometric/DTR's and accomplishment reports of job order workers (City Administrator Office)

Office or Division:	City Administrators Office/Administrative Section			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Biometric: DTRs and Accomplishment Reports with signatures			Originating Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits Biometric: DTRs and Accomplishment Reports with signatures	Stamping of date and time received	None	1 minutes	Receiving staff
	Checks entries and deductions	None	2 minutes	(Info office) (ITCSO)
	Approval and Signature	None	2 minutes	City Administrator
	Total	None	5 minutes	
End of Transaction				



Letter/Purchase request of the city administrator office

Office or Division:	City Administrators Office/Administrative Section			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter, PRs of the City Administrator office			Originating Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits request letter and PRs	Stamping of date and time received	None	1 minutes	Receiving staff
	Records/Controls PRs	None	2 minutes	(Info office) (ITCSO)
	Approval and Signature	None	2 minutes	City Administrator
	Total	None	5 minutes	
End of Transaction				



City Agriculture's Office



Dispersal & Upgrading of Small Farm Animals

Dispersal & Upgrading of Small Farm Animals Program give opportunities for interested goat & swine raisers to have genetic potentials animals needed to improve production and to acquire better as desirable offspring from the local breed through upgrading with the breeding of genetically superior sire. Soon after the dispersal of the said animals (Goat & Swine), are enjoying the monthly supplementation of vitamins, treatment of diseased goats/swine, deworming and vaccination from the proponent of the program.

This office adheres to the minimum health protocols set by IATF such as social distancing, wearing of face mask and face shield & hand sanitizing.

Office or Division:	City Agriculture Office (Livestock Production Section-Small Animals)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client			
Who may Avail:	All registered residence of San Carlos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Endorsement		Respective Brgy. Captain/Designated Brgy. Kagawad		
Community Tax Certificate (CTC)		Respective Brgy. Residence of th client/CTO		
CLDO Certification		CLDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach the City Agriculture Office Livestock Production section to inquire on how to avail the program	1.Inform the client/s the requirements needed on how to acquire dispersal animals	None	5 minutes	Farm Superintendent II
2. Go back to the City Agriculture Office & submit the necessary requirements & sign the (Memorandum of Agreement/Contract/Affidavit of Undertaking).	2.Receive & validate requirements submitted.	None	5 minutes	Farm Superintendent II
	2.1 Program briefing/Inform the client/s with the terms & conditions stipulated in the MOA	None	20 minutes	Farm Superintendent II



	2.2 Area validation and assessment of the capability of the clients	None	4 minutes	Farm Worker I
	2.3 Countersign the MOA of the Client/s	None	1 day	Farm Superintendent II City Agriculturist City Mayor
3. Wait for the schedule and availability of animals	3. Provides animal/s applied by the client if it is available	None	4 hours	Farm Worker I
	Total	None	5 minutes	
End of Transaction				



Artificial Insemination on Large Animals

The Artificial Insemination (AI) Program aims to help, provide & develop the Genetic Performance of all livestock animals (large) of every farmer here in our city by using the Artificial Insemination Method. Artificial Insemination is an efficient & effective method or way of impregnating a female livestock animal by inserting preserved semen from pure bred male livestock animal into the cervix by the aid of an Artificial Insemination technician.

This office adheres to the minimum health protocols set by IATF such as social distancing, wearing of face mask and face shield and hand sanitizing.

Office or Division:	City Agriculture Office (Livestock Production Section-Small Animals)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client			
Who may Avail:	Farmers/Owners of Large Animals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to City Agriculture Office to ask for a scheduled mass pregnancy diagnosis if the client does not know if their animal is on heat or not.	1. Gather all the animals in an agreed area and put-up animal chute to restrain the animals	None	20 minutes	Farm Worker I
2. If the client knows how to recognize if their animals are in heat, they can go to City Agriculture Office to schedule for AI	2.Puts up animals' chute to restrain the animal and do the AI	None	20 minutes	Farm Worker I
	Total	None	40 minutes	
End of Transaction				



Dispersal of Large Farm Animals

Dispersal of Large Farm Animals is a project of our city with sole purpose of increasing farmers' income thru the provision of draft animals for farm operations, Cattle for dairy & breeding purposes & carabao for upgraded draft animal. To be more competitive in the market, farmers are encouraged to have their large farm animals they received from the city to be upgraded thru AI in which the city is using semen from pure bred animals. Upgraded animals can control the authority to have a good price in the market thus, giving an additional income to the farmers.

This office adheres to the minimum health protocols set by IATF such as social distancing, wearing of face mask and face shield and hand sanitizing.

Office or Division:	City Agriculture Office (Livestock Production Section-Large Animals)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may Avail:	Farmers/Any Registered Residents of San Carlos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Meets the Project-in Charge to know the details on how to avail of the program	1. Gives instructions on how to avail of the program	None	20 minutes	Farm Worker II
2. Gets a recommendation from the barangay if the client is eligible for the said program and presents the recommendation to the City Agriculture Office	2. Advises client to go get the recommendation coming from the barangay, accepts the recommendation and gives schedule to the client for a briefing on the MOA of the project	None	30 minutes	Farm Worker II
3. Reports for a briefing as to the duties & responsibilities of the client based on the MOA. Signing of the MOA and after signing the client	3. Discusses the duties and responsibilities of the client based on the MOA 3.1 MOA has been signed and sets the schedule when to release the animal to the client	None	30 minutes	Farm Worker II



waits for the schedule when to get the animal.				
	Total	None	1 hour & 20 minutes	
End of Transaction				



Dispersal of Free-Range Chicken, Muscovy Duck & Turkey

This project aims to develop & promote Free Range Chickens, Muscovy Ducks & Turkeys in our city by establishing a multiplier farm. Raising Free Range Chickens, Muscovy Ducks & Turkeys promote sustainability & for poultry industry & a good alternative to generate additional income to farmers.

This office adheres to the minimum health protocols set by IATF such as social distancing, wearing of face mask and face shield and hand sanitizing.

Office or Division:	City Agriculture Office (Livestock Production Section-Large Animals)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may Avail:	Farmers/Any Registered Residents of San Carlos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Meets the Project-in Charge to know the details on how to avail of the program	1. Gives instructions on how to avail of the program	None	20 minutes	Farm Worker II
2. Gets a recommendation from the barangay if the client is eligible for the said program and presents the recommendation to the City Agriculture Office	2. Advises client to go get the recommendation coming from the barangay, accepts the recommendation and gives schedule to the client for a briefing about the project	None	30 minutes	Farm Worker II
3. Reports for a briefing as to the duties & responsibilities of the client based on the MOA. Signing of the MOA and after signing the client waits for the schedule when to get the animal.	3. Discusses the duties and responsibilities of the client then application form has been signed and sets the schedule when to release the animal to the client	None	30 minutes	Farm Worker II
	Total	None	1 hour & 20 minutes	
End of Transaction				



Good Agricultural Practices (Gap), Organic Farming/Composting, Concoction of Indigenous Materials, Cultural Practices of Different Vegetable Crops

Practices of farmers who engaged in high valued crops - vegetables to minimize cost of production.

This office adheres to the minimum health protocols set by IATF such as social distancing, wearing of face mask and face shield and hand sanitizing.

Office or Division:	City Agriculture Office (Crops Prodn. & Research Dev't. Section)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may Avail:	San Carlos City Residents Who Need the Technology			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid Identification Card		Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Writes letter request address to the City Mayor/Agriculture to avail the technology	1. Schedules the training date, venue & accommodation	None	3 mins.	Senior Agriculturist
	2.Hand-outs of technology provided	None	2 mins.	Farm Worker I
	TOTAL	None	5 minutes	
End of Transaction				



Information Education Campaign (IEC) on Organic Agriculture Practices

This activity aims to provide good quality trainings and seminar to the local farmers who are committed to practice organic farming thru the activity the knowledge of the farmers will be enhance in terms of correct organic farming practices and technologies.

This office adheres to the minimum health protocols set by IATF such as social distancing, wearing of face mask and face shield and hand sanitizing.

Office or Division:	City Agriculture Office (Crops Prod'n. & Research Dev't. Section)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may Avail:	Organic Farmers/Assns./Any San Carlos City Residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid Identification Card			Owner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the Project In-charge or City Agriculture Office or technician assigned under Organic Agriculture Development Program	1. Initially orient the client of the requirements needed and schedule the IEC in their community	None	30 minutes	Farm Worker I OADP Technicians
2. Field visit	2. Conducts orientation/seminar/training on organic agriculture practices	None	2 hours	Farm Worker I OADP Technicians
3. Field inspection/ follow-up visit	3. Inspection of farmers' field to ensure compliance to OA standards, provides farmer coaching and market link aging.	None	2 hours	Farm Worker I OADP Technicians
	TOTAL	None	4 hours and 30 minutes	
End of Transaction				



Abaca, Bamboo, Diadegma, Trichogramma, Vermi, Veg. Seeds Dispersal

The programs serve as an alternative livelihood for farmer's association/coops and technology.

This office adheres to the minimum health protocols set by IATF such as social distancing, wearing of face mask and face shield and hand sanitizing.

Office or Division:	City Agriculture Office (Crops Prodn. & Research Dev't. Section)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may Avail:	SAN CARLOS CITY RESIDENTS WHO NEED THE TECHNOLOGY			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid Identification Card			Owner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches the technician assigned in your Barangay	1. Interviews the applicant about their farm	None	5 minutes	Senior Agriculturist
2. Writes letter request address to the City Mayor/Agriculture to avail the technology	2. Field Visitation	None	20 minutes	Senior Agriculturist
	2.1 Releases the materials needed	None	5 minutes	Farm Worker I
	Total	None	30 minutes	
End of Transaction				



Availment of Grafted Mango Seedlings/Assorted Fruit Trees

This program is created for the purpose of developing & promoting the Mango Industry here in our locality. Hence, our small local farmers are our main priority of this program. This office adheres to the minimum health protocols set by IATF such as social distancing, wearing of face mask and face shield and hand sanitizing.

Office or Division:	City Agriculture Office (Crops Prod'n. & Research Dev't. Section)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may Avail:	Mango growers/farmers/San Carlos City residents (dispersal) Clients outside the city (for sale)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches our Project In- charge	1. Orient the client regarding the program	None	20 minutes	Farm Superintendent II
	1.1 Issues a note stipulating the amount to be paid (if purchased)	None	10 minutes	Farm Superintendent II Farm Worker I
2. Proceed to the area with HVCC technician for site verification/ inspection and wait for the schedule of release	2. Validate/provide technical assistance and set schedule for release of seedlings	None	30 minutes	Farm Superintendent II Farm Worker I
3. Receives the grafted Mango/fruit trees seedlings from the caretaker.	3. Gives the seedlings to the client	None	may vary, 30 minutes- 1 hr.	Farm Worker I
	Total	None	2 hours	
End of Transaction				



Availment of High Value Commercial Crops (Coffee, Cacao, Peanut, Coconut)

Planting of high valued crops are designed in areas wherein existing crops & other agronomic suitable companion crops are planted to provide additional & diversified income to farmers & will also generate employment to our locality.

This office adheres to the minimum health protocols set by IATF such as social distancing, wearing of face mask and face shield and hand sanitizing.

Office or Division:	City Agriculture Office (Crops Prod'n. & Research Dev't. Section)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may Avail:	Farmers/San Carlos City Residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches our Project In- charge	1.Orient the client regarding the program	None	20 minutes	Farm Superintendent II
2. Proceed to the area together with HVCC technician	2. Site inspection/validation and provide technical assistance	None	30 minutes-1 Hr.	Farm Superintendent II Farm Worker II Technician
3. Wait for the schedule/ advice of release of seedlings	3. Records the seedlings to be released	None	10 minutes	Farm Superintendent II
4. Receives seedlings from City Agriculture's Office	4.Released seedlings to Clients	None	10-20 minutes	Farm Worker II Segovia/ Technician
	Total	None	1 hour & 50 minutes	
End of Transactions				



Registration of Dogs

One of the most important pillars in dog development. Ensures the continuing documentation of the dogs. It is like a birth certificate that lists down the date of the birth of the dog. Its sire and dam, color and specific markings.

This office adheres to the minimum health protocols set by IATF such as social distancing, wearing of face mask and face shield and hand sanitizing

Office or Division:	City Agriculture Office (Crops Prod'n. & Research Dev't. Section)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may Avail:	Farmers/San Carlos City Residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approaches our Project In- charge	1.Orient the client regarding the program	None	20 minutes	Farm Superintendent II
2. Proceed to the area together with HVCC technician	2. Site inspection/validation and provide technical assistance	None	30 minutes- 1 Hr.	Farm Superintendent II Farm Worker II Technician
3. Wait for the schedule/ advice of release of seedlings	3. Records the seedlings to be released	None	10 minutes	Farm Superintendent II
4. Receives seedlings from City Agriculture's Office	4.Released seedlings to Clients	None	10-20 minutes	Farm Worker II Technician
	Total	None	1 hour & 50 minutes	
End of Transactions				



Anti-Rabies Vaccination on the Field

Rabies is a fatal virus and a public health problem. It is transmitted from animal to animal through bites and can be passed to humans as well. It is in this light that anti-rabies vaccination for dogs is intensified in different barangays in San Carlos City.

This office adheres to the minimum health protocols set by IATF such as social distancing, wearing of face mask and face shield and hand sanitizing.

Office or Division:	City Agriculture Office (Veterinary Services Division)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may Avail:	San Carlos City Residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request			Owner	
2. Anti-Rabies Vaccination Request Form			City Agri. Office (Veterinary Services Division)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to City Agriculture Office Veterinary Services Division or call thru (034) 312-5538	1. Schedule the vaccination & assign vaccination team	None	5 minutes	Admin. Aide II
2. Accomplish the Anti-Rabies Vaccination Request Form	2.Coordinate the schedule with the requesting party.	None	2 minutes	Veterinarian IV
	2.1 Conduct vaccination in the field	Free	Within the scheduled day not to exceed 3 days	Vaccination Team (City Agriculture Office Veterinary Services Division)
	Total		7 minutes	
End of Transactions				



Impounding of Stray Animals

Stray cats, dogs and livestock have many negative impacts on the city environment and human health. They cause noise, pollution, feces garbage and harm both to humans and to themselves. To prevent this, city pound stray catchers impound them for a certain period until they are claimed by their owners or adopted.

This office adheres to the minimum health protocols set by IATF such as social distancing, wearing of face mask and face shield and hand sanitizing.

Office or Division:	City Agriculture Office (Veterinary Services Division)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may Avail:	San Carlos City Residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request			Owner	
2. Impounding Request Form			City Agri. Office (Veterinary Services Division)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to City Agriculture Office Veterinary Services Division or call thru (034) 312-5538	1. Schedule the impounding and assign impounding team	None	5 minutes	Admin. Aide II
2. Accomplish the impounding Request Form			2 minutes	Veterinarian IV
			Within the scheduled day not to exceed 3 days 2 minutes	City Agriculture Office Veterinary Services Division
			10 minutes	Veterinarian IV
	Total	None	19 minutes	
End of Transactions				



Adoption of Impounded Animals

The city pound is a government funded facility where stray cats, dogs and livestock animals are impounded for a certain period until they are claimed by their owners. However, if left unclaimed, impounded animals can be adopted after complying with all necessary documents.

This office adheres to the minimum health protocols set by IATF such as social distancing, wearing of face mask and face shield and hand sanitizing.

Office or Division:	City Agriculture Office (Veterinary Services Division)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may Avail:	San Carlos City Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Issued ID/CTC		Owner		
2. 2x2 Identification Picture		Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the City Agriculture Office Veterinary Services Division to submit complete documentary requirements and accomplish the adoption form and attach the required supporting documents.	1. Conduct initial interview of the pet owner and issue Animal Adoption Form	None	1-2 days	Admin. Aide II
	1.1 Assess and review the documents and schedule the home visit to determine the capability to own an animal of the interested party then conduct the visit and submit recommendation			Veterinarian IV Livestock Inspector I
2. Identify the Dog to be Adopted and proceed to the collection division to pay	2. Issue Order of Payment if the requesting party is qualified to adopt	None	20 mins.	Admin. Aide II



	2.1 Accept payment and issue Official Receipt	₱ 500.00/ dog		Collection Clerk (City Treasurer's Office)
3. Present the Official Receipt to the City Agriculture Office Veterinary Services Division	3. Release the Animal to the requesting party	None	5 mins.	Livestock Inspector I
	Total	₱ 500.00	2 days & 25 minutes	
End of Transactions				



Redemption of Impounded Animals

The owner of impounded stray cats, dogs and livestock may claim their pets at the City Pound upon payment of required fees.

This office adheres to the minimum health protocols set by IATF such as social distancing, wearing of face mask and face shield and hand sanitizing.

Office or Division:	City Agriculture Office (Veterinary Services Division)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may Avail:	San Carlos City Residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid Identification Card / CTC			Owner	
2. Certificate of Pet Registration			Owner	
3. Proof of Ownership (Rabies Vaccination Card, Brgy. Certification and PCCI Certificate)			Owner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the San Carlos City Agriculture Office Veterinary Services Division to submit complete documentary requirements. Brgy. Certification for proof of ownership and fill-out the pet redemption form.	1. Conduct initial interview of pet owner and issue Pet Redemption Form and Present the individual Chart of impounded animals to the owner to identify their pet.	None	15 minutes	Admin. Aide II Livestock Inspector I
		None	5 minutes	
2. Identify the pet from the Individual Chart of Impounded Animals	2. Issue of Order of Payment	None	2 minutes	Livestock Inspector I
3. Proceed to the City Legal Office for recording purposes and proceed to Collection Division to pay and Present the Official Receipt to the City Agriculture Office Veterinary Services Division.	3. Records Ordinance violation (City Legal Office) 3.1 Accept payment and issue official receipt (City Treasurer's Office) 3.3 Conduct Rabies Vaccination for dogs	(Kindly check below for the breakdown)	10 minutes	Collection Clerk (City Treasurer's Office) Livestock Inspector I
		None	5 minutes	



	and cats. Release the Animal to the owner			
	Total		37 minutes	
End of Transaction				

SERVICES		FEES TO BE PAID
1	Redemption of Impound Animals	
	▪ Large Animals	₱ 500.00/head ₱ 100.00/head/day impounding fee
	▪ Small Animals	₱ 300.00/head ₱ 100.00 additional penalty for unleashed animals ₱ 50.00/day impounding fee



Disposal of Animals Voluntarily Surrendered by Owners

These animals are owners drop offs from individuals who no longer want or can no longer keep their pets. Other times, these are reported strays-roaming at large in the community. They are disposed of as seen fit.

This office adheres to the minimum health protocols set by IATF such as social distancing, wearing of face mask and face shield and hand sanitizing.

Office or Division:	City Agriculture Office (Veterinary Services Division)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may Avail:	San Carlos City Residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid Identification Card / CTC			Owner	
2. Proof of Ownership (Rabies Vaccination Card, Brgy. Certification and PCCI Certificate)			Owner	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the City Agriculture Office Veterinary Services Division or call thru phone number (034) 312-5538 to request for animal disposal and submit complete documentary requirements	1. Conduct initial interview of pet owner	None	5 minutes	Admin. Aide II
	1.1 Assess if surrendered animal qualifies for adoption	None	2 minutes	Livestock Inspector I
2. Accomplish Animal Disposal Form	2. Schedule impounding and assign impounding team	None	2 minutes	Veterinarian IV
	2.1 Coordinate the schedule with the requesting party		5 minutes	Livestock Inspector I Impounding Team
	2.2 Conduct the impounding as scheduled		Within the schedule day but not	Impounding Team



	2.3 Prepare individual Record of Impounded Animal		to exceed 3 days	Veterinarian IV
	2.4 Perform veterinary medical procedures to impounded animals		5 minutes	
			2 minutes	
	Total	None	21 minutes	
End of Transaction				



Treatment, Prevention & Control of Disease in Livestock, Poultry & Small Animals

Maintaining healthy animals to secure better production and profit for our livestock and poultry. There is happiness and joy in raising companion animals. Thus, the need to help and assist our residents in providing health care for our pets and livestock.

This office adheres to the minimum health protocols set by IATF such as social distancing, wearing of face mask and face shield and hand sanitizing.

Office or Division:	City Agriculture Office (Veterinary Services Division)			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may Avail:	San Carlos City Residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Goes to City Agriculture Office Veterinary Services Division for consultation/treatment or concerns regarding their animal	1. Records the name, address of client and the service they want to avail through logbook	None	10 minutes	Admin. Aide II Livestock Inspector I
2. Informs Veterinary Services Division Personnel about the service they want to avail in regards with management and treatment of owned livestock or pet animal	2. Evaluates the need of client and decides what to do regarding with the request	None	5 minutes	Veterinarian IV Livestock Inspector I
3. Goes to the area of the animal and assist the VSD Personnel regarding his/her request	3. Serves client's requests	None	May vary, 30 mins- 4 hours	Veterinarian IV Adc Animal Health Technician/Paravets
	Total	None	4 hrs. & 15 minutes	
End of Transaction				



Registry System for Basic Sectors in Agriculture (RSBSA) Validation/Updating

A validation and updating activity in coordination with DA for a centralized registration system of local rice farmers in the 5 rice barangays to facilitate their availment of DA funded projects and/or programs.

This office adheres to the minimum health protocols set by IATF such as social distancing, wearing of face mask and face shield and hand sanitizing.

Office or Division:	City Agriculture Office - Crops Prodn. & Research Dev't. Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may Avail:	San Carlos City Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Issued Valid ID		Client		
2. Latest 2x2 ID picture		Client		
3. Brgy. Certification (stating the farm parcel)		Respective Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Brings to the City Agriculture Office all the requirements and request for RSBSA validation/updating	1. Checks the completeness of requirements and assign AT to interview client	None	5 minutes	Agriculturist I
2. Accomplishes the RSBSA Form	2. Interviews and facilitate filling out of RSBSA form	None	10 minutes	Agriculturist I
	2.1 Assigns client RSBSA Code, encode client data, and forward to DA the client's RSBSA Form	None	10 minutes	Agricultural Technician
	Total	None	25 minutes	
End of Transaction				



Rice Crop Manager (RCM) Fertilizer Recommendation

This service was a component under the National Rice Program implemented by the LGU to provide rice farmers with a readily available fertilizer recommendation for their timely and appropriate fertilization program.

This office adheres to the minimum health protocols set by IATF such as social distancing, wearing of face mask and face shield and hand sanitizing.

Office or Division:	City Agriculture Office - Crops Prodn. & Research Dev't. Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may Avail:	San Carlos City Residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Government Issued Valid ID			Client	
2. Assigned RSBSA Code			City Agriculture Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the City Agriculture Office to request for RCM interview schedule	1. Schedules the RCM interview and assign a field technician	None	5 minutes	Agriculturist I
2. Accomplishes the RCM questionnaire	2. Coordinates the schedule with the requesting party	None	2 minutes	Field Technician (Rice Program)
	2.1 Interviews and processes the data for fertilizer recommendation	None	6 minutes	
3. Receives the RCM fertilizer recommendation for personal farm use	3. Let the farmer sign the receiving copy	None	2 minutes	Field Technician (Rice Program)
	3.1 Follow-ups if the farmer was able to use the recommendation	None	5 minutes	
	Total	None	20 minutes	
End of Transaction				



Rice Competitiveness Enhancement Fund (RCEF) Seed Distribution

This service is implemented with the advent of the Rice Ratification Law whereby providing the rice farmers with Certified Rice Seeds for higher production and thus income.

This office adheres to the minimum health protocols set by IATF such as social distancing, wearing of face mask and face shield and hand sanitizing.

Office or Division:	City Agriculture Office - Crops Prodn. & Research Dev't. Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may Avail:	San Carlos City Residents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Government Issued Valid ID		Client		
2. Assigned RSBSA Code		City Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the City Agriculture Office to request for RCM interview schedule	1. Coordinates the schedule with the requesting party	None	5 minutes	Agriculturist I
2. Accomplishes the RCEF pre-master list	2. Conducts the RCEF pre-master listing	None	3 minutes	Farm Supervisor
	2.1 Coordinates the schedule of RCEF orientation & distribution schedule	None	2 minutes	Field Technician (Rice Program)
3. Attends the RCEF orientation and distribution schedule and receives the certified rice seeds	3. Orients the guidelines of the RCEF program with the client	None	15 minutes	Agriculturist I
	3.2 Releases the RCEF rice seeds	None	10 minutes	Field Technician (Rice Program)
	Total	None	35 minutes	
End of Transaction				



Hybrid Rice Seeds Distribution

This service is implemented in the LGU whenever there is available supply provided by the National Rice Program once in a while especially in the occurrence of fortuitous events in the locality.

This office adheres to the minimum health protocols set by IATF such as social distancing, wearing of face mask and face shield and hand sanitizing.

Office or Division:	City Agriculture Office - Crops Prodn. & Research Dev't. Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may Avail:	San Carlos City Residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Government Issued Valid ID			Client	
2. Assigned RSBSA Code			City Agriculture Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the City Agriculture Office to request for hybrid pre-master listing schedule	1. Coordinates the schedule with the requesting party	None	5 minutes	Agriculturist I
2. Accomplishes the hybrid pre-master list	2. Conducts the RCEF pre-master listing	None	3 minutes	Agriculturist I
	2.1 Coordinates the schedule hybrid distribution	None	2 minutes	Field Technician (Rice Program)
3. Attends the RCEF orientation and distribution schedule and receives the certified rice seeds	3. Releases the hybrid rice seeds	None	15 minutes	Agriculturist I
				Field Technician (Rice Program)
	Total	None	25 minutes	
End of Transaction				



Crop Insurance Enrollment

This service is implemented in the LGU in coordination with the Phil. Crop Insurance Corporation to minimize possible damages to rice production of farmers in times of natural occurring calamity/ies.

This office adheres to the minimum health protocols set by IATF such as social distancing, wearing of face mask and face shield and hand sanitizing.

Office or Division:	City Agriculture Office - Crops Prodn. & Research Dev't. Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may Avail:	San Carlos City Residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Government Issued Valid ID			Client	
2. Assigned RSBSA Code			City Agriculture Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the City Agriculture Office to request for crop insurance coverage/ enrollment	1. Assigns the AT to facilitate the crop insurance enrollment	None	2 minutes	Agriculturist I
2. Accomplishes the crop insurance enrollment form	2. Conducts the enrollment interview and fill out insurance form	Php50.00	5 minutes	Agriculturist I
	2.1 Reviews, processes and submits the insurance form to PCIC	None	3 minutes	Field Technician (Rice Program)
	Total	Php50.00	10 minutes	
End of Transaction				



Crop Insurance Indemnity Claim

This service is facilitated by the LGU to assist calamity affected farmers in claiming their indemnity checks as recovery assistance from the PCIC upon validation and approval of the same.

This office adheres to the minimum health protocols set by IATF such as social distancing, wearing of face mask and face shield and hand sanitizing.

Office or Division:	City Agriculture Office - Crops Prodn. & Research Dev't. Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may Avail:	San Carlos City Residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Government Issued Valid ID			Client	
2. Assigned RSBSA Code			City Agriculture Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Reports damage occurrence to the field technician and accomplishes with signature NOL documents	1. Files the notice of loss (NOL) to PCIC	None	2 minutes	Field Technician (Rice Program)
	1.1 Checks, processes and submits NOL to PCIC	None	3 minutes	Agriculturist I
	1.2 Coordinates the schedule of adjustment with client	None	2 minutes	Field Technician (Rice Program)
2. Attends and guides the PCIC adjuster to affected area	2. Assist PCIC adjuster and lets client sign the adjustment documents	None	5 minutes	Agriculturist I
	2.1 Coordinates the approval or disapproval of claims with client	None	2 minutes	Field Technician (Rice Program)
	2.2 If claim is approved, coordinates the schedule of claim with client		2 minutes	
3. Attends the indemnity claim schedule and receives his/her claim check	3. Assists the PCIC personnel during indemnity claim distribution	None	5 minutes	Agriculturist I
	Total	Php50.00	21 minutes	
End of Transaction				



Cut Flower Planting Materials Distribution

This service is initiated by the LGU to help cut flower growers of the city by providing quality planting materials and locally adopted production practices.

This office adheres to the minimum health protocols set by IATF such as social distancing, wearing of face mask and face shield and hand sanitizing.

Office or Division:	City Agriculture Office - Crops Prodn. & Research Dev't. Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may Avail:	San Carlos City Residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the City Agriculture Office to request for availment of cut flower planting materials	1. Conducts orientation and assign the AT for area validation	None	3 minutes	Agriculturist I
	1.1 Coordinates the validation schedule with the client and AT assigned	None	2 minutes	
2. Guides the AT during field validation and fill out and sign the requisition and issue slip	2. Assesses area for crop suitability 2.1 Coordinates the schedule of release with client	None	5 minutes	Agriculturist I Field Technician (Rice Program)
			2 minutes	
3. Attends to the distribution schedule and receives the requested CF planting material	3. Releases the cut flower planting material and let client sign the Issue and Requisition Slip (RIS)	None	5 minutes	Agriculturist I
Total		Php50.00	17 minutes	
End of Transaction				



LGU Rice Certified Seed (CS) Distribution

This service is an LGU initiated program that aims to provide locally adopted and good quality rice certified seeds to the local rice farmers for higher rice production profitability.

This office adheres to the minimum health protocols set by IATF such as social distancing, wearing of face mask and face shield and hand sanitizing.

Office or Division:	City Agriculture Office - Crops Prodn. & Research Dev't. Section			
Classification:	Simple			
Type of Transaction:	G2C- Government to Client			
Who may Avail:	San Carlos City Residents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Government Issued Valid ID			Client	
2. Assigned RSBSA Code			City Agriculture Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the City Agriculture Office demo farm @ Brgy. Cod-cod	1. Interviews and fill-out the LGU CS liquidation master list	None	3 minutes	Agriculturist I Field Technician (Rice Program)
2. Pay the CS cost to CTO representative present during release/ to AT	2.Receives and records payment (if CTO staff is not around)	Php680.00 (40 kgs bag) or Php340.00 (20 kgs bag)	2 minutes	Agriculturist I Field Technician (Rice Program)
3. Attends the purchase and distribution schedule (every Wednesday, while stock last)	3. Release the LGU CS rice seeds	None	3 minutes	Agriculturist I Field Technician (Rice Program)
	Total	Php680.00/40 kgs-bag or Php340.00/20 kgs-bag	8 minutes	
End of Transaction				



City Assessor's Office



Issuance of Tax Declaration of Real Property-(Current Revision Down 2001 Gen.Rev.)

Tax Declaration is issued to any individual or entity for their reference or for any legal purposes.

Office or Division:	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued Identification Card and Residence Certificate / Cedula		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO City Treasurer's Office, License & Fees Division		
Representative:				
Special Power of Attorney or Owner's Authorization		Person or entity being represented		
Any legal document that serves as reference (if there is any)		Person or entity being represented		
Government Issued Identification Card and Residence Certificate / Cedula of representative		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO City Treasurer's Office, License & Fees Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Fill-Out the Request Form at the office counter 1.1 Submit the required documents and other reference record (if there is/are any to the receiving table for initial assessment and verification *Make sure to secure the Order of Payment that will be issued.	1.) Give the Request Form to the client 1.1 Receive the required documents and check for completeness 1.2 Issue the Order of Payment if all the required documents were given 1.3 Start processing the request	none	6 minutes 5 minutes	<i>Admin. Aide IV/ Records Div.</i> <i>Admin. Officer I/ Records Div.</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.) Pay the required fees at the City Treasurer's Office by showing the Order of Payment. *Make sure to secure the Official Receipt that will be issued upon payment	2.) Accept the payment based on the Order Payment 2.1 Issue the Official Receipt	Tax Declaration-PHP 100.00 Doc. Stamp-PHP 30.00 NOTE: A fine of ¼ of 1% of the total assessed value of real properties but not to exceed P10,000.00 (for non-Filers of the latest Filing of Sworn Statement of the True Value of Real Properties) as per Sec. 5.C.02 of Ordinance No. 16, Series of 2005	1 minute	License & Fees Div. (Treasurer's Office)
3.) Return to City Assessor's Office for processing and release of Tax Declaration	3) Check the Official Receipt 3.1 Issue the Tax Declaration	None	1 minute	<i>Admin. Officer I Records Div.</i>
	TOTAL:	PHP 130.00 /Tax Dec.	13 minutes	
End of Transaction				



Issuance of Tax Declaration of Real Property - (Below 2001 Gen. Rev.)

Tax Declaration is issued to any individual or entity for their reference or for any legal purposes.

Office or Division:	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal:				
Government Issued Identification Card and Residence Certificate / Cedula		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO City Treasurer's Office, License & Fees Division		
Representative:				
Special Power of Attorney or Owner's Authorization		Person or entity being represented		
Any legal document that serves as reference (if there is any)		Person or entity being represented		
Government Issued Identification Card and Residence Certificate / Cedula of representative		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO City Treasurer's Office, License & Fees Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Fill-Out the Request Form at the office counter 1.1 Submit the required documents and other reference record (if there is/are any to the receiving table for initial assessment and verification *Make sure to secure the Order of Payment that will be issued.	1) Give the Request Form to the client 1.1 Receive the required documents and check for completeness 1.2 Issue the order of payment if all the required documents were given 1.3 Start processing the request	NONE	6 minutes	<i>Admin. Aide IV/ Records Div.</i>
			20 minutes	<i>Admin. Officer I/ Records Div.</i>
2.) Pay the required fees at the City Treasurer's Office by showing the Order of Payment.	2) Accept the payment based on the Order of Payment 2.1 Issue the Official Receipt	Tax Declaration - PHP 150.00 Doc. Stamp - PHP 30.00	1 minute	<i>License & Fees Div. (Treasurer's Office)</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
*Make sure to secure the Official Receipt that will be issued upon payment		NOTE: A fine of ¼ of 1% of the total assessed value of real properties but not to exceed P10,000.00 (for non-Filers of the latest Filing of Sworn Statement of the True Value of Real Properties) as per Sec. 5.C.02 of Ordinance No. 16, Series of 2005		
3) Return to City Assessor's Office for processing and release of Tax Declaration	3) Check the Official Receipt 3.1 Issue the Tax Declaration	None	1 minute	<i>Admin. Officer I Records Div.</i>
	TOTAL:	PHP 180.00/ Tax Dec	28 minutes	
End of Transaction				



Issuance of Certification of Real Property - (Current Record)

Certification is issued to affirm the validity of information as to ownership of real property, any existing and ownership of improvements thereon; as to total real property holdings; and/or as to non-ownership of any real property.

Office or Division:	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Principal:				
Government Issued Identification Card & Residence Certificate / Cedula of representative			BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO City Treasurer's Office, License & Fees Division	
Representative:				
Special Power of Attorney or Owner's Authorization			Person or entity being represented	
Government Issued Identification Card and Residence Certificate / Cedula of representative			BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO City Treasurer's Office, License & Fees Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Fill-Out the Request Form at the office counter 1.1 Submit the required documents and other reference record (if there is/are any to the receiving table for initial assessment and verification *Make sure to secure the Order of Payment that will be issued.	1) Give the Request Form to the client 1.1 Receive the required documents and check for completeness 1.2 Issue the order of payment if all the required documents were given	NONE	6 minutes	<i>Admin. Aide IV Records Div.</i>
	1.3 Start processing the request		35 minutes	<i>Admin. Officer I/ Records Div.</i>
2.) Pay the required fees at the City Treasurer's Office by showing the Order of Payment.	2.) Accept the payment based on the Order of Payment 2.1 Issue the Official Receipt	PHP 75.00/RPU or Certification PHP 30.00 Doc. Stamp	1 minute	<i>License & Fees Div. (Treasurer's Office)</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
*Make sure to secure the Official Receipt that will be issued upon payment				
3.) Return to City Assessor's Office for processing and release of Certification	3) Check the Official Receipt 3.1 Issue the Certification	None	1 minute	<i>Admin. Officer I/ Records Div.</i>
	TOTAL:	➤ PHP 105.00 ➤ PHP 75.00 X No. of RPUs + PHP 30.00 doc. stamp for multiple RPUs in 1 (one) sheet	43 minutes	
End of Transaction				



Issuance of Certification of Real Property - (Previous Record)

Certification is issued to affirm the validity of information as to ownership of real property, any existing and ownership of improvements thereon; as to total real property holdings; and/or as to non-ownership of any real property.

Office or Division:	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal:				
Government Issued Identification Card and Residence Certificate / Cedula of representative		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO City Treasurer's Office, License & Fees Division		
Representative:				
Special Power of Attorney or Owner's Authorization		Person or entity being represented		
Government Issued Identification Card and Residence Certificate / Cedula of representative		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO City Treasurer's Office, License & Fees Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Fill-Out the Request Form at the office counter 1.1 Submit the required documents and other reference record (if there is/are any to the receiving table for initial assessment and verification *Make sure to secure the Order of Payment that will be issued.	1) Give the Request Form to the client 1.1 Receive the required documents and check for completeness 1.2 Issue the order of payment if all the required documents were given 1.3 Start processing the request	NONE	6 minutes 1 hour 25 minutes	<i>Admin. Aide IV/ Records Div.</i> <i>Admin. Officer I/ Records Div.</i>
2.) Pay the required fees at the City Treasurer's Office by showing the Order of Payment.	2.) Accept the payment based on the Order of Payment 2.1 Issue the Official Receipt	PHP 75.00/RPU or Certification PHP 30.00 Doc. Stamp	1 minute	<i>License & Fees Div. (Treasurer's Office)</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
*Make sure to secure the Official Receipt that will be issued upon payment				
3.) Return to City Assessor's Office for processing and release of Certification	3) Check the Official Receipt 3.1 Issue the Certification	None	1 minute	<i>Admin. Officer I/ Records Div.</i>
	TOTAL:	<ul style="list-style-type: none"> ➤ PHP 105.00 ➤ PHP 75.00 X No. of RPUs + PHP 30.00 doc. stamp for multiple RPUs in 1 (one) sheet 	1 hour 33 minutes	
End of Transaction				



Issuance of Vicinity or Section Map

Vicinity or section map is issued to serve as reference to verify the exact location and shape of the land and for any other legal purposes.

Office or Division:	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal:				
Government Issued Identification Card and Residence Certificate / Cedula		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO City Treasurer's Office, License & Fees Division		
Representative:				
Special Power of Attorney or Owner's Authorization		Person or entity being represented		
Government Issued Identification Card and Residence Certificate / Cedula of representative		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO City Treasurer's Office, License & Fees Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Fill-Out the Request Form at the office counter 1.1 Submit the required documents and other reference record (if there is/are any to the receiving table for initial assessment and verification *Make sure to secure the Order of Payment that will be issued.	1.) Give the Request Form to the client 1.1 Receive the required documents and check for completeness 1.2 Issue the order of payment if all the required documents were given	NONE	6 minutes	<i>Admin. Aide IV Records Div.</i>
	1.3 Start processing the request		30 minutes	Tax Mapping Aide LAOO I <i>Tax Mapper I Tax Mapping Division</i>
2.) Pay the required fees at the City Treasurer's Office by	2.) Accept the payment based on	PHP 250.00 / Map	1 minute	.



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
showing the Order of Payment. *Make sure to secure the Official Receipt that will be issued upon payment	the Order of Payment 2.1 Issue the Official Receipt	PHP 30.00 Doc. Stamp		<i>License & Fees Div. (Treasurer's Office)</i>
3.) Return to City Assessor's Office for processing and release of Vicinity or Section Map	3) Check the Official Receipt 3.1 Issue the Vicinity or Section Map	None	1 minute	<i>,Admin Officer I/ Records Div.</i>
	TOTAL:	PHP 280.00	38 minutes	
End of Transaction				



Field Inspection for New Declaration or Renovation of Building & Re-Assessment of Land

Field inspection is conducted upon request of taxpayer for new declaration or re-assessment due to renovation/actual use of the building/structure and re-assessment of the land as per actual use.

Office or Division:	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal:				
Request Letter for Inspection		Personal submission		
Government Issued Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO		
Representative:				
Special Power of Attorney or Owner's Authorization		Person or entity being represented		
Letter Request for Inspection		Person or entity being represented/Personal submission		
Government Issued Identification Card and Residence Certificate / Cedula of representative		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO City Treasurer's Office, License & Fees Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Enquire about the transaction at the office counter 1.1 Submit the required documents and other reference record (if there is/are any to the receiving table for initial assessment and verification *Make sure to secure the Order of Payment that will be issued.	1.) Entertain client at the office counter 1.1 Receive the required documents and check for completeness 1.2 Issue the order of payment if all the required documents were given	None	3 minutes	<i>Admin. Aide IV Records Div.</i>
2.) Pay the required fees at the City	2.) Accept the payment based on	Land (per lot):		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Treasurer's Office by showing the Order of Payment. *Make sure to secure the Official Receipt that will be issued upon payment	the Order of Payment 2.1 Issue the Official Receipt	<ul style="list-style-type: none"> ➤ Agric. Land - PHP 200.00 + 10.00/km. in excess of 5 kms. radius from Población ➤ Commercial Land - PHP 400.00 ➤ Residential Land - PHP 100.00 ➤ Indus. Land - PHP 500.00 + 10.00/km. in excess of 5 kms. Radis from Población Building (per unit): ➤ Residential Bldg. - PHP 100.00 ➤ Agricultural Bldg. - PHP 100.00 ➤ Commercial Bldg. - PHP 300.00 ➤ Industrial Bldg. - PHP 400.00 	1 minute	License & Fees Div. (Treasurer's Office)
3.) Return to City Assessor's Office 3.1 Present the Official Receipt 3.2Confirmation of field inspection	3.) Check the Official Receipt 3.1 Conduct field inspection 3.2 Start processing transaction 3.3 Contact the client and issue Tax Declaration and Notice of Assessment	None	<ul style="list-style-type: none"> ➤ 1 hr. (w/in city proper) ➤ 1 day (outside city proper) 2 hrs. 30 mins. 1 minute	<i>LAOO II/ Tax Mapper I</i> <i>Admin. Asst. I LLAO I Records Officer IV Admin. Officer I</i>
	TOTAL:	Land (per lot): <ul style="list-style-type: none"> ➤ Agric. Land - PHP 200.00 + 10.00/km. in excess of 5 kms. 	3 hrs. 35 mins. (w/in City proper) 1 day, 2 hrs. 35 mins. (Outside city proper)	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
		radius from Poblacion <input type="checkbox"/> Commercial Land - PHP 400.00 <input type="checkbox"/> Residential Land - PHP 100.00 <input type="checkbox"/> Indus. Land - PHP 500.00 + 10.00/km. in excess of 5 kms. radius from Poblacion Building (per unit): <input type="checkbox"/> Residential Bldg. - PHP 100.00 <input type="checkbox"/> Agricultural Bldg.- PHP 100.00 <input type="checkbox"/> Commercial Bldg. - PHP 300.00 <input type="checkbox"/> Industrial Bldg. - PHP 400.00		
End of Transaction				



Transfer of Ownership of Declared Property

This is the process of legally transferring ownership of the property/ies to the new declared owner/s as per documents submitted.

Office or Division:	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Principal:				
Notarized Deed of Conveyance Tax Clearance & Transfer Tax Fee Land Title Cert. Authorizing Registration (CAR)			Notary Public City Treasurer's Office, Land Tax Division Registry of Deeds Bureau of Internal Revenue (BIR)	
Representative:				
Special Power of Attorney or Owner's Authorization			Person or entity being represented	
Government Issued Identification Card and Residence Certificate / Cedula of representative Notarized Deed of Conveyance Tax Clearance & Transfer Tax Fee Land Title Cert. Authorizing Registration (CAR)			BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO City Treasurer's Office, License & Fees Division Notary Public City Treasurer's Office, Land Tax Division Registry of Deeds Bureau of Internal Revenue (BIR)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Enquire about the transaction at the office counter	1. Entertain client at the office counter	None	1 minute	Admin. Aide IV Records Div.
2.) Submit the required documents to the receiving clerk table for initial assessment and verification	2.) Receive the required documents and check for completeness	None	2 minutes	Admin. Aide II Appraisal Div.
3.) Wait while the transaction is being processed	3.) Start processing the transaction	None	2 hrs. 5 minutes	Admin. Assist. I Admin. Aide II LAOO II



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
				Tax Mapper I LAOO I Rec. Officer IV
4.) Received the Tax Declaration and Notice of Assessment	4.) Issue Tax Declaration and Notice of Assessment	None	1 minute	Admin. Officer I Records Div.
	TOTAL:	NONE	2 hrs. 9 mins.	
End of Transaction				



Subdivision with Transfer of Ownership of a Parcel of Land

This is the process of legally subdividing a parcel of land, at the same time transferring ownership of sub-lots to the new declared owner/s as per documents submitted.

Office or Division:	City Assessor's Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal:				
Notarized Deed of Conveyance Approved Subd. Plan Tax Clearance & Transfer Tax Fee Land Title Cert. Authorizing Registration (CAR)		Notary Public Geodetic Engineer City Treasurer's Office, Land Tax Division Registry of Deeds Bureau of Internal Revenue (BIR)		
Representative:				
Special Power of Attorney or Owner's Authorization		Person or entity being represented		
Government Issued Identification Card and Residence Certificate / Cedula of representative Notarized Deed of Conveyance Approved Subd. Plan Tax Clearance & Transfer Tax Fee Land Title Cert. Authorizing Registration (CAR)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO City Treasurer's Office, License & Fees Division Notary Public Geodetic Engineer City Treasurer's Office, Land Tax Division Registry of Deeds Bureau of Internal Revenue (BIR)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.) Enquire about the transaction at the office counter	1.) Entertain client at the office counter	None	1 minute	Admin. Aide IV Records Div.
2.) Submit the required documents to the receiving clerk table for initial assessment and verification	2.) Receive the required documents and check for completeness	None	2 minutes	Admin. Aide II Appraisal Div.
3.) Confer to discuss with the Assessor's personnel as to details of transaction and when to return	3.) Start processing the transaction	None	5 days	<i>Admin Assistant I</i> <i>Admin. Aide II</i>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
to office when transaction is being done				<i>LAOO II Tax Mapper I LAOO I Rec. Officer IV</i>
4. Return to office and receive the Tax Declaration and Notice of Assessment	Contact the client and issue Tax Declaration & Notice of Assessment	None	1 minute	<i>Admin. OFFICER I Records Div.</i>
	TOTAL:	NONE	5 days 4 minutes	
End of Transaction				



Bids and Awards



Issuance of Bidding Documents

Office or Division:	City Mayor's Office-Bids and Awards Committee (BAC) Secretariat & Procurement Division			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	Business (Supplier)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Supplier's Permits/Licenses/ Clearances/ Registration and other related documents			Business (Supplier)	
Official Receipt (OR)-Payment of Bidding Documents (original)			Cashier/City Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in at philgeps.gov.ph or view posted opportunities at sancarloscity.gov.ph and in three (3) conspicuous places	Posting of Bid Opportunities to PhilGEPS, LGU San Carlos Website and in three (3) conspicuous places	None	5 minutes	Administrative Officer I Process Server Utility Worker II BAC Secretariat & Procurement Division-City Mayor's Office
2. Manifest Intention to Register and purchase the Bidding Documents	Initial screening of Permits / Licenses / Clearances / Registration and other related documents	None	15 minutes	Storekeeper I BAC Secretariat & Procurement Division-City Mayor's Office
Pay the necessary fees	Issuance of Payment Order Slip for Bidding Documents	Refer to City Ordinance No. 17-60 Series of 2017, Chapter IV, Article A, Section 1, N	3 minutes	
3. Present Official Receipt to the BAC Secretariat & Procurement Division-City Mayor's Office	Issuance of Bidding Documents	None	3 Minutes	Administrative Asst. III BAC Secretariat & Procurement Division-City Mayor's Office



Accomplish the bidding documents and drop the same to the bidding box on or before the official deadline of opening of bids	Assistance on the submission of the Bidding Documents			Admin Aide III BAC Secretariat & Procurement Division- City Mayor's Office
	TOTAL:		26 minutes	
End of Transaction				



Conduct of Pre-Bid Conference (ABC- P 1,000,000.00 Above)

Office or Division:	City Mayor's Office-Bids and Awards Committee (BAC) Secretariat & Procurement Division			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	Business (Supplier)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Supplier's Permits/Licenses/ Clearances/ Registration and other related documents			Business (Supplier)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Log-in at philgeps.gov.ph or view posted opportunities at sancarloscity.gov.ph and in three (3) conspicuous places	Posting of Bid Opportunities to PhilGEPS, LGU San Carlos Website and in three (3) conspicuous places	None	5 minutes	Administrative Officer I Process Server Utility Worker II BAC Secretariat & Procurement Division- City Mayor's Office
2.Manifest Intention to participate in the Pre-bid Conference	Assistance in the conduct of Pre-bid Conference		30 minutes	Supply Officer IV Administrative Asst. III BAC Secretariat & Procurement Division- City Mayor's Office
	Preparation and generation of Minutes of Pre-bid Conference	None	5 minutes	Records Officer I BAC Secretariat & Procurement Division- City Mayor's Office
	TOTAL:	None	26 minutes	
End of Transaction				



Conduct of Public Bidding

Office or Division:	City Mayor's Office-Bids and Awards Committee (BAC) Secretariat & Procurement Division			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	Business (Supplier)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Supplier's Permits/Licenses/ Clearances/ Registration and other related documents			Business (Supplier)	
Bidding Documents (Invitation to Bid and Instruction to Bidders) with Official Receipt (OR)-Payment of Bidding Documents			BAC Secretariat & Procurement Division-City Mayor's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Accomplish the Bidding Documents and drop the same to the bidding box on or before the official deadline of Opening of bids	Assistance in the Opening of Bids	None	3 hours	Administrative Asst. I BAC Secretariat & Procurement Division-City Mayor's Office
	Preparation and generation of Minutes of Public Bidding		30 minutes	Administrative Aide III BAC Secretariat & Procurement Division-City Mayor's Office
	TOTAL	None	3 hours & 30 minutes	
End of Transaction				



Issuance of Notice of Award, Purchase Order/Contracts & Notice to Proceed

Office or Division:	City Mayor's Office-Bids and Awards Committee (BAC) Secretariat & Procurement Division			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	Business (Supplier)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Performance Security		Business (Supplier)		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Post and submit the necessary performance security to the BAC Secretariat & Procurement Division-City Mayor's Office	Preparation and generation of Abstract of Bidding	None	15 minutes	Administrative Asst. I BAC Secretariat & Procurement Division-City Mayor's Office
	Assistance on the Deliberation of BAC Meeting		3 hours	Administrative Asst. III BAC Secretariat & Procurement Division-City Mayor's Office
	Preparation and generation of Excerpts of BAC Meeting		15 minutes	
2.Request and receive copy of pertinent documents	Issuance of Notice of Award, Purchase Order/Contract and Notice to Proceed		30 minutes	Records Officer I Administrative Asst. II BAC Secretariat & Procurement Division-City Mayor's Office
	TOTAL	None	4 hours	
End of Transaction				



Processing of Performance / Bidder's Bond

Office or Division:	City Mayor's Office-Bids and Awards Committee (BAC) Secretariat & Procurement Division			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	Business (Supplier)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt from City Treasurer's Office (Performance / Bidder's Bond)			Cashier/City Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the Official Receipt from City Treasurer's Office (Performance / Bidder's Bond)	Preparation of Disbursement Voucher for Withdrawal of Performance / Bidder's Bond	2% of the total ABC participated for Bidder's Bond 5% of the amount awarded for Performance Bond	5 minutes	Records Officer I BAC Secretariat & Procurement Division- City Mayor's Office
	TOTAL	None	5 minutes	
End of Transaction				



Business Permit and Licensing Office



Issuance of Mayor's Permit for New Business

Office or Division:	BPLO			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	Any person who is a citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Unified/Application Form		BPLO		
2. DTI/SEC/CDA certificate		DTI/SEC/CDA		
3. Police Clearance		PNP		
4. Sanitary Permit		CHO		
5. Locational Clearance		CPDCO		
6. Other national agencies based upon the kind of business		Other national agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for Unified Form	Review/check the requirements submitted and issue the Unified Form. Advise client to proceed to CTO	None	3 minutes	License Inspector II License Inspector I
2. Proceed to CTO for assessment & payments of CTC, fees & other taxes	Assess/receive payment & issue Corresponding OR & CTC Including FSIC. Sign the Assessment form. Advise client to proceed to BPLO,	To be determined by CTO/business tax Division & BFP	6 minutes	LTOO III LRCO I, RCC II, Admin. Aide IV, Clerk/ BFP Staff I
3. Receive the duly signed Mayor's Permit with the sticker. (Renewal)Business plate (New)	Check if payments has been made Prepare & release the Mayor's Permit duly signed by the City Mayor with the business Plate (New)	None	3 minutes	Licensing Officer IV
	Total	None	12 minutes	
End of Transaction				



Issuance of Mayor's Permit for Renewal of Business

Office or Division:	BPLO			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	Any person who is a citizen of the Philippines and partnership corporation duly organized & registered under the existing laws of the Philippines.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Unified/application form		BPLO		
DTI/CDA certification		DTI/SEC/CDA		
POLICE Clearance		PNP		
Sanitary permit		CHO		
Other national agencies based upon the kind of business		Other national agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for Unified Form.	Review/check the documents submitted and issue Unified Form. Advise client to proceed to CTO	None	2 minutes	License Inspector II License Inspector I
2. Proceed to CTO for assessment & payments of CTC, fees & other taxes.	Assess/receive payment & issue corresponding OR & CTC including FSIC. Sign the assessment form. Advise client to proceed to BPLO.	To be determined by CTO/Business Tax Division & BFP.	6 minutes	LTOO III LRCO I RCC II Admin. Aide IV Clerk I BFP Staff
3. Received the duly signed Mayor's Permit with the sticker (Renewal)	Check if payments has been made prepare & release the mayor's permit duly signed by the City Mayor with the sticker (Renewal)	None	3 minutes	Licensing Officer IV
	TOTAL		11 minutes	
End of transaction				



Issuance of Mayor's Permit for Motorcab Operator (New/Renewal)

Office or Division:	BPLO			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	Any person who is a citizen of the Philippines.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Form for Franchise (NEW)			SP OFFICE	
2. Approved Franchise (RENEWAL)			SP OFFICE	
3. Police Clearance			PNP	
4. Sanitary Permit			CHO	
5. Parking Fee			PMSD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up the application form & submit requirements.	Review/check the documents submitted advises client to proceed to CTO	None	2 minutes	Admin. Aide II Admin. Aide I
2. Proceed to CTO for assessment & payments of CTC, fees & other taxes	Assess/receive payment & issue corresponding OR & CTC including FSIC. Advise client to proceed to BPLO.	CTO: Business Tax-400 php Mayor's Permit 150 php Supervision & bRegulation Fee 50 php Plate(new) 90 php Sticker 30 php Clearance 150 php BFP-FSIF- 500 php	6 minutes	LTOO III LRCO I RCC II Admin. Aide IV Clerk I
3. Received the duly signed Mayors permit with Motorcab Plate (New), sticker (Renewal)	Check if payments has been made prepare & release the Mayor's Permit duly signed the City Mayor with the Motorcab Plate (New) & Sticker (Renewal)	None	3 minutes	Licensing Officer IV
	TOTAL	None	11 minutes	
End of transaction				



Issuance of Mayor's Permit for Fishing Operator (New/Renewal) & Registration of Motorized & Non-motorized boat (New/Renewal)

Office or Division:	BPLO			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	Any person who is a citizen of the Philippines.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Police Clearance			PNP	
2. Sanitary Permit			CHO	
3. Bantay Dagat			Bantay Dagat	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up the application form & submit requirements.	Review/check the documents submitted, advises client to proceed to CTO	None	2 minutes	Admin. Aide II Admin. Aide I
2. Proceed to CTO for assessment & payments of CTC, fees & other taxes.	Assess/receive payment & issue corresponding OR & CTC. Advise client to proceed to BPLO	Mayor's Permit fee New: P75.00 Renew: P75.00 Business Tax: P720.00	6 minutes	LTOO III LRCO I RCC II Admin. Aide IV Clerk I
3. Received the Mayor's Permit duly signed by the mayor.	Check if payments has been made, prepare & release the Mayor's Permit duly signed the City Mayor.	None	3 minutes	Licensing Officer IV
	TOTAL	None	11 minutes	
End of transaction				



Issuance of Pedicab Driver's License

Office or Division:	BPLO			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	Any person who is a citizen of the Philippines.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Police Clearance			PNP	
2. Sanitary Permit			CHO	
3. Traffic Seminar			PNP (Traffic Management Division)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up the application form & submit requirement	Review/check the documents submitted. Advise client to proceed to CTO	None	2 minutes	Admin. Aide II Admin. Aide I
2. Proceed to CTO for assessment & payments of CTC, fees & other taxes.	Assess/receive payment & issue corresponding OR & CTC. Advise client to proceed to BPLO	Driver's I.D. P70.00	6 minutes	LTOO III LRCO I RCC II Admin. Aide IV Clerk I
3. Received the Pedicab Driver's License duly signed by the mayor.	Check if payments has been made prepare & release Pedicab ID (License)	None	3 minutes	Licensing Officer IV
	TOTAL	None	11 minutes	
End of transaction				



Issuance of Permit for Pedicab Operator

Office or Division:	BPLO			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	Any person who is citizen of the Philippines.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Police Clearance			PNP	
2. Sanitary Permit			CHO	
3. Traffic Seminar			PNP (Traffic Management Division)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up the application form & submit requirements.	Review/check the documents submitted. Advise client to proceed to CTO	None	2 minutes	Admin. Aide II Admin. Aide I
2. Proceed to CTO for assessment & payments of CTC, fees & other taxes.	Assess/receive payment & issue corresponding OR & CTC. Advise client to proceed to BPLO	Business Tax: 250 php Mayor's Permit: 50 php Pedicab Plate New: 110 php Renew: 20 php	6 minutes	LTOO III LRCO I, RCC II, Admin. Aide IV Clerk I
3. Received the duly signed Mayor's permit with plate (New), sticker (Renewal)	Check if payments has been made prepare & release Pedicab Plate (New) & sticker (Renewal)	None	3 minutes	Licensing Officer IV
	TOTAL	None	11 minutes	
End of transaction				



City Budget and Management Office



Reviews Barangay Budgets (including SK Budget)

Service Information: Both Annual & Supplemental Budgets of the Barangay are reviewed by the City Budget Officer through their barangay's source of income as certified by the City Accountant.

Office or Division:	City Budget and Management Office			
Classification:	Simple			
Type of Transaction:	G2G/G2C			
Who may Avail:	All Barangays of This City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Annual and Supplemental Budgets		From 18 barangays of the city – Barangay Hall – Brgy. Secretaries/ Treasurers/ BRKs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits barangay budgets	Receives and records barangay budgets both annual and supplemental	None	30 minutes per budget	Job Order Employee
	Check and evaluates barangay budget forms and forwards it to City Budget Officer for final review and signature	None	5 days per budget	Supervising Administrative Officer
	Certifies barangay budget review letter after evaluated.	None	2 hours per budget	City Government Department Head I (City Budget Officer)
	Forwards barangay budgets to the Local Finance Committee for signatures	None	3 days per budget	Job Order Employee
	Submits reviewed barangay budget to Sanguniang Panlungsod Office for the approved resolution	None	30 minutes per budget	Job Order Employee
2. Receives approved barangay budgets	Returns the approved barangay budgets to its respective barangay for their copy	None	30 minutes per budget	Job Order Employee
TOTAL		None	8 days 3 hours 30 minutes	
End of transaction				



Prepares Annual & Supplemental Budgets

Service Information: Checks & reviews all budget proposal both Annual & Supplemental Budgets from different office before the schedule of the budget hearing.

Office or Division:	City Budget and Management Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	Local And National Offices of This City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Annual and Supplemental Budget Proposals			From different local and national offices of the city	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits budget proposal	Receives proposed budgets and forwarded to the City Budget Officer	None	10 mins. per budget proposal	Administrative Assistant V
	Check proposed budgets from different offices before the schedule of the budget hearing	None	3 days per department/ office	City Government Department Head I (City Budget Officer)
	Prepares all needed budgetary forms for the schedule of the budget hearing	None	30 days preparation	All CBMO staff in-charge
	Forwards approved budgets to Local Finance Committee for signatures	None	10 days	Job Order Employee
	Submits approved budgets with SP Appropriation Ordinance to the Provincial Budget Office for review before the deadline of submission	None	1 day per submission	Any CBMO Staff
2. Receives approved budget copy of their respective offices.	Disseminates final reviewed copies to different offices	None	1 hour per office	Job Order Employee
	TOTAL	None	44 days, 1 hour & 10 minutes	
End of transaction				



Controls Appropriation as to Allotment

Service Information: The Payroll, Voucher, Purchase Requests & other documents are controlled upon the release of allotment/appropriation which are certified by the City Budget Officer.

Office or Division:	City Budget and Management Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	Government Employees and Job Order Casuals			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Payrolls/ Vouchers/ Purchase Requests/ OBRs/ Allotment Release Orders (1 Original and 2 Photocopies)			From different government offices – Admin. Division – Government Employee in Charge or Office Clerk	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits payroll, PRs or voucher	Receives payrolls/vouchers/PRs submitted & forwards to the encoder	None	10 minutes per document	Administrative Assistant I
	Encodes payroll/ voucher/ PRs submitted and assigns corresponding number automatically set by the system.	None	15 minutes per document	Administrative Aide III Job Order Employee
	Evaluates/ controls and initials voucher/ payroll/ PRs as to allotment release and then forward it to City Budget Officer or OIC	None	30 minutes Per document	All CBMO Staff RAO Keepers
	Reviews/ approves and signs the controlled voucher/ PRs/ payroll and other document or transaction.	None	10 minutes Per document	City Government Department Head I (City Budget Officer)/ or OIC
	Encodes the approved/ signed voucher/ PRs and payroll/ documents and/ or other transactions for releasing	None	15 minutes Per document	Job Order Employee
2. Receives payroll, PRs or voucher	Forwards voucher/ PRs/ payroll and other documents to City Accountant's Office.	None	10 minutes Per document	Administrative Aide II Job Order Employee
	TOTAL	None	1 hour & 30 minutes	
End of transaction				



City Disaster Risk Reduction and Management Office



Pre-Hospital Patient Response Care/ Emergency Medical Services

Office or Division:	City Disaster Risk Reduction and Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All Citizens of This City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Emergency Call Thru Mobile Phone/ Landline/ Radio			Emergency Contact Numbers Landline – (034) 312-5777 Mobile – 09178902959/09257866243 Radio frequency – 139.050 MHz	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Calls the CDRRMO Emergency Hotline to seek help due to life threatening incident or situation involving victim/s.	<ul style="list-style-type: none"> - Answers the landline/ mobile phone/ radio and assess the information relayed thru interrogation; - Guides the caller to safety and instruct to provide some basic life support steps while the Emergency Response Team prepares to dispatch; - Dispatches the Emergency Response Team to the scene; - Arrives and survey the scene for safety; - Locates the caller/ informant to guide the team to the location while being interviewed on the situation of the victim and the intervention they have provided; - Performs Basic Life Support/ Standard 	None	<p>5 Minutes travelling time from Operation Center to designated places under the Quick Response Zone (Within City Proper)</p> <p>15 min. – 30 min. travelling time from Operation Center to areas outside QRZ but within the Area of Responsibility (to exclude barangays in Sipaway Island)</p>	<p>Call Taker/Dispatcher</p> <p>Call Taker/ Dispatcher</p> <p>Compliance Officer</p> <p>Compliance Officer</p> <p>Compliance Officer</p> <p>EMS Team Leader</p> <p>Emergency Responder</p> <p>EMS team leader</p> <p>Driver</p> <p>Driver</p>



	<p>First Aid procedures to the victim/ patient;</p> <ul style="list-style-type: none"> - Transports the patient/ victim to the most appropriate receiving medical facility/ hospital while continuing to provide the necessary Standard First Aid/ Basic Life Support; <p>Properly endorses the patient/ victim to the medical staff of the Emergency Room of the hospital.</p>			
	TOTAL	None	35 minutes	
End of transaction				



City Engineering Department



Issuance of Building Permit

A document issued by the Building Official to an owner/applicant to proceed with the construction, installation, addition, alteration, renovation, conversion, repair, moving, demolition or other work activity of a specific project/building/structure or portion thereof after the accompanying principal plans, specs. And other pertinent documents with the duly notarized application are found satisfactory and substantially conforming with the National Building Code of the Philippines and its implementing Rules and Regulations.

Office or Division:	City Engineering Dept./Office of The Building Official			
Classification:	Simple			
Type of Transaction:	G2P			
Who may Avail:	Any person, who is a citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TCT No. / Survey No. / Lot. No.		Register of Deeds		
5 Sets of standard plans, specs. Duly signed & sealed of a licensed professional		Duly licensed registered professionals (Architect, CE, ME, PEE, PME, ECE, Master Plumber)		
Lot Plan		Duly Licensed Geodetic Engineer		
Certified True Copy of Lot Title		Register of Deeds		
Structural Analysis and Design		Duly Licensed Civil Engineering		
Deed of Sale or Lease		Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits filled up forms together with then approved locational clearance at CPDCO & requirements for processing of building permit	Check submitted forms/ requirements whether complete or not. If all requests. Are complete, document shall be processed but if lacking, shall be returned to the client for compliance of all requirements.	None	10 minutes	(Project Eval. Officer II) Admin Aide IV Bookbinder II



	OBO-CED inspects the plans as to Line & Grade, Sanitary/Plumbing, Architectural, Structural, and Electrical & Mechanical. Advises client to pay Bldg. Permit fees at CTO & Submits one (1) set document at Bureau of Fire Protection for evaluation	Fees vary depending on the classification whether residential, commercial, etc., as embodies in the National Building Code	3 hours	Line & Grade (Engr. II) Structural (Engr. II) Electrical (Engr. III) Architectural (Arch. I) Mechanical (Engr. II), Assessment (Project Eval. Officer II)
2. Goes back to CED for final submission of the Bldg. Permit requirement together with the OR's	Building Official makes final recommendation/ evaluation of the Building Permit for compliance are complete	NONE	30 minutes	City Engineer/Bldg. Official
3. Client claims the approved BLDG. w/ the OR's	Release of Building Permit to client	NONE		Aide IV/Bookbinder II
	TOTAL	None	3 hrs. 40 minutes	
End of transaction				



Issuance of Certificate Occupancy

A document issued by the Building Official to an owner/applicant to proceed with the use or to occupy the building/structure after the accompanying Certificate of Completion and final inspection of the building are found satisfactory and substantially conforming with the National Building Code of the Philippines and its implementing Rules and Regulations.

Office or Division:	City Engineering Dept./Office of The Building Official			
Classification:	Simple			
Type of Transaction:	G2P			
Who may Avail:	Any person, who is a citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certification of Completion		CED/OBO		
Certification of Final Electrical Inspection		CED/OBO		
Construction Logbook		Engr. Who undertook the supervision of the const.		
As-built plans & specs. If there are amendments of the building		Engineer who signed and sealed the permit plans		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits filled up forms together with the requirements for checking	1. Check submitted forms/ requirements whether complete or not. If all requests. Are complete, document shall be processed but if lacking, shall be returned to the client for compliance of all requirements.	None	10 minutes	<i>(Project Eval. Officer II)</i> <i>Aide IV/Bookbinder II</i>
	1.1Conducts final inspection of completed building/structure. Advise the client to submit all forms at the BFP for issuance of fire safety certificate		2 hours	Line & Grade- <i>(Engr. II)</i> Structural <i>(Engr. II)</i> Electrical <i>(Engr. III)</i> Architectural <i>(Arch. I)</i> Mechanical



				<i>(Engr. II), Assessment (Project Eval. Officer II)</i>
2.Goes back to CED for final submission of the Certificate of Occupancy requirement together with the OR's	2.Building Official makes final recommendation/ evaluation of the Certificate of Occupancy	None	30 minutes	<i>City Engineer/ Bldg. Official</i>
3.Client claims the approved Certificate of Occupancy	3.Release of Certificate of Occupancy to client	None		<i>Admin Aide IV/Bookbinder II</i>
	TOTAL	None	2 hrs. 40 minutes	
End of transaction				



Rent the City Auditorium and its Facilities for Public and Private Events

Office or Division:	Parks And Plaza (City Engineering Department)			
Classification:	Simple			
Type of Transaction:	G2P			
Who may Avail:	Any person or organizing desiring to rent the City Auditorium and its Facilities for Public and Private Events			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter to the City Mayor for Free of Charge Events.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	FREE OF CHARGE			
1.Present letter request	1.Clearance by the City Auditorium for availability		10 minutes	Receiving Section
2.Letter is forwarded by the client to the City Mayor for Approval	2.1To be received by the City Mayor's Office		10 minutes	Receiving Section
	2.2Letter request to be approved by the City Mayor		1 hour	City Mayor
3.Furnish copy of Approved/ Disapproved letter request	3.To be received by the City Auditorium		10 minutes	Receiving Section
	RENTAL			
1.Inquiry for the availability of the venue and issuance of form if available	1.To be determined depending on the facilities rented		10 minutes	City Auditorium
2.Payment of Rental Charges	2.City Treasurer's Office		10 minutes	Payment Receipt
3.Furnish copy of Payment Receipt	3.To be received by the City Auditorium		10 minutes	Receiving Section
	TOTAL	None	2 hours	
End of transaction				



City Environment Management Office



Purchase of Compost (Vermi / Natural)

City Ordinance 14-29 and Ordinance granting to the City Environment Management Office to sell compost/vermi cast from the processed bio-degradable materials and sorted recyclable materials in the city's waste processing disposal facility

Office or Division:	CEMO-Integrated Waste Management Pollution Control Division			
Classification:	Simple			
Type of Transaction:	G2C-for service whose client is the transacting public			
Who may Avail:	Any interested individual who wants to acquire compost			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
none			none	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Comply Order Form at City Environment Management Office (CEMO)	Issuance of Order Form	none	3 minutes	Administrative Aide II
2. Pay at the City Treasurer's Office	Issuance of Official Receipt	Depending on the amount reflected in the order form	3 minutes	Revenue Collection Clerk II
3. Back to CEMO with the official receipt for the schedule of delivery	Determine the schedule of the delivery	None	2 minutes	Administrative Aide II
	TOTAL	None	8 minutes	
End of transaction				



Procedure in Securing Permit to Cut Trees

Processing of application for issuance of tree cutting certification (public places, private lands, infrastructure projects, government projects)

Office or Division:	CEMO- Water, Parks, Protected Areas Wildlife & Forestry Division			
Classification:	Simple			
Type of Transaction:	G2C-for service whose client is the transacting public			
Who may Avail:	Home owner/SPA Holder			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request to DENR San Carlos City, stating the information to wit a. Purpose b. Species of trees to be cut			Client	
2. Certification from Barangay Captain that applicant is residing on that place and owner of trees			Brgy. When the client applied	
3. SPA if applicant is authorized by the owner			Client	
4. Xerox copy of the title			Client	
5. Picture of trees to be cut (2 copies)			Client	
6. Clearance from the City Treasurer's Office (Land Tax)			CTO	
7. Clearance from the City Mayor's Office interposing no objection the cutting of trees.			CMO	
CTC No.				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approach our Project in Charge	1.1 Review the cutting permit requirements and set time and date of inspection	none	20 minutes	Admin Aide IV
1.2. Pay at the City Treasurer's Office	1.2 Inspection and verification of trees to be cut	none	hours	Revenue Collection Clerk II
2. Proceed to City Treasurer's	2. Issue OR	none	5 minutes	Revenue Collection Clerk II
3. Back to CEMO Office and Present OR for certification	3. Issue Certification interposing no objection to the cutting of trees	none	5 minutes	Admin Aide IV
TOTAL		None	2 hrs. 30 minutes	
End of transaction				



Registration of Fishing Vessels (3 Gross Tons Below)

A document issued to owners/operators of duly licensed commercial fishing boats before departure from its homeport or any port of departure to the fishing ground upon payment of a required fee.

Office or Division:	CEMO-Coastal Resource Management Division			
Classification:	Simple			
Type of Transaction:	G2C-for service whose client is the transacting public			
Who may Avail:	Fishing boat owner/operator			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Residence certification, Brgy. Clearance & Police (Maritime Police)			Brgy. Hall	
2.Duly Notarized Application Form (MFVR Form2)			CRM	
3.Certificate of Inspection or Admeasurements (FMVR)			CRM	
4.Two 5R size (4"x6") picture of the boat (one shot side view, full length and one perspective shot with the application on the side)			Client	
5.PNP Maritime Group Clearance of Local PNP Clearance (if the former is not available)			PNP	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill up Application Form	Registration of Fishing Vessels 3 Gross tons below	NONE	5 minutes	Admin Aide II
2.Obtain Certificate of Inspection			10 minutes	Admin Aide II
3.Pay appropriate fees: A. Fees for initial Registration Issuance of new CN/Reinsurance of CN a.) non-motorized vessels b.) motorized vessel B. Renewal of Registration a.) non-motorized vessel b.) motorized vessel inspection fee (including digital photos)	- none	none	none	Revenue Collection Clerk II
4.Have a certificate of number issued	- none	none	10 minutes	Admin Aide II
5.Have the name and official number of the vessel painted	- none	none	none	Client



on it on the prescribe portion of the boat Renew Municipal Fishing Vessel Registration every year				
	TOTAL	None	25 minutes	
End of transaction				



City Health Office



Issuance of Sanitary Permit and Health Certificates to Operate a Business Establishment (Food and Non-Food)

Service Information

The Sanitary Permit and Health Certificates to Operate a Business Establishment (Food and Non Food) is issued to any person who is a citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines who is requesting for such document.

Office or Division:	City Health Office / Environmental & Sanitation Services Division / Laboratory Services Section			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
One (1x1) I.D. picture			Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies for a Sanitary Permit (SP) stating the type of business to operate	Computes corresponding fees depending on the number of personnel employed Instructs the person to proceed to the Revenue Collection Officer for payment	Sanitary Permit (depends on the type of business) Health Certificate (HC) =P 50.00 Sputum Exam. (SE)=P 50.00 Stool Exam. (S/E) = P 50.00 per person	3 minutes	SI IV or any available SI Rev. Collection Clerk or alternate JO Casual
2. Returns to the Sanitation Division presenting the Official Receipt (OR) of payment	Checks OR Prepares and records SP and Health Certificate (Yellow Card for Food Establishment; Green Card for Non-Food) Instructs to proceed to CHO	None	2 minutes per client 1 hour and 40 min. per client for the Laboratory results	SI IV or any available SI Med-Tech. II or any available Med-tech



	Laboratory for the Sputum and Stool examinations			
3. Returns to the Sanitation Division and presents documents duly signed by the Med-Tech with the result at the back	Inspects and reviews documents Deworms the client Instructs to proceed to the City Health Officer for his signed approval	None	8 minutes	SI IV or any available SI City Health Officer
4. Returns to the Sanitation Division and presents duly signed documents by the City Health Officer for its release	Reviews and inspects the documents Stamps office official seal then release the document with the instruction to proceed to the city Treasurer's Office for the Business Permit	None	2 minutes	SI IV Or any available SI
	TOTAL	None	1 hr. & 55 minutes	
End of transaction				



Issuance of Health and Medical Certificates for Employment and Other Related Purposes

Service Information

The Health and Medical Certificates for Employment and Other Related Purposes is issued to any person who is a citizen of the Philippines and partnership or corporation duly organized and registered under the existing laws of the Philippines who is requesting for such document.

Office or Division:	City Health Office / Environmental & Sanitation Services Division / Laboratory Services Section			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One (1x1) I.D. picture			Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies for a health or medical certificate	Computes corresponding fees Instructs to proceed to the Revenue Collection Clerk for payment	(HC) =P 50.00 Sputum Exam. (SE)=P 50.00 Stool Exam. (S/E) = P 50.00 Med. Cert.=75.00	3 minutes	SI IV Or any available SI Rev. Collection Clerk or alternate JO
2. Returns to the Sanitation Division presenting the Official Receipt (OR) of payment	Checks OR Prepares and records the Health Certificate (Yellow Card for Food Establishment; Green Card for Non-Food); Pink Card for Contractual Sex Worker Takes client's height, weight and blood pressure (BP) Instructs client to proceed to CHO Laboratory for the actual examination	None	2 minutes 1 hour and 40 min. per client for the Laboratory results	SI IV Or any available SI Med-Tech. II or any available Med-Tech



3. Returns to the Sanitation Division and presents the Certificates duly signed by the Med-Tech with the result at the back	Inspects and reviews documents Instructs to proceed to the City Health Officer for signature of approval	None	3 minutes	SI IV Or any available SI City Health Officer
4. Returns to the Sanitation Division and presents signed documents for its release	Reviews and inspects the signed documents Stamps the office official seal then release the document.	None	2 minutes	SI IV Or any available SI
	TOTAL	None	1 hr. & 50 minutes	
End of transaction				



Issuance of Certificate of Death and Other Death Related Permit (Exhumation / Transfer of Cadaver / Transfer Permit) for Burial or Remains Outside of San Carlos City Public Cemetery

Service Information

The Certificate of Death and Other Related Permit ((Exhumation / Transfer of Cadaver / Transfer Permit) for Burial or Remains Outside of San Carlos City Public Cemetery is issued to any person who is a citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines who is requesting for such document.

Office or Division:	City Health Office / Environmental & Sanitation Division			
Classification:	Complex			
Type of Transaction:	G2G			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certificate of Birth 2. Barangay Death Certificate if death occurs at barangays within the city 3. Transfer of Cadaver (Transfer Permit) if death occurs outside the jurisdiction of San Carlos City			Attending physician if death occurs at any hospital within or outside the City of San Carlos. Barangay Captain of barangay of his/her residence Place of Origin	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents required documents	Reviews documents presented Computes corresponding fees Instructs to proceed to City Health Officer or MO for diagnosis if death occurs outside of hospital Asks for a Death Certificate for exhumation permit to manifest that death occurs more than five (5) years already;	New Entombment= P 150.00 Cemetery Fee= P 50.00 Burial Permit= P75.00 Death Certificate= P 75.00 Removal of Remains= P 75.00 Exhumation Permit= P 75.00	10 minutes	SI IV Or any available SI Rev. Collection Clerk or alternate Job Order Casual



	Instructs to proceed to the Revenue Collection Clerk for payment			
2. Returns to the Sanitation Division presenting the Official Receipt (OR) of payment	Checks O.R. Prepares and records the documents Instructs to proceed to the City Health Officer or Medical Officer for review and signed approval	None	12 minutes	SI IV Or any available SI City Health Officer or Medical Officer IV
3. Returns to the Sanitation Division and presents signed document for its release	Reviews document Instructs to photocopy for office file Stamps with office official seal and gets 2 nd copy for file Instructs to proceed to a Funeral home and to proceed after to LCR Office for official recording - and release	None	8 minutes	SI IV Or any available SI
	TOTAL	None	30 minutes	
End of transaction				



Issuance of Certificate of Death for Burial of Remains at the San Carlos City Public Cemetery

Service Information

The Certificate of Death for Burial of Remains at the San Carlos City Public Cemetery is issued to

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

Office or Division:	City Health Office / Environmental & Sanitation Division			
Classification:	Complex			
Type of Transaction:	G2G			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Death			Attending physician if death occurs at any hospital within or outside the City of San Carlos.	
Barangay Death Certificate if death occurs at barangays within the city			Barangay Captain of barangay of his/her residence	
If indigent, a Brgy. Certification concurred and duly signed by the Head of Office of CSWD			CSWDO Head	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the above-mentioned documents	Reviews required documents presented Computes each corresponding fees Instructs to proceed to the City Health Officer/MO for diagnosis if death occurs outside a hospital Instructs to proceed to the Revenue	Niche Rental Fee=P 1,500.00 (Indigent=P 150.00) Burial Permit=P 75.00 Death Certificate = P 75.00 Each Death Cert. changed/corrected – P 100.00 Transfer of fee of remains from City Cemetery to tree park	12 minutes	SI IV Or any available SI City Health Officer or Medical Officer IV Rev. Collection Clerk or alternate JO Casual



	Collection for payment	after 5 years= P 250.00 Entrance of Cadaver (if death occurs outside the city) =P 150.00 Renewal of Lease for each Niche (extension for a maximum of one (1) year period) at the City Public Cemetery= P 300.00		
2. Returns to the Sanitation Division presenting the Official Receipt (OR) of payment	Checks the OR Prepares the Certificate of Death Instructs to proceed to CHO/MO for review and signature of approval	None	10 minutes	SI IV Or any available SI City Health Officer or Medical Officer IV
3. Returns to the Sanitation Division and presents the duly signed document	Reviews the document and have it photocopied Prepares/ records the Permit of Interment Instructs to proceed to Administrative Division for signature of AO IV	None	10 minutes	SI IV Or any available SI Administrative Officer IV
4. Returns to the Sanitation Division and presents duly signed Permit of	<ul style="list-style-type: none"> Reviews all pertinent papers and get 2nd copy of each 	None	3 minutes	SI IV or any available SI City Civil Registrar



Interment together with the Cert. of Death for its release	document for office file Instructs to proceed to the funeral home and to proceed after to LCR Office for official recording then proceed to City Public Cemetery			Embalmer- Local Civil Registry Office
	TOTAL	None	35 minutes	
End of transaction				



Issuance of Dental Services (Tooth Extraction)

Service Information

The Tooth Extraction services is given to any person who is a citizen of the Philippines and Partnership or corporation duly organized & registered under the existing laws of the Philippines

Who is requesting for such services.

Office or Division:	City Health Office / Dental Services Section			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Dental Anesthesia Brown Envelope			Client needing dental services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the above-mentioned documents & to request for a Tooth Extraction procedure	Lists/interviews/charts pertinent information, if new client Retrieves record, if old client Takes vital signs Gives instruction as to scheduled date if not accommodated	None	10 minutes	JO or alternate JO DMD or DMD- Dentists
2. Submits for Oral Examination/Tooth Extraction	Conducts oral examination Prescribes anesthesia Computes fees Instructs to proceed to the Revenue Collection Clerk for payment	None	5 minutes	DMD or Dentists Rev. Collection Clerk or alternate Job Order
3. Pays prescribed fees and secures anesthesia then	Receives /checks OR of payment Administers anesthesia	Tooth Extraction – P 200.00	30 minutes	DMD or DMD - Dentists



returns to Dental Clinic for the procedure	Does the procedure Makes prescription for take home medicines			
4. Proceeds to CHO Pharmacy	Provides prescribed medicines if available in the Pharmacy	None	3 minutes	Pharmacist I
	TOTAL	None	48 minutes	
End of transaction				



Issuance of Dental Services (Oral Prophylaxis)

Service Information

The Oral Prophylaxis services is given to any person who is a citizen of the Philippines and Partnership or corporation duly organized & registered under the existing laws of the Philippines. Who is requesting for such services.

Office or Division:	City Health Office / Dental Services Section			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Brown Envelope			Client needing dental services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the above-mentioned documents and requests for Oral Prophylaxis procedure	Lists/interviews/charts pertinent information, if new client Retrieves record, if old client Takes vital signs Gives instruction as to scheduled date if not accommodated	None	5 minutes	JO Casuals or Dentists
2. Submits for Oral Examination/Oral Prophylaxis	Conducts oral examination Instructs to proceed to the Revenue Collection Clerk for payment	None	10 minutes	Dentists Rev. Collection Clerk or alternate Job Order Casual
3. Pays prescribed fee then returns to Dental Clinic for the procedure	Receives /checks OR of payment Does the procedure Makes prescription for take home medicines	Oral Prophylaxis – P 350.00	45 minutes	Dentists
4. Proceeds to CHO Pharmacy	Provides prescribed medicines if available in the Pharmacy	None	3 minutes	Pharmacist I
	TOTAL	None	1 hr. & 3 minutes	
End of transaction				



Issuance of Dental Services (Tooth Filling)

Service Information

The Tooth filling services is given to any person who is a citizen of the Philippines and partnership or corporation
Duly organized & registered under the existing laws of the Philippines who is requesting for such services.

Office or Division:	City Health Office / Dental Services Section			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Dental Anesthesia Brown Envelope			Client needing dental services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the above-mentioned documents and requests for Tooth Filling procedure	Lists/interviews/ charts pertinent information, if new client Retrieves record, if old client Takes vital signs Gives instruction as to scheduled date if not accommodated	None	5 minutes	JO Casuals or Dentists
2. Submits for Oral Examination/ Tooth Filling	Conducts oral examination Instructs to proceed to the Revenue Collection Clerk for payment	None	10 minutes	Dentists Rev. Collection Clerk or alternate JO Casual
3. Pays prescribed fee then returns to Dental Clinic for the procedure	Receives /checks OR of payment Does the procedure Makes prescription for take home medicines	Tooth Filling – (Permanent)= P 300.00/ cavity Temporary= P 150.00	30 minutes	Dentists
4. Proceeds to CHO Pharmacy	Provides prescribed medicines if available in the Pharmacy	None	3 minutes	Pharmacist I
	TOTAL	None	48 minutes	
End of transaction				



Issuance of Dental Services (Dental Certificate)

Service Information

The Dental Certificate is given to any requesting person who is a citizen of the Philippines and Partnership or corporation duly organized & registered under the existing laws of the Philippines.

Office or Division:	City Health Office / Dental Services Section			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
2. Brown Envelope			Client needing dental services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents the above-mentioned document and requests for a dental certificate	Lists/Interviews the client Instructs to proceed to Revenue Collection Clerk	P 75.00	5 minutes	JO Casual or Dentists Revenue Collection Clerk or alternate JO Casual
2. Pays to Revenue Collection Clerk	Receives /checks OR of payment Instructs to proceed to Administrative Division to prepare the document	None	5 minutes	JO Casuals or Dentists JO Casuals
3. Proceeds to Administrative Division & returns back to Dental Clinic	Reviews and signs the document Releases the document	None	5 minutes	JO Casuals or Dentists
	TOTAL	None	15 minutes	
End of transaction				



Issuance of Laboratory Services (Sputum Examination)

Service Information

The Laboratory services is given to any person who is a citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines who have undergone check-up with any physician of the City Health Office and upon request of the physician for such services.

Office or Division:	City Health Office / Laboratory Services Section			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Doctor's request 2. Sputum Cups (1 st day- spot) / 2 nd day – early morning - spot			Client needing laboratory services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to CHO Laboratory bringing the request from a physician	Gives proper instruction to client on how to collect sputum specimen	None	5 minutes	Medical Technologists
2. Submits sputum specimen	Examines the specimen and advises patient when to come back for the result	None	1 Hour	Medical Technologists
3. Goes back to the Laboratory and gets back the result	Issues result and advises client to go to CHO physician	None	2 Minutes	Medical Technologists
4. Goes to the CHO physician bringing the result	Analyzes and gives medication	None	10 Minutes	City Health Officer or any requesting physician
TOTAL		None	15 minutes	
End of transaction				



Issuance of Laboratory Services (XPert MTB / RIF)

Service Information

The Laboratory services is given to any person who is a citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines who have undergone check-up with any of the physicians of the City Health Office and request by the physician for such services.

Office or Division:	City Health Office / Laboratory Services Section			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
NTP Form 2a One (1) Sputum Specimen – spot collection of at least 1 ml in volume of an early morning collection			Client needing laboratory services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Laboratory bringing the above-stated requirements	Checks quality of sample Submits and records information into the NTP Form 3a Advises to come back for the result	None	5 minutes	Medical Technologists
2. Submits sputum specimen at the Laboratory's receiving area	Prepares sputum specimen for the XPert MTB/RIF examination in the analyzer	None	2 Hours and 50 minutes	Medical Technologists
3. Goes back to the Laboratory and gets the result	Issues result and advises to proceed to STC Nurse	None	5 Minutes	Medical Technologists
	TOTAL	None	3 hours	
End of transaction				



Issuance of Laboratory Services (Complete Blood Count (CBC))

Service Information

The Laboratory services is given to any person who is a citizen of the Philippines and Partnership or corporation duly organized & registered under the existing laws of the Philippines.

Office or Division:	City Health Office / Laboratory Services Section			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	Any person who has undergone check-up with any physician of the City Health Office and upon request of the physician for such services.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Laboratory request from the City Health Office Physician only			Client needing laboratory services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Laboratory bringing the request from a physician	Does blood testing Advises when to return for the result	None	30-45 minutes	Medical Technologists
2. Returns to the laboratory to claim result	Releases result and instructs to proceed to CHO physician	None	5 minutes	Medical Technologists
3. Brings laboratory result to CHO physician	Analyzes and gives medication	None	5 minutes	City Health Officer or requesting physician
	TOTAL	None	55 minutes	
End of transaction				



Issuance of Laboratory Services (Urinalysis)

Service Information

The Laboratory services is given to any person who is a citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines.

Office or Division:	City Health Office / Laboratory Services Section			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	Any person who has undergone check-up with any physician of the City Health Office and upon request of the physician for such services.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Laboratory request from the City Health Office Physician only 2. Specimen cup from the laboratory			Client needing laboratory services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Laboratory bringing the physician's laboratory request	Instructs client on the proper midstream clean catch collection of urine Does urine analysis procedure Advises patient when to return for the result	None	30 minutes	Medical Technologists
2. Returns to the laboratory to claim result	Releases result and instructs to proceed to CHO physician	None	2 minutes	Medical Technologists
3. Brings laboratory result to CHO physician	Analyzes and gives medication	None	5 minutes	City Health Officer or requesting physician
TOTAL		None	37 minutes	
End of transaction				



Issuance of Laboratory Services (Stool Examination / Fecalysis)

Service Information

The Laboratory services is given to any person who is a citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines.

Office or Division:	City Health Office / Laboratory Services Section			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	Any person who has undergone check-up with any physician of the City Health Office and upon request of the physician for such services.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Laboratory request from the City Health Office Physician only 2. Stool container / cup from the laboratory			Client needing laboratory services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Laboratory bringing the physician's laboratory request	Gives Instruction on the proper collection of stools Does stool examination Advises client when to return for the result	None	30 minutes	Medical Technologists
2. Returns to the laboratory to claim result	Releases result and instructs to proceed to CHO physician	None	2 minutes	Medical Technologists
3. Brings laboratory result to CHO physician	Analyzes and gives medication	None	5 minutes	City Health Officer or requesting physician
TOTAL		None	37 minutes	
End of transaction				



Issuance of Laboratory Services (Skin Smear)

Service Information

The Laboratory services is given to any person who is a citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines.

Office or Division:	City Health Office / Laboratory Services Section			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	Any person who has undergone check-up with any physician of the City Health Office and upon request of the physician for such services.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Laboratory request from the City Health Office Physician only			Client needing laboratory services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to Laboratory bringing the physician's laboratory request	Does skin smear and microscopic examination Advises patient when to return for the result	None	30-45 Minutes	Medical Technologists
2. Returns to the laboratory to claim result	Releases result and instructs to proceed to CHO physician	None	2 Minutes	Medical Technologists
3. Brings laboratory result to CHO physician	Analyzes and gives medication	None	5 Minutes	City Health Officer or any other CHO Physicians Leprosy Coordinator Midwife assigned at the requesting party's residence
	TOTAL	None	57 minutes	
End of transaction				



Issuance of Laboratory Services (Gram Staining)

Service Information

The Laboratory services is given to any person who is a citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines.

Office or Division:	City Health Office / Laboratory Services Section			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	Any person who has undergone check-up with any physician of the City Health Office and upon request of the physician for such services.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Laboratory request from a Physician 2. Hygiene Card for hygiene examination issued by SI Division 3. 1 x 1 picture to be attached to the card			Client needing laboratory services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. For clients with symptoms of STI				
1. Proceeds to Laboratory bringing the physician's laboratory request	Does skin smear and microscopic examination Advises patient when to return for the result	None	30-45 minutes	Medical Technologists
2. Returns to the laboratory to claim result	Releases result and instructs to proceed to CHO physician	None	2 Minutes	Medical Technologists
3. Brings laboratory result to CHO physician	Analyzes and gives medication	None	5 Minutes	City Health Officer or other CHO Physicians NTP Nurse Coordinator Midwife assigned at the requesting party's residence
			52 minutes	
B. For Hygiene Examination				



1. Proceeds to Laboratory bringing the hygiene card	Does smearing and microscopic examination Advises patient when to return for the result	None	30-45 minutes	Medical Technologists
2. Returns to the laboratory to claim result	Releases result and instructs to proceed to CHO physician	None	2 Minutes	Medical Technologists
3. Brings laboratory result to CHO physician	Analyzes and gives medication	None	5 Minutes	City Health Officer or other CHO Physicians NTP Nurse Coordinator Midwife assigned at the requesting party's residence
	TOTAL	None	52 minutes	
End of transaction				



Issuance of Other Services (Pre-Marriage Counseling (PMC))

Service Information

Pre-Marriage Counseling is conducted to any couple who is a citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines.

Office or Division:	City Health Office / Nursing Services Division			
Classification:	Complex			
Type of Transaction:	G2G			
Who may Avail:	Any couple requesting for the certificate before marriage.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Birth Certificate (both Filipino or Foreigner)			Client needing services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents needed requirement	Checks requirements Interviews the would-be couple	None	10 minutes	CHO Action Officers
2. Attends counseling	Conducts counseling conducted first by CHO Action Officer followed by CSWD Action Officer Proceeds to the Revenue Collection Clerk for payment	Group – P 200.00 Special – P 1,000.00	2 hours each	CHO Action Officers and CSWD Action Officers Rev. Collection Clerks or alternate JO
3. Pays the fees to the Revenue Collection Clerk	Checks /reviews OR Prepares Pre-Marriage Counseling Certificate	None	5 minutes	CHO Action Officers
4. Waits for the release of the certificate	Reviews and releases the certificates to the couple Instructs to proceed to Local Civil Registry	None	5 minutes	CHO Action Officers
	TOTAL	None	22 minutes	
End of transaction				



Issuance of Sanitary Permit and Health Certificates to Operate a Water Refilling Station

Service Information

The Sanitary Permits and Health Certificates to operate a Water Refilling Station are given to a person who is citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines.

Office or Division:	City Health Office / Environmental & Sanitation Division / Laboratory Services Section			
Classification:	Complex			
Type of Transaction:	G2B			
Who may Avail:	Any person who has completed the requirement of having a water refilling station.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One I.D. picture (1x1) 2. Cash for payment of fees			Applicant	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-up application form for the transaction needed	Checks/Interviews/Reviews given Instructs to proceed to the Revenue Collection Clerk for payment	Sanitary Permit = P 350.00 Health Certificate (HC) =P 50.00 each person Sputum Exam. (SE)=P 50.00 each person Stool Exam. (S/E) = P 50.00 each person Clearances (3) for water site and portability= P 150.00 each	4 minutes	Sanitation Inspectors Or JO Casuals
2. Proceeds to the Revenue Collection Clerk for payment	Receives and checks OR Prepares and records the SP and HC (Green Card for Non-Food) Prepares the three (3) clearances Instructs to proceed to the Laboratory for	None	2 minutes per client 1 hour and 40 min. per client for the	Sanitation Inspectors Or JO Casuals



	the actual examination of Sputum and Stool		Laboratory results	Medical Technologists
3. Returns to the Division and presents document duly signed by the Med-Tech with the result at the back	Inspects and reviews the document Deworms the client Signs the needed documents Instructs to proceed to the City Health Officer for his signed approval	None	8 minutes	Sanitation Inspectors Or JO Casuals City Health Officer or Medical Officers
4. Returns to the Division and presents duly signed document	Reviews and inspects the documents Stamps office official seal advising the applicant to proceed to BPLO for the Business Permit and Mayor's Permit Instructs to return after all needed documents are complied with	None	5 minutes	Sanitation Inspectors Or JO Casuals
Goes back to CHO submitting all approved documents	Checks/reviews docs. Recommends approval of three (3) Clearances (Application for Water Site Clearance; Certificate of Water Site Clearance; Certificate of Water Portability) to be sent to DOH6 for their approval	None	5 minutes	Sanitation Inspectors Or JO Casuals
	TOTAL	None	2 hours 4 minutes	
End of transaction				



Issuance of Health Services (Medical Certificate)

Service Information

The Medical Certificates are issued to any individual requesting for it after consultation by a physician.

Office or Division:	City Health Office / Medical Services Section / Administrative Division			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Brgy. Certificate			Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fall in line observing social distancing Submits for temperature scanning and registers. /Logs at the main entrance Submits required Brgy. Certificate	Checks Brgy. Certificate as to the date of issuance which is within the month of request Interviews client and gives data sheet form to be filled-out giving emphasis on purpose of travel Gives priority number before going inside Instructs to see a physician for interviews/assessment whether fit to travel, physically fit and medically sound and not under monitoring list of the city Instructs to proceed to Revenue Collection Clerk for payment	None	5 minutes	CHO TANODs assigned as screener City Health Officer or Medical Officers Rev. Collection Clerk or alternate JO Casual
2. Pays to the Revenue Collection Clerk	Receives /checks OR of payment Instructs to wait in the waiting area Brings documents to Administrative Division to prepare the Medical Certificate	P 75.00	10 minutes	JO Casuals
3. Waits for his/her name called for the release of document	Encodes / reviews Gets the Medical Certificate from Admin. Div. duly segregated according to the number of the Official Receipt Release the document	None	15-30 minutes	JO Casuals
	TOTAL	None	45 minutes	
End of transaction				



Cooperatives and Livelihood Development Office



Processing of Application for Registration of Primary Cooperates

Office or Division:	Cooperatives and Livelihood Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	A group of fifteen (15) or more natural person who are Filipino Citizens with common bond interest			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request address to City Mayor			LGU – City Mayor’s Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Approved Letter Request	Evaluate and set schedule for orientation	None	10-15 minutes	<i>Cooperatives Development Specialist I</i>
2.Undergo Cooperative Orientation	Conduct Cooperation Orientation	None	1 day	<i>CDA personnel/ Supervising Cooperatives Development Specialist / Cooperatives Development Specialist I</i>
3.Undergo pre-registration Seminar	Conduct pre-registration Seminar (PRS)	None	2 days	<i>CDA personnel/ Supervising Cooperatives Development Specialist / Cooperatives Development Specialist I</i>
4.Undergo Pre-Membership Education Seminar (PMES)	Conduct Pre-membership education seminar (PMES)	None	1 day	<i>CDA personnel/ Supervising Cooperatives Development Specialist / Cooperatives Development Specialist I</i>
5.Validation	Validate the organization	None	1 day	<i>CDA personnel/ Supervising Cooperatives Development Specialist / Cooperatives Development Specialist I</i>
6.Submit Data gathered during the PMES	Prepare and review all required documents	None	3days-1week	<i>CDA personnel/ Supervising Cooperatives Development Specialist / Cooperatives Development Specialist I</i>
7.Wait for approval	Prepare and submit all required documents to CDA Iloilo Ext. for evaluation and approval	None	1-2 days	<i>CDA personnel/ Supervising Cooperatives Development Specialist / Cooperatives Development Specialist I</i>
8.Get certificate of registration	Facilitate turnover of registration documents	None	10-15 mins	<i>CDA personnel/ Supervising Cooperatives Development Specialist / Cooperatives Development Specialist I</i>
	TOTAL	None	3days- 1week	
End of transaction				



Processing of CDA Annual Reportorial Documents of Primary Cooperatives

Office or Division:	Cooperatives and Livelihood Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All registration and accredited CSO's			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration			CDA Iloilo Extensions Office	
Certification of Accreditation			Local Government Unit (LGU)	
Certificate of Compliance			CDA Iloilo Extension Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Forms at CLDO	Provide form to be duly accomplished and give instruction	None	5-15 minutes	Cooperatives Development Specialist I
2. Comply all required documents	Check and review documents, encode in the CDA website and generate copies for signature	None	15-30 minutes	Cooperatives Development Specialist I
3. Submit final and completed all required documents	Prepare and submit documents to CDA Iloilo Ext. office with certification fee	P100.00	30-45 minutes	Cooperatives Development Specialist I
4. Receive certificate of compliance	Facilitate turnover of certificate of compliance to primary cooperatives	None	15-20 minutes	Cooperatives Development Specialist I
TOTAL		None	2-3 days	
End of transaction				



Processing of CDA Application for Registration of Civil Society Organization (CSO's)

Office or Division:		Cooperatives and Livelihood Development Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		Sectorial Group of San Carlos City, Negros Occidental		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request address to City Mayor			LGU-City Mayor's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Approved Letter Request	Set schedule for orientation	None	10-15 mins	Administrative Aide IV
Undergo Orientation	Conduct Orientation seminar	None	1 day	Administrative Aide IV
2.Comply documents for registration with corresponding fees	Review documents for registration	Actual fees (SEC, DOLE)	15-20 mins	<i>Project in-charge/</i> Cooperatives Development Specialist II/ Administrative Aide IV
3.Get certificate of registration	Facilitate turnover of registered documents	None	10-15 mins	<i>Project in-charge/</i> Cooperatives Development Specialist II/ Administrative Aide IV
	TOTAL	None	2-3 months	
End of transaction				



Processing of Annual compliance of civil society organization (CSO's)

Office or Division:	Cooperatives and Livelihood Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All registered and accredited CSO's in San Carlos City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Certificate of Registration			CDA Iloilo Extension's Office	
2.Letter request to the City Mayor (if applicable)			LGU-City Mayor's Office	
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit required documents	Review and evaluate documents	None	15-20 minutes	Cooperatives Development Specialist II/Administrative Aide IV / (2) Administrative Aide II
2.File documents and pay corresponding fees	Monitor filed documents in case of deficiencies	Actual Fees (BIR)	30 minutes 1 Hour	Cooperatives Development Specialist II/Administrative Aide IV / (2) Administrative Aide II
	TOTAL	None	2-3 days	
End of transaction				

Note:

A. BIR Payment:

1. Annual Registration: P500.00

2. Income Tax – based on the Annual Income of the organization with the evaluation of BIR (bank to bank transaction)

B. DOLE payment: receiving fee of P70.00

C. SEC – based on the evaluation (bank to bank transaction)



Ailment of Loans Outlay & Livelihood Fund

Office or Division:	Cooperatives and Livelihood Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All registered and accredited CSO's in San Carlos City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request address to the City Mayor 2. Certificate of Registration 3. Certificate of Compliance 4. Certificate of Accreditation			LGU-City Mayor's Office CDA Iloilo Extension's Office/sec/dole CDA Iloilo Extension's Office/sec/dole Local Government Unit (LGU)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Approved letter request	Give all requirements	None	10-15 minutes	Cooperatives Development Specialist II
Comply all required documents	Review and evaluate documents	None	30 mins-1 hours	Cooperatives Development Specialist II
2. Attend deliberation with credit committee/SP Committee on Cooperatives and Livelihood	Facilitate meeting with the committees for deliberation	None	30 mins-1 hours	CRECOM/ Cooperatives Development Specialist II/ Administrative Aide IV
	Prepare approved documents	None	1-2 weeks	Cooperatives Development Specialist II
3. Attend and receive issued check	Releasing of check	None	10-15 minutes	CTO/Supervising Cooperatives Development Specialist
	Monitoring as stipulated in the MOLA. /MOA	None	2-3 Hours	Cooperatives Development Specialist II
	TOTAL	None	1-3 weeks	
End of transaction				



Ailment Digital Literacy Course under the Tech4ed Program

Office or Division:	Cooperatives and Livelihood Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Residents of San Carlos			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Valid I.D 2.Parents' Consent/Waiver (if minor)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out Attendance Sheet & Enrollment Form	Interview the applicant to assess their level of learning	none	2 minutes	Administrative Aide III -Clerk I/ Center Manager
2.Read Terms and Conditions provided and check if all the data appears on the Enrollment Form are true and correct	Process and verify if all information provided are correct & Print Acknowledgement form to be presented to Bayad Center for payment	none	10 minutes	Administrative Aide III -Clerk I/ Center Manager
3.Present requirements to attach to the enrollment form	Evaluate and check if the attach requirements are complete	none	2 minutes	Administrative Aide III -Clerk I/ Center Manager
4.Choose a class schedule	Present schedule availability to choose from	none	2 minutes	Administrative Aide III -Clerk I/ Center Manager
5.Undergo Assessment and Evaluation	Facilitate Student's Assessment and Evaluation	none	2 hours	Project Dev't. Assistant/ Administrative Aide III -Clerk I / Center Manager
6.Attend Commencement Exercises	Facilitate Joint Commencement Exercises and Distributions of Certificates of the Tech4ED Centers	none	3 hours	Project Dev't. Assistant/ Administrative Aide III -Clerk I /
TOTAL		None	5 hours 16 min	
End of transaction				



Assistance on Processing of Online Government Services Cooperatives & Livelihood Development Office of the City Mayor

Office or Division:	Cooperatives and Livelihood Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Residents of San Carlos			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid I.D 2. Barangay Clearance) Authorization letter (if applicable)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fill out Attendance Sheet & ask for the necessary registration forms from the in-charge to fill out	Interview the applicant to assess the need of the client	none	2 minutes	Project Development Assistant
2.Present Valid ID and fill- out registration form	Evaluate and check if information is complete	none	2 minutes	Project Development Assistant
	Create Google and Tech4ED Accounts for clients	none	15 minutes	Project Development Assistant
3.Read Terms and Conditions provided and check if all the data appear on the Computer Screen are true and correct	Process and verify if all information provided are correct & Print Acknowledgement form to be presented to Bayad Center for payment	none	10 minutes	Project Development Assistant
4.Pay fees to Bayad Centers	Advice client to return to the office after payment to print attachments and proof that the transaction is already paid (if applicable) Otherwise, advise them not to return and wait for the text or follow up after 2 weeks if received no updates from the office	none	none	none



5.Claim documents	Inform or contact client that their document has arrived	none	1-2 weeks	Community Development Assistant
	TOTAL	None	1-2 weeks	
End of transaction				



City Legal Office



Provision of Various Legal Services

SERVICE INFORMATION

The City Legal Office provides various legal services. The Office through its legal officer, the chief legal counsel of the Local Government of San Carlos City (LGU), discharges the following duties and functions:

- a. Formulates measures for the consideration of the Sanggunian and provide legal assistance and support to the City Mayor in carrying out the delivery of basic services;
- b. Develops plans and strategies regarding programs and projects related to legal services and upon approval of the mayor implement the same;
- c. Represent the City Government in all civil actions and special proceedings wherein the LGU or any of its official, in its or his/her official capacity, is a party;
- d. Drafts Ordinances, implementing rules and regulations, contracts, memoranda of agreements and other legal documents involving the interest of the LGU concerned;
- e. Render legal opinion or any question of law involving the LGU or its official in his/her official capacity;

Investigate or cause to be investigated any local official or employee for administration neglect or misconduct, or any person or firm for any violation of law or ordinance

Office or Division:	CITY LEGAL OFFICE			
Classification:	Simple			
Type of Transaction:	G2G (Government to Government)			
Who may Avail:	City Mayor, City Vice Mayor, SP Members and City Officials & Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Refers legal query or issue for legal opinion in writing	Receives written endorsement or communication from the concerned official	None	1 (one) to 3 (Three) days	City Legal Officer or any of his staff
2. Drafts laws contracts, and other legal documents	Receives written endorsement or communication from the concerned official	None	1 (one) to 5 (five) days	
3. Investigates persons or firms for any violation of law or ordinance	Receives any request or instruction from the mayor or official	None	1 (one) to 5 (five) days	City Legal Officer
	TOTAL	None	13 days	
End of transaction				



City Mayor's Office



Mayor's Clearance & Certifications

The Mayor's Clearance is issued to individuals needing this document that states that he/she has no pending case filed to the knowledge of the Office of the Mayor. Certifications are issued to affirm the validity of information.

Office or Division:	City Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may Avail:	Bona fide residents of and business entities registered in San Carlos City, Negros Occidental			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Community Tax Certificate		City Treasurer's Office – Business and Licensing Division or Barangay Hall		
Barangay Clearance		Barangay Hall		
Police Clearance		Police Station (Investigation Section)		
Official Receipt		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to the City Mayor's Office for assessment	1.1. Assess requirements 1.2. If found complete, advise the client to proceed to CTO for payment	None	1 minute	<i>Executive Assistant IV</i>
2. Proceed to the City Treasurer's Office for payment of Mayor's Clearance or Certification fee and Doc Stamp Tax	2. Receive payment and issue OR	Certification - ₱75.00 Clearance - ₱75.00 Doc Stamp - ₱30.00	3 minutes	<i>Administrative Aide IV</i>
3. Return to the City Mayor's Office for the issuance and releasing of the Mayor's Clearance/ Certification	3. Issue and release signed Certification/ Clearance	None	10 minutes	<i>Executive Assistant IV</i>
TOTAL		₱105.00	14 minutes	
End of transaction				



Mayor's Permit (Fiesta Celebration)

The Mayor's Permit for Fiesta Celebration is issued to the requesting party to allow them to conduct dance activities in celebration of their Purok's Patron Saint's feast day. This is to ensure that peace and order and environmental cleanliness is maintained during the activities.

Office or Division:	City Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Any representative from the Purok/ Barangay celebrating the feast day			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Intent			To be secured by the requesting party	
3. Barangay Certification			Barangay Hall	
4. Official Receipt			City Treasurer's Office	
5. Fiesta Undertaking			City Environment Management Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent to the City Mayor for approval	1. Receive letter of intent and forward to Mayor for approval	None	2 minutes	<i>Administrative Aide II</i>
2. If letter is approved, proceed to the desk of Airene Rose N. Gustilo, EA IV, and submit the approved letter and Barangay Certification	2.1. Receive documents and assess the completeness 2.2. Issue order of payment	None	5 minutes	<i>Executive Assistant IV</i>
3. Proceed to the City Treasurer's Office for the payment of fees	3. Receive payment and issue OR	Poblacion ₱450/day x no. of days other Barangays ₱400/day x no. of days	3 minutes	<i>Administrative Aide IV</i>
4. Proceed to CEMO for briefing and issuance of Fiesta Undertaking	4. Brief the applicant of their social responsibilities	None	10 minutes	<i>Environmental Management Specialist I</i>



	and issue Fiesta Undertaking			
5. Return to the City Mayor's Office for the issuance of the permit	- 5. Issue Mayor's Permit	None	5 minutes	<i>Executive Assistant IV</i>
	TOTAL:	Depending on the no. of days	25 minutes	
End of transaction				



Locational Clearance (Marketing Materials)

The locational clearance is secured by business entities to allow them to hang/display marketing materials in public places owned by the City Government. This is to ensure that public safety is observed and public utilities are maintained.

Office or Division:	City Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	Any representative from the requesting party/ registered business entity			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Intent			To be secured by the requesting party	
Photo with specifications of the marketing materials to be displayed			To be submitted by the applicant	
Locational Clearance			City Tourism Office	
Order of Payment			City Engineering Office	
Official Receipt			City Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Intent to the City Mayor for approval	Receive letter of intent and forward to Mayor for approval	None	3 minutes	<i>Administrative Aide II</i>
2. If letter is approved, proceed to the City Tourism Office to secure the Locational Clearance	Receive the approved letter and have the application form filled out by the applicant	None	10 minutes	<i>Tourism Officer I</i>
	1.1. Assess and identify the areas for installation		5 minutes	
	1.2 Have the applicant sign the Terms and Conditions		1 minute	
3. Proceed to CDRRMO for safety measures and CCTV line of sight briefing	3.1. Brief the applicant on the safety measures Sign the Certification	None	10 minutes	<i>Local DRRM Officer IV</i>
4. Proceed to the City Engineering Office for the computation of the fees	3.1. Compute for the fees based on the size and quantity of materials Issue order of payment	None	10 minutes	<i>Administrative Aide IV (Bookbinder II) Building Permit Section</i>
5. Proceed to CTO for payment	Receive payment and issue OR		3 minutes	



				<i>Administrative Aide IV</i>
6. Return to the City Mayor's Office for the approval of the Locational Clearance	Forward locational clearance to the mayor for signature	None	3 minutes	<i>City Mayor</i>
	TOTAL:	None	45 minutes	
End of transaction				



City Government Scholarship Program

This scholarship program is given to deserving students who graduated from Senior High School, both from public and private schools, as top 1, 2, and 3.

Office or Division:	City Mayor's Office/ Scholarship Program			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Top 1, 2 and 3 honor students from public and private schools who graduated from Senior High			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Intent			To be secured by the requesting party	
Application Letter addressed to the mayor			Applicant	
High School Report Card (Form 138)			School where they graduated from	
Certification from the School as to their rank (top 3 per strand)			School where they graduated from	
Certificate of Good Moral Character			School where they graduated from	
Barangay Certification (residency)			Barangay Hall	
Voter's Certificate of Parents or Scholar, if applicable			COMELEC	
Enrollment Registration			School where they enrolled for college	
Statement of Account			School where they enrolled for college	
ATM Card			DBP	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application Letter and all other documentary requirements to the City Mayor's Office – Scholarship Program	1.1. Receive and assess requirements 1.2. Forward the documents to the mayor for notation 1.3. Once signed, return documents to the Scholarship Program in-charge for preparation of Memorandum of Agreement Inform applicant/parent of the applicant once MOA is finalized	None	5 minutes	<i>Administrative Aide IV (Storekeeper I) Scholarship Program in-charge</i>
2. Return to the City Mayor's Office for the signing of MOA	Signing of MOA by the student, parent, Mayor, and SP Chairman for Committee on Education	None	1-2 days after the submission of the complete documentary	<i>Administrative Aide IV (Storekeeper I)</i>



			requirements or depending on the availability of the signatories	<i>Scholarship Program in-charge</i>
		TOTAL:	None	2 days & 5 minutes
End of transaction				



City Planning and Development Coordinator's Office



Issuance of Location Clearance (Zoning Certificate)

Office or Division:	CPDCO			
Classification:	Simple			
Type of Transaction:	G2C and G2BS			
Who may Avail:	Any person, firm or corporation, including any agency or instrumentality of the government desiring for a Zoning Classification of their property/lot within the jurisdiction of the city.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
TCT No. / Survey No. / Lot. No.			Register of Deeds	
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client submits TCT No. / Survey No. / Lot No. of the desired lot to be issued zoning certificate	Checks Zoning Classification of Lot. After checking, to client will be given order of payment form to be paid at CTO.	₱500.00 per lot	10 minutes	CPDCO
2.Submit OR	Release of Zoning Certificate to Client	None	10 minutes	CPDCO
	TOTAL:	None	20 minutes	
End of transaction				



Issuance of Locational Clearance (Business Permit)

Office or Division:	CPDCO			
Classification:	Simple			
Type of Transaction:	G2C and G2B			
Who may Avail:	Any person, firm or corporation, including any agency or instrumentality of the government desiring to erect, construct, any business establishments within the jurisdiction of the city.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Business Application Form			BPLO	
Barangay Clearance			Barangay	
Contract of Lease/CCT/TCT/OCT/DENR Cert./TAX			Registry of Deeds	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client Submit Business Application Form	Checks Business Application as to its Zoning Classification and Parking Requirements (ORDINANCE NO. 20-01). If the business is approved the applicant will be given a locational clearance form to be notarized and order of payment to be paid at the CTO.	₱1,000.00	10 minutes	CPDCO
2.Submit filled up and notarized application form for locational clearance with OR	Release of Locational Clearance to client	None	10 minutes	CPDCO
TOTAL:		₱1,000.00	20 minutes	
End of transaction				



Issuance of Locational Clearance (BUILDING PERMIT)

Office or Division:	CPDCO			
Classification:	Simple			
Type of Transaction:	G2C and G2B			
Who may Avail:	Any person, firm or corporation, including any agency or instrumentality of the government desiring to erect, construct, repair and convert any building or structure within the jurisdiction of the city.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
6 sets of Architectural Plans (Signed & Sealed)		Courtesy of the applicant		
Lot Plan/Sketch Plan		Courtesy of the applicant		
Barangay Clearance		Barangay		
TCT/Survey No./Lot No.		Registry of Deeds		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client passes all plans forms 7 attachments for the building permit	Checks Building Permit Application as to its Zoning Classification and Parking Requirements (ORDINANCE NO. 20-01). If the building requirement is complete, the applicant will be given a locational clearance form to be notarized and order of payment to be paid at the CTO.	Fees vary depending on the classification whether residential, commercial or special uses/utilities	1 hour	CPDCO
2.Submit filled up and notarized application form for locational	Release of Locational Clearance to client	None	10 minutes	CPDCO
	TOTAL	Varies	1 hour & 10 minutes	
End of transaction				



City Social Welfare and Development Office



Management of Child Abuse Cases

Office or Division:		CITY SOCIAL WELFARE & DEVELOPMENT OFFICE		
Classification:		Management of Child Abuse Cases		
Type of Transaction:		G2C		
Who may Avail:		Children victims of abuse under RA 7610		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Conducts intake Interview & initial counseling	None	30minutes - 45minutes	Social welfare officer II
	2. Assists client & refer them to Agencies providing necessary service/s - PNP - City Hospital - Hall of Justice	None	Case to case basis	Police blotter Medico Legal Other Legal documents
	3. Schedules activities for - follow-up intervention	None	30 – 45 minutes	Social welfare officer II
Attends/cooperates in the various follow-up activities	4. Facilitates session: - Court hearing - conduct - counseling	None	2 hours/hearing 1 hour / session	Social Welfare Officer II
	Total	None	4 hours 30 minutes	
End of transaction				



Management for Legal Adoption for Minors

Office or Division:	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE	
Classification:	Management of Child Abuse Cases	
Type of Transaction:	G2C	
Who may Avail:	Children victims of abuse under RA 7610	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Notarized petition for adoption with CANA		LCR/PSA
Home study report and child study report or social case study report (whichever is applicable, prepared within six (6) months based on the date of report		CSWDO
PSA copies of birth record of the PAP/S and the child		LCR/PSA
PSA copies of mirage certificate and/or certificate of no marriage in SFCPA form, in case of termination of marriage, Authenticated divorce papers with copy of court decision and certificate of finality by their consulate if foreign applicant; annulment decree with certificate of finality declaration of nullity, or legal separation documents for Filipino applicant.		LCR/PSA
National Bureau of Investigation (NBI), Police Clearance or Court Clearance. If foreign national clearance from police authorities where he or she has lived for more than twelve (12) months anytime in the past fifteen (15) years.		NBI
PSA copy of the death certificate of the child's biological parents, if applicable		LCR/PSA
Written consent from the following: <input type="checkbox"/> Biological parent(S) exercising substitute parental authority over the child. If the child is a non-marital child, only the written consent of the mother is required. <input type="checkbox"/> Child (ADOPTEE), if ten (10) years of age or over. <input type="checkbox"/> Marital and adopted children of PAP/S, ten (10) years of age or over <input type="checkbox"/> Non-Marital child/ren, ten years of age or over, of whom PAP/S is living with or whom PAP/S exercises parental authority, if any. <input type="checkbox"/> The spouse, if any, of the adoptee.		CLIENT /APPLICATION



Result of the recent medical evaluation of the child and the PAP/S prepared within six (6) months prior to application.		CLIENT /APPLICATION		
Psychological evaluation of the child, for children five (5) years old and above prepared within two (2) years based on the date of the report.		CLIENT /APPLICATION		
Psychological evaluation of the child, for children five (5) years old and above prepared within two (2) years based on the date of the report		CLIENT /APPLICATION		
Child care plan with a list of at least three (3) temporary custodians of the child in order of preference in case of death, absence or incapacity of the PAP/S		CLIENT /APPLICATION		
Letters attesting to the character and general reputation of the PAP/S from the least three (3) non-related character references, of one preferably from an employer or supervisor dealing. Contact details of the persons must be indicated in the letter		CLIENT /APPLICATION		
Recent 5R (127x178 millimeter) close-up and whole-body pictures of the child and the PAP/S taken within the last six (6) months		CLIENT /APPLICATION		
Document showing the financial capacity of the PAP/S.		BIR		
Attendance at pre-adoption training or in applicable cases, undertaking to complete pre-adoption training prior to the issuance of adoption order.		DSWDO FO VI		
Verification and certification against non-forum shopping		DSWDO FO VI		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filing of application form and providing information for home study report	Conducts intake interview and initial counseling	None	2 hours	Social Welfare Officer II
	Conducts home visitation	None	2 hours	Social Welfare Officer II
	Submits reports to DSWD F.O. 6	None	Case to Case Basis	Social Welfare Officer II



2.Attends post legal adoption counseling	Conducts post legal adoption counseling	None	2 hours/ session	Social Welfare Officer II
	Total	None	6 hours	
End of transaction				



Securing of Papers for Minors Travelling Abroad

Office or Division:	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE			
Classification:	Securing of Papers for Minors Travelling Abroad			
Type of Transaction:	G2C			
Who may Avail:	Individual/Family requesting to bring minors in travelling abroad.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application form			LCR/PSA	
Birth certificate			CSWDO	
Notarized parent consent			Notary public	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up application form	Conducts intake interview with orient documents needed	None	None	Social Welfare Officer II
	Submits documents to DSWD F.O. 6	None	None	Social Welfare Officer II
	Total	None		
End of transaction				



Management of Street Children

Office or Division:	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE			
Classification:	Management of Street Children			
Type of Transaction:				
Who may Avail:	Individuals referring at Risk child/minors in the street.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presentation of the street child to social workers	Do intake Interview	none	30min.	Social Welfare Officer I Social Welfare Aide
	Contact families of street children & turn over the latter	none	1 Hour	Social Welfare Officer I Social Welfare Aide
	Conduct program intervention to street children	none	1 Hour	Social Welfare Officer I Social Welfare Aide
	Total	None	2 hours 30 minutes	
End of transaction				



Management of Children in Conflict with the Law

Office or Division:	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE			
Classification:	Management of Children in conflict with the Law			
Type of Transaction:				
Who may Avail:	Family/PNP Personnel referring JICL			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Turn-over/Presentation of child/case to person/s in charge (once turned over by the PNP)	Conducts intake interview and initial counseling	none	1 hour	Social Welfare Officer I
	Advises minor to stay temporarily at the Guidance Center for Minors for counseling and other social welfare intervention	none	1 hour	Social Welfare Officer I
	Attends diversion conference in the barangay or court	none	1 hour	Social Welfare Officer I
	Prepares Case Management Report & Plan to return CICL to his/her family/community	none	1 hour	Social Welfare Officer I
2. Integration to family/community	Conducts follow-up activities in the community	none	1 – 2 hrs.	Social Welfare Officer I
	Total	None	6 hours	
End of transaction				



Management of Minors who violated “Curfew Ordinance for Minors of 2008”

Office or Division:		CITY SOCIAL WELFARE & DEVELOPMENT OFFICE		
Classification:				
Type of Transaction:				
Who may Avail:		Minors taken for custodial care		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Turn-over of minor/s from PNP Roving Team in charge	Conducts intake interview & initial counseling	none	1 Hour	Social Welfare Officer II Job Order
	Contact parents/guardian for turn over	none	2 Hours	Social Welfare Officer II Job Order
	Minor to stay temporarily at the curfew Center for counseling	none	none	Social Welfare Officer II Job Order
	Counseling, referral & implementation of community service activity if repeat offenders	None	Not more than 24 hours	Social Welfare Officer II Job Order
	Conduct follow-up activities in the community	none	none	Social Welfare Officer II Job Order
	Total	None	27 hours	
End of transaction				



Management of Women in Especially Difficult Circumstance

Office or Division:		CITY SOCIAL WELFARE & DEVELOPMENT OFFICE		
Classification:		Management of Women in Especially Difficult Circumstance		
Type of Transaction:				
Who may Avail:		Disadvantaged Women		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report case to CSWD staff and present self for interview	Do data gathering and initial counseling	none	1 Hour	Social Welfare Officer II
	Offers victim to temporarily stay at the center specially (if perpetrator is a family member) for safe keeping	none	none	Social Welfare Officer II
	Conducts counseling and referral	none	1 hour – 2 hours	Social Welfare Officer II
	Makes referral for medical and legal assistance	None	30 min.	Social Welfare Officer II
2. Attends center activities	Conducts practical Skills Dep't. Activities	none	Case to case basis	Social Welfare Officer II
	Total	None	3 hrs 30 mins.	
End of transaction				



Issuance of Solo Parent ID

Office or Division:	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE			
Classification:	Issuance of Solo Parent ID			
Type of Transaction:	G2C			
Who may Avail:	Solo parents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Two pieces 1x1 ID picture of the applicant				
Birth certificate of children below eighteen years old (photocopy)			LCR	
Court decision if the child is legally adopted			LCR	
Barangay certificate of the applicant			Court	
Income tax return (photocopy)			Barangay	
Death certificate of spouse (photocopy)			BIR	
Duly accomplish application form			LCR	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits accomplished application form with attached documents	Interviews and makes assessment of applicants collect pertinent documents	None	15-30 minutes	Social Welfare Officer I Job Order
	Prepares ID for signature of CSWDO and City Mayor	None	Maximum of 3 days	Social Welfare Officer I Job Order
	Conducts home visitation & prepares case study	none	1 hour	Social Welfare Officer I Job Order
2.Attend orientation claims solo parent ID card	Conducts orientation to applicants Issuance of solo parent ID	None	5-7 days	Social Welfare Officer I Job Order
	Total	None	3 days 3.5 hours	
End of transaction				



Issuance of Certificate of Pre-Marriage Counseling (PMC)

Office or Division:	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE			
Classification:	Issuance of Certificate of Pre-Marriage Counseling (PMC)			
Type of Transaction:				
Who may Avail:	Couple who are applying for PMC for marriage license			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applies at CHO	Conduct of PMC	none	1 hour - 1½ hrs.	Social Welfare Officer II
2. Secures PMC certificate from the CHO	none	none	20 minutes	Social Welfare Officer II
	Total	None 1 hour 50 minutes		
End of transaction				



Issuance of Senior Citizens ID and Booklet

Services for Senior Citizens

Office or Division:	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Senior Citizens (above 60 years old)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Senior citizen OSCA ID		Senior Citizens Affairs Office		
2x2 ID picture		Applicant		
Duly accomplished application form		Senior Citizen Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits accomplished application form with required documents.	Prepare printed ID's and booklets for signature of CSWD officer and City Mayor	none	15 minutes	Job Order Administrative Officer III Social Welfare Officer II Job Order
2.Pick up ID's & booklets at senior Citizen's Office	Releases of Senior Citizen's ID and Booklets duly signed by the owner	none	Maximum of 2 days	
	Total	None	2 days 15 minutes	
End of transaction				



Birthday Cash Gift for Senior Citizens

Office or Division:	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	All Senior Citizens (above 61 years old)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Senior citizen OSCA ID			Senior Citizens Affairs Office	
Vaccination Card			Client	
Duly accomplished application form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Senior Citizen submits needed documents	Evaluate the document presented	none	10 minutes	OSCA Office in-charge
	Prepares & process voucher for birthday cash gift upon received application	none	2-3 days	CSWD Office Social Welfare Aide and Staff
2.Claims birthday cash gift at city treasurer's office	Guide and assist/senior citizens/claimant where to claim their voucher	None	1 day	Social Welfare Aide Job Order
	Total	None	4 days 20 minutes	
End of transaction				



Burial Assistance for Senior Citizen

Office or Division:	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE			
Classification:	Highly technical			
Type of Transaction:	G2C			
Who may Avail:	Couple/Family requesting to adopt a child			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Death certificate/OSCA ID/Certificate of Residency			Senior Citizens Affairs Office	
Duly accomplished application form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Nearest kin submit needed documents	Interview nearest kin and check submitted documents	none	15 minutes	OSCA Office in-charge
	Prepares & process voucher for burial assistance	none	2-3 days	CSWD Office Youth Development Assistant Job Order
2. Claims burial assistance at City Treasurers Office	Assist claimant to CTO	None	5 minutes	CTO Staff
	Total	None	4 days 15 minutes	
End of transaction				



Issuance of PWD IDs & Booklets

Services for Persons with Disabilities (PWD)

Office or Division:	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Needy Person with Disability			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medical Certificate for unapparent disability		CHO		
Residence Certificate from Barangay		Barangay		
Duly accomplished application form		PDAO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Accomplished application form to CHO Doctor for medical certificate	Assessment of applicants by CHO, Diagnosed type of disability	none	30 minutes	City Health Officer
2. Pick up ID'S & booklets at PDAO	Issuance of PWD ID & booklet to client	none	Maximum of 2 days	PWD in-charge at PDAO Social Welfare Assistant Disability Affairs Assistant
	Total	None	2 days 30 minutes	
End of transaction				



Burial Assistance for Person with Disability

Office or Division:	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Family of Deceased Person with Disability			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certified true copy of deceased PWD			PDAO	
Identification card of deceased PWD			PDAO	
Identification card of claimant			PDAO	
Barangay Death Certificate (Notarized)			Barangay	
Duly accomplished application form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Nearest kin submit needed documents	Reviews needed documents	none	15 minutes	Social Welfare Assistant Job Order
	Prepares and process voucher for burial assistance of claimants	None	2-3 days	Social Welfare Aide
2. Claims Burial Assistance at CTO	Guides claimants where to claim the assistance	none	1 day	CSWDO
	Total	None	4 days 15 minutes	
End of transaction				



Assistance to individuals in Crisis Situation

Relief Assistance

Office or Division:	CITY SOCIAL WELFARE & DEVELOPMENT OFFICE			
Classification:	Assistance to individuals in Crisis Situation			
Type of Transaction:				
Who may Avail:	Indigent individual in crisis situation			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents case to CSWD Office/Personnel	Interviews and do assessment of applicant and gives instructions on needed documents; barangay certification, certificate of eligibility	NONE	1 Hour	Social Welfare Officer IV Social Welfare Officer II Social Welfare Officer I Job Order
2.Submits required documents	If applicant is qualified, prepares Case Study Report and financial documents for AICS	none	3 days	Social Welfare Officer IV Social Welfare Officer II Social Welfare Officer I Job Order
	Endorsed case finding to CMO for approval and endorsement to SP for resolution	none	1 -2 weeks	Social Welfare Officer IV Social Welfare Officer II Social Welfare Officer I Job Order
	Prepares and process DV for financial assistance	none	2 -3 days	Social Welfare Aide
3.Claims Financial assistance to CTO	Guide claimant where to claim his/her financial assistance	none	15 – 45 minutes	CSWDO Staff
	Total	None	20 days 1 hr. 45 minutes	
End of transaction				



City Treasurer's Office



Issuance of Real Property Tax Statement of Account

Real property tax statement of account is issue to identify the amount of real property tax due

Office or Division:	City Treasurer's Office – Real Property Tax Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest notice of Assessment (Every 3 years (General Revision of Property Tax Account) Tax Declaration Previous RPT Tax Receipts		City Assessor's Office Taxpayer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present notice of Assessment or tax declaration or previous RPT receipt to real property tax division assessment section	Check the presented document and input the needed data to the system and generate statement of account	None	5 minutes	LTOO IV LTOO II
2.Wait for the release of statement of account	Verify the statement of account Sign and release	None	5 minutes	LTOO IV or LTOO II
	Total	None	10 minutes	
End of transaction				



Real property tax payment

Office or Division:	City Treasurer's Office – Real Property Tax Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Real property tax statement of account		Real property tax division assessment section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present real property tax statement	Check the statement and process the real property collection	None	5 minutes	LTOO III LRCO III RCCI
2.Pay and wait for the official (af#56)	Secure the payments and issue official receipts (af#56)	Based on bill presented	5 minutes	LTOO III LRCO III RCCI
	Total	None	10 minutes	
End of transaction				



Issuance of Real property tax clearance

Real property tax statement of account is use to identify the amount of real property tax payable

Office or Division:	City Treasurer’s Office – Real Property Tax Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Updated official receipt (AF#56)-RPT tax payments Official receipt-certification Fee/doc. stamp		Tax payer CTO-License Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Official Receipt AF#56 to real property tax division	Issue order of payment for certification fee and doc stamp	None	5 minutes	LTOOII RCCI Administrative Aide II
2.Secure order of payment Proceed to license division and pay	Issue official receipt	Certification p75.00/unit	5 minutes	License division
3.Return to RPT division and present official receipt for processing and release of real property tax clearance	Check official receipts and process real property tax clearance to be approved and signed by the city treasurer	none	none	LTOOII RCCI Administrative Aide II
	Total	75.00	10 minutes	
End of transaction				



Transfer tax bill

Transfer tax bills issued when where transfer of properties thru sale is, heir ship, or donation.

Office or Division:	City Treasurer's Office – Real Property Tax Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proof of transfer (Deed of Sale, Donation or Heirship) Tax Declaration and Cert. of Improvements Tax Clearance CAR (Certificate Authorizing Registration)		Taxpayer City Assessor's Office City Treasurer-RPT Division BIR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Official Receipt AF#56 to real property tax division Proof of transfer (Deed of Sale, Donation or Heirship) Tax Declaration and Tax Clearance, and CAR	1.Check the presented documents for completeness	None	10 minutes	LTOOII RCCI LTOOIII LRCOIII
2.Wait for the transfer tax bill to be release	Compute transfer tax bill based on the documents presented to be approved and signed by the City Treasurer	none	15 minutes	LTOO IV LTOO II RCC-I LTOOIII LRCOIII
	Total	none	25 minutes	
End of transaction				



Transfer Tax Clearance

Office or Division:	City Treasurer's Office – Real Property Tax Division			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipts transfer tax payments		Taxpayer		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present Official Receipt for transfer tax payment	Prepare transfer tax clearance to be signed by the RPT Division Head	None	5 minutes	LTOOII RCCI LTOOIII LRCOIII
2.Wait for the release of tax clearance	Verify & sign transfer tax clearance	none	5 minutes	LTOO IV
	Total	none	10 minutes	
End of transaction				



Receive Incoming/Outgoing Communication

Office or Division:	City Treasurer's Office – Real Property Tax Division Administrative division-Records section			
Classification:	Simple			
Type of Transaction:	G2C-G2B, G2C			
Who may Avail:	All Government office, Business entities, Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Communication and attachment if needed			Requesting party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request with complete address and contact number	1.1 Record and assign a control number	None	10 minutes	Admin. Aide II
	1.2 Refer to concern CTO division/services for immediate action		10 minutes	Admin. Aide II
	1.3 File copy of said communication for record keeping and later reference		5 minutes	Admin. Aide II
	3. Prepare reply on the action taken by the division/services		1 hour to one day depending on the situation of the issue concerned	Administrative Officer III
4. Record and dispatch of communication and correspondence			10 minutes	Admin. Aide II
	Total	none	1 hour 35 minutes	
End of transaction				



Release of Accountable Forms (AF)

Office or Division:	City Treasurer's Office Administrative Division - accountable forms section			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	Bonded Accountable Officers of the LGU			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Slip (RIS)		Administrative Division - Accountable Forms Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present RIS	1. Check RIS and issue Order of Payment based on the availability of AF and record corresponding AF to Accountable Officer 2. Verify submission of last remittance and updated monthly Report of Accountability for Accountable Forms (RAAF) prior to release of AF Release AF to Accountable Officer	None	20 minutes 5 minutes	Storekeeper II Admin. Aide II Admin Aide IV Storekeeper II Admin. Aide II
	Total	none	25 minutes	
End of transaction				



Release of Accountable Forms (AF) To Barangay Treasurers

Office or Division:	City Treasurer's Office Administrative Division - accountable forms section			
Classification:	Simple			
Type of Transaction:	G2 barangay			
Who may Avail:	Barangay Treasurers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Requisition and Issue Slip (RIS)			Administrative Division - Accountable Forms Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present RIS	1. Check RIS and issue Order of Payment based on the availability of AF and record corresponding AF to Accountable Officer	None	20 minutes	Storekeeper II
	2. Verify submission of last remittance and updated monthly Report of Accountability for Accountable Forms (RAAF) prior to release of AF	None	5 minutes	Admin. Aide II
	3. Issue Order of Payment	None	5 minutes	Admin Aide IV
	4. Accept payment based of the Order of Payment Release AF to Accountable Officer	Depending on the AF requested None	3 minutes 5 minutes	Storekeeper II Admin. Aide II Bus. Tax & Other Fees Div. Staff Storekeeper II
	Total	none	38 minutes	Admin. Aide II
End of transaction				



Payroll & Disbursement Voucher

Office or Division:	CITY TREASURER'S OFFICE/ CASH DIVISION			
Classification:	Simple			
Type of Transaction:	G2C / G2B			
Who may Avail:	Officials & other personnel in the city			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Payroll and/or Disbursement Voucher				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved payroll and/or disbursement voucher for payment (cash/check)	<u>CASH PAYMENT</u> 1. Secure cash advance 1.11 Pay salaries, wages, allowances and other benefits upon presentation of valid ID/Cedula	NONE	2-3 days (depending on number of employees in the payroll)	ALL PERSONNEL IN THE CASH DIVISION
	<u>CHECK PAYMENT</u> 1. Preparation of check 1.1 For signature of City Treasurer and City Administrator 1.2 Releasing of check	NONE	2-3 days	
	Total	none	6 days	
End of transaction				



Collecting Officers & Deputized Collector of all Barangays

Office or Division:	CITY TREASURER'S OFFICE/ CASH DIVISION			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	All collecting officers and deputized collector of all barangays			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Report of Collection and Deposit		Accountable Officers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Remit collection together with Report of Collection and Deposit	1. Receive collection from collectors 1.1 Prepare Deposit Slip 1.2 Validate deposit slip (depository bank)	none	daily	Cashier IV or Bookbinder I
	Total	none	daily	
End of transaction				



Accounting & Internal Audit System

Office or Division:	CITY TREASURER'S OFFICE/ CASH DIVISION			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	Accounting and Internal Audit System			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Paid Disbursement Vouchers/Payrolls and Deposited Collections			Cash Division	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit original and all supporting documents	Receive original and all supporting documents Prepare report of checks issued for all check issuance	None	Daily	RCCII AA II
	Total	none	daily	
End of transaction				



City Waterworks Department



Processing of Water Service Application

The City Waterworks Department (CWD) offers this service to residents of San Carlos City who want to avail of water service connection within the area of service coverage

Office or Division:	CWD Administrative & Finance, and Operations Divisions
Classification:	Complex
Type of Transaction:	G2C -Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government
Who may Avail:	All residents of legal age, business entities and government offices in San Carlos City

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Lot Owner Duly Fill-out Application Form Lot Title or Deed of Sale (1 photocopy) Excavation Permit, if application (1 photocopy) Government issued Identification Card (1 photocopy) Community Tax Certification, current year (1 photocopy)</p>	<p>City Waterworks Department Register of Deeds City Engineer's Office BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO City Treasurer's Office</p>
<p>Govt. Home lot Beneficiary Duly Fill-out Application Form Certificate of Occupancy (1 photocopy) Excavation Permit, If applicable (1 photocopy) Government Issued Identification Card (1 photocopy) Community Tax Certificate, current year (1 photocopy)</p>	<p>City Waterworks Department City Mayor's Office City Engineer's Office BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO City Treasurer's Office</p>
<p>Applicant with owner's consent Duly Fill-out Application Form Consent of Lot owner (Lot Owner required to sign on the Application Form) Lot Title (1 photocopy) Excavation Permit, if applicable (1 original copy) Government Issued Identification Card (1 photocopy) Community Tax Certificate, current year (1 photocopy)</p>	<p>City Waterworks Department Lot Owner Register of Deeds City Engineer's Office BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO</p>
<p>Business Establishment Duly Fill-out Application Form</p>	<p>City Treasurer's Office City Waterworks Department Register of Deeds City Engineer's Office Applicant Applicant BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO</p>



<p>Lot Title or Deed of Sale (1 photocopy), if lot owner</p> <p>Excavation Permit, if applicable (1 original copy)</p> <p>Contract of Lease, if applicable (photocopy)</p> <p>Board Resolution or Secretary's Certificate for the Authorized Representative</p> <p>Government Issued Identification Card (1 photocopy)</p> <p>Community Tax Certificate, current year (1 photocopy)</p> <p>Government Office</p> <p>Duly Fill-out Application Form</p> <p>Certification that funds are available for the payment of monthly water bills</p> <p>Government Issued Identification Card (1 photocopy)</p> <p>Community Tax Certificate, current year (1 photocopy)</p> <p>Representative</p> <p>Special Power of Attorney / (1 photocopy)</p> <p>Government Issued Identification Card of person being represented (1 photocopy)</p> <p>Government Issued Identification Card of Representative (1 photocopy)</p> <p>Community Tax Certificate, current year (1 photocopy)</p>	<p>City Treasurer's Office</p> <p>City Waterworks Department</p> <p>Applicant</p> <p>BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO</p> <p>City Treasurer's Office</p> <p>Citizen or Client being represented</p> <p>BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO</p> <p>BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO</p> <p>City Treasurer's Office</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents to CWD Consumers Services Section and attend Orientation Seminar	1.1 Check completeness of documents submitted and process	None	10 minutes	Clerk Designate
	1.2 Submit Water Service Application to the Office of the City Mayor	None	1 day	Job Order Staff
		None	2 hours	Job Order Staff



	<p>1.3 Conduct Orientation Seminar</p> <p>1.4 Conduct site inspection as to location of the applicant's house/property to the appropriate stub-out and Provide Sketch Plan of the proposed Water Service Connection</p>	None	1 day	Plumber II & JO - Plumbers
2. Inform CWD Customer Services Section that water service pipeline is ready for tapping	<p>2.1. Conduct inspection of applicant's pipeline layout</p> <p>2.2 Review completeness of requirements / Supporting documents</p>	None None	1 day 5 minutes	Job Order Staff Sup. Admin Officer
3. Pay required fees	3.1 Accept payment and Issue Official Receipt	<p>Fixed Fees: For Barangays 1,2,3,4,5,6, Palampas, Punao, Rizal, Buluangan, Ermita, & San Juan:</p> <p>Registration Fee 100.00 Installation Fee 200.00 Stub-out Allocation Cost 500.00 Inspection Fee 200.00 Filing Fee 50.00 Orientation Fee 30.00 TOTAL Php 1,080.00</p>	5 minutes	Revenue Collection Clerk I & Collection Clerk- Designates



		<p>For Barangays Codcod, Quezon, Bagonbon, Prosperidad, & Nataban:</p> <p>Registration Fee 100.00 Installation Fee 200.00 Inspection Fee 200.00 Filing Fee 50.00 Orientation Fee 30.00 TOTAL Php 1,080.00</p> <p>Security Deposit For Barangays 1,2,3,4,5,6, Palampas, Punao, Rizal:</p> <p>Meter Size = ½" 360.00 Meter Size = ¾" 576.00 Meter Size = 1" 1,152.00 Meter Size = 1½" 2,880.00 Meter Size = 2" 7,200.00</p> <p>For Barangays Bagonbon, Prosperidad, Quezon, & Codcod:</p> <p>Meter Size = ½" 150.00 Meter Size = ¾" 240.00 Meter Size = 1" 480.00 Meter Size = 1½" 1,200.00 Meter Size = 2" 3,000.00</p> <p>For Barangays Buluangan, Ermita, San Juan, & Nataban:</p> <p>Any Meter Size 300.00 Calibration Fee - depending on Size of Water Meter:</p> <p>Meter Size = ½" 125.00 Meter Size = ¾" 175.00 Meter Size = 1" 225.00 Meter Size = 1½" 275.00 Meter Size = 2" 325.00</p>		
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	Verify that payments collected are proper and correct	None	5 minutes	Assessment Clerk III
	3.3. Approve Installation of Water Meter	None	5 minutes	City Govt. Dept. Head I
	3.4 Install Water Meter	None	1 day	Plumber II/ all JO - Plumbers
	Total	none	4 Days, 2 hours & 30 minutes	
End of transaction				



The City Waterworks Department (CWD) attends to the concerns of registered consumers pertaining to their needs for change of meter size or replacement of defective meter.

Office or Division:		CWD Administrative & Finance, and Operations Divisions		
Classification:		Simple		
Type of Transaction:		G2C -Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government		
Who may Avail:		All registered water service consumers		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued Identification Card (1 photocopy) Community Tax Certificate, current year (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request Form & submit requirements to CWD Consumers Services Section	1.1 Check completeness of documents submitted 1.2 Get the final reading of water meter	None	10 minutes	Clerk Designate Plumber II/ all JO - Plumbers
2. Pay the required fees	2.1 Accept payment and issue Official Receipt	Alteration Fee Fixed Fees: For Barangays 1,2,3,4,5,6, Palampas, Punao, Rizal, Buluangan, Ermita, & San Juan: 200.00 300.00 For Barangays Codcod, Quezon, Bagonbon,	5 minutes	Revenue Collection Clerk I/ Collection Clerk-Designates



		Prosperidad, & Nataban:		
3. Pay required fees	3.1 Accept payment and Issue Official Receipt	Meter Size = ½" 125.00 Meter Size = ¾" 175.00 Meter Size = 1" 225.00 Meter Size = 1½" 275.00 Meter Size = 2 325.00	5 minutes	
	2.2 Verify that payments collected are proper and correct	None	5 minutes	Assessment Clerk III
4. Submit Water Meter for calibration	3.1. Receive Water Meter and forward to the Pipelines Maintenance Section	None	1 day	Job Order Staff
	3.2 Perform Calibration, if meter is purchased outside of CWD	None	1 hour	Job Order Staff
	3.3 Install Calibrated Water Meter	None	1 hour	Plumber II / all JO - Plumbers
	Total	none	1 day, 2 hours & 25 minutes	
End of transaction				



Processing of Request for Change of Stub-out

The City Waterworks Department (CWD) caters to the requests for transfer of water meters to another stub-out

Office or Division:	CWD Administrative & Finance, and Operations Divisions			
Classification:	Simple			
Type of Transaction:	G2C -Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government			
Who may Avail:	All registered water service consumers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Government Issued Identification Card (1 photocopy) Community Tax Certificate, current year (1 photocopy)			BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO City Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request Form & submit requirements to CWD Consumers Services Section	1.1 Check documents submitted & forward to Pipeline Maintenance Section	None	10 minutes	Clerk Designate
	1.2 Perform site inspection	None	1 day	Job Order Staff
	1.3 If request for transfer is found appropriate after inspection, advise Client to pay the required fees, otherwise, advise client ...	None	5 minutes	all Job Order Staff
	3.1 Accept payment and issue Official Receipt	Alteration Fee Fixed Fees: For Barangays 1,2,3,4,5,6, Palampas, Punao, Rizal, Buluangan, Ermita, & San	5 minutes	Revenue Collection Clerk I/ Collection Clerk- Designates



		Juan: 200.00 300.00 For Barangays Codcod, Quezon, Bagonbon, Prosperidad, & Nataban: 300.00		
	3.2 Verify that payments collected are proper and correct	None	5 minutes	Assessment Clerk III
	3.3. Approve request for transfer of water meter to another stub-out	None	5 minutes	City Govt. Dept. Head I
	3.3 Transfer Water Meter to appropriate Stub-out	None	1 day	Plumber II/all JO - Plumbers
	Total	none	2 days & 30 minutes	
End of transaction				



Processing of Request for Transfer of Service Connection to another Location

The City Waterworks Department (CWD) caters to the requests of consumers to transfer their connection to another location or address within the area of service coverage of our water service utility.

Office or Division:	CWD Administrative & Finance, and Operations Divisions
Classification:	Complex
Type of Transaction:	G2C -Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government
Who may Avail:	All residents of legal age, business entities and government offices in San Carlos City
CHECKLIST OF REQUIREMENTS	
<p>Lot Owner Lot Title or Deed of Sale (1 photocopy) Excavation Permit, if application (1 photocopy) Government issued Identification Card (1 photocopy) Community Tax Certification, current year (1 photocopy)</p> <p>Govt. Home lot Beneficiary Certificate of Occupancy (1 photocopy) Excavation Permit, If applicable (1 photocopy) Government Issued Identification Card (1 photocopy) Community Tax Certificate, current year (1 photocopy)</p> <p>Applicant with owner's consent Consent of Lot owner (Lot Owner required to sign on the Application Form) Lot Title (1 photocopy) Excavation Permit, if applicable (1 original copy) Government Issued Identification Card (1 photocopy) Community Tax Certificate, current year (1 photocopy)</p> <p>Business Establishment Lot Title or Deed of Sale (1 photocopy), if lot owner</p>	<p>Register of Deeds City Engineer's Office BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO City Treasurer's Office</p> <p>City Mayor's Office City Engineer's Office BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO City Treasurer's Office</p> <p>Lot Owner Register of Deeds City Engineer's Office BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO City Treasurer's Office</p> <p>Register of Deeds City Engineer's Office Applicant Applicant BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO City Treasurer's Office</p>
WHERE TO SECURE	



Excavation Permit, if applicable (1 original copy) Contract of Lease, if applicable (photocopy) Board Resolution or Secretary's Certificate for the Government Issued Identification Card (1 photocopy) Community Tax Certificate, current year (1 photocopy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Form and submit required documents to CWD Consumers Services Section	1.1 Check completeness of documents submitted	None	10 minutes	Clerk Designate
	1.2 Conduct site inspection as to location of the proposed pipeline from the applicant's property/house to the appropriate stub-out and Provide Sketch Plan of the proposed Water Service Connection	None	1 day	Plumber II/all JO - Plumbers
2. Embed pipelines from house/property up to the tapping point or stub-out	2.1. Conduct inspection of applicant's pipeline layout	None	1 day	Job Order Staff
	2.2 Review completeness of requirements /Supporting documents	None	5 minutes	Sup. Admin Officer
	3.1 Accept payment and Issue Official Receipt	Alteration Fee Fixed Fees: For Barangays	5 minutes	Revenue Collection Clerk I/ Collection Clerk- Designates



		1,2,3,4,5,6, Palampas, Punao, Rizal, Buluangan, Ermita, & San Juan: 200.00 300.00 For Barangays Codcod, Quezon, Bagonbon, Prosperidad, & Nataban: 300.00		
	3.2 Verify that payments collected are proper and correct	None	5 minutes	Assessment Clerk III
	3.3. Approve Installation of Water Meter to the new location applied for	None	5 minutes	City Govt. Dept. Head I
	3.4 Install Water Meter	None	1 day	Plumber II/all JO - Plumbers
	Total	none	3 Days, & 30 minutes	
End of transaction				



Processing of Request for Permanent Closure of Water Service Connection

Registered consumers can request for permanent closure of their account when they no longer need the service.

Office or Division:	CWD Administrative & Finance, and Operations Divisions			
Classification:	Simple			
Type of Transaction:	G2C -Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government			
Who may Avail:	All registered water service consumers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Government Issued Identification Card (1 photocopy) Community Tax Certificate, current year (1 photocopy)			BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO City Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request Form & submit requirements to CWD Consumers Services Section	1.1 Check completeness of documents submitted	None	10 minutes	Clerk Designate
	1.2 Take final reading of water meter and prepare bill/statement of account	None	1 hour	Plumber/ Utility Worker II
2. Pay the required fees	2.1 Accept payment and issue Official Receipt	Water Consumption computed up to the final reading of water meter, and arrears /surcharge, if any	5 minutes	Revenue Collection Clerk I/ Collection Clerk- Designates
	2.2 Verify that payments collected are proper and correct	None	5 minutes	Assessment Clerk III



	2.3. Pull out water meter	None	4 minutes	Plumber/ Utility Worker II
3. Receive pulled out meter	3. Have the receipt of pulled out meter acknowledged by the consumer	None	10 minutes	Plumber/ Utility Worker II
	Total	none	5 hours & 30 minutes	
End of transaction				



Processing of Request for the Change of Name by the Surviving Spouse

The Surviving Spouse of the late Registered Consumer can request for an application for change of name of the water connection service.

Office or Division:	CWD Administrative & Finance, and Operations Divisions			
Classification:	Simple			
Type of Transaction:	G2C -Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government			
Who may Avail:	All registered water service consumers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government Issued Identification Card (1 photocopy) Community Tax Certificate, current year (1 photocopy) Death Certificate (1 photocopy) Marriage Contract (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG, PhilHealth, LTO City Treasurer's Office Local Civil Registrar Office Local Civil Registrar Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request Form & submit requirements to CWD Consumers Services Section	1.1 Check completeness of documents submitted	None	10 minutes	Clerk Designate
	1.2 Processing of the application for change of name of consumer	None	30 minutes	Clerk Designate
	1.3 Approve request of the application for change of name of consumer	None	10 minutes	City Govt. Dept. Head I
	Total	none	50 minutes	
End of transaction				



Installation, Rehabilitation, and Maintenance of Water System at Government-Owned Facilities

Registered consumers can request for permanent closure of their account when they no longer need the service.

Office or Division:	CWD Technical Services Division, CWD Operations Division			
Classification:	Complex			
Type of Transaction:	G2C -Government to Citizen; G2B - Government to Business Entity; G2G - Government to Government			
Who may Avail:	Government Offices and Schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Approved Request for Installation, Rehabilitation, and/or Maintenance Works		Office of the City Mayor, San Carlos City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for approval of Installation, rehabilitation, or maintenance works of water system from the Office of the City Mayor	1.1 Prepare Program of Works (POW)	None	1 day	Engineer III / Engineer I
	1.2 Review & submit POW to the Office of the City Mayor for approval	None	1 day	City Govt. Dept. Head I
	1.3 Perform Implementation of approved project			
	- minor repair/rehabilitation works	None	3-5 days	Engineer III / Engineer I
	- major repair/ rehabilitation works	None	15-20 days	Plumber/ Utility Worker II
	- Installation works	None	30-45 days	Plumber/ Utility Worker II
2. Acceptance of Completed Work	2.1 Turn-over completed project	None	1 day	Engineer III / Engineer I
	Total	none	5 hours & 30 minutes	
End of transaction				



San Carlos City Investment and Promotion Center (Negosyo Center)



SCC Investment Center / NEGOSYO Center Citizen's Charter

Business Registration for Availment of Tax Incentive

Office or Division:	NEGOSYO CENTER
Classification:	HIGHLY TECHNICAL
Type of Transaction:	G2B - Government to Business Entity
Who may Avail:	Filipino citizen, of legal age and a resident of San Carlos City, Negros Occidental with the following business requirements; a. The Business owner's place of operation or production be located within the territorial jurisdiction of the City of San Carlos; That the activity engaged in must be listed in the Investment Priority Areas of the City of San Carlos as indicated in the SCC Investment Incentives Code; and c. That the new duly registered enterprise/additional investment of an expansion project must have a total investment in the City of at least Ten Million Pesos (P10,000,000.00) but not more than Fourteen Million Nine Hundred Ninety-Nine Thousand Nine Hundred Ninety-Nine Pesos (P14,999,999.00) in case of a small-scale enterprise, at least Fifteen Million Pesos (15,000,000.00) but not more than Twenty-Nine Million Nine Hundred Ninety-Nine Thousand Nine Hundred Ninety-Nine Pesos (P29,999,999.00) in case of a medium-scale enterprise and Thirty Million Pesos (P30,000,000.00) and above, in case of a large industry.
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Three (3) copies of duly Accomplished and Notarized Application Form Project study of the proposed investment showing that the project is technically, financially, and economically viable (the standard form of which shall be provided by SCCIB)	SCCIPC
2. A copy of applicant's Articles of Partnership/Articles of Incorporation & By-Laws duly approved by the Securities and Exchange Commission (SEC) / Articles of Cooperation & By-Laws duly approved by the Cooperatives Development Authority (CDA), as the case	Securities and Exchange Commission (SEC) Cooperatives Development Authority (CDA)
3. A certified true copy of its Certificate of Registration with the Securities & Exchange Commission (SEC) / Cooperative	SEC CDA BOI



4. Development Authority (CDA) / Board of Investment (BOI) / Department of Trade & Industry (DTI), as the case may be		DTI		
5. Application Letter or in the case of a partnership, corporation or cooperative, a Board Resolution authorizing the representative to file the application		none		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write complete name in the client log book and submit all the requirement of the receiving officer for initial assessment and verification	Reviews / checks data and documents submitted for completeness, then advises client of the payment and where to pay	The filling fee for the ff. shall be collected: *Small scale enterprise w/ a capitalization of at least P10 Million but not more than p14,999,999.00 *Medium scale enterprise w/ a capitalization of P15million but not more than P29,999,999.00 =P20,000.00 *Large Scale Enterprise with a capitalization of P30 Million and up + P40,000.00	10 Minutes	Receiver of documents Special Operations Officer III verifier of documents
2. Pay the required fees at the City Treasurer's Office and secure an official receipt of payment			10 minutes	Licencing Division, CTO
3. Return to the SCCIPC to submit a copy of the receipt of payment	3. Attach the OR to the rest of the requirements 3.1 Advises the client to wait for the SCCIB response to the application		19 days	Receiver of documents Special Operations Officer III verifier of documents/SCC



	3.2SCC Investment Board Deliberates the tax incentive application 3.3 SCC Investment Board informs the client of response thru formal communication			Investment Board
	Total	none	19 days	20 minutes
End of transaction				



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the client log book in the all office and submit all the requirements to the receiving officer for initial requirements assessment and verification	1.Reviews/checks data and documents submitted for completeness then advises client	none	2 minutes	Special Operations Officer III LEIPO Designate
2. Pay the required fees at the City Treasury Office. Make sure to secure Official Receipt that will be issued upon payment.	2. Advises client of the payment and to proceed to CTO	Filing fee for the ff. shall be collected: small scale enterprise w/ capitalization of at least P10Million but not more than P14,999,999.00 = P10,000.00 Medium scale enterprise w/ capitalization of P15Million but not more than P29,999,999.00 =	5 minutes	CTO
4. Return to the SCCIPC to submit a Copy of the receipt of payment	4. Attach the OR to the rest of the requirements 4.1 Advises client to wait SCCIB action 4.2 SCCIB deliberation of the client tax incentive application 4.3 SCCIB informs Client of action taken	P20,000.00 Large scale enterprise w/ capitalization of P30Million but not more than P9,999,999,999.00 =	19 Days	none
Total		none	20 Days	
End of transaction				



Registration of Business Name

BNR is mandated by Act 3883, otherwise known as the Business Name Law, which regulates the use in business transactions of names other than true names; wherein a person intending to engage in business is required to initially register a name, other than its true name with the DTI, before such name is used in any business transactions. The BNR should be renewed every 5 years from the date of registration. The application for renewal of BNR may be filed one hundred eighty (180) calendar days prior to its expiration up to 180 calendar days after the expiration date.

Office or Division:	NEGOSYO CENTER	
Classification:	G2B - Government to Business Entity	
Type of Transaction:	Simple	
Who may Avail:	Individuals/sole proprietors	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
<p>For walk-in/over-the-counter application</p> <ol style="list-style-type: none"> 1. Applicant must be at least 18 years old 2. One (1) duly filled-out Application Form signed by the applicant of the 3. One (1) valid government-issued ID 4. Additional requirements for non-Philippine national: <ol style="list-style-type: none"> a.) Applicant must be at least 18 years old (Where the laws of the home country of the authorized non-Philippine national provides for the legal or contract age lower than 18 years, said authorized non-Philippine national shall submit proof thereof) b.) Clear certified copy of the Alien Certificate of Registration Bureau of Immigration c.) Certificate of Registration for Sole Proprietorship/Certificate of Authority to engage in business in the Philippines issued by the concerned DTI Office per Republic Act. No. 8179, Republic Act No. 8762 (Retail Trade Liberalization Law) or such other applicable laws, as the case may be for online applications, a signed application form is no longer required since the accomplished 	<p>SCCIPC/NEGOSYO CENTER</p>	



<p>online application is equivalent to the duly accomplished physical application form. The online application for BN registration is subject to the Terms and Conditions set forth under the Rules and by clicking the "I Agree" button, the applicant is deemed to have understood and accepted all such Terms and Conditions including the mandatory undertakings as posted on the web-enabled BN registration system.</p> <p>Online application filed by non-Philippine nationals, refugees and stateless persons shall be acted upon submission of the above-mentioned supporting documentary requirements.</p>	
<p>Additional requirements if filer is other than the owner</p>	
<p>1. Authorization letter from the owner</p>	
<p>2. Valid ID of the authorized representative</p>	
<p>For renewal of Registration</p>	
<p>1. Same requirements as that for new application</p>	



General Service Department



Withdrawal of Construction & Other Materials

Service Information

ABOUT THE SERVICE: Withdrawal of Construction Materials from GSD Warehouse for various City Projects.

Office or Division:	General Services Department			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	Project Liaison Officer/ Representatives			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Approved RIS			General Services Department/ End User	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits RIS for signature	Received/Log-in request to GSO for notation	none	1 minute	CGDH I or OIC
2.Bring RIS to GSD Warehouse for the availability of materials and cause for its approval	Check availability of materials in the RIS	none	5-10 minutes (depends upon the bulk of materials requested)	Warehouseman III Public Services Foreman
	Approved the RIS		1 minute	Warehouseman III
3.Withdraws the requested materials	Materials requested release	none	5-30 minutes (depends upon the bulk of materials withdrawn)	Warehouseman III
	Total	none	42 minutes	
End of transaction				



Inspection of Various Deliveries of Goods & Services

Service Information

Inspection of various deliveries of goods and services to every departments/office.

Office or Division:	General Services Department			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	All Operating Departments			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Request for Inspection 2.Copy of Purchase Order (P.O.)			General Services Department/ End User	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits request for inspection	Received Request for Inspection with copy of P.O. attached	none	1 minute	Administrative Aide III
	CGSO or OIC assigns specific inspector	none	1-2 minutes	CGDH I or Office in Charge
2.Present on hand items subject for inspection & attest the veracity of items being delivered	Inspector proceed and conducts inspection to location where goods and services are delivered	none	5-30 minutes depending on the distance	End- user and Inspector assigned
	Total	none	33 minutes	
End of transaction				



Waste Materials Report

Service Information

ABOUT THE SERVICE: Issuance of Waste Materials Report to various departments

Office or Division:	General Services Department			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	All Operating Departments			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Waste Materials or Unserviceable Supplies/ Property			General Services Department/ End User	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring unserviceable /waste materials	Received/Records waste materials turned over to the office	none	3 minutes	Storekeeper I
	Document and prepare Waste Materials Report	None	10 minutes	Storekeeper I, Job- Order Employee
	Back to originating office for authorized signature	none	10 minutes	End- User/ MR holder
2. Ask for receiving copy	Solicit signatories	none	3 minutes	Storekeeper I, Job- Order Employee
	Total	none	26 minutes	
End of transaction				



Processing of Property Clearance

Service Information

ABOUT THE SERVICE: Signing/Processing of Clearance (CS Form no. 7) of employees from Local and National Offices

Office or Division:	General Services Department			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	All Operating Departments/ National Offices (Dep- Ed, PNP, RTC,etc.)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Clearance (CS form no. 7)		City Treasurer's Office		
Waste Materials or Unserviceable Supplies/ Property		General Services Department/ End User		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Bring CS form no.7	Received the clearance	None	1 minute	Storekeeper I
	Check the clients ICS, ARE for Clearing.	None	30 minutes	Storekeeper I, Job- Order Employee
	Signs initial and forward to CGSO for signature.	none	2 minutes	Storekeeper I Public Services Officer III
	Signs CS form no.7.	none	1 minute	CGDH I or OIC
	Total	none	34 minutes	
End of transaction				



Integrated Housing Authority



Home Lot Program for Government Employees (SanCaville Subdivision)

The Home lot Program is the city’s initiative to provide low-cost, yet decent housings to the government employees and their family.

Office or Division:	City Mayor’s Office/ San Carlos Integrated Housing Authority			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	Permanent government employees (local & national) who do not have land ownership			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
City Assessor’s Certificate (of no land ownership)		City Assessor’s Office		
Letter of Intent addressed to the City Mayor		Applicant		
OHRM/ NGA Certification (certifying that applicant is a permanent government employee)		OHRM for local government employees, NGA concerned for national government employees		
SANCARGEM-MPC Certification that the applicant is a member of the cooperative		SANCARGEM-MPC		
Certification of Net Take Home Pay as certified by the City Accountant/ NGA’s authorized official (subject for evaluation by PAG-IBIG)		Accounting and Internal Audit Services for local government employees, NGA concerned for national government employees		
Barangay Certification (proof of residency)		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit all documentary requirements to SCIHA Office	Receive and assess the completeness of the requirements Review the documents submitted Forward the Letter of Intent to the Mayor for notation Forward the complete document to the SANCAVILLE Special Committee for evaluation and approval	None	2 minutes 10 minutes	<i>Administrative Aide II Housing and Homesite Regulations Officer / SANCAVILLE Special Committee</i>
Total		none	12 minutes	
End of transaction				



City Library Office



Access to Books and other Reference Materials

Provides assistance for easy retrieval of information resources such as books, newspapers, journals, magazines, thesis, dissertations and other reference materials for library-used only.

Office or Division:	San Carlos City Public Library			
Classification:	Simple			
Type of Transaction:	G2C (public)			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library Identification Card 2. Vaccination Card 3. Valid I.D. (for Non-San Carlos Residence.)		Circulation Area/Section LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the entrance desk. Write your name at the logbook -full-name, address, mark check (v) necessary information, and purpose of visit.	1. Monitors the registration process.	None	1 minute	Job Order
2. Bags/big envelopes (except valuable belongings such as cell phones, wallets, jewelries) must be deposited at the entrance desk /baggage counter and ask for claim tag.	1. Receive the belongings and give the duplicate claim tag.	Loss claim tag – Php 10.00	1 minute	Job Order
3. Proceed directly to the Online Public Access Catalogue (OPAC) or ask assistance to the staff on duty to help locate the needed information materials,	1. Assists client is his/her research using OPAC	None	3 minutes	Admin Aide IV
4. Take note of the books found in the OPAC that fits your research needs by filling up paper slip provided, just copy the entire <u>call number information</u> , give the slip to the circulation in-charge or you may proceed to the location of the book by asking assistance to the staff on duty.	1. Assist the client in locating the information materials.	None	5 minutes	Admin Aide IV Job Order



5. Pull-out books from the shelves then proceed to the table and comfortably sit and start reading or researching.	1. Assist the client in retrieving the books.	None	5 minutes	Admin Aide II Admin Aide I
	Total	none	Equivalent to loss claim tags 15 minutes	
End of transaction				



EGovernment Services

Any individual who wants to request documents via online can avail the City Library online registration service. EGovernment service includes PSA, NBI, DFA, PRC, PAG-IBIG, SSS, etc

Office or Division:	San Carlos City Public Library			
Classification:	Simple			
Type of Transaction:	G2C (public)			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Vaccination Card			LGU	
Library ID Card			Circulation Area/Section	
Valid I.D.			Issuing agency	
Copy of Live Birth (PSA)			Local Civil Registrar	
Authorization letter (if requester is not the owner of the document being requested)			Owner of the document	
Application form			Front Desk/Entrance	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the entrance desk. Write your name at the logbook -full-name, address, mark check (v) necessary information, and purpose of visit.	1. Monitors the registration process.	None	1 minute	Job Order
2. Bags/big envelopes (except valuable belongings such as cell phones, wallets, jewelries) must be deposited at the entrance desk /baggage counter and ask for claim tag.	1. Receive the belongings and give the duplicate claim tag.	Loss claim tag - Php 10.00	1 minute	Job Order
3. Secure application form and fill out needed information	Issues application form and assist the client in filling out the form.	None	1 minute	Job Order
4. Proceed to eGovernment Section (Window 1 or Window 2) and submit the dully filled up application form and present required documents.	1. Receives the application form and start encoding the data to the online form (always pay attention for spelling of name and date.) Let		5 minutes	Utility Worker I Job Order



	<p>the client counter check the data being encoded in the online form.</p> <p>2. Proceed for printing the batch request number.</p> <p>3. Collection officer then issue Official Receipt (O.R) for printing fee.</p>	Php10.00		Admin Aide IV
5. Receive the copy of your batch request number and proceed to accredited collecting bank or agencies.	3. Instruct the client where to settle the payment of the documents and instruct to wait for a text/call message if his/her documents have arrived.	None	1-2 weeks	<i>Job Order</i>
	Total	Equivalent to loss claim tags section		7 minutes – library trans. 1-2 weeks waiting time
End of transaction				



Library Identification Card Application (New, Renewal, Lost)

Any individual who wishes to avail the City Library services such as but not limited to borrowing of books, research and studying are required to secure Library Identification Card. Validity of Library Card is good for 1 year only.

Application of New Library Card

Office or Division:	San Carlos City Public Library			
Classification:	Simple			
Type of Transaction:	G2C (public)			
Who may Avail:	San Carlos residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Barangay Hall of residence		
2. 2 pcs. 1x1 I.D picture		Photo studio or Photo Shop		
3. Application Form		Circulation Area		
4. Vaccination Card		LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the entrance desk. Write your name at the logbook –full-name, address, mark check (v) necessary information, and purpose of visit.	1. Monitors the registration process.	None	1 minute	Job Order
2. Bags/big envelopes (except valuable belongings such as cell phones, wallets, jewelries) must be deposited at the entrance desk /baggage counter and ask for claim tag.	1. Receive the belongings and give the duplicate claim tag.	Loss claim tag – Php 10.00	1 minute	Job Order
3. Proceed to Circulation Area and secure application form.	1. Give application form and instruct and assist in filling out the form.		3 minutes	Job Order
4. Fill out the application form, after accomplishing submits the form together with the requirements.	1. Receives the application form and requirements then process the documents.	Php40.00	5 minutes	Admin Aide IV



<p>5. Wait for the releasing of Library Identification Card and proceed to the City Librarian's office for final signing.</p>	<p>1. Release the Library Identification Card and briefly orient the application as to the privilege he/she may to avail using the Library Card. 2. City Library will affix signature to the Library Card and application form for final approval.</p>	<p>None</p>	<p>3 minutes</p>	<p>Admin Aide IV Librarian III</p>
	<p>Total</p>	<p>Php40.00 Equivalent to loss claim tags 12 minutes</p>		
<p>End of transaction</p>				



Application for Renewal

Office or Division:	San Carlos City Public Library			
Classification:	Simple			
Type of Transaction:	G2C (public)			
Who may Avail:	San Carlos residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Clearance		Barangay Hall of residence		
2 pcs. 1x1 I.D picture		Photo studio or Photo Shop		
Application Form		Circulation Area		
Vaccination Card		LGU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the entrance desk. Write your name at the logbook –full-name, address, mark check (✓) necessary information, and purpose of visit.	1. Monitors the registration process.	None	1 minute	Job Order
2. Bags/big envelopes (except valuable belongings such as cell phones, wallets, jewelries) must be deposited at the entrance desk /baggage counter and ask for claim tag.	1. Receive the belongings and give the duplicate claim tag.	Loss claim tag –Php 10.00	1 minute	Job Order
3. Proceed to Circulation Area and present old Library Card & Brgy. Clearance.	1. Receives old Library Card and Brgy. Clearance retrieved the old application form check for any changes in the address if there are no changes then proceed to processing. 2. Paste renewal sticker.	Php40.00	3 minutes	Job Order
4. Wait for the releasing of Library Identification Card and proceed to the City Librarian’s office for final signing.	1. Release the Library Card and briefly orient the application as to the privilege he/she may to avail using the Library Card.	None	3 minutes	Admin Aide IV Librarian III
	Total	Php40.00	12 minutes	
End of transaction				



Application for Loss

Office or Division:	San Carlos City Public Library			
Classification:	Simple			
Type of Transaction:	G2C (public)			
Who may Avail:	San Carlos residents only			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Vaccination Card		LGU		
2. Barangay Clearance		Barangay Hall of residence		
3. 2 pcs. 1x1 I.D picture		Photo studio or Photo Shop		
4. Application Form		Circulation Area		
5. Affidavit of Loss		Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the entrance desk. Write your name at the logbook –full-name, address, mark check (v) necessary information, and purpose of visit.	1. Monitors the registration process.	None	1 minute	Job Order
2. Bags/big envelopes (except valuable belongings such as cell phones, wallets, jewelries) must be deposited at the entrance desk /baggage counter and ask for claim tag.	1. Receive the belongings and give the duplicate claim tag.	Loss claim tag – Php 10.00	1 minute	Job Order
3. Proceed to Circulation Area and present old Library Card & Brgy. Clearance.	1. Receives old Library Card and Brgy. Clearance retrieved the old application form check for any changes in the address if there are no changes then proceed to processing. 2. Paste renewal sticker.	Php40.00	3 minutes	Job Order
4. Wait for the releasing of Library Identification Card and proceed to the City Librarian's office for final signing.	1. Release the Library Card and briefly orient the application as to the privilege he/she may to avail using the Library Card.	None	3 minutes	Admin Aide IV Librarian III
Total		Php40.00	12 minutes	
End of transaction				



Check-out, Check-in & Loss of library resources, which includes books, CD’s, magazines, and journals.

Any individual who wishes to borrow books for home reading can avail the service as long as she/he can present valid Library Card. Clients are allowed to borrow books maximum of 3 volumes for fiction and 2 books for non-fiction. Filipiniana and General Reference cannot be borrowed for home reading.

4.1 Check-out

Office or Division:	San Carlos City Public Library			
Classification:	Simple			
Type of Transaction:	G2C (public)			
Who may Avail:	San Carlos residents only with valid Library Card			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Vaccination Card		LGU		
2. Library Card		Circulation Area		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the entrance desk. Write your name at the logbook –full-name, address, mark check (v) necessary information, and purpose of visit.	1. Monitors the registration process.	None	1 minute	Job Order
2. Bags/big envelopes (except valuable belongings such as cell phones, wallets, jewelries) must be deposited at the entrance desk /baggage counter and ask for claim tag.	1. Receive the belongings and give the duplicate claim tag.	Loss claim tag – Php 10.00	1 minute	Job Order
3. Proceed directly to the Online Public Access Catalogue (OPAC) or ask assistance to the staff on duty to help locate the books you need to borrow. Once found copy the call number and title of the book using the slip provided.	1. Assist client is his/her research using OPAC. 2. Help locate the book.	None	3 minutes	Admin Aide IV
4. Bring the desired books to Circulation Area and present Library Card for check-out processing.	1. Ask for Library Card and receives the books; 2. Pull-out the book cards, check the	None	5 minutes	Job Order



	<p>accession number if it is the same with the books.</p> <p>3. Give the book cards to the client let the clients sign the book cards.</p> <p>4. Get back the cards and stamp date due to the book cards and to the date due slip as well.</p> <p>5. Release the books to the client and briefly inform the date she/he must returned the books.</p> <p>6. Attach book cards to the library card and file at the sunken tray alphabetically by surname of borrower.</p>			
	Total	None	10 minutes	
End of transaction				



Check-in

Office or Division:	San Carlos City Public Library			
Classification:	Simple			
Type of Transaction:	G2C (public)			
Who may Avail:	San Carlos residents only with valid Library Card			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Vaccination Card		LGU		
2. Library Card		Circulation Area		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the entrance desk. Write your name at the logbook –full-name, address, mark check (✓) necessary information, and purpose of visit.	1. Monitors the registration process.	None	1 minute	Job Order
2. Bags/big envelopes (except valuable belongings such as cell phones, wallets, jewelries) must be deposited at the entrance desk /baggage counter and ask for claim tag.	1. Receive the belongings and give the duplicate claim tag.	Loss claim tag – Php 10.00	1 minute	Job Order
3. Proceed to Circulation Area and hand-in the books to be returned.	1. Receives the books, pull-out library card and insert back the book card to the book pocket. 2. Check if there is no overdue fines, if there is any then compute the accumulated days x 10.00 per day per book.	Overdue fines Php3.00 per day.	5 minutes	Administrative Aide IV
4. Settle library fines if there is any, if none wait for the release of Library Card.	1. Issue Official Receipt if there are any library fines, if none release the Library Card.		3 minutes	Administrative Aide IV
		Total	Php 30.00 Library overdue fine 10 minutes	
End of transaction				



Lost Books & Other Library Resources

Office or Division:	San Carlos City Public Library			
Classification:	Simple			
Type of Transaction:	G2C (public)			
Who may Avail:	San Carlos residents only with valid Library Card			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Vaccination Card		LGU		
2. Library Card		Circulation Area		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the entrance desk. Write your name at the logbook –full-name, address, mark check (v) necessary information, and purpose of visit.	1. Monitors the registration process.	None	1 minute	Job Order
2. Bags/big envelops (except valuable belongings such as cell phones, wallets, jewelries) must be deposited at the entrance desk /baggage counter and ask for claim tag.	1. Receive the belongings and give the duplicate claim tag.	Loss claim tag – Php 10.00	1 minute	Job Order
3. Proceed directly to the Circulation Area and report the loss books.	1. Pull-out the Library Card and check the records. 2. Lost books should be replaced by same books or replace with any books with latest copyright or pay corresponding market value of the book.	Loss book penalty is Php50.00 plus corresponding price of the lost book	5 minutes	Admin Aide IV Job Order
		Total	Php50.00 7 minutes	
End of transaction				



Free Internet/Wi-Fi Service

Any individual who wishes to use computer with free Internet for research, encoding reports or assignments, projects or any information and academic purposes. Such service can be availed by clients after presenting required documents.

Office or Division:	San Carlos City Public Library			
Classification:	Simple			
Type of Transaction:	G2C (public)			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Vaccination Card			LGU	
2. Library Card			Circulation Area	
3. Valid I.D.			Issuing Agency	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the entrance desk. Write your name at the logbook –full-name, address, mark check (√) necessary information, and purpose of visit.	1. Monitors the registration process.	None	1 minute	Job Order
2. Bags/big envelopes (except valuable belongings such as cell phones, wallets, jewelries) must be deposited at the entrance desk /baggage counter and ask for claim tag.	1. Receive the belongings and give the duplicate claim tag.	Loss claim tag – Php 10.00	1 minute	Job Order
3. Log-in your name to the log sheet.	1. Assign the client to particular computer units; check if there is internet connection.	None	1 minute	Admin Aide I
4. Start researching	1. Monitor the clients.	None	1 hour	
Total		Php10.00	1 hour and 3 minutes	
End of transaction				



Community Outreach Program

Community outreach includes Book Donation project for school, high school, brgy. Reading centers, and even state university library. A recipient of such project is a first come first serve basis, based on the letter request address to the City Librarian. Letter should include the objectives, number of students to be served. Aside from book donation, we also conduct storytelling, educational games, crafts and reading activities base on time allotted

Office or Division:	San Carlos City Public Library			
Classification:	Simple			
Type of Transaction:	G2C (public)			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Vaccination Card			LGU	
2. Library Card			Circulation Area	
3. Valid I.D.			Issuing Agency	
4. Letter of request			Principal	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the entrance desk. Write your name at the logbook –full-name, address, mark check (v) necessary information, and purpose of visit.	1. Monitors the registration process.	None	1 minute	Job Order
2. Bags/big envelopes (except valuable belongings such as cell phones, wallets, jewelries) must be deposited at the entrance desk /baggage counter and ask for claim tag.	1. Receive the belongings and give the duplicate claim tag.	Loss claim tag – Php 10.00	1 minute	Job Order
3. Proceed to City Librarian’s office and hand-in the letter.	1. City Librarian receives the letter and read the request, tells the messenger as to the availability, time, date and number of people who will be joining the outreach.		1 minute	Librarian III



	Give contact number for follow up purposes.			
	Total	Php10.00	3 minutes	
End of transaction				



Signing of San Carlos City Government Clearance

The San Carlos City Government Clearance can be signed by the City Librarian provided that there are no pending borrowed library resources like books and other library materials.

Office or Division:	City Public Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Government Employees both Local and National Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form		Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the entrance desk. Write your name at the logbook –full-name, address, mark check (v) necessary information, and purpose of visit.	1. Monitors the registration process.	None	1 minute	Job Order
2. Bags/big envelopes (except valuable belongings such as cell phones, wallets, jewelries) must be deposited at the entrance desk /baggage counter and ask for claim tag.	1. Receive the belongings and give the duplicate claim tag.	Loss claim tag – Php 10.00	1 minute	Job Order
3. Present clearance form at the Circulation Area.	Reviews/Check against the file (no pending borrowed books and other library materials), record at the clearance Log Book, instruct client to proceed to the Office of the City Librarian.	None	2 minutes	Job Order
3. Proceed to City Librarian's Office	Check the initial signature of Circulation Area/Counter In-Charge, affix signature and release the clearance.	None	30 seconds	Librarian III
		TOTAL	Php10.00	3 minute 30 seconds
End of transaction				



City Accounting Office



Issuance of Certification

Office or Division:		Office of the City Accountant		
Classification:		Simple		
Type of Transaction:		G2C		
Who may Avail:		Government/ Job Order Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presentation of Official Receipt	Identifies the intention of the requestor whether for net pay, midyear/ year-end bonus or work duration of casual employment and print the desired certification	P75.00	2 minutes for net pay/ bonus and 30 minutes- 1 hours for work duration of casual employee	Administrative Aide II Senior Administrative Assistant II City Accountant or his Assistant
2.Secures Certification	Hands-in the certification to the requesting employee or his representative	none	1 minute	Administrative Aide II
		Total	75.00	
End of transaction				



Submission of Fund Utilization Report

Office or Division:	Office of the City Accountant			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	Other Government Agencies (National and Local)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Communication from requesting agencies				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Informs/ requests the office for submission of Fund Utilization Report	Prepares Fund Utilization Report for the requesting Government Agency	None	1 hour	Management and Audit Analyst IV
	Signature of the City Accounting or his Assistant	None	1 minute	City Accounting or his Assistant
	Forwards the document to the Office of the City Mayor for signature	none	5 minutes	Messenger
	Causes to stamp "Received" the document by the Commission on Audit	none	1 minute	Messenger
2.Acknowledges receipt of document requested	Submits the document to the requesting agency	none	3 minutes	Management and Audit Analyst IV
	Total	75.00	1 hour 10 minutes	
End of transaction				



Pre-Audit of Payroll/Voucher for Payment

Office or Division:	Office of the City Accountant			
Classification:	Simple			
Type of Transaction:	G2B			
Who may Avail:	Suppliers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Disbursement Voucher with pertinent supporting documents in accordance with COA Circular 2012-001 (Revised Documentary Requirements for Common Government Transactions)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presentation / Handing-in of disbursement voucher	Encodes voucher and assigns corresponding number automatically sets by the system	None	3 minutes	Administrative Aide II
	Indexing of voucher	None	5 minutes 1 hour	Administrative Aide IV
	Reviews/ evaluates the voucher as to completeness and correctness of supporting documents	None	5 minutes 1 hour	Management and Audit Analyst III
2.Tracks/ monitors document presented	Returns voucher/ pay roll to office concerned/ client, if found to be with deficiencies, else certifies and release the documents	None	2 minutes	Messenger for the returns of documents with deficiencies and the City Accountant/his Assistant for the certification/release
	Total	75.00	2 hours 5 minutes	
End of transaction				



Office of City Civil Registrar



Registration of Birth

Timely Registration: Within 30 Days from birth

(Rule 18-25, A.O. No. 1, S. 1993, RA 9255, RA 10173 & City Ord. No. 17-60)

Office or Division:	OFFICE OF THE CITY CIVIL REGISTRAR	
Classification:	Simple (for Timely Registration); Complex (for Late Registration)	
Type of Transaction:		
Who may Avail:	Mother, Father, Guardian, child himself if of age	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
A. If the person is less than eighteen (18) years old		
Certificate of Live Birth 4 copies (duly accomplished and signed by the proper parties)	Hospital, Clinic, Birthing Institution (If born thereat); or LCR if born outside of hospital, birthing clinic, or similar institutions	
Marriage Contract of Parents	LCR Office of the place of marriage; or Philippine Statistics Authority (PSA)	
Affidavit of Acknowledgement (of father at the back of Certificate of Live Birth if child is illegitimate)	LCR	
Affidavit to Use Surname of Father (AUSF) if child is illegitimate (Executed by child if 7 yrs. old and above; by the mother if child is below 7 yrs. old; by the guardian in the absence of mother)	LCR	
Affidavit of Attestation if child is illegitimate and is 7 yrs. old and above (executed by mother, in her default, the guardian)	LCR	
Affidavit for Delayed Registration at the back of the certificate of Live Birth (executed by the father, mother or guardian If registration is after 30 days from birth)	LCR	
Affidavit of whereabouts of Mother of Illegitimate Child (if the applicant is not the mother of the illegitimate child)	Notary Public or person authorized to administer oath	
Any two of the following documentary evidences which may show the name of the child, date and place of birth, and name of mother (and name of father, if the child has been acknowledged)	Church School	
	BIR Insurance Company (GSIS, SSS, PhilHealth, others)	



<ul style="list-style-type: none"> ➤ baptismal certificate; ➤ school records (nursery, kindergarten, or preparatory); ➤ income tax return of parents; ➤ insurance policy (GSIS, SSS, Phil health, others); ➤ medical records; and others (such as barangay captain's certification) 	Hospital, Clinic Barangay			
Affidavit of two disinterested persons who might have witnessed or known the birth of the child.	Notary Public or person authorized to administer oath			
PSA Negative (if no record at LCR and whenever necessary)	Philippine Statistics Authority (PSA)			
LCR Negative (If registration is after 30 days from birth)	LCR San Carlos City, Negros Occidental			
Valid IDs	Issuing agency			
B. If the person is eighteen (18) years old or above				
<ul style="list-style-type: none"> • all the requirements for a child who is less than eighteen (18) years old; and Certificate of Marriage (if married) 	Refer above LCR Office of the place of marriage			
C. If Application is for Out-of-Town Registration (Birth is outside San Carlos City				
<ul style="list-style-type: none"> • All the applicable requirements above • Affidavit For Out-Of-Town Registration (4 copies) declaring, among other things, the following: <ul style="list-style-type: none"> a. The facts of birth; b. Reasons why said birth was not recorded in the civil register of the city or municipality where it occurred; and The affidavit must be attested by at least two (2) witnesses 	Same as above LCR			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Evaluates Advises client to proceed to CTO for payment of fees	None	35 mins	<i>(Adm. Aide II)</i> <i>(Clerk I)</i> <i>(Registration Officer IV)</i>



2. Proceeds to CTO for assessment & payment of the following fees:	Assesses, receives payment & issue corresponding O.R.		10 mins	(For of CTO)
Affidavit of Acknowledgement (<i>if executed as a <u>separate public document</u> and not at the back of Certificate of Live Birth</i>)		P350.00		
Affidavit to Use Surname of Father (AUSF)		P 175.00		
LCR Negative (If registration is after 30 days from birth)		P 75.00		
Processing Fee (For Out-of-Town application)		P 150.00		
3. Goes back to LCR Registration Division and presents proof of payment	Checks payment & records the same For Out-Of-Town: Process and send to place of birth	None (Cost of Mailing charge to client)	5 mins	(Adm. Aide II) (Clerk I) (Registration Officer IV)
4. Claim document	Releases Document: Timely: - Legitimate - Illegitimate Delayed: Out-Of-Town:	None	3 mins 3 mins 14 days from date of application for registration Estimated period: 3 months	(Messenger) (Bookbinder I)
	Total	750.00	58 minutes	
End of transaction				



Application for Marriage License

(Family Code of the Philippines; PSA Memo Circular No. 2019-16 & City Ord. No. 17-60)

Office or Division:	OFFICE OF THE CITY CIVIL REGISTRAR
Classification:	COMPLEX TO SIMPLE
Type of Transaction:	
Who may Avail:	Any male or female of the age of 18 years or upwards and without any impediment to marry
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. If the person is less than eighteen (18) years old	
1. Valid ID of either party indicating San Carlos City as place of residence (Art. 9, Family Code)	Comelec, Driver's License, etc.
2. Birth Certificate or in default thereof, Baptismal Certificate (Art. 12, Family Code)	LCR Office/PSA, Church
3. In case either of the contracting parties has been previously married, submit the following whichever is applicable: <ul style="list-style-type: none"> • Death Certificate of deceased spouse; or • Judicial Decree of Absolute Divorce; or • Judicial Decree of Annulment; or • Judicial Declaration of Nullity (Art. 13, Family Code) 	LCR Foreign Court (For Non-Filipinos) Court Court
4. Parental Consent of father, mother, surviving parent or guardian, <i>in the order mentioned.</i> (If applicant is between 18 and 21 years old) (Art. 14, Family Code)	LCR
5. Parental Advice of parents or guardian (if applicant is between 21 and 25 years old) (Art. 15, Family Code)	LCR
6. Affidavit of mother or guardian giving full parental consent or advice in the absence of the father	Notary Public



7. Affidavit of applicant stating refusal of parents or guardian in case parental advice is refused (Art. 15, Family Code)	Notary Public
8. Pre-Marriage Counselling Certificate (In addition to pairs with parental consent and/or parental advice) (Art. 16, Family Code)	City Health Office/DSWD; or Any marriage counsellor duly accredited by the proper government agency
9. Certificate of Legal Capacity (CLC) to Contract Marriage if applicant is a citizen of foreign country. (Art. 21, Family Code)	LCR
10. Valid IDs of parties and their parents (PSA Circular No. 2019-16)	Issuing agency

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	Evaluates Advises client to proceed to CTO for payment of fees	None	35 mins	(Adm. Aide II) (Clerk I) (Registration Officer IV)
2. Proceeds to CTO for assessment & payment of the following fees:	Assesses, receives payment & issue corresponding O.R.	None	15 mins	(For of CTO)
Marriage license application Fee		P350.00		
Marriage License Application Forms (4 sheets @ P30 each)		P120.00		
• <u>Parental Consent</u> form - Male (2 sheets @ P30 each)		P60.00		
• <u>Parental Consent</u> Form-Female (2 sheets @ P30 each)		P60.00		
• <u>Parental Advice</u> Form- Male (2 sheets @ P30 each)		P60.00		
• <u>Parental Advice</u> Form -Female (2 sheets @ P30 each)		P60.00		



<ul style="list-style-type: none"> • Notice of Marriage Form – <u>BOTH RESIDENT</u> APPLICANTS of San Carlos City (1 sheet @ P 30 each) 		P30.00		
<ul style="list-style-type: none"> • Notice of Marriage Form – <u>ONE (1) NON-RESIDENT</u> APPLICANT (place of residence) (1 sheet @ P 30 each) 		P30.00		
<ul style="list-style-type: none"> • Notice of Marriage Form – <u>ONE (1) RESIDENT</u> APPLICANT (place of residence) (1 sheet @ P 30 each) 		P30.00		
<ul style="list-style-type: none"> • Notice of Marriage Form – EMBASSY OF ALIEN PARTY APPLICANT (1 sheet @ P 30 each) 		P30.00		
Registration of Certificate/Affidavit of Legal Capacity (ALIEN PARTY)		P500.00		
3. Goes back to LCR Registration Division and presents proof of payment	Checks payment & advises client to proceed to LCR, Admin. Section to pay Marriage License Fee & schedules release of license	None	3 mins	(Adm. Aide II) (Clerk I) (Registration Officer IV)
4. Proceeds to LCR Admin. Section to pay Marriage License Fee	Assesses, receives payment & issue corresponding O.R.	P75.00	5 mins	(Adm. Aide IV)



<p>5. Claim marriage license</p>	<p>Releases License after 13 days from date of application <i>(To those applicants who are able to secure consent or advice of parents or guardian)</i></p> <p>Releases License after 104 days from date of application <i>(To those applicants whose parents or guardian refused to give parental advice. 104 days do not apply to parental consent. Parental consent is mandatory)</i></p>	<p>None</p>	<p>3 mins</p>	<p>(Adm. Aide IV))</p> <p>-</p>
		Total	1 Hour & 1 Minutes	
End of transaction				



Reconstruction & Registration of Event of Marriage with No Marriage Certificate

(AO No. 1, S. 1993, Rule 46 & Circular No. 96-1: *re monograph entitled "Delayed Registration of Marriage"*)

Office or Division:	OFFICE OF THE CITY CIVIL REGISTRAR
Classification:	Complex
Type of Transaction:	
Who may Avail:	1. Spouses 2. Children of spouses
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. WHEN NEITHER APPLICANT NOR SOLEMNIZING OFFICER HAS A COPY OF THE MARRIAGE CONTRACT; & INFORMATION CAN BE EXTRACTED FROM THE REGISTER OF MARRIAGES OF THE CHURCH OR OFFICE	
PSA Negative (<i>Rule 46, par. 1, AO No. 1, S. 1993</i>)	PSA
LCR Negative (<i>Rule 46, par. 1, AO No. 1, S. 1993</i>)	LCR
Certification issued by the church or solemnizing officer indicating date of said marriage based on their record or logbook (<i>Rule 46, par. 1, AO No. 1, S. 1993</i>)	Church Solemnizing Officer
Affidavit For Delayed Registration stating the exact place and date of marriage, the facts and circumstances surrounding the marriage and the reason or cause of the delay. (<i>Rule 46, par. 1, AO No. 1, S. 1993</i>)	Lawyer
Valid IDs (<i>RA 10173 – Data Privacy Act of 2012</i>)	Issuing office
B. WHEN NEITHER APPLICANT NOR SOLEMNIZING OFFICER HAS A COPY OF THE MARRIAGE CONTRACT; & NO OTHER RECORD FROM WHERE INFORMATION ABOUT THE MARRIAGE COULD BE OBTAINED	
1. Negative (<i>Rule 46, par. 1, AO No. 1, S. 1993</i>)	PSA
2. LCR Negative (<i>Rule 46, par. 1, AO No. 1, S. 1993</i>)	LCR
3. Church Negative Certification (<i>Rule 46, par. 1, AO No. 1, S. 1993</i>)	Church
4. Affidavit of applicant <i>declaring therein ALL INFORMATION that are needed in</i>	Lawyer



<i>accomplishing the Certificate of Marriage (Circular No. 96-1, re monograph entitled "Delayed Registration of Marriage")</i>				
5. Affidavit of at least two (2) persons who witnessed the performance of the marriage or who in one way or another have personal knowledge that the parties were really married. <i>(Circular No. 96-1, re monograph entitled "Delayed Registration of Marriage")</i>		Lawyer		
6. Documentary Evidences such as but <i>not limited to the following</i> : ➤ COLBs of children showing the following: <ul style="list-style-type: none"> • names of the spouses • Date and Place of Marriage of spouses ➤ Previous year's income tax returns showing the names of the spouses ➤ Baptismal Certificates of children showing names of spouses ➤ Title to properties; and Pictures of the event of marriage		Issuing Office		
7. Other documents where the <i>facts of marriage are shown (Circular No. 96-1, re monograph entitled "Delayed Registration of Marriage")</i>		Issuing Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	- Evaluates - Processes	NONE	20 mins	(Adm. Aide II) (Clerk I) (Registration Officer IV)
2. Claims document	Release document after 14 days from date of application for registration	NONE	mins	(Messenger) (Bookbinder I)
Total		23 minutes		
End of transaction				



Registration of Marriage Certificate

Timely Registration:

Within 15 Days for marriage with marriage license under Art. 23, Family Code

Within 30 Days for marriage under Art. 34, Family Code

(Art. 34, Family Code; Rules 40 - 46, A.O. No. 01, S. 1993; & City Ord. No. 17-60)

Office or Division:	OFFICE OF THE CITY CIVIL REGISTRAR			
Classification:	Simple (for Timely Registration); Complex (for Late Registration)			
Type of Transaction:				
Who may Avail:	Solemnizing Officer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
MARRIAGE LICENSE REQUIRED:				
Certificate of Marriage (4 copies) LCR Negative Certification (if delayed)		Solemnizing Officer LCR		
B. NO MARRIAGE LICENSE REQUIREMENT (Art. 34, FC): <i>(Parties have lived together as husband and wife for at least 5 years and without any legal impediment to marry each other)</i>				
1. Certificate of Marriage (4 copies)		Solemnizing Officer		
2. Affidavit solemnizing officer stating the following facts:		Solemnizing Officer		
a. That he took the necessary steps to ascertain the ages and relationship of the contracting parties;				
b. That he found no legal impediment to the marriage. <i>(Back of Certificate of Marriage)</i>		Lawyer		
3. Affidavit of Cohabitation of parties in marriage stating the that they have lived together as husband and wife for at least five years and without any legal impediment to marry each other. LCR Negative (if delayed)		LCR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Evaluates	None	15 minutes	



	Advises client to proceed to CTO for payment of fees			(Adm. Aide II) (Clerk I) (Registration Officer IV)
2. Proceeds to CTO for assessment & payment of fees.	Assesses, receives payment & issues corresponding O.R. to the following: Solemnization Fee Registration Fee (For marriage under Art. 34, Family Code, only)	P 150.00 P 550.00	5 mins	(For of CTO)
3. Goes back to LCR Registration Division and presents proof of payment	- Checks payment & records the same	None	5 mins	(Adm. Aide II) (Clerk I) (Registration Officer IV)
4. Claim document	Releases Document: Timely: Delayed:	None None	5 minutes 5 mins (14 days after date of application for registration)	(Messenger) (Bookbinder I)
	Total	35 minutes (14 days after date of application for registration)		
End of transaction				



Request for Endorsement of Documents Not Available at Philippine Statistics Authority (PSA)

(City Ordinance No. 17-60)

Office or Division:	OFFICE OF THE CITY CIVIL REGISTRAR			
Classification:	Highly Technical			
Type of Transaction:				
Who may Avail:	1. Parent 2. Guardian 3. Document Owner (if of age)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. ADVANCE ENDORSEMENT (for Currently registered documents)				
PSA Negative (for late registered documents)	PSA			
Certified copy of document (3 copies)	LCR			
Valid ID of requesting party who may be the following, namely: a. Document Owner (if of age) b. Parent c. Guardian	Issuing agency			
Proof of guardianship (if requesting is the guardian)	Issuing agency			
Authorization if party requesting is not the owner	Document Owner			
B. PRO-BONO ENDORSEMENT (For previously registered document but found negative at PSA)				
(Same requirements with advance endorsements)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. ADVANCE ENDORSEMENT				
1. Submits requirements	Checks requirements Advises client to proceed to CTO for payment of fees	None	5 minutes	(Bookbinder II)
2. Proceeds to CTO for assessment & payment of fee:	Assesses, receives payment & issue Official Receipt (O.R.)	P 200	5 minutes	(For of CTO)
3. Goes back to LCR and presents receipt as proof of payment	Checks payment Prepare and process documents	None	15 minutes	(Bookbinder II)



4. Claim document	Release document once received from PSA (Estimated period: 2 mos)	None	3 minutes	(Messenger) (Bookbinder I)
B. PRO-BONO ENDORSEMENT (For previously registered document but found negative at PSA)				
1. Submits requirements	Checks requirements Process document (Sends to PSA: Cost of mailing charge to party)	None	5 minutes	(Records Officer I)
2. Claim document	Releases document once received from PSA (Estimated period: 3-4 mos)	None	3 minutes	(Messenger) (Bookbinder I)
End of transaction				



Request for Local and/or Philippine Statistics (PSA) Copies of The Following:

- 1. BIRTH**
- 2. DEATH**
- 3. MARRIAGE; &**
- 4. CENOMAR**

(City Ord. No. 17-60)

Office or Division:	OFFICE OF THE CITY CIVIL REGISTRAR	
Classification:	Simple (for local copies); Highly Technical (for PSA Copies)	
Type of Transaction:		
Who may Avail:	<ol style="list-style-type: none"> 1. Document owner 2. Person authorized by document owner 3. Spouse of Document owner 4. Father or mother of document owner 5. Child of document owner 6. Guardian of document owner 7. Institution legally in-charge of a minor document owner 8. Court or proper public official whenever absolutely necessary in administrative, judicial or other official proceedings to determine the identity of the child's parents' other circumstances surrounding his birth; and 9. In case of the person's death, the nearest of kin 	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	<ol style="list-style-type: none"> 1. Valid ID of requesting party who may be the following, namely: <ol style="list-style-type: none"> a. document owner b. person authorized by document owner c. Spouse of document owner d. Parent or parents of document owner e. Child of document owner f. Guardian of document owner g. Person of institution legally in-charge of a minor document owner h. Court personnel i. Proper public official j. Nearest of Kin 	Issuing agency
	<ol style="list-style-type: none"> 2. Written authorization from document owner if requesting party is not the owner 	Document owner
	<ol style="list-style-type: none"> 3. Proof of guardianship (if requesting is the guardian) 	Issuing agency
	<ol style="list-style-type: none"> 4. Letter-request indicating conduct of judicial or administrative proceeding 	Court or proper public official



5. Documents proving close relations (Birth Certificate, Marriage Certificate, etc.) if document owner is dead and requesting party is the nearest of kin		Issuing agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
LOCAL COPIES				
1. Fill up request form	Advises client to proceed to CTO for payment of fees	none	10 mins	(Comp. Operator I) (Clerk I) (Comp. Operator II)
2. Proceeds to CTO for assessment & payment of the Certification fees:	Assesses, receives payment & issue Official Receipt (O.R.)	P 75.00	5 mins	(For of CTO)
3. Goes back to LCR and presents receipt as proof of payment	Checks payment Searches document and reproduce (machine copy) the same	None	30 mins	(Comp. Operator I) (Clerk I) (Comp. Operator II)
4. Claim certified copy/certification	Release document	none	5 mins	
PSA COPIES				
1. Fill up request form	Advises client to proceed to CTO & LCR-PSA Request Section to pay request fee		10 mins	(Comp. Operator I) (Clerk I) (Comp. Operator II)
2. Proceeds to LCR-PSA Request Section to pay request fee for any of the following document whichever is requested	CTO & LCR-PSA Request Section assesses, receives and issues receipt			
Birth	CTO	P 75	5 mins	(For of CTO)
	LCR-PSA Req. Sec.	P 155	5 mins	(Comp. Operator I) (Clerk I) (Comp. Operator II)
Death	CTO	P 75	5 mins	(For of CTO)
	LCR-PSA Req. Sec.	P 155	5 mins	(Comp. Operator I) (Clerk I) (Comp. Operator II)
Marriage	CTO	P 75	5 mins	(For of CTO)



	LCR-PSA Req. Sec.	P 155	5 mins	(Comp. Operator I) (Clerk I) (Comp. Operator II)
Cenomar	CTO	P 75	5 mins	(For of CTO)
	LCR-PSA Req. Sec.	P 210	5 mins	(Comp. Operator I) (Clerk I) (Comp. Operator II)
3.Goes back to LCR and presents receipt as proof of payment	Processes and sends request to PSA Bacolod	None	3 mins	(Comp. Operator I) (Clerk I) (Comp. Operator II)
Claims PSA	Releases document once received from PSA Bacolod	None	3 mins	(Messenger) (Bookbinder I)
End of transaction				



Request for Supplemental Report (Report on Missing Entries)

(Rule 11, PSA Admin. Order No. 1, S. 1993 & City Ord. No. 17-60)

Office or Division:	OFFICE OF THE CITY CIVIL REGISTRAR			
Classification:	Highly Technical			
Type of Transaction:				
Who may Avail:	1. Parent 2. Guardian 3. Document Owner (if of age)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID of requesting party who may be the following, namely: a. Document Owner (if of age) b. Parent c. Guardian		Issuing agency		
2. Proof of guardianship (if requesting is the guardian)		Issuing agency		
Documents to support missing entries		Issuing agency		
Affidavit of Supplemental Report indicating the entry/entries missed during the registration and the reason/s why there was a failure in supplying the required entry		LCR/Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	Evaluates Advises client to proceed to CTO for payment of fees	None	15 mins	(Records Officer I)
2. Proceeds to CTO for assessment & payment of fee:	Assesses, receives payment & issue Official Receipt (O.R.)	P 300	5 mins	(For of CTO)
3. Goes back to LCR and presents receipt as proof of payment	Checks payment Prepare and process documents	None	25 mins	(Records Officer I)
4. Claim document	Release document once received from PSA (Estimated period: 3-4 months)	None	3 mins	(Messenger) (Bookbinder I)
Total			48 minutes	
End of transaction				



Legitimation

(Rule 66, PSA Adm. No. 1, S. 1993 & City Ord. No. 17-60)

Office or Division:	OFFICE OF THE CITY CIVIL REGISTRAR			
Classification:	Highly Technical			
Type of Transaction:				
Who may Avail:	Mother, Father, Guardian, child himself if of age			
CHECKLIST OF REQUIREMENTS (Arts. 177-180, Family Code,		WHERE TO SECURE		
Certificate of Live Birth (COLB) of illegitimate child		Hospital, Clinic, Birthing Institution (If born thereat); or LCR if born outside of hospital, birthing clinic, or similar institutions		
Marriage Certificate (COM) of Parents (PSA Copy if marriage is outside San Carlos City)		LCR Office of the place of marriage; or Philippine Statistics Authority (PSA)		
Certificate of No Marriage (CENOMAR) of Father		PSA		
Certificate of No Marriage (CENOMAR) of Mother		PSA		
Affidavit Of Legitimation (AOL) signed by both parents of the child		LCR		
Affidavit of Consent of child to acknowledgement by the father under the following conditions: a. Child is already of age; and Father is UNKNOWN at the time of registration of birth		LCR Notary Public (if child is outside of San Carlos City)		
Death Certificate of deceased parent in case one is already dead		LCR		
Valid IDs		Issuing office		
Cedula		Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	Evaluates	None	35 minutes	(Registration Officer I) (Registration Officer I)
2. Proceeds to CTO for assessment & payment of legitimation fee	Assesses, receives payment & issue corresponding O.R.	P250.00	5 minutes	(For of CTO)



3. Claim annotated document	Releases documents (once received from PSA. (Estimated period is 3-4 months)	None	3 minutes	(Registration Officer I) (Registration Officer I)
End of transaction				



Registration of Foundling

Timely Registration:

Within 30 Days from the date of finding/commitment of the child

(PD No. 651, Rules 26-30, A.O. No. 1, S. 1993, Circular No. 91-3 & City Ord. No. 17-60)

Office or Division:	OFFICE OF THE CITY CIVIL REGISTRAR			
Classification:	Simple (for Timely Registration); Complex (for Late Registration)			
Type of Transaction:				
Who may Avail:	Finder/DSWD			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Foundling (OCRG Form No. 101)		DSWD		
1. Affidavit of the finder stating the following: a. Facts and circumstances surrounding the finding of the child, and b. Foundling has been reported to the barangay captain or to the police authority, as the case maybe; and		Lawyer		
3. Certification of the barangay captain or police authority regarding the report made by the finder, stating among other things, that no one has claimed the child or no one has reported a missing child whose description may be the same as the foundling as of the date of the certification.		Punong Barangay		
Certification of Award to Finder from DSWD		DSWD		
LCR Negative (If registration is after 30 days from date of finding/commitment)		LCR		
Valid IDs		Issuing office/agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	Evaluates, receives, registers	None	25 minutes	(Adm. Aide II) (Clerk I) (Registration Officer IV)



2. Claim document	Releases Document: Timely: Delayed:	None	3 minutes 3 minutes 14 days from date of application for registration	(Messenger) (Bookbinder I)
	Total	None	31 minutes	
End of transaction				



Petition for Correction of Clerical Error or Change of First Name, Correction of Sex, Month of Birth, & Date of Birth

(Republic Act Nos. 9048 and 1017 & their IRR & City Ord. No. 17-60)

Office or Division:	OFFICE OF THE CITY CIVIL REGISTRAR
Classification:	Highly Technical
Type of Transaction:	
Who may Avail:	<ol style="list-style-type: none"> 1. Any person of legal age, having direct and personal interest in the correction of a clerical or typographical error who may be the following: <ol style="list-style-type: none"> a. owner of the record b. spouse of owner c. children of owner d. parents of owner e. brothers f. sisters g. grandparents; or guardian; or h. any other person duly authorized by law or by the owner of the document sought to be corrected
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. PETITION FOR CORRECTION OF CLERICAL OR TYPOGRAPHICAL	
PSA copy of the certificate sought to be corrected or changed (original plus 3 machine copies)	PSA
Certified true machine copy of the certificate sought to be corrected or changed	Comelec, Driver's License, etc.
<p>At least two (2) public private documents showing the correct entry or entries upon which the correction or change shall be based. Petitioner can submit as many public or private documents to support his petition. Examples of these documents are the following:</p> <ol style="list-style-type: none"> a. Baptismal certificate b. Voter's affidavit c. Employment record d. GSIS record e. Medical record f. Business record g. School record h. Driver's license i. Insurance 	Issuing office



<p>j. Civil registry records of ascendants k. Land Titles l. Certificate of Land Transfer m. Bank Passbook n. NBI/Police Clearance o. And Others</p> <p>(3 copies each)</p>	
<p>4. Other documents which the petitioner or the Civil Registrar, or the Civil Registrar General may consider relevant and necessary for the approval of the petition</p>	<p>Issuing office</p>
<p>5. Valid IDs</p>	<p>Issuing office</p>
<p>B. PETITION FOR CHANGE OF FIRST NAME OR NICKNAME, CORRECTION OF SEX, MONTH OF BIRTH, AND DATE OF BIRTH. <u>REQUIREMENTS.</u></p>	
<p>1. PSA copy of the certificate sought to be corrected or changed (original plus 3 machine copies)</p>	<p>PSA</p>
<p>2. Certified true machine copy of the certificate sought to be corrected or changed (3 copies)</p>	<p>LCR</p>
<p>3. At least two (2) public private documents showing the correct entry or entries upon which the correction or change shall be based. Petitioner can submit as many public or private documents to support his petition. Examples of these documents are the following:</p> <ul style="list-style-type: none"> a. Baptismal certificate b. Voter's affidavit c. Employment record d. GSIS record e. Medical record f. Business record g. School record h. Driver's license i. Insurance j. Civil registry records of ascendants k. Land Titles l. Certificate of Land Transfer m. Bank Passbook n. NBI/Police Clearance o. And Others 	<p>Issuing office</p>



(3 copies each)				
4. Other documents which the petitioner or the Civil Registrar, or the Civil Registrar General may consider relevant and necessary for the approval of the petition (3 copies each)		Issuing office		
5. Clearances or a certification of no pending administrative, civil or criminal case, or no criminal record, namely: a. Employer's clearance or certification if employed b. NBI Clearance c. Police Clearance d. Barangay Clearance		Employer NBI PNP Barangay Captain		
6. Valid IDs		Issuing office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. PETITION FOR CORRECTION OF CLERICAL OR TYPOGRAPHICAL ERRORS.				
1.Submits requirements	Evaluates Advises client to pay to CTO	None	35 minutes	(Clerk IV)
2.Proceeds to CTO for assessment & payment of the filing fee	Assesses, receives payment & issue corresponding Official Receipt Filing Fee <i>(only for docs registered in San Carlos City)</i> Service Charge <i>(only for Migrant Petitions)</i>	P 1,000 P 500	5 minutes	
3.Goes back to LCR and presents Official Receipt as proof of payment	Checks payment and records the same	None	3 minutes	(Clerk IV)
4.Claim annotated document	Releases document once received from PSA (Estimated Period: 4 – 8 months)	None	5 minutes	(Clerk IV)
B. PETITION FOR CHANGE OF FIRST NAME OR NICKNAME, CORRECTION OF SEX, MONTH OF BIRTH, AND DATE OF BIRTH.				
1. Submits requirements	Evaluates Advises client to pay to CTO	None	35 minutes	(Clerk IV)



2. Proceeds to CTO for assessment & payment of the filing fee	Assesses, receives payment & issue corresponding Official Receipt Filing Fee <i>(only for docs registered in San Carlos City)</i> Service Charge <i>(only for Migrant Petitions)</i>	P 3,000	5 minutes	for (CTO)
3. Goes back to LCR and presents Official Receipt	Checks payment and records the same	None	5 minutes	(Clerk IV)
4. Claim annotated document	Releases document once received from PSA (Estimated Period: 4 – 8 months)	None	3 minutes	(Clerk IV)
	Total	None	1 hour & 36 minutes	
End of transaction				



REGISTRATION OF COURT DECREES & ANNOTATION ON AFFECTED DOCUMENTS

(Rule 50, PSA Adm. Order 1, S. 1993 & City Ord. No. 17-60)

Office or Division:	OFFICE OF THE CITY CIVIL REGISTRAR			
Classification:	Complex			
Type of Transaction:				
Who may Avail:	Successful petitioner upon advice of the Clerk of Court; Person authorized by the Petitioner (Civil Registrar verifies)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified True Copy (CTC) of the Court Decision/Order 4 copies		Court that rendered the decision		
Certified True Copy (CTC) of the Certificate of Finality of the court decree 4 copies		Court that rendered the decision		
Certified True Copy (CTC) of the Certificate of Live Birth prior to adoption 4 copies		LCR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits requirements	Reviews/Check the documents submitted Advises client to pay to CTO the registration fee	None	35 minutes	(Registration Officer I) (Registration Officer I)
Proceeds to CTO for assessment & payment of the following fees:	- Assesses, receives payment & issue corresponding O.R.		5 minutes	(For of CTO)
Adoption	-	P 550		
Foreign Decree of Adoption	-	P 1,750		
Recission of Adoption	-	P 1,750		
Annulment of Marriage	-	P 1,250		
Declaration of Absolute Nullity of Marriage	-	P 1,250		
Legal Separation	-	P 1,250		
Setting aside Decree of Legal Separation	-	P 1,250		
Change of Name	-	P 175		
Correction of Entry	-	P 175		
Aliases	-	P 550		
Presumptive Death of Absent Spouse or Judicial Declaration of Absence	-	P 1,250		



Compulsory recognition of illegitimate child	-	P 350		
Voluntary recognition of minor's illegitimate child	-	P 350		
Voluntary emancipation of minors	-	P 550		
Appointment of Guardian	-	P 350		
Termination of Guardianship	-	P 350		
Judicial determination of Filiation	-	P 175		
Judicial determination of the fact of reappearance of absent spouse, if disputed	-	P 1,250		
Naturalization Certificate	-	P 1,750		
Cancellation of Naturalization Certificate	-	P 1,750		
Repatriation or voluntary renunciation of citizenship	-	P 1,750		
Separation of Property	-	P 1,750		
Revival of former property regime	-	P 1,750		
Emancipation of Orphaned Minor	-	P 350		
Other registrable court decrees	-	P 350		
Goes back to LCR and presents proof of payment	Checks payment & advises client to proceed to LCR, Admin. Section to pay Marriage License Fee & schedules release of license	None	5 minutes	(Registration Officer I) (Registration Officer I)
Claim annotated document	Release annotated document (Estimated Period: 3-4 months)	None	3 minutes	(Registration Officer I) (Registration Officer I)
End of transaction				



Office of Human Resource Management



Processing of Leave Applications

Office or Division:	Office for Human Resource Management			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	All employees of the LGU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Documents				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Liaison /Job order employee Submit Leave Application	Process the leave applications	None	2 Minutes	Receiving/Releasing Section
	Process the leave Application	None	10 Minutes	Leave Processor
2.Received/Approved/RTS/Disapproved	Released to the originating office	None	10 Minutes	Receiving/Releasing Section
	Total	None	14 minutes	
End of transaction				



Request of Service Records

Office or Division:	Office for Human Resource Management			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	All employees of the LGU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt (OR)			City Treasurer's Office (CTO)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request of service record by the employee - employee request for service record (SR) with OR	Print & Initial Forward to Zenaida Castro for verification as to LWOP, initial Forward to HRMO II for initial Forward to City Government Department Head I (CGDHI) for Signature	Php 75	15 Minutes	
2. Receives duly signed Service Record	Releases duly signed Service Record	None	2 Minutes	Releasing
3. Received/Approved/RTS/Disapproved	Released to the originating office	None	10 Minutes	Receiving/Releasing Section
	Total	PhP 75	27 minutes	
End of transaction				



Request for Certification of Employment

Office or Division:	Office for Human Resource Management			
Classification:	Simple			
Type of Transaction:	G2G			
Who may Avail:	All employees of the LGU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt (OR)			City Treasurer's Office (CTO)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request of certification of employee	Prepare & print COE w/ dry seal 2 copies 12 months	Php 75	5 Minutes	
	Forward to assigned to check annual income		2 Minutes	
	Initial signature to the assigned person		2 Minutes	
	Signature of the CGDHI		2 Minutes	
2. Receives duly signed Service record	Releasing duly signed of Certification of Employment		2 Minutes	releasing
	Total	Php 75	13 minutes	
End of transaction				



Public Employment and Service Office



"Special Recruitment Activity"(SRA)

This activity ensures the prompt, timely and efficient delivery of employment services facilitated by the local government and other partner agencies like DOLE, TESDA, POAE and OWWA that helps eradicate job mismatch and provide hiring process convenience to both employer and job applicants.

Office or Division:	PESO			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	All citizens of this city aging 18 to 65 Years old			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. 1 pc. Photocopy Birth Certificate (PSA copy)			Philippine Statistics Authority (PSA)	
2. 2 pcs. 2x2 I.D. picture				
3. Application letter/Resume/ Curriculum Vitae			To be prepared by applicant	
4. Photocopy of Vaccination Card and represent original copy			City Health Office/LGU I.T. Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Job applicant: Visits the Peso San Carlos City Facebook page or log in PESO San Carlos Job Portal: http://pesosccjobportal.rf.gd/?i=1 for information's	Gives applicants information on how to avail PESO Employment Program	None	3 minutes	
2. Submits Application Letter/Resume or Curriculum Vitae thru online	Job matching	None	1 minute	
3. Undergoes virtual interview as the first phase and phone interview by the agency representative in the final phase of the recruitment process.	Facilitates virtual interview by the agency representative with the job applicants. Collects terminal report for hired applicants from agencies.	None	10 minutes	
	Total		14 minutes	
End of transaction				

Note: This activity is done on line in observance of Covid 19 pandemic protocol



“Student's Educational Assistance Thru Short- Term Employment” (SEASE)

City's grant short- term employment to qualified beneficiaries for a duration of 20 days maximum and 10 days minimum. The program's target beneficiaries are the secondary students, college and vocational students, tertiary and the out of school youths (OSY).

Office or Division:	PESO			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	All citizens of this city aging 18 to 35 Years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 pc. Photocopy Birth Certificate (PSA copy)	Philippine Statistics Authority (PSA)			
2. 2 pcs. 2x2 I.D. picture				
3. Accident Insurance Policy (Photocopy)	To be prepared by applicant			
4. Barangay Recommendation	Barangay hall to where the applicant is registered			
5. Barangay Residency	Barangay hall to where the applicant is registered			
6. 1 Photocopy of Valid I.D. (Back-to-back)				
7 Enrollment form/ School Certification (Card)/Form 134	School			
8. Residence Certificate (CEDULA)	Barangay hall to where registered/CTO			
4. Photocopy of Vaccination Card and represent original copy	City Health Office/LGU I.T. Office			
9. SEASE Form	PESO			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. JOB Applicant: Visits the Peso San Carlos City Facebook page or log in PESO San Carlos Job Portal: http://pesosccjobportal.rf.gd/?i=1 for information's	Gives applicants information on how to avail PESO employment program	None	2 minutes	
2. Pre- employment Orientation/Submits requirements	Posts instructions to PESO Facebook page, and broadcast to local radio stations/receives and check submitted documents	None	2 minutes	



3. Orientation proper	Orients and assigns work schedule and office designation (by batch)	None	30 minutes per batch	
4. Payroll processing: Submits DTR (with Resident Certificate number reflected at the back), Accident insurance policy (photocopy), and accomplishment report the day after end of work schedule	Prepares payroll for applicants' salaries	None	10 minutes	
	Total		44 minutes	
End of transaction				

Note: Steps 1 & 2 is done on line in observance of Covid 19 pandemic protocol Step 3 is done face to face but executed by batch so not to break the social distancing protocol



“Displaced Worker” (LOCAL)

It is a temporary and short employment program extended to workers whose service to business establishment is cut off unexpectedly.

Office or Division:	PESO			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	All citizens of this city aging 18 to 65 Years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Any Government issued I.D.		SSS/LTO/Post Office/BIR, and others		
2. Barangay Recommendation		Barangay hall to where the applicant is registered		
3. Certificate of previous employment		Last employer		
4. Filled- out MOA/Contract of Service Form with 2x2 I.D.		PESO		
4. Photocopy of Vaccination Card and represent original copy		City Health Office/LGUU I.T. Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant: Visits PESO to ask for work schedule	Interviews applicants and provide list of requirements	None	4 minutes	
2. Submits requirements	Gives work schedule and office assignment	None	2 minutes	
3. Payroll processing: Submits DTR (with Resident Certificate number reflected at the back) and Accomplishment report the day after end of work schedule	Prepares payroll for applicants' salaries	None	10 minutes	
	Total	None	16 minutes	
End of transaction				



“Skills Training Program”

Office or Division:	PESO			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	All citizens of this city aging 18 to 60 Years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 1 pc. Photocopy Birth Certificate (PSA /NSO copy)		Philippine Statistics Authority (PSA)		
2. 1 pc. 2x2 I.D. picture- white background				
3. Barangay Recommendation		Barangay hall to where the applicant is registered		
4. Form 137/TOR. Diploma		School		
5. Photocopy of Vaccination Card and present original copy		City Health Office/LGU I.T. Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant: Visits the Peso San Carlos City Facebook page or log in PESO San Carlos Job Portal: http://pesosccjobportal.rf.gd/?i=1 for information’s	Gives applicants information to on how to avail PESO Training Programs	None	2 minutes	
2. submits accomplished TESDA Application and PESO EMPLOYMENT INFORMATION SYSTEM Forms on line	Checks submitted accomplished forms and encodes data to PEIS	None	2 minutes	
3. Attends Training Induction Program/ Orientation at PESO training center	Facilitates TIP/applicants orientation with the invited speakers from TESDA and Training Provider	None	20 minutes	
	Total		24 minutes	
End of transaction				

It is a program by the local government in partnership with TESDA for a purpose to provide the city's unemployed, displaced workers, returning OFW's with skills trainings to be used as tool in finding jobs, start



“Livelihood Program”

It is a program by the local government in partnership with dole for a purpose to provide the city's unemployed, displaced workers, returning/distressed OFW’s with livelihood grants to make them self-supporting while waiting for an opportunity to get employed.

Office or Division:	PESO			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Organized and registered associations of the locality			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Association's duly certified list of Membership		Association		
2. Association's Project Proposal		Association		
3. Association's Mayor's Permit		BPLO- City Mayor's Office		
4. Association's SEC Registration		SEC		
5. Photocopy of Vaccination Card and present original copy		City Health Office/LGU I.T. Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant: Visits the Peso San Carlos City Facebook page or log in PESO San Carlos Job Portal: http://pesosccjobportal.rf.gd/?i=1 for information’s	Gives applicants information on how to avail PESO Livelihood Programs	None	3 minutes	
2. Applicant submits accomplished PESO EMPLOYMENT INFORMATION SYSTEM FORM and other required documents to avail Livelihood Program Grant	Checks submitted accomplished forms, encodes data to PEIS and refers applicants and assists DOLE/OWWA with the facilitation of Livelihood program	None	15 minutes	
3. Receives Livelihood Program Grant	Assists DOLE/OWWA in the distribution of Livelihood Program Grant	None	10 minutes	
	Total	NONE	28 minutes	
End of transaction				



"Special Program of the Employment of Students" (SPES)

A program in partnership with dole that aims to provide temporary employment to poor but deserving students, out of school youths, and dependent of displaced workers during summer and/or Christmas vacation time of the year to augment the family's income and to help ensure that beneficiaries are able to pursue their education.

Office or Division:	PESO			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Students or Out of School Youths of this city aging 15 to 35 years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy Birth Certificate (PSA/LCR)/Proof of date of birth		Philippine Statistics Authority (PSA)		
2. 2 pcs. 2x2 I.D. picture				
3. Accident Insurance Policy (Photocopy)		To be prepared by applicant		
4. Certificate of Residency/Barangay Certification		Barangay hall to where the applicant is registered		
5. Certificate of Indigency		Barangay hall to where the applicant is registered		
6. Residence Certificate (CEDULA)		Barangay hall to where registered/CTO		
7. 2 Copies Application Form (SPES Form 2)		PESO		
8. Employment Contract (SPES Form 4)		PESO		
9. Oath of Undertaking (SPES Form 2-A)		PESO		
10. 1 Photocopy of Valid I.D./School I.D. (Back-to-back)				
11. Report Card/Form 137/138/Proof of Passing grade		School		
12. SPES Form/ Annex A		PESO		
13. Income tax return of parents		BIR		
14. BIR Tax Exemption Certificate ¹⁶		BIR		
15. Certificate of Low Income				
4. Photocopy of Vaccination Card and represent original copy		City Health Office/LGU I.T. Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. JOB Applicant: Visits the Peso San Carlos City Facebook page or log in PESO San Carlos Job Portal: http://pesosccjobportal.rf.gd/?i=1 for information's	Gives applicants information on how to avail PESO employment program	None	2 minutes	Clerk III



2. Pre- employment Orientation/Submits requirements	Posts instructions to PESO Facebook page, and broadcast to local radio stations/receives and check submitted documents	None	2 minutes	Clerk III
3. Orientation proper	Orients and assigns work schedule and office designation (by batch)	None	30 minutes per batch	Clerk III
4. Payroll processing: Submits DTR (with Resident Certificate number reflected at the back), Accident insurance policy (photocopy), and accomplishment report the day after end of work schedule	Prepares payroll for applicants' salaries	None	10 minutes	Clerk III

Note: Steps 1 & 2 is done on line in observance of Covid 19 pandemic protocol

Step 3 is done face to face but executed by batch so not to break the social distancing protocol



" Returning & Distressed OFW

It Is a Temporary & Short-Term Employment Program by The Local Government Extended To Our Returning/Distressed OFWs.

Office or Division:	PESO			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	All citizens of this city aging 18 to 65 Years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Barangay Recommendation		Barangay hall to where the applicant is registered		
2. Photocopy of Passport				
3. Photocopy of passport stamped with latest departure				
4. Photocopy of passport stamped with latest arrival				
5. Filled- out MOA Form/Contract of Service Form		PESO		
6. Photocopy of Vaccination Card		City Health's Office/ LGU I.T. Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant: Visits PESO to ask for work schedule	Interviews applicants and requires Barangay Recommendation	None	4 minutes	
2. Submits requirements	Gives work schedule to applicant	None	2 minutes	
3. Payroll Processing: Submits DTR (with Resident certificate number reflected at the back), and b.) Accomplishment Report the day after end of work schedule	Prepares payroll for applicants' salaries	None	10 minutes	
	Total		16 minutes	
End of Transaction				



" PERSONS WITH DISABILITIES" (PWDs)

It is a program by the local government that enhances the provision of employment assistance of one (1) to two (2) weeks work schedule to our PWD clients.

Office or Division:	PESO			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	All citizens of this city aging 18 to 65 Years old			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PWD I.D.		PDAO		
2. Filled- out MOA/Contract of Service Form WITH 2x2 I.D.		PESO		
3. Photocopy of Vaccination Card and present original copy		City Health's Office/ LGU I.T. Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant: Visits PESO to ask for work schedule	Interviews applicants	None	4 minutes	
2. Submits requirements	Gives work schedule	None	2 minutes	
3. Payroll Processing: Submits DTR and Accomplishment Report the day after end of work schedule	Prepares payroll for applicants' salaries	None	10 minutes	
	Total	None	16 minutes	
End of Transaction				



Public Market and Slaughterhouse Department



Processing of Evaluation for the Renewal of Lease Contract

The Lease Contract is issued to Public Market Vendors that expires every 31st of December each year. Before it is renewed an evaluation is conducted if the specific vendor is still deserving to be issued a new lease contract.

Office or Division:	Public Market and Slaughterhouse Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may Avail:	Existing public market vendor with lease contract as of December 31 of the previous year.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Sanitary Permit			City Health Office	
Government Issued ID			BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG	
Residence Certificate			Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for evaluation of lease contract renewal	Fills up the name, stall, file numbers and the authorized good to be sold for concerned section	None	3 minutes	
2. Approaches PMSD-Cash & Collection Division for status of financial obligations.	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	None	2 minutes 2 minutes 2 minutes 2 minutes 1 minute	
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.	None	2 minutes	
4. Approaches PMSD City Government Department Head for final action.	Approves or disapproves.	none	2 minutes	
	Total	None	16 minutes	
End of Transaction				



Processing of Lease Contract

All vendors whether new or existing at the Public Market are required to have a lease contract in order for them to be able to occupy their stalls/blocks.

Office or Division:	Public Market and Slaughterhouse Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may Avail:	For renewal public market vendor with approved evaluation and applicant with approved market space application for newly approved applicant.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Renewal:				
a. Approved evaluation for renewal		Public Market Office		
b. Sanitary permit for the current year		City Health Office		
c. Residence certificate for the current year		Treasurer's Office		
d. Government Issued ID		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG		
For Newly-Approved Applicant:				
a. Award Letter				
b. Sanitary permit for the current year		City Health Office		
c. Residence certificate for the current year		Treasurer's Office		
d. Government Issued ID		BIR, Post Office, DFA, PSA, SSS, GSIS, PAG-IBIG		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Renewal: 1. After approval of evaluation, concerned public market vendor goes back to PMSD employee in-charge For New Vendors: After approval of business space application, new market vendor then processes his/her lease contract	Fills-up date: a. Name of vendor b. Address c. Res. Certif number, place and date issued d. Stall/block/tile number e. Area size Rate/sq,m/day	None	5 minutes	
2. Signs the lease contract forms on each and every page.	Guides the market vendor as to where to sign.	None	2 minutes	
3. Leaves the signed LC forms with the employee in-charge	Forwards the fully-filled up LC forms to concerned market supervisor for signature	None	1 minute	



	as one of the LC witnesses. Then forwards the forms to the dept. Head for final signature.			
	Total	None	8 minutes	
End of Transaction				



Acting on Various Complaints

Anybody who have complaints be it on the goods sold, services rendered by both the employees and vendors or anything that they needed to be addressed are entertained and given action or solved.

Office or Division:	Public Market and Slaughterhouse Department			
Classification:	Simple, Complex			
Type of Transaction:	Government to Citizen			
Who may Avail:	Buying public or anybody who has concerns regarding the public market			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Approaches and expresses his/her complaint. On Public Market Operations: a.) Bldg. Maintenance b.) b.) Cleanliness and sanitation c.) c.) Electrical Concerns d.) d.) Illegal vending e.) e.) Unsafe merchandise f.) f.) Subleasing g.) g.) Security and peace and order concerns h.) h.) Defective wights and measures i.) Other violations of market laws and rules	Listens, evaluates, and acts on the complaint.	none	5 minutes for very simple concerns 15 minutes for complex problems	<i>Public Market</i> <i>Farmers' Market</i>
On Slaughterhouse Operations: a.) Bldg. Maintenance b.) Cleanliness and sanitation c.) Electrical concerns d.) Unsafe meat e.) Defective weights and measures	Listens, evaluates, and acts on the complaint.	none.	5 minutes for very simple concerns 15 minutes for complex problems	



f.) Security and peace and order concerns g.) Illegal vending of meat h.) Subleasing Other violations of				
On Cash and Collections concerns: Payment of blocks, tiles and extensions b.) Payment of entrance fees c.) Payment of slaughterhouse fees and other related fees d.) Payments of parking fees e.) Payments of Electric bills f.) Water Fees g.) Open Space rental h.) Fresh Fish Fees i.) Other complaints relative to cash and collections j.) CR fees	Listens, evaluates, and acts on the complaint.	none.	5 minutes for very simple concerns 15 minutes for complex problems	
2. If the complaint needs further action, then it will be referred to the dept. Head of the Public Market & Slaughterhouse Department	Listens, evaluates, and acts on the complaint.	none.	5 minutes for very simple concerns 15 minutes for complex problems	
	Total	None	1 hr. 20 mins	
End of Transaction				



Payment of Public Market Block/Stall Rental & Its Extension Fees

Public Market Fees are collected from the vendors who are occupying stalls and blocks inside the public market premises.

Office or Division:	Public Market and Slaughterhouse Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may Avail:	Existing public market vendor who occupies a public market block/stall, and with lease contract.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.For monthly basis: public market vendor goes up to PMSD office and pays	Issues official receipt	Fronting city streets: on ground floor: at corner - 4. /Sq.m./day in between - 3.50/sq.m./day Not fronting city streets: at corner - 3.50/sq.m./day in between - 3.00/sq.m./day Food court: 3.00/sq.m./day Landing Area: 3.50/sq.m./day 2nd Floor for office use: 3.00/sq.m./day for private offices 1.00sq.m./day First square meters, or a fraction thereof 2x the rate Next succeeding square meters, or a fraction thereof 3x the rate	1 minute	
2.For daily basis public market vendor goes up	Issues official receipt	Same	1 minute	



to PMSD office and pays				
	Total	None	2 mins	
End of Transaction				



Payment of Public Market Tile Rental & Its Extension Fees

Tile Rental Fees are fees collected to fish vendors and vegetables inside the public market.

Office or Division:	Public Market and Slaughterhouse Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may Avail:	Existing public market vendor who occupies a public market block/stall, and with lease contract.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.For monthly basis: - public market vendor goes up to PMSD office and pays	Streets: At corner – 4.50/sq.m./day In between 3.50/sq.m./day Not Fronting City streets At corner - 3.50/sq.m./day In between--3./sq,m/day	Issues official receipt	1 minute	
2.For daily basis - public market vendor goes up to PMSD office and pays	Same		1 minute	
	Total	None	2 mins	
End of Transaction				



Payment of Parking Fee

Parking Fees are collected to motorcycle operators.

Office or Division:	Public Market and Slaughterhouse Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may Avail:	1. Operator / Driver of motor cab with franchise in the city Delivery truck/ van/ 10-wheeler truck driver who parks anywhere within public market premises.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.For Motorcab-for-hire Driver/ Operator: -comes to PMSD office and pays. (Payment of parking fee is a requirement for the release of the yearly franchise renewal or application.)	Collects yearly or quarterly payment and issues official receipt for same.	1.00/day or P365.00/year	1 minute	
2.For Delivery Truck or Delivery Van / 10-wheeler truck driver and other vehicles - parks on a public market designated parking space and pays.	Approaches the driver and collects the parking fee and issues official receipt or cash ticket of the same	10-wheelers: 100/parking Other delivery trucks:50/parking Private cars & service vehicles: 5./parking Single motorcycles: 5. /parking Other vehicles unspecified: 5. /parking	1 minute	
	Total	None	2 mins	
End of Transaction				



Payment of Public Market Entrance Fees on Fresh Fish & Other Marine Products

Fresh fish and other marine products delivered at the public market are collected entrance fees.

Office or Division:	Public Market and Slaughterhouse Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may Avail:	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.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Delivers/ brings fish and other marine products to / inside the public market	Inspects the delivered marine products.	none	2 minutes	
2. Pays the required entrance fee	Weights or estimates the delivered fish and other marine products. Then issues official receipt.	1st class fish: P1.00 / kilo 2nd class fish: P 0.75/ kilo 3rd class fish P0.50/ kilo Seashells & Seaweeds: P 0.25/ kilo Others not specified: P 0.50	3 minutes	
	Total		5 mins	
End of Transaction				



Payment of Slaughter & Other Related Fees

Slaughter fees are collected to cows, hogs, goats slaughtered at the slaughterhouse.

Office or Division:	Public Market and Slaughterhouse Department			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may Avail:	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.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring his / her hog / cow/ goat to the public slaughterhouse for slaughtering	Does the required ante-mortem inspections.		2 minutes	
2. Pays the required slaughter fee and other related fees.	Computes the required fees and issues official receipt for the same. Gives the official receipt to assist-collector for collection.	Slaughter fee on Large Animals: P 3.00/kilo Hogs P 2.00/kilo Goats - 3.00/kilo Corral Fee: Large Animals - P 15.00/ head/ day Hogs P10.00/head/day Goats P5.00/head/day Permit to Slaughter Fee Large Animals P50.00/head Hogs-P 25.00/head Goats -P15.00 /head Ante-mortem: Large Animals - P 12.00/ head HogsP6.00/head Goats P12.00/head/day Post-mortem for all Animals: P0.40/kilo or a fraction thereof	3 minutes	
	Total		5 mins	
End of Transaction				



Public Transportation and Terminal Division



Payment of Space Rental Fee

Transient vendors at the Bagsakan or the Farmers' Market are collected open space rental fees.

Office or Division:	Public Transportation and Terminal Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may Avail:	1. Transient vendor at the Bagsakan / Farmers' Market.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Transient Vendors 1. 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 P 8.00/sq.meter/day In between: P5.00/sq.meter/day Not Fronting City Streets: At corner - P 7.00/sq. Meter/day In between P4.00/sq.meter/day	Streets at corner-	1 minute	Assist Collectors assigned at Bagsakan:
	Total		1 minutes	
End of Transaction				



Payment of Various Market Entrance Fees

Transient vendors at the Bagsakan or the Farmers' Market and salesman who delivers products within public market premises and/ or within the premises of its other facilities are collected open space rental fees

Office or Division:	Public Transportation and Terminal Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may Avail:	1. Transient vendor at the bagsakan / Farmers' Market. 2. Salesman who delivers products within public market premises and/ or within the premises of its other facilities.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Transient Vendors at the Bagsakan: 1. Arrives at the bagsakan with his/her farm/ agricultural products.	Approaches the transient vendor and Issues Official Receipt		1 minute	Assist Collectors:
For salesman who delivers products: 2. Arrives & delivers goods in the public market and/or within the premises of its other facilities.	Approaches the salesman and weights or estimates the weights of products delivered.	Streets at corner-	2 minutes	
3. Pays the required / computed fee.	Issues Official Receipt	Per City Ordinance	1 minute	Assist Collectors:
	Total		4 minutes	
End of Transaction				



Payment of Electric Fee

Electric Fees are collected to PMSD vendor's electric consumption.

Office or Division:	Public Transportation and Terminal Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may Avail:	PMSD vendor with lease contract			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Pays the bill as per electric consumption reading and computation of the person in-charge.	Issues Official Receipt	Same as existing rate of NONECO	2 minutes	
	Total		2 minutes	
End of Transaction				



Payment of CR Fees

CR fees are collected to those who use the public restroom at the public market.

Office or Division:	Public Transportation and Terminal Division			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may Avail:	Anybody			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	Defecation: P 3.00/person/use Urination: P 2.00/person/use Bathing. Washing: P 1.00/ 10-pail/use	5 seconds	Assigned PMSD CR Tender (Job Order basis): Note: The assigned CR Tender on duty shall remit his/her collection of CR Fees to the accountable officer Ferdinand Singson after end of his/her work shift schedule, every day.
	Total	6.00	5 sec.	
End of Transaction				



San Carlos City Hospital



Admission of Patients

Hospital admission involves staying at a hospital for at least 24 HOURS or more.

Office or Division:	SCCH Medical Section			
Classification:	Simple			
Type of Transaction:	G2C – Transacting Public			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
OB Patient – Referral Form/Mother-Child (MC) Booklet			Barangay Health Center	
Hospital ID			SCCH OPD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	none	5 minutes	ER Nurse/Attendant
	Take medical history, perform physical exams, writes medical order, issues laboratory/x-ray request, prescribe medications and other medical supplies		10 minutes	ER Physician
2.Submits to physical assessment, laboratory/x-ray exams, presents prescription to pharmacy	Performs needed treatment Administer medication and other medical supplies Carry out medical orders	none	20 minutes	ER Physician ER Nurse/Attendant



	Transport patient to room assign			
3.Occupies the room	Receive patient endorsement		5 minutes	Ward Nurse
	TOTAL:		40 minutes	
End of Transaction				



Consultation Service

A service that involves communication between two or more doctors or other professionals to evaluate the nature and progress of an illness or disease in a particular patient in order to establish a diagnosis, prognosis or recommendation for treatment.

Office or Division:	SCCH MEDICAL Section			
Classification:	Simple			
Type of Transaction:	G2C – Transacting Public			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Hospital ID (old and new clients)			SCCH OPD	
OB Patient – Referral Form/Mother-Child Booklet			Barangay Health Center	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request for consultation	Retrieves chart (old patient). Make new Chart/hospital ID (new patient) Takes vital signs and complaints and records. Instructs to proceed to respective clinics: Dental: Dental Clinic Prenatal: Family Planning Clinic Dispensary: minor operation Admission: Emergency Room Consultation: OPD Clinic TB DOTS: TB Dots Clinic	none	10 minutes	OPD Personnel
2.Receives chart, submits to needed care	Performs necessary assessments. Prescribe medicines. Issues laboratory/x-ray request. Instructs to return to respective clinics when lab/x-ray result in. Instructs to pay fee needed procedure	none	20 minutes	Respective Clinic Physicians (Dental/Dispensary)



3.Pays fee and present to requesting clinics	Receives OR, performs needed procedure Set next schedule for follow up (if needed)	SCC Resident/ Non-SCC Resident Consultation free/100	2 minutes	Respective Clinic Physician/Nurse
TOTAL:			36–56 minutes	
End of Transaction				



City Indigency Program

City Indigence program is a service to avail of financial assistance from charitable institutions, government and non-government organizations and institutions.

Office or Division:	SCCH Social Service Section			
Classification:	Simple			
Type of Transaction:	G2C – Transacting Public			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Resident Certificate (CEDULA)			Barangay Hall	
Birth Certificate (minor)			Local Civil Registry	
Voter's ID			COMELEC	
Marriage Contract			Local Civil Registry	
Medical Certificate of Disability (age over 21)			City Health Office	
Certificate of Indigence			Barangay Capitan	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests Social Worker personnel for evaluation to qualify Indigence 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	none	5 minutes	Social Worker
	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 Indigence Fund, AICS (DSWD), MAP (DOH).		5 minutes	
2. Proceeds to the Mayor's office for approval of the Application for hospitalization form or	Approves the Indigence Application	none	5 minutes	City Mayor's Office
	Instruct to go back to Hospital			



to any agency concerned				
3.Presents the Approved Hospitalization Assistance form to the Social Worker personnel	Receives the Approved Hospitalization Assistance Form and instructs to go to the Billing section	none	3 minutes	Social worker personnel
4.Proceeds to billing section and secures statement of account and gate pass	Checks statement of account and signs ok Releases gate pass	none	2 minutes	Billing Personnel
	TOTAL:		20 minutes	
End of Transaction				



BILLING PROCESS for IN-PATIENTS (PHILHEALTH)

The Billing process charges for all the care provided, to obtain payment for those services. The hospital billing is calculated by adding the amounts of all the bills issued in a determined period for the services provided to the patients.

Office or Division:	SCCH Finance Section			
Classification:	Simple			
Type of Transaction:	G2C – Transacting Public			
Who may Avail:	Those with Qualified Phil health Insurance Benefits			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Phil health ID and other documents certifying that the Patient/Client is a Phil health Member			Phil health Office (market 2 nd Floor)	
Physician’s Discharge Order			Station Ward	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits Phil health requirements and Physician’s order for a procedure Submits for a procedure	Receives Phil health requirements and Physician’s order for a procedure Instructs to go to SCCH Phil health office	none	2 minutes Procedure is variable	Phil health Personnel Surgeon Dispensary Nurse
2.Completion of Phil health Claim Form	For ICD-10 distribution and signing Instructs to process bill and pay	none	5 minutes	Respective Hospital Sections Phil health personnel
3.Pays account	Give Billing Account Receive payment and issues OR	Excess to Phil health Coverage	5 minutes	Billing Personnel Cashier
4.Presents the OR to Billing Section	Give the Gate Pass	none	1 minute	Billing Personnel
		TOTAL:	13 minutes	
End of Transaction				



BILLING PROCESS for IN-PATIENTS (POINT OF SERVICE)

The Billing process charges for all the care provided, to obtain payment for those services. The hospital billing is calculated by adding the amounts of all the bills issued in a determined period for the services provided to the patients.

Office or Division:	SCCH Finance Section			
Classification:	Simple			
Type of Transaction:	G2C – Transacting Public			
Who may Avail:	Those with Qualified Phil health Insurance Benefits			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Phil health ID and other documents certifying that the Patient/Client is a Phil health Member			Phil health Office (Market 2 nd Floor)	
Physician’s Order for Minor Operation			Requesting Doctor	
Hospital ID			SCCH Out Patient Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits Phil health requirements and Physician’s procedure order	Receives Phil health requirements/Physician’s procedure order and writes surgical memo	none	2 minutes	Phil health Personnel
Submits to procedure	Instructs to go to SCCH Phil health Office		Procedure is variable	Surgeon Dispensary nurse
2.Completion of Phil health Claim Form	For ICD-10 distribution and signing	none	5 minutes	Phil health personnel
	Instruct to go to Billing			
3.Proceeds to Billing	Process bill and instructs to pay	Charge to Point of Service	2 minutes	Billing Personnel
Pay account	Receives payment		2 minutes	Cashier
TOTAL			11 minutes excluding the duration of procedure (variable)	
End of Transaction				



Billing Process for Out-Patients (PHILHEALTH)

The Billing process charges for all the care provided, to obtain payment for those services. The hospital billing is calculated by adding the amounts of all the bills issued in a determined period for the services provided to the patients.

Office or Division:	SCCH Finance Section			
Classification:	Simple			
Type of Transaction:	G2C – Transacting Public			
Who may Avail:	Those with Qualified Phil health Insurance Benefits			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Phil health ID and other documents certifying that the Patient/Client is a Phil health Member			Phil health Office (Market 2 nd Floor)	
Physician’s Order for Minor Operation			Requesting Doctor	
Hospital ID			SCCH Out Patient Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits requirements and physician’s order for minor operation Submits for operation	Performs Minor operation and writes surgical memorandum Instruct to go to Phil health	none	2minutes Duration of procedure or operation is variable	Surgeon Dispensary Nurse -
2.Completion of Phil health Claim Form	For ICD-10 distribution and signature Instruct to proceed to Billing and pay	none	5 minutes 2 minutes	Phil health Personnel Billing Personnel
3.Pays account	Receives payment and issues OR	Excess bill after deduction of Phil health coverage	5 minutes	Cashier
4.Present OR to Dispensary Room	Receives OR and releases prescription of medication Set next schedule of check-up	none	5 minutes 2 minutes	Phil health Personnel Billing Personnel
TOTAL			21 minutes excluding the duration of operation (variable)	



Billing Process for Out-Patients (POINT OF SERVICE)

The Billing process charges for all the care provided, to obtain payment for those services. The hospital billing is calculated by adding the amounts of all the bills issued in a determined period for the services provided to the patients.

Office or Division:	SCCH Finance Section			
Classification:	Simple			
Type of Transaction:	G2C – Transacting Public			
Who may Avail:	Those without Qualified Phil health Insurance Benefits			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Phil health Form 1 and Form2			Billing Office	
Physician's Order			Doctor who requested	
Phil health Claim Form 1 and 2			Billing Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits Physician's discharge order with complete clearance	Provides Physician Discharge order and clearance	none	15 minutes	Surgeon Dispensary Nurse
Submit for minor procedure/operation	Performs procedure and writes surgical memorandum Instructs to go to Phil health		Duration of procedure or operation is variable	
2.Pay the account and submits order to pay	Receives payment	Fees varies depends on the surgical procedure Charge to Point of Service	3 minutes	Cashier
3.Presents official receipt and wait for the release of gate pass	Releases Gate Pass	none	2 minutes	Billing Staff
TOTAL: 7 minutes excluding the duration of operation (variable)				
End of Transaction				



PHILHEALTH Refund Procedure

An unclaimed refund is a benefit payment that must be reimbursed by the accredited hospital to the member for a specific confinement period. The refund results from either an under-deduction or non-availment of benefits at point-of-service due to various circumstances at the time of hospitalization, and these have remained unclaimed by the members for some time now. The unclaimed refunds have been retrieved by Phil Health from the accredited hospitals for immediate return to the concerned members.

Office or Division:	SCCH Phil Health Section			
Classification:	Simple			
Type of Transaction:	G2C – Transacting Public			
Who may Avail:	Phil health Members			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Proof of Refund Notice/Transmittal for refund			Phil health	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Present the refund notice and date of confinement	Receives the transmittal and request a photocopy	none	5 minutes	-
2.Photocopy the transmittal and returns it back	Receives the photocopy transmittal and make a Disbursement Vouched for refund duly signed by the 1. signatories	none	5 minutes	Phil health Personnel
Accepts the disbursement voucher	Give the disbursement voucher and request the member to sign the logbook		5 minutes	City Hall Accounting Office personnel
Proceeds to City Hall to claim refund	Instruct to go to City Hall to claim refund			
TOTAL:			10 minutes	
End of Transaction				



Request for Medical Certificate

A written statement from a physician or another medically qualified health care provider which attests to the result of a medical examination of a patient. It can serve as a documentation that an employee is unfit for work or evidence of a health condition.

Office or Division:	SCCH Medical Records Section			
Classification:	Simple			
Type of Transaction:	G2C – Transacting Public			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Present any Government ID for identification			-	
Medico-legal: Notice from police and subpoena			Police Department	
Medical Record: Request from the Physician			Doctor's request	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits requirements	Receives and checks submitted requirements Instructs to pay at the Cashier	-	2 minutes	Records Personnel
2.Pays fee	Receives payment and issues Official Receipt	SCC Resident/Non- SCC Resident Medical Certificate –75/100 Medico Legal – 100/125	2 minutes	Cashier
3.Presents OR to Record Section Returns as scheduled (after a week) or If to wait an hour, accepts a copy and signs log book Leaves one (1) copy and signs the logbook	Receives OR: Medical Certificate: a.) In-patient – retrieves Patient's Chart b.) Out-patient- Retrieves OPD record. Refers to Physician for notes. Instruct to return an hour or after a week (depending on the date of record)	none	1 Hour (Newly admitted) 3 days (Admitted more than 4 months)	Records Personnel Record Personnel



	<p>Medico-legal: Retrieves record from ER Instructs to wait while encoding details</p> <p>Release 3 medico-legal copies</p> <p>Records to logbook and files one copy returned</p>		20 minutes	
<p>4.For Authentication: Photocopy the document</p> <p>Pays for authentication</p> <p>Presents official receipt</p>	<p>Receives photocopied document</p> <p>Issues Official receipt</p> <p>Certifies authentication of photocopy and signs. Releases copy and gets one for file.</p>	<p>Authentication fee (Certified True Copy) P75.00/page</p>	<p>2 minutes</p> <p>2 minutes</p> <p>5 minutes</p>	<p>Record Personnel</p> <p>Cashier</p> <p>Records Personnel</p>
TOTAL			<p>Medical certificate 1 hour and 4 minutes up to 3 days Medico Legal 24 minutes Authentication 9 minutes</p>	
End of Transaction				



Request for Birth Certificate

A vital record that documents the birth of a person

Office or Division:	SCCH Medical Records Section			
Classification:	Simple			
Type of Transaction:	G2C – Transacting Public			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
If Married: Marriage Contract			Local Civil Registry (LCR)	
If Not Married: Birth Certificate of Parent			LCR	
If Late Request: (More than a month) Residence certificate and Birth Certificate of Parent			LCR	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures Draft Form and Blank Form of Birth Certificate (BC) at the Delivery Room (DR)	Fills out a Draft form while requester is interviewed Instruct to pay fee Blank and Draft Form of Birth Certificate	none	10 minutes	Delivery Room Personnel
2. Pays the Fee	Receives payment and Issue Official Receipt (OR) Instructs to go back to DR	P75.00 (SCC Residents) P75.00 (outside SCC)	2 minutes	Cashier
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	none	5 minutes 2 minutes (Refer to LCR)	Delivery Room Personnel; Records Personnel Local Civil Registrar's Office
TOTAL			19 minutes	
End of Transaction				



Request for Death Certificate

A document issued by a medical practitioner certifying the deceased state of a person or that declares the date, location and cause of a person's death

Office or Division:	SCCH Medical Records Section			
Classification:	Simple			
Type of Transaction:	G2C – Transacting Public			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Any government ID for Identification			S-	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Phil health for billing process	none	10 minutes	Records Personnel
2. Complete billing process and issuance of gate pass	Computes the bill and releases gate pass Make the DC and have it signed by the Physician	none	40 minutes	Billing personnel Records Personnel Physician
3. Pay the fee Presents OR and gate pass	Receive payment and issue OR OR Receives OR and gate pass Attach gate pass to DC Releases DC to the informant Get one (1) copy file and log	Death Certificate fee: P75.00 (SCC and Non-SCC residents)	2 minutes	Cashier Records Personnel
4. Proceed to Funeral Homes, City Health, Local Civil Registrar	-	none	Funeral Homes City Health Office Local Civil Registrar	none
TOTAL			36 – 56 minutes	
End of Transaction				



Request for Patient's Record (Out-Patient)

Medical practices frequently receive medical record release requests from multiple sources, including subpoenas, attorney letters, and patients themselves.

Office or Division:	SCCH Medical Records Section			
Classification:	Simple			
Type of Transaction:	G2C – Transacting Public			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Patient written request			Personal	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Request for Out Patient's record for Disability Claim to GSIS/SSS/Insurance Claim	Receives request Instructs to pay fee	none	1 minute	Records Personnel
2.Pays to the Cashier	Receive payments and issues Official receipt (OR) Instruct to go back to record Section	Authentication: P75.00/page (SCC and Non-SCC residents)	2 minutes	Cashier
3.Shows OR to Record Personnel	Receives OR and retrieves Chart Instructs to return as scheduled	none	1 hour – newly admitted 3 days – admitted more than 4 months	Record Personnel
4.Returns to claim the document	Photocopy the document and seal Certified true copy	none	5 minutes	Record Officer
TOTAL:			Newly admitted: 1 hour and 8 minutes 4 months and above admission :3 days	
End of Transaction				



Referral of Patients

A process in which a health worker at a one level of the health system, having insufficient resources (drugs, equipment, skills) to manage a clinical condition, seeks the assistance of a better or differently resourced facility at the same or higher level to assist in, or take over the management of, the client's case. Key reasons for deciding to refer either an emergency or routine case include: *to seek expert opinion regarding the client *to seek additional or different services for the client *to seek admission and management of the client *to seek use of diagnostic and therapeutic tools

Office or Division:	SCCH Medical Section			
Classification:	Complex			
Type of Transaction:	G2C – Transacting Public			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Phil health Form 1 and Form2			Billing Office	
Physician's Order			Doctor who requested	
Phil health Claim Form and 2			Billing Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.From the ER: Receives information on medical advice for referral to another institution	Advise patient and patient's watcher about the referral order.	None	2 minutes	Attending Physician
	Admits the patient and records in the patient's chart.		5 minutes	Admitting clerk
	Discharge admitted patient to be referred. Instructs to wait for the Ambulance Nurse.		5 minutes	Attending Physician
	Fills out the referral form and records in the out-going referral registry logbook.		2 minutes	ER/Ambulance Nurse



<p>2.From the Station Ward: Receives information on medical advice for referral to another institution</p> <p>Waits and accepts Clearance form</p> <p>Proceeds to respective hospital areas for clearance and lastly claims the Gate Pass</p>	<p>Advises patient and patient’s watcher about the referral order.</p> <p>Discharge patient to be referred and records in the patient’s chart. Prepares clearance slip and instructs for signing to respective hospital areas.</p> <p>Instructs the patient’s watcher to claim gate pass from the Billing Section after all is cleared and return to Station ward.</p> <p>Gives the gate Pass. Instructs to wait for the Ambulance nurse.</p> <p>Fills out the referral form and records in the out-going referral registry logbook.</p>	<p>None</p>	<p>2 minutes</p> <p>10 minutes</p> <p>20 minutes</p>	<p>Attending Physician</p> <p>Attending Physician</p> <p>Station Ward Nurse</p> <p>Billing Section Staff</p>
<p>*For emergency need to transfer: Billing process can be delayed by signing a promissory note</p>	<p>Presents promissory note signature.</p>	<p>Signed Promissory note</p>	<p>3 minutes</p>	<p>Billing Staff</p>
	<p>* NOTE: Brings the referral form to the Referred Institution and submits to the Medical Personnel.</p> <p>Claims Return Slip for hospital copy</p>			<p>Ambulance Nurse</p>



TOTAL From ER:	14 minutes From the Station ward:32 minutes For Emergency Transfer: 15 minutes
End of Transaction	



Pharmacy Service

A health care service, which provide medications for the hospitalized patients. The service comprises the art, practice, and profession of choosing, preparing, storing, compounding, and dispensing medicines, and advising healthcare professionals and patients on their safe, effective and efficient use.

Office or Division:	SCCH Ancillary Section			
Classification:	Simple			
Type of Transaction:	G2C – Transacting Public			
Who may Avail:	All Admitted Patients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Physician's Order		Doctor who requested		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.For In-Patient Transaction: Present Prescription to the Pharmacy Accepts the medicine/s and proceed to Station Ward	Receives the prescription and encodes the medicine/s requested	none	5 minutes	Pharmacy Staff
	Dispenses the medicine/s and instruct to give to the Station Ward Nurse			Pharmacist
2.For Cash transaction: Present Prescription to the Pharmacy Pays to the Cashier and returns to Pharmacy Accepts the medicine/s	Receives the prescription and encodes the medicine/s requested. Releases the order of payment and instruct to proceed to Cashier.	Price of medicine /s varies	5 minutes	Pharmacy Staff
	Receives order of payment and issues official receipt and instructs to return to pharmacy Dispenses the medicine/s			Cashier Pharmacist
TOTAL		5 minutes each transaction		
End of Transaction				



Dispensary Services

A place for dispensation of free or low-cost medical treatment.

Office or Division:	SCCH Ancillary Section /Finance Section			
Classification:	Simple			
Type of Transaction:	G2C – Transacting Public			
Who may Avail:	All and those without Qualified Phil health Insurance Benefits			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Hospital ID			SCCH Out Patient Section	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Go to OPD	Retrieve OPD chart, take and record vital sign and complaints		5 minutes	OPD Nurse
2.Proceed to Dispensary Room and submits for surgical procedure	Evaluate Patient for Surgical needs Performs necessary surgical procedure		2 minutes Variable time: Surgical Consultation- 5mins Casting – 30 mins Removal of cyst- 5 mins I&D – 30 mins Removal of cast- 10 mins Plain Dressing only- 5 minutes Insertion of Urinary Catheter 15 mins	Surgeon Dispensary Nurse
3.Pay necessary surgical fees	Receives payment and issue Official Receipt (OR	SCC Rate / Non-SCC Rate Consultation – free/100 Removal of cyst – PHIC rate Removal of cast – 100/150 Dressing, large – 100/125 I&D – PHIC Rate/ PHIC Rate	2 minutes	Cashier



		Casting – PHIC Rate/ PHIC Rate Insertion Urine Cath 150/200		
4. Present OR to Dispensary Room	Receives OR and releases prescription of medication Set next schedule of check-up		5 minutes	Dispensary Personnel
TOTAL			14 Minutes plus Surgical procedure time (variable)	
End of Transaction				



Laboratory Services

A hospital laboratory performs clinical pathology tests that are carried out on clinical specimens to obtain information about the health of a patient to aid in diagnosis, treatment, and prevention of disease.

Office or Division:	SCCH Ancillary Section			
Classification:	Highly Technical			
Type of Transaction:	G2C – Transacting Public			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Physician's Request Form/ Prescription			Doctor who requested	
Official Receipt			SCCH Cashier	
Blood Donor Card and Blood Certification Form			SCCH City Health Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents Physician's laboratory request	Receives the Physician's laboratory request Instruct to proceed to Cashier	none	2 minutes	Laboratory Staff
2.Presents the order of payment Pay the bill of the laboratory test fee	Receives the order of payment and issues official receipt. Instruct to return to laboratory	SCC RATE / NON-SCC RESIDENT RATE CBC-120/130 Lipid Profile 600/650 Urinalysis 80/85 SGPT 150/160 Stool Exam 50/60 Triglyceride 150/160 Pregnancy Test 100/110 TROPI – 600/650 FBS 130/140 Drug Testing Kit 300/350 Newborn Hearing Screening - PHIC RATE+150 / PHIC RATE +2200	2 minutes	Cashier
3.Submits to laboratory test Returns for the result	Conducts Laboratory examination Releases result		5 minutes 30 minutes	Med Tech



4. Request for Blood: Present blood certification form and blood donor card	Receives Blood Donor's card and Blood Certification Form issued by City Health Office Releases blood for in-patient to Station Ward Nurse		2 minutes 5 minutes	Laboratory Staff
TOTAL			46 minutes	
End of Transaction				



Dental Services

The Dental Section provides dental consultation, oral examinations, preventive, promotive, curative dentistry.

Office or Division:	SCCH Dental Section			
Classification:	Highly Technical			
Type of Transaction:	G2C – Transacting Public			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Hospital ID (old and new clients)			SCCH OPD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.OPD Section: Requests for dental consultation and present hospital ID (if with hospital ID) Submits for vital signs taking If no ID (new patient), request hospital ID	Retrieves OPD Chart and ask for hospital ID (old patients). Instructs to have vital signs taken and release consultation form. Instructs to proceed to dental Clinic Instructs to have vital signs taking and release consultation form. Instructs to proceed to dental clinic.		5 minutes 7 minutes	OPD Personnel
2.Gives the consultation form to dental personnel Submits to dental consultation	Performs dental assessment and advices dental procedure Instructs to pay dental procedure and anesthesia medication		10 minutes	Dentist Dental staff
3.Pays the dental extraction Pays the prescribe medicines Presents the Official receipt	Receives payment and issues Official receipt (OR) Receives payment and issues OR Instructs to claim the medicine at the Pharmacy Receives the Official receipt and checks Returns the OR Dispenses the medicines	SCC/Non-SCC Residents Cleaning 350/400 Extraction 200/250 Filling 300/350 X-ray 300/350	2 minutes 2 minutes	Cashier Pharmacy Personnel



4.Presents the Official receipt Submits the medicine	Checks the official receipt. Accepts the medicine. Administer the medicines. Performs the dental procedure		10-20 minutes (depends on the dental procedure and the effect of the anesthetic medication)	Dental Physician
TOTAL		36 – 56 minutes		
End of Transaction				



Cashier Services

A service in the hospital that is responsible for receiving and disbursing money.

Office or Division:	SCCH Finance Section			
Classification:	Simple			
Type of Transaction:	G2C – Transacting Public			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Prescription or Order of Payment			Requesting Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present order of payment and pays the fee	Receives order of payment. Receives payment and issues OR.	none	2 minutes	Cashier (Finance)
TOTAL			2 Minutes	
End of Transaction				



Radiology Services

It is the facility in the hospital where radiological examinations of patients are carried out, using the X-ray to diagnose and treat diseases seen within the body

Office or Division:	SCCH Ancillary Section			
Classification:	Highly Technical			
Type of Transaction:	G2C – Transacting Public			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Physician's Request Form/ Prescription			Doctor who requested	
Order of Payment			SCCH Radiology Clinic	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents Physician's X-ray request	Receives the Physician's X-ray request Instruct to proceed to Cashier	none	2 minutes	Radiology Staff
2.Presents the order of payment Pay the bill of the X-ray examination fee	Receives the order of payment and issues official receipt. Instruct to return to Radiology clinic	SCC RATE / NON-SCC RESIDENT RATE Chest A- P 220/270 Abdomen AP- 375/425 Skull AP- 310/360 Shoulder AP- 220/270 Cervical Spine AP- 690/740 Pelvis AP- 495/545	2 minutes	Cashier
3.Submits to X-ray Exam Returns for the result	Conducts X-ray examination Releases result	none	15 minutes 30 minutes	Radiology Technician
TOTAL			49 minutes	
End of Transaction				



Ambulance Service

A medically equipped vehicle which transports patients to treatment facilities, such as hospitals. Typically, out-of-hospital medical care is provided to the patient.

Office or Division:	SCCH Admin Section			
Classification:	Simple			
Type of Transaction:	G2C – Transacting Public			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Clearance Slip/Form (in-patient)			SCCH Station Ward	
Order of payment (from the ER)			ER Staff	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents Clearance Slip/Order of Payment Pays the fee	Accepts clearance slip / order of payment Receives the payment fee and issues official receipt	SCC Resident/Non-SCC Resident Ambulance Fee 3,200/3,900	2 minutes	Cashier
2.Presents Official Receipt	Checks the official receipt and prepares ambulance for travel	-	2 minutes	Station Ward Nurse (in-patient) ER Nurse (For ER patient)
3.Fills out client satisfactory ambulance survey	Request to fill out client satisfactory ambulance survey	-	2 minutes	Ambulance Nurse
TOTAL			6 minutes	
End of Transaction				



Triage Service

The sorting of and allocation of treatment to patients according to the urgency of their need for care. This service is intended for receiving or preparing to receive patients with suspected or confirmed coronavirus disease 2019 (COVID-19).

SCCH is providing inpatient or outpatient service, thus, this will guide in the implementation of procedures at the triage area that can be effective at preventing transmission of SARS-CoV-2 (COVID-19 virus) to patients and healthcare workers (HCWs).

Office or Division:	SCCH Medical Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All (No Entry without passing this area). Those who seeks consultation and admission only can enter the hospital compound. No Visitors Allowed during COVID 19 Pandemic. Strictly 1 watcher per patient only.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Face Mask (NO MASK NO ENTRY)			Personal	
Identification Card (any with name and address)			Any government ID	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit to triage protocol	Performs triage protocol: footbath, hand sanitizer/alcohol, temperature check, and social distancing be strictly observed	none	2 minutes	Triage Staff
Submits for further medical check-up Stays at the waiting area	if with presenting symptoms, separate the person and refer to Triage Physician		10 minutes	Triage Physician
2.Submit to answering questions and shows ID	Request to show ID and answer standardized triage questionnaire that will determine if the patient meets the COVID-19 case definition	none	2 minutes	Triage Nurse
3.Logs in the visitor's log-book Proceeds inside the hospital	Request to log-in and indicate purpose Approves entrance inside the hospital	none	2 minutes	Triage Staff
TOTAL			6 minutes	
End of Transaction				



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Office or Division:	SCCH Medical Section			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All (No Entry without passing this area). Those who seeks consultation and admission only can enter the hospital compound. No Visitors Allowed during COVID 19 Pandemic. Strictly 1 watcher per patient only.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Face Mask (NO MASK NO ENTRY)			Personal	
Identification Card (any with name and address)			Any government ID	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit to triage protocol	Performs triage protocol: footbath, hand sanitizer/alcohol, temperature check, and social distancing be strictly observed	none	2 minutes	Triage Staff
Submits for further medical check-up Stays at the waiting area	if with presenting symptoms, separate the person and refer to Triage Physician		10 minutes	Triage Physician
2.Submit to answering questions and shows ID	Request to show ID and answer standardized triage questionnaire that will determine if the patient meets the COVID-19 case definition	none	2 minutes	Triage Nurse
3.Logs in the visitor's log-book	Request to log-in and indicate purpose			
Proceeds inside the hospital	Approves entrance inside the hospital	none	2 minutes	Triage Staff
TOTAL			6 minutes (no symptoms)	
End of Transaction				



Sangguniang Panlungsod



Service Specifications

Issuance of Franchise of Motorized Tricycles for Hire

Office or Division:	SANGGUNIANG PANLUNGSOD
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	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.

NEW APPLICANT

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Duly notarized Application Form	SP Office
2. Mayors Permit	City Treasurer's Office (CTO)
3. Sanitary Permit	City Health Office (CHO)
4. Parking Fee	Public Market & Slaughterhouse Dept. (PMSD)
5. Barangay Clearance	Barangay Hall
6. Police Clearance	Philippine National Police (PNP)
7. Certificate of Registration and Official Receipt of Motor Vehicle (Photocopy)	
8. Original and 1 photocopy of MVIR (for new applicant)	
9. Community Tax Certification	
10. Radiologic Report	
11. Fire Safety Inspection Certification	
12. Certification from TODA	
13. Photocopy of DRIVER'S LICENSE	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the list of required documents from the SP Office	Gives the list of the required documents and application form to the client	NONE	5 minutes	SP Processor
2. Submits all requirements to SP Office	Checks all the documents submitted including ORs for payment of required fees and	NONE	5 minutes	SP Processor



	record in the logbook			
3.Presents the sidecar for inspection on color coding	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;	NONE	10 minutes	SP Processor
4.Waits for the Sangguniang's approval through a resolution	Prepares the Franchise of the applicants after the SP's approval	NONE	3 days	SP
5.Goes to LTO	Changes the description of the motorcycle from Private to For Hire	NONE	1 DAY	LTO SP BPLO, CMO
	Total	None	4 days 20 mins	
End of Transaction				



AMENDMENT OF MTOP FOR CHANGE OF OWNERSHIP OR CHANGE OF ZONE				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an application form from the SP Office	Provides application form for the client to fill out	NONE	2 minutes	<i>SP Processor</i>
2. Submits application form and presents MTOP documents	Checks the application form and process for SP approval	NONE	3 minutes	<i>SP Processor</i>
3. Waits for the Sangguniang's approval through a resolution	Provides client copy of resolution after SP approval	NONE	3 days	<i>SP Processor</i>
TOTAL: 3 days and 5 minutes				
End of Transaction				



City Sports Office



Training Various Sports Discipline

To train young athlete ages 5 – 20 years old, preparing them for various tournaments and out-of-town competitions be it local, national or international. Aside from various tournaments, this will also help the young ones to have a healthy and active lifestyle. When their skills are fully and well-develop, the sports that they indulge in will be a great help in their studies through athletic scholarships offered by different schools.

Office or Division:	City Sports Office (City Mayor’s Office)			
Classification:	simple			
Type of Transaction:	G2C – Government to Citizens			
Who may Avail:	All constituents of San Carlos City.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate		Office of the Local Civil Registrar		
Medical Certificate		City Hospital or City Health Office or any medical practitioners		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Inquire as to what sports discipline they want to join	-Respond to their questions and inquiries -give an overview about the sports they want to indulge in	None	20 minutes	Executive Assistant IV Sports Officer- designate
Submission of requirements	Screening of documents	None	15 minutes	Coaches of various sports discipline: Administrative Aide II Boxing Administrative Aide II Volleyball Administrative Aide II Lawn Tennis Administrative Aide Handball Administrative Aide II Futsal Administrative Aide II



				Football Administrative Aide II Basketball DARWIN J. REQUINA J.O Taekwondo J.O – Mixed Martial Sports, Arnis J.O - Swimming Table Tennis Badminton
	TOTAL:	None	55 minutes	
End of Transaction				



City Tourism Office



Issuance of Locational Permit for Advertisement, Sign, Signboard and Billboards

Service Information: Checklist and steps on the Issuance of Local Permit for Advertisement, Sign, Signboard and Billboard as stated in Ordinance No. 20-05

Office or Division:	TOURISM OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Any person who is a citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Letter Request with layout				
Official Receipt			City Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant submits the approved letter request from the City Mayor's Office and fills out the locational clearance form and asks for the computation & payment of fees	Reviews/ check the documents submitted and assists him in filling out of the form	none	3-5 minutes	(City Tourism Office)
	Directs the client to CDRRMO for approval.	none	3-5 minutes	(Project Evaluation Officer II)
		none	3-5 minutes	
	After that, the applicant shall proceed to the City Engineering Office for the measurement of the materials to be installed and issues computation of the fees to be paid. The City Treasurer's Office receives the payment and issues a receipt. Advices the client to submit the receipt to the City Tourism Office	Actual fees	3-5 minutes	(RCC II)
2. Applicant returns to the City Tourism	Records necessary information and attach the permit number at	None	5-7 minutes	(City Tourism Office)



Office to present the receipt.	the back of the marketing materials	None	10-15 minutes	<i>(City Mayor's Office)</i>
Client receives the permit	Forwards the documents (locational permit, request letter, sample of layout and other necessary documents) to the City Mayor's Office for approval.	None	3-5 minutes	
	After the approval of the City Mayor, the City Mayor Office will then forward the permit to the City Tourism Office The City Tourism Office shall keep the photocopy permits and release it to the client			
TOTAL:		None	1 Hour & 7 Minutes	
End of Transaction				



Issuance of City Street Permit

Service Information: Checklist and steps on the Issuance of City Street Permit

Office or Division:	Tourism Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Any person who is a citizen of the Philippines & partnership or corporation duly organized & registered under the existing laws of the Philippines.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Letter Request addressed to Mayor (which includes route)				
Official Receipt			Treasurer's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits Approved Letter Request from the City Mayor's Office	Receives the Approved Letter request.	None	1-2 minutes	(CMO)
	The City Tourism Office will issue the unsigned permit and advise the client to pay the fee at the City Treasurer's Office	None	3-5 minutes	(City Tourism Office)
2.Proceeds to City Treasurers Office for payment of fees	Assesses, receives payment and issue OR & CTR Advises to go back to City Tourism Office for the signing of permit.	Actual Fees	3-5 minutes	(RCC II)
3.Presents the official receipt to the City Tourism Office Receives the approved permit	Checks the receipt, signs the permits and photocopies the Official receipt and attaches the receipt to the Request letter. Then, forwards the permit to the City Mayor for approval	None	3-5 minutes	(City Tourism Office)
	The Office of the City Mayor forwards the approved permit to the City Tourism Office The City Tourism Office photocopies the request letter, official receipt & the approved permit. The office	None	5-10 minutes	
		None		



	also instructs the client to also give a same copy of the documents (City Street permit, receipt & request letter) to the Traffic Management Office		5-10 minutes	
	TOTAL:	None	37 minutes	
End of Transaction				



DOT Accreditation for Hotels and Other Tourism Related Establishments, Restaurants and Tourism Related Services

Service Information: Checklist and steps on the approval of the DOT Accreditation

Office or Division:	TOURISM OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Any person who is a citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
DOT Accreditation Form (Notarized)			City Tourism Office	
Mayor's Permit (Photocopy)			BPLO	
DTI/SEC Registration			Negosyo Center	
CGL Insurance			Cebuana Lhuillier	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills out the application form & submit requirements	Assists them for the filling out of the form, checks the requirements and advice the client to wait for response of the DOT. Emails the requirements to DOT-R6	None	5-7 minutes	<i>(City Tourism Office)</i>
		None	2-3 minutes	
2. Waits for the approval & the date of inspection of the DOT-R6	Informs the Client of approval/ disapproval of DOT-R6 & the expected date of inspection DOT Inspection to the respective establishments	None	15-30 days	<i>(City Tourism Office)</i>
		None	1-2 hour	<i>(DOT-R6)</i>
3. Claims the DOT Certificate	Releases the certificate to the client	None	2-3 minutes	<i>(City Tourism Office)</i>
TOTAL:		None	30 days, 2 hours & 13 minutes	
End of Transaction				



Issuance of Environmental Fee Ticket to Sipaway Island

Service Information: Steps on the acquisition of Environmental Fee for tourists/guests bound

Sipaway Island

Office or Division:	TOURISM OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Any person who is a citizen of the Philippines and partnership or corporation duly organized & registered under the existing laws of the Philippines.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client asks for a booking form	Accommodates clients and assists them for the filling out of form	None	3-5 minutes	(City Tourism Office Fish Landing Area)
2. Clients pays for the environmental fee	Assists the clients to proceed to the next window for the payment. The person-in-charge will then release the ticket.	20 php	3-5 minutes	(City Tourism Office Fish Landing Area)
	TOTAL:	None	10 minutes	
End of Transaction				



Tourist Information Services

Office or Division:	Tourism Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Any person who is a citizen of the Philippines & partnership or corporation duly organized & registered under the existing laws of the Philippines.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Client Inquires at the receptionist	Answers queries or maybe referred to the concerned personnel	NONE	3-5 minutes	<i>(City Tourism Office)</i>
	TOTAL:	None	5 minutes	
End of Transaction				



San Carlos City Anti-Drug Abuse Council



ISSUANCE OF COMMUNITY-BASED DRUG REHABILITATION CERTIFICATION

Certification is issued to: a.) Probationers (who availed the plea-bargaining agreement and is required in their Court Order to undergo a Community -Based Drug Rehabilitation Program and b.) Persons Who Used Drugs /Drug Surrenderers who are required to undergo a Community -Based Drug Rehabilitation Program.

Office or Division:	San Carlos City Anti-Drug Abuse Council			
Classification:	Simple			
Type of Transaction:	G2C			
Who may Avail:	Probationers/Personalities Who Used Drugs (PWUDs)/Drug Surrenderers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<p>For Probationers: Copy of his/her Court Order, Drug Dependency Examination Result and Alcohol Smoking and Substance Involvement Screening Test (ASSIST) Form, Government Issued Identification Card</p> <p>For PWUDs / Drug Surrenderer: Government Issued Identification Card</p>			<p>City Health Office, City Social Welfare Development Office</p>	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Presents/submit s the required documents for initial assessment and verification.	Receives the required documents and checks for compliance. If the documents are complete, informs the client of the date of CBDRP Launching.	NONE	5 minutes	Legal Assistant III, ADAC Focal Person / CBDRP Facilitators
2.Attends the 10-day Community-Based Drug Rehabilitation Program (CBDRP) to the barangay where the CBDRP is launched. Receives the Certification.	<p>Launches and implements the 10-day Community-Based Drug Rehabilitation Program (CBDRP) together with other local and national agencies and Faith-Based Sectors.</p> <p>Issues the Certification to clients who completed the</p>	NONE	(80 hours) 3 minutes	<p>CBDRP Facilitators/ CSWD Officer/ PNP Chief / City Health Officer/ City Parole and Probation Officer or their respective representative</p> <p>SCCADAC Focal Person and CBDRP Facilitators</p>



	10-day Community-Based Drug Rehabilitation Program (CBDRP).			
	TOTAL:	None	5 minutes	
End of Transaction				



People's Park Management Office



Rent reservation & use of swimming pool & facilities for Walk-in clients, Public & Private events

Office or Division:	People's Park Management Office (City Mayor's Office)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter request to the City Mayor for free of charge events			Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FREE OF CHARGE				
1. Inquires for the availability of the venue	Checks the availability of venue for the requested date	None	3 minutes	Receptionist
2. Send request to City Mayor's Office for approval	Receives the letter request for approval/disapproval by the City Mayor	None		Receptionist
3. If approved: Present letter to PPMO staff	Receives the approved letter & reserves the requested date	None	3 minutes	Receptionist
	Total	None	6 minutes	
RENTAL				
1. Inquires for the availability of the facilities/venue	Checks the availability of the facilities/venue of the event. Prepare order form with the corresponding fees.	None	3 minutes	Receptionist
2. Pays reservation /rental charges	Receives payment	Fees varies according to facilities/venue rented	5 minutes	Receptionist
	Total	None	8 minutes	
End of Transaction				



Feedback and Complaint Mechanism

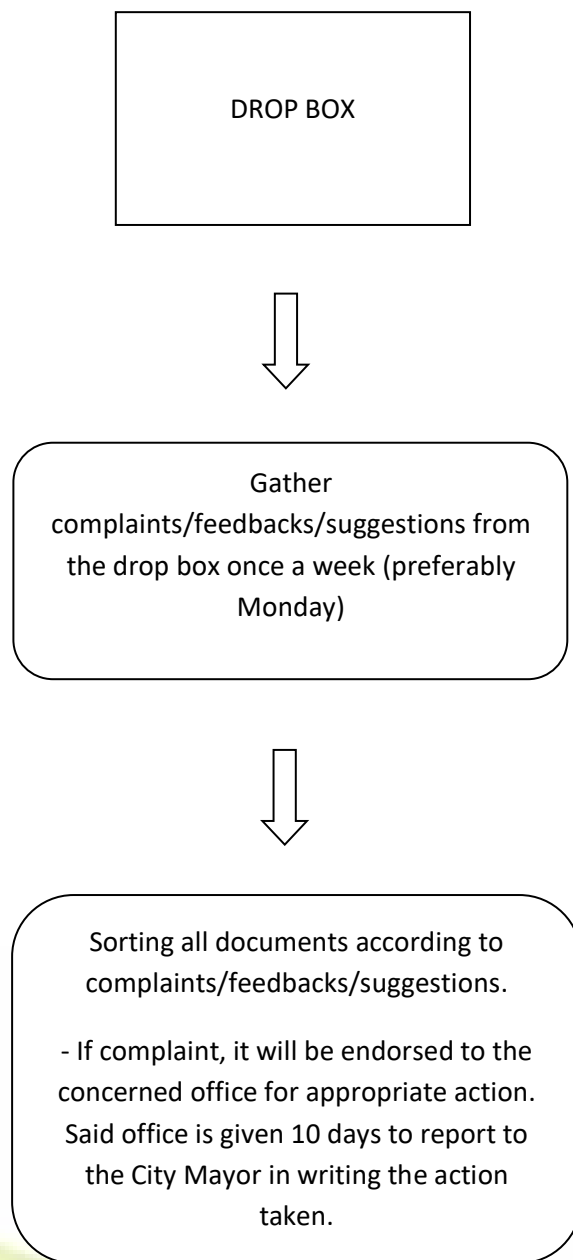
<p>How to send feedback</p>	<p>Fill-up the Customer Service Survey Form found at the Receiving Area (City Hall Lobby) and drop it in the designated Suggestion Box</p> <p>Telephone Number: 312 6559/729 4387 Email: feedbacksancarlos@gmail.com</p>
<p>How feedbacks are processed</p>	<p>Every Friday, The OHRM Head opens the Suggestion Box, compiles, records and classifies all forms.</p> <p>Remarks requiring action will be routed to the concerned office for processing and coordination with the Department Office. Reply of the office must be submitted within 3 days upon receipt of the transmittal.</p> <p>The response of the office shall be then relayed to the concerned citizen.</p> <p>Inquiries and/or follow ups may be done through Tel No. 312 6559/729 4387</p>
<p>How to file a complaint</p>	<p>Fill up the Customer Service Survey Form Found at the Receiving Area and drop it in the designated Suggestion Box.</p> <p>Write a letter addressed to the Office for Human Resource and Management which may be filed through walk-in or through email (feedbacksancarlos@gmail.com).</p> <p>Call through the Tel No. 312 6559/729 4387 Providing the following:</p> <ul style="list-style-type: none"> -name of City Official/employee or City Department/office being complained -incident -evidence, as warranted
<p>How complaints are processed</p>	<p>The complaint will be routed to be the concerned office for proper action and secure the replay of</p>



	<p>the involved department(s)/office(s) within three (3) days upon receipt of the transmittal.</p> <p>The response of the City Department(s)/Office(s) Shall then be relayed to the concerned citizen.</p> <p>Inquiries and/or follow-ups may be done Through telephone no. Tel No. 312 6559/729 4387</p>
<p>Contact Information:</p> <p>Contact Center ng Bayan (CCB)-Civil Service Commission</p> <p>Presidential Complaints Center (PCC), Office of the President</p> <p>Anti-Red Tape Authority (ARTA)</p>	<p>0908-881-6565</p> <p>email@contactcenterngbayan.gov.ph 1-6565</p> <p>www.contactcenterngbayan.gov.ph</p> <p>8888</p> <p>complaints@arta.gov.ph 8478-5043</p>



PROCESS FLOW (Feedback Mechanism)





List of Offices

1.CITY ADMINISTRATOR’S OFFICE

2nd floor City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-6562)

2.CITY AGRICULTURE OFFICE

So. Medina, Barangay Rizal, San Carlos City Negros Occidental
(312-643)

3.CITY ASSESSORS OFFICE

City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-6152/729-4542)

4.CITY BUDGET & MANAGEMENT OFFICE OFFICE

City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-5402/729-4260-7280)

5.CITY ENGINEERING DEPARTMENT

City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-5407-5879/729-4366)

6.CITY ENVIRONMENT MANAGEMENT OFFICE

2nd floor City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-5455)

7.CITY HEALTH OFFICE

Ylagan street, San Carlos City, Negros Occidental
(312-5338)

8.CITY LEGAL OFFICE

2nd floor City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-5281/729-3339)

9.CITY MAYOR’S OFFICE

2nd floor City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-5112)

10.BUSINESS PERMIT & LICENSING OFFICE

2nd floor City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-6928)

11.CITY DISASTER RISK REDUCTION MANAGEMENT OFFICE

Beside City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-5777)

12.COOPERATIVES & LIVELIHOOD DEVELOPMENT OFFICE

C.L. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-5629)

13.CITY MAYORS OFFICE

2nd floor City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental



(312-5112)

14.HOUSING

2nd floor City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-5118)

15.NEGOSYO CENTER

2nd floor City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-5830)

16.PUBLIC EMPLOYMENT SERVICE OFFICE

2nd floor City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-6712)

17.CITY SPORTS OFFICE

Ilang-Ilang Street, San Julio Subd. San Carlos City, Negros Occidental
(312-5905)

18.TOURISM

2nd floor City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-6558)

19.CITY PLANNING & DEVELOPMENT COORDINATOR'S OFFICE

City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-5404)

20.CITY SOCIAL WELFARE & DEVELOPMENT OFFICE

City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-6569)

21.CITY TREASURER'S OFFICE

City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-5728)

22.CITY WATERWORKS DEPARTMENT

V. Gustilo Street, San Carlos City, Negros Occidental
(312-6484)

23.GENERAL SERVICES DEPARTMENT

City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental
(312-5488)

24.SAN CARLOS CITY HOSPITAL

HSD. Sta Ana Road, Barangay Palampas, San Carlos City, Negros Occidental
(312-5661)

25.CITY PUBLIC LIBRARY

Ylagan street, barangay V, san Carlos City, Negros Occidental
(312-5977)

26.OFFICE OF THE CITY ACCOUNTING

City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental

27.OFFICE OF CITY CIVIL REGISTRAR

Ylagan street, barangay V, san Carlos City, Negros Occidenta
(312-5405)

28.OFFICE OF HUMAN RESOURCE MANAGEMENT

2nd floor City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental



(312-6559)

29. PUBLIC MARKET & SLAUGHTERHOUSE DEPARTMENT

V. Gustilo Street, San Carlos City Negros Occidental

(312-6269)

30. SANGGUNIANG PANLUNGSOD

2nd floor City Hall, F.C. Ledesma Ave. Barangay Palampas, San Carlos City, Negros Occidental

(312-6558)

Ang **FIXER** ay **MANDURUGAS**



Sa **FIXER, BAYAN** ang **TALO**

KAPARUSAHAN SA MGA MAPAPATUNAYANG FIXER:

- **Kulong** na hindi lalampas sa anim (6) na buwan
- Pagbabayad ng **multa** na maaaring umabot sa P200,000.00

I-report ang **pangalan ng fixer**, pangalan at **lokasyon ng ahensiya** ng pamahalaan, **petsa at oras** ng transaksyon sa

Contact Center ng Bayan (16565 o 0918-88-16565) o sa:



0917 - **TEXTCSC**
(8 3 9 8 2 7 2)
(02) 932-0111



0926 - 6994703
(02) 927-4102
(02) 927-2404



**WAG MATAKOT MAGSUMBONG, TUMAWAG O
MAG EMAIL SA LTFRB SUMBUNGAN HOTLINE:**

CONTACT NUMBER: 0931-000-74-08

EMAIL ADDRESS : ltfrb7.hotline@gmail.com



Send feedback on government services, whether positive or negative, to the Contact Center ng Bayan via the following access channels:

SMS : 0908 881 6565

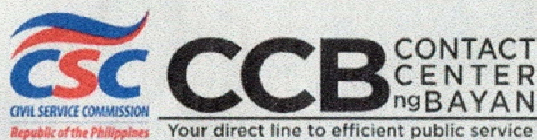
Email: email@contactcenterngbayan.gov.ph

Web: <https://contactcenterngbayan.gov.ph/>

FB: <https://facebook.com/civilservicegovph/>

Call: 165 65

P5 +VAT per call anywhere in the Philippines via PLDT landlines



[/civilservicegovph](https://facebook.com/civilservicegovph/)



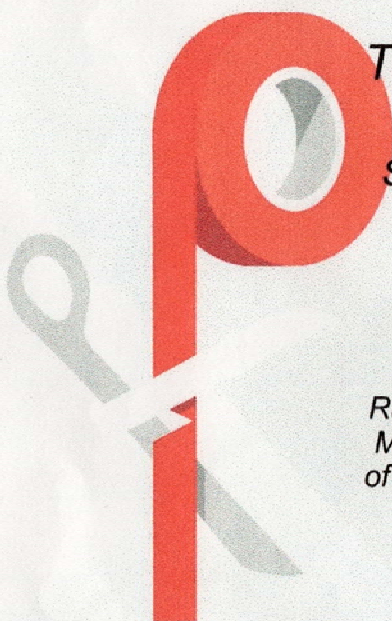
[/cscphmedia](https://youtube.com/cscphmedia)



csc.gov.ph

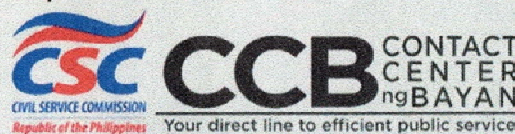


The Contact Center ng Bayan (CCB) plays a vital role in the implementation of Republic Act No. 11032 otherwise known as the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018”



The CCB, the feedback facility of the Civil Service Commission, shall be included in the Citizen’s Charter of every government agency, as part of their feedback mechanism.

Rule IV (Citizen’s Charter), Section 2 (g) (i) of Joint Memorandum Circular (JMC) No. 2019001, series of 2019 or the Implementing Rules and Regulations of Republic Act No. 11032





CCCB CONTACT CENTER ng BAYAN

Your direct line to efficient public service

Maaaring idulog ang mga sumusunod sang-ayon sa Section 21 ng Republic Act No. 11032 o ang Ease of Doing Business and Efficient Government Service Delivery Act of 2018

a.

Pagtanggap tumanggap ng application o request kahit kumpleto ang requirements na walang maayos na dahilan;

b.

Paghingi ng karagdagang requirements na hindi nakasaad sa Citizen's Charter;

c.

Pagdagdag ng bayarin na wala sa Citizen's Charter;

d.

Hindi pagbibigay ng written notice ukol sa disapproval ng application o request;

e.

Hindi pagsunod sa nakasaad na processing time ng application o request na walang karampatang dahilan;

f.

Hindi pagtugon sa application o request ng kliyente na nasa loob na ng opisina o ahensya bago ang pagtatapos ng office hours o habang lunch break;

g.

Hindi pagbigay ng official receipt; at

h.

Fixing o kaya'y pakikipag-ugnayan sa mga fixer para sa kita o iba pang pakinabang.

Text
0908 881-6565
Call
1-6565*

*5.00 + VAT per call anywhere in the Philippines via PLDT landlines from 8 am to 5 pm, Monday to Friday

Log-on to

www.contactcenterngbayan.gov.ph
www.facebook.com/civilservicegovph

The International Association of Business Communicators (IABC) awarded the Contact Center ng Bayan the 2014 Quill Award for Communication Management Strategies for Customer Relations