



CITY OF BALANGA

# **CITIZEN'S CHARTER HANDBOOK 2022**

3RD EDITION





## **CITY OF BALANGA**

### **CITIZEN'S CHARTER** **2022(3rd Edition)**



## FOREWORD

Improving efficiency in the delivery of public services offers immeasurable advantages, both to local governments and the public. Guided by the time-honored principle of governance, "public office is a public trust", the City Government has always been at the forefront of improved public service delivery.

To be truly effective, government must be able to directly address the urgent needs and wants of its citizens. Thus, the Balanga Citizens Charter serves as manifestation of our firm commitment to professionalism in the bureaucracy. Our transformative journey towards excellence in public service institutionalized our governance programs, with this Charter as one of the several measures we have put in place to bring closer to the people critical government services.

As we blaze the path of towards our "Smart University Town" vision, this guide book that provides more comprehensive details of the services being rendered shall showcase meaningful governance for our people with the end of serving them systematically, expeditiously and conveniently. In return, we encourage all our stakeholders, specially the public we serve, to share feedbacks that will enable us to enhance our service delivery system even more.

Indeed, we have taken the strides with the city government's continuing efforts to cut red tape and prevent corruption practices in the bureaucracy. Yet, we recognized that our journey is still a long way. Hence, we pledge to remain steadfast in our resolve to provide ease and comfort that our constituents justly deserve!

**FRANCIS ANTHONY S. GARCIA**  
City Mayor





## **I. Mandate**

According to the Constitution of the Philippines, the local governments "shall enjoy local autonomy", and in which the Philippine president exercises "general supervision". Congress enacted the Local Government Code of the Philippines in 1991 to "provide for a more responsive and accountable local government structure instituted through a system of decentralization with effective mechanisms of recall, initiative, and referendum, allocate among the different local government units their powers, responsibilities, and resources, and provide for the qualifications, election, appointment and removal, term, salaries, powers and functions and duties of local officials, and all other matters relating to the organization and operation of local units.

## **II. Vision**

Balanga SMART University Town 2030: An Established Center for Global Technology Businesses

## **III. Mission**

Build a highly livable family-oriented city with strong learning atmosphere that will ensure sustainable development and participatory governance.

## **IV. Service Pledge**

**We**, the servant leaders of the City Government of Balanga, pledge to:

**Openly** provide efficient public service to all clientele with integrity, impartiality and professionalism;

**Redress** courteously and without delay our clients' concerns about frontline services

**Led** by our capable and trusted officers and employees;

**Dedicate** our strengths and potentials in the performance of our sworn duties and responsibilities; and

**Commit** ourselves to provide useful and comprehensive information guided and armed by the Locally-crafted Citizens' Charter of the City of Balanga –

**A** document whose strong interest is to deliver a high level of public service...

**Stable** enough to achieve total development for the City whose

**Social**, political, economic and academic structures are geared towards the attainment of a Balanga SMART University Town 2030.

*Inspired by the Divine Providence and excellent public ministry, all these we pledge!*



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# **Office of the City Mayor**

## **External Services**



## 1. AMBULANCE SERVICE

Ambulance Service is provided to indigent patients from the City and from other nearby towns, free of charge, including the driver but the gasoline consumption is to be shouldered by the client.

<b>Office or Division</b>	<b>City Mayors Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Bonafide Residents of the City</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Medical Certificate (1, Original) 2. Barangay Indigency (1, Original)		Attending Physician of the Client Concerned Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up the Ambulance Schedule Form located at the City Mayors Office.	1. Check and review the Information Form.	None	1 minute	Executive Assistant IV City Mayor's Office
	1.1 Check the availability of Ambulance Service and the Driver.	None	2 minutes	
	1.2 Schedule the trip.	None	1 minute	
2. Wait for the request to be processed.	2. Inform the client on the approval and availability of the service	None	1 minute	Executive Assistant IV City Mayor's Office
<b>TOTAL:</b>		<b>NONE</b>	<b>5 MINUTES</b>	

*(Note: Diesel/Gasoline shall be shouldered by the client)*



## 2. JOB RECOMMENDATIONS

The **Mayors Recommendation Letter for Employment** intends to provide employment opportunities to constituents seeking job placement to government offices and private business establishments, firms and companies by issuing job recommendation letters or employment references attesting to the qualities, characteristics and capabilities of the persons being recommended to add weight to their applications for employment.

<b>Office or Division</b>	<b>City Mayor's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Job Seekers &amp; Unemployed Residents of Balanga City</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly Accomplished Curriculum Vitae/Resume (1, Original)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents to the receiving staff of the City Mayors Office	1. Review the completeness of the documents and prepare the recommendation letter	None	10minutes	Administrative Officer IV City Mayor's Office
	1.2 Approve the recommendation letter	None	10minutes	City Mayor
2. Receive the recommendation letter.	2. Issue recommendation letter	None	2 minutes	Administrative Officer IV City Mayor's Office
<b>TOTAL</b>		<b>NONE</b>	<b>22 MINUTES</b>	

(\*\*\*Processing time may exceed or shortened depending on the availability of the City Mayor)



### 3. MEDICAL AND HEALTH ENDORSEMENT

The **Medical and Health Endorsement** intends to improve access to quality health services at the grassroots level, as well as to provide medical and health care assistance to constituents with low income by issuing medical and health care referrals to government agencies, philanthropic organizations and foundations with social care services. It also underscores the City Government's pursuit for revitalized health care services for those who are most in need.

<b>Office or Division</b>	<b>City Mayor's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Senior Citizens, Indigent Families, Unemployed people and sick people who are undergoing long term medication</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Comprehensive Social Case Study Report(1, Original)		City Social Welfare and Development Office, Balanga City Hall, Balanga City Bataan		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents to the receiving staff of the City Mayors Office	1. Review the completeness of the documents and prepare and issue the endorsement letter	None	13minutes	Administrative Officer IV City Mayor's Office
2. Receive the endorsement/ referral letter.	2. Issue the endorsement letter	None	2 minutes	Administrative Officer IV City Mayor's Office
<b>TOTAL</b>		<b>NONE</b>	<b>15 MINUTES</b>	



#### 4. SECURING CIVIL WEDDING

The **Civil Wedding** intends to provide a civil ceremony performed, recorded and recognized by a government or civil official. It allows the couple to pick the location, date and time depending on the availability and schedule of the City Mayor.

Office or Division	City Mayor’s Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Marriage License (1, Original Copy) 2. Date/Time of Wedding/Venue (1, Copy) 3. List of Principal Sponsors (1, Copy)		Local Civil Registry/Local Chief Executive City Mayor’s Office  Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents and wait for the notification of the status of the request	1. Review the completeness of the documents	None	5 minutes	Community Affairs Officer II
	1.1 Inform client on the scheduled date of solemnization	None	1 minute	City Mayor’s Office
	1.2 Set schedule for civil wedding	None	2 minutes	
	1.3 Prepare marriage contract, venue and logistics	None	1 hour	
2. Proceed to the wedding schedule	2. Officiate civil wedding rites	None	45 minutes	City Mayor
	TOTAL	NONE	1 HOUR AND 53 MINUTES	





## 5. MAYOR'S CLEARANCE/CERTIFICATE OF TAX EXEMPTION

A Mayor's Clearance is usually required when applying for Local and Overseas employment as well as individuals who are applying for license for firearms ownership. This is likewise issued to individual (students, job applicants) as required by institutional agencies like schools (for enrolment) and employment agencies (for job placement). It may also be issued for reference purposes.

The Certificates of Tax Exemption is issued to unemployed or indigent clients for scholarship application and for Summer Program for Employment of Students (SPES).

<b>Office or Division</b>	<b>City Mayor's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Bonafide Residents of the City, Indigent Residents, Unemployed Residents of Balanga City, Students, Job Applicants, Firearms Owners</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
FOR MAYOR'S CLEARANCE: 1. Police Clearance (1, Original) 2. Barangay Clearance (1, Original) 3. Cedula (1, Original) 4. Official Receipt from the City Treasurer's Office (1, Original) FOR TAX EXEMPTION: 1. Certificate of unemployment/no permanent source of income issued by the barangay (1, Original)		PNP Office Concerned Barangay Hall Barangay Hall / City Treasurer's Office City Treasurer's Office  Concerned Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents to the receiving staff of the City Mayor's Office	1. Review the completeness of the documents.	None	1 minute	Community Affairs Officer II  City Mayor's Office
2. Pay the required clearance fee at the Counter F One Stop Shop and present the official receipt to the receiving staff of the City Mayor's Office	2. Receive the required clearance fee	P100.00 Clearance Fee	4 minutes City Treasurer's Charter	Revenue Collection Clerk III City Treasurer's Office
	2.1 Prepare Clearance/ Certification with OR No	None	5 minutes	Community Affairs Officer II City Mayors Office



	2.2 Sign the Clearance/ Certification	None	10 minutes	City Mayor
3. Claim Mayor's Clearance/ Certificate.	3. Release Clearance / Certificate	None	4 minutes	Community Affairs Officer II City Mayors Office
	<b>TOTAL</b>	<b>P100.00</b>	<b>24 MINUTES</b>	

(\*\*\*Processing time may exceed or shortened depending on the availability of the City Mayor)

## 6. MEDICINE ASSISTANCE

Available for indigent clients seeking medicine assistance instead of financial assistance for outpatient cases. They can avail a minimum of P300.00 and a maximum of P500.00 worth of medicines

<b>Office or Division</b>	<b>City Mayor's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	1. Bonafide resident of the City 2. Member of indigent families			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Medical Prescription (1, Original) 2. Barangay Certificate of Indigency (1, Original)		Attending Physician Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents to the receiving staff of the City Mayor's Office	1. Review the completeness of the submitted documents	None	1 minute	Community Affairs Officer II City Mayors Office
2. Receive the medicine assistance	2. Issue Purchase Order of Medicine	None	3 minutes	Community Affairs Officer II City Mayors Office
	<b>TOTAL</b>	<b>NONE</b>	<b>4 MINUTES</b>	



## 7. RECEIVING OF DOCUMENTS

Reliable records are needed by government to function effectively. They also provide important evidence of actions taken and decisions made by public officials, and allow government to account for its actions with regards to planning, communications, decisions and countless transactions involving and affecting citizens, other governments and private organizations

<b>Office or Division</b>	<b>City Mayor's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen, G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>1. Citizens</b> <b>2. Different Departments or Employees of City Government of Balanga</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Personal, Request and Project Proposal: 1. Letter (1, Original) 2. Proposal (1, Original)  Kindly include the following information if applicable: • Full name • Address/Department • Contact details		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the letter to the receiving area of City Mayor's Office and wait for the notification of the status of the request	1. Review the type of transaction/and completeness of letter submitted. Log, control and forward the letter to the office of City Administrator	None	10 minutes	Administrative Aide VI  City Mayors Office
	1.1. Evaluate the letter request after receiving the letters with DTS instruction from the City Administrator for Mayor's approval and appropriate action	None	1 day	City Government Department Head I/ City Mayor



	1.2. Forward letter to City Administrator's Office once signed and approved	None	2 minutes	Administrative Aide IV City Mayors Office
2. Receive the information on the request submitted	2. Inform client on the approval of the request	None	2 minutes	Administrative Aide IV City Mayors Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>1 DAY AND 14 MINUTES</b>	

(Processing time may exceed or shorten depending on the availability of the City Mayor and the City Administrator DTS transaction)

## 8. MAYOR'S SCHEDULE

To properly handle the schedule of the City Mayor on meetings, discussion and invitation, all residents of the City of Balanga or other places, business personnel may set schedule of appointment at the City Mayor's Office to check ask the availability of the City Mayor.

<b>Office or Division</b>	<b>City Mayor's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen G2B - Government to Business G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>1. Residents from any places</b> <b>2. Business Personnel</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter addressed to Mayor (1, Original) or Invitation (1, Original)		Client Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter or invitation to the receiving area of City Mayor's Office and wait for the notification of the status of the request	1. Review the completeness of letter/invitation submitted. Log and control the letter and forward the controlled letters to the office of City Administrator	None	8 minutes	Administrative Aide VI City Mayors Office



	1.1 Encode the transaction details to the Document Tracking System (DTS) and make the necessary management action and attach Admin Slip to the letter of request indicating the management action		1 day and 10 minutes City Administrator Charter	City Administrator Office
	1.2 Receive and Log letter from City Administrator Office	None	2 minutes	Administrative Officer IV City Mayors Office
2. Receive the information on the request submitted	2. Input the details of letter/invitation in Mayor's Calendar and inform the sender about the status of their letter/invitation	None	15 minutes	Executive Assistant IV City Mayors Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>1 DAY AND 35 MINUTES</b>	

*(Processing time may exceed or shorten depending on the availability of the City Mayor and the City Administrator DTS transaction)*





## 9. PURCHASE ORDER FOR GASOLINE

To properly account and control the issue of gasoline in the City Government of Balanga. The City Departments and Other Agencies such as; DEPED, PNP Balanga, PNP Capitol, BFP, COA, and Balanga City Jail may avail PO of gasoline from City Mayor's Office

<b>Office or Division</b>	<b>City Mayor's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>Different Departments of City Government of Balanga and other Agencies</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished PO Gasoline Form (2, Original)		City Mayor's Office/ Respective Department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out and Submit PO Gasoline form to the City Mayor's Office	1. Review the completeness of Gasoline Form. Log and control Gasoline Form	None	8 minutes	Community Affairs Officer II  City Mayors Office
2. Receive the approved copy of Gasoline Form and sign in the logbook	2. Provide one copy of Gasoline Form to client and ask to sign the log book.	None	2 minutes	Community Affairs Officer II  City Mayors Office
<b>TOTAL:</b>		<b>NONE</b>	<b>10 MINUTES</b>	



## 10. DOCUMENTS FOR SIGNATURE OF MAYOR

The City Departments and other government agencies may submit documents, checks, and vouchers at City Mayor's Office for the approval and signature of the City Mayor.

<b>Office or Division</b>	<b>City Mayor's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>Different Departments of City Government of Balanga and other Agencies</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Comprehensive Documents (1, Original) 2. Checks with complete attachments (Original) 3. Vouchers with complete Signature (Original)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents, checks or vouchers to the City Mayor's Office	1. Log documents, checks, and vouchers submitted after reviewing the completeness and corrections of the submitted documents, checks and vouchers.	None	10 minutes	Executive Assistant IV City Mayors Office
	1.1 Forward documents to Mayor for signing	None	3 minutes	Executive Assistant IV
	1.2 Documents for Signing of Mayor	None	1 day	City Mayor
2. Receiving of documents, checks, or vouchers	2. Release sign documents, checks or vouchers to appropriate departments/other agencies and ask them to sign the log book	None	10 minutes	Executive Assistant IV City Mayors Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>1 DAY AND 23 MINUTES</b>	

(Processing time may exceed or shorten depending on the availability of the City Mayor)



## 11. REQUEST OF MEALS

The City Departments and other government agencies may request meals for their orientations, trainings and meetings from City Mayor's Office

<b>Office or Division</b>	<b>City Mayor's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G – Government to Government</b>			
<b>Who may avail:</b>	<b>Different Departments of City Government of Balanga and other Agencies</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (1, Original)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Letter to the receiving area of City Mayor's Office and wait for the notification of the status of the request	1. Review the completeness and corrections of submitted documents. Log and Control Documents	None	5 minutes	Administrative Aide VI  City Mayors Office
	1.1 Forward controlled letters to the office of City Administrator	None	2 minutes	Administrative Aide VI City Mayors Office
	1.2 Wait for the instruction/DTS of the City Administrator	None	1 day and 10 minutes City Administrator's Charter	City Administrator Office
	1.3 Receive the letter request with DTS instruction from the City Administrator	None	2 minutes	Administrative Aide VI City Mayors Office
2. Receive the information on the request submitted	2. Review Letter and order meals from supplier. Inform requestor about the status of their letter.	None	20 Minutes	Community Affairs Officer II  City Mayors Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>1 DAY AND 39 MINUTES</b>	



## **City Mayor's Office**

### **Internal Services**



## 1. CONTRACT OF SERVICE HONORARIUM

The City Mayor's Office is in charge on the preparation of honorarium for the City Consultants and Contract of Service in return for their services/work performance for special projects in the City Government of Balanga.

<b>Office or Division</b>	<b>City Mayor's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>City Consultants/Contract of Service</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplishment Report (1, Original) Daily Time Record (1, Original)		Client Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Accomplishment Report to the receiving area of City Mayor's Office	1. Review the completeness of accomplishment report submitted. Log and Control Accomplishment Report and advise the client to follow up the status of their letters after three-five days.	None	3 minutes	Administrative Aide VI  City Mayors Office
	1.1 Forward controlled Accomplishment Report to the office of City Administrator	None	2 minutes	Administrative Aide VI City Mayors Office
	1.2 Receive the accomplishment report with DTS instruction from the City Administrator	None	2 minutes	Administrative Aide VI
	1.3 Preparation of the vouchers and attached necessary documents	None	10 minutes	Administrative Officer IV
2. Wait for the advised on the availability of the honorarium and claim the cheque at the City Treasurer's Office	2. Forward to concerned department for processing	None	2 minutes	Administrative Officer IV City Mayors Office
<b>TOTAL:</b>		<b>NONE</b>	<b>19 MINUTES</b>	

*(Processing of voucher at Budget, Accounting & Treasurer's Office takes about 5 working days)*





## **Office of the Vice Mayor**

### **External Services**



## 1. MEDICAL / BURIAL ASSISTANCE

City residents can avail of medical and burial assistance from the office of the city vice mayor in addition to the assistance from the CSWD especially those who are financially incapable of bearing the cost of treatment / hospitalization and burial expenses

<b>Office or Division</b>	<b>City Vice Mayor</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Senior Citizens, Indigent Residents, Unemployed people and sick people who are undergoing long term medication</b>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>For Medical Assistance</b> <ul style="list-style-type: none"> <li>CSWD Assessment</li> <li>Medical Certificate</li> <li>Medical Prescription and Hospital Bill</li> <li>Birth Certificate   Marriage Contract (Photocopy)</li> <li>Barangay Certificate of Indigency</li> <li>Letter Addressed to The City Vice Mayor</li> <li>Any Valid Id / Ids (Photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>City Social Welfare and Development Office (CSWDO)</li> <li>Attending Physician / Hospital Signed by The Attending Physician</li> <li>Attending Physician / Hospital / Funeral Home</li> <li>Local City Registry Office / Philippine Statistics Office</li> <li>Barangay Hall</li> <li>Client</li> <li>Client</li> </ul>		
<b>For Burial Assistance</b> <ul style="list-style-type: none"> <li>CSWD Assessment</li> <li>Death Certificate</li> <li>Funeral Bill / Contract</li> <li>Birth Certificate   Marriage Contract (Photocopy)</li> <li>Barangay Certificate of Indigency</li> <li>Letter Addressed to The City Vice Mayor</li> <li>Any Valid Id / Ids (Photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>City Social Welfare and Development Office (CSWDO)</li> <li>Local City Registry Office / Philippine Statistics Office</li> <li>Funeral Parlor</li> <li>Local City Registry Office / Philippine Statistics Office</li> <li>Barangay Hall</li> <li>Client</li> <li>Client</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Assessment Issued by the CSWD to the Receiving Staff of the City Vice Mayor	1. Receive and review the submitted documents	None	5 minutes	Sr. Admin Asst. II Admin Asst II City Vice Mayor's Office



1.1 Follow-Up with CBO, CIAO and CTO Respectively	1.1 Approve the amount of financial assistance based on the assessment from CSWD	None	5 minutes	City Vice Mayor
	1.2 Preparation of vouchers	None	5 minutes	Sr. Admin Asst. II Admin Asst II City Vice Mayor's Office
	1.3 Sign the voucher	None	5 minutes	City Vice Mayor
	1.4 Log the prepared vouchers	None	2 minutes	Admin Asst II City Vice Mayor's Office
	1.5 Process voucher at Budget, Accounting and Treasurer's office	None	5 working days (check payment) 3 working days (petty cash)	City Budget, Accounting and Treasurer's Office
2. Receive the stub for the financial assistance	2. Issuance of stub	None	5 minutes	Admin Assistant II
	2.1 Release of financial assistance	None	5 minutes	Admin Assistant IV (petty cash) Ticket Checker (check payment) City Treasurer's Office)
	<b>TOTAL:</b>	<b>NONE</b>	<b>5 DAYS AND 32 MINUTES</b>	



## **Office of the Vice Mayor**

### **Internal Services**



## 1. SUBMISSION OF AGENDA VIA ELECTRONIC MAIL

Submission of the Order of Business for the Regular Session of the City Council

<b>Office</b>	<b>City Vice Mayor's Office (SP Secretary)</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G – Government to Government</b>			
<b>Who may avail:</b>	<b>City Council of Balanga</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request from the Executive Department with complete supporting documents (1, Original)		Local Chief Executive or Executive Department concern		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure a duly signed request from the LCE, with all complete and pertinent documents attached and submit the same to the SP clerk for verification and receiving;	1. The request shall be reviewed by the SP Secretary;	None	10 minutes	SP Secretary City Vice Mayor's Office
	1.1 The agenda shall be created by the SP Secretary;	None	15 minutes	SP Secretary Administrative Assistant II
	1.2 The agenda shall be forwarded to the Local Legislative Staff for proof read;	None	10 minutes	Local Legislative Staff Assistant City Vice Mayor's Office
	1.3 The Legislative staff shall submit the word copy to the SP;	None	5 minutes	SP Secretary Local Legislative Staff Assistant
	1.4 The computer operator, in turn, shall submit the full scan copy of the agenda to the SP	None	5 minutes	Administrative Assistant I City Vice Mayor's Office
<b>TOTAL:</b>		<b>NONE</b>	<b>45 MINUTES</b>	



## 2. SUBMISSION OF DRAFT LOCAL LEGISLATION

Submission of the Draft Bills of Local Application to the City Council

<b>Office</b>	<b>City Vice Mayor's Office (SP Secretary)</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G – Government to Government</b>			
<b>Who may avail:</b>	<b>City Council of Balanga</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request from the City Vice Mayor's, and City Council (1, Original)		City Vice Mayor's and City Council		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a request or order to the SP Secretary at the City Vice Mayor's Office and wait for the request to be processed.	1. The subject of the request shall be researched by the Board Secretary,	None	15 minutes	SP Secretary City Vice Mayor's Office
	1.1 The subject of the request shall be drafted by the SP Secretary,	None	8 minutes	SP Secretary City Vice Mayor's Office
	1.2 If it pertains to the petitions for dropping and application of new franchise, it shall be delegated to the Administrative Assistant. The same goes with the Annual and Supplemental Budget of the Barangays	None	8 minutes	Administrative Assistant III City Vice Mayor's Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>31 MINUTES</b>	



### 3. SUBMISSION OF REQUESTED ORDINANCES AND RESOLUTIONS

Submission of the requested ordinances and resolutions as requested by the City Government Departments

<b>Office</b>	<b>City Vice Mayor's Office (SP Secretary)</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G – Government to Government</b>			
<b>Who may avail:</b>	<b>City Government Department Heads</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter of the Department Head indicating reason/purpose for securing the ordinances and resolutions (1, Original)		City Department Head		
2. Verification that he/she has not received the copy of the same through email or other mode of copy dissemination		City Vice Mayor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a request letter to the Vice Mayor, indicating reason for securing the ordinances and resolutions	1. The subject of the request shall be verified by the SP Secretary	None	15 minutes	SP Secretary City Vice Mayor's Office
1.1 Have the request verified that he/she has not received the copy of the same through email or other mode of copy dissemination	1.1 If the requesting party has already received the ordinance through email or other mode of dissemination, the concern Department shall be notified that he/she has already a copy	None	5 minutes	Administrative Assistant III City Vice Mayor's Office
1.2 Wait for the request to be processed.	1.2 If none, the record officer shall be advised to produce one to be given to the requesting party	None	10 minutes	Administrative Assistant IV City Vice Mayor's Office
<b>TOTAL:</b>		<b>NONE</b>	<b>30 MINUTES</b>	





## **City Accounting and Internal Audit Office**

### **Internal Services**



## 1. CERTIFICATIONS (Net Take Home Pay, Premium Contributions, Salaries and Benefits Received)

Certifications are requested by employees who are processing applications for loans, visas or employment in other agencies. These are always required prior to approval of the said applications.

<b>Office or Division</b>	<b>City Accounting and Internal Audit Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>City of Balanga Employees</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Application Form (1, Original)		City Accounting & Internal Audit Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure, fill-out and submit the application form at the City Accounting Office	1. Provide Application Form	None	1 minute	Accounting Assistant
	1.1 Wait for the application form to be filled-out	None	3 minutes	City Accounting and Internal Audit Office
	1.2. Assign Control number to the accomplished Application Form			
	1.3. Log the transaction in the Record Book			
2. Wait for the Certification requested to be released	2. Forward signed Application Form to concerned Accounting staff	None	2 minutes	Management Audit Analyst I or Management Audit Analyst III
	2.1 Check records to validate data	None	1 working day (for premium contributions/ benefits received); 30 minutes (for net take home pay)	Accounting Assistant
	2.2 Prepare and print Certification requested			City Accountant
	2.3 Sign the Certification			
3. Receive the Certification	3. Release the Certification	None	1 minute	Accounting Assistant
	<b>TOTAL:</b>	<b>NONE</b>	<b>1 DAY AND 7 MINUTES</b> (for premium contributions/ benefits received) <b>30 MINUTES</b> (for net take home pay)	



## 2. CLEARANCE (Maternity Leave, Retiring employees, Foreign Travel, Personal Leave of Absence)

Clearance is a requirement for all retiring/resigning employees and those who will be on maternity leave in order to process their monetary claims/benefits. It is also necessary in the application for Authority to Travel and prolonged Leave of Absence.

<b>Office or Division</b>	<b>City Accounting and Internal Audit Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>City of Balanga Employees (Permanent, Casual and Job-Order)</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
-Duly Accomplished Application Form (1, Original) -Accomplished Clearance Form (1, Original) -Certification of Loan Balances (1, Original)  -Medical Certificate (1, Original or Photocopy) -Waiver (if applicable) (1, Original or Photocopy)		-City Accounting & Internal Audit Office -HRMO -GSIS, Banks, Cooperative, Other Financial Institutions -Doctor/Hospital -Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure, fill-out and submit the application form at the City Accounting Office	1. Provide Application form	None	1 minute	Accounting Assistant
	1.1 Wait for the Application Form to be filled-out	None	3 minutes	Accounting Assistant  City Accounting and Internal Audit Office
	1.2. Assign Control number to the Application Form			
	1.3. Log the transaction in the Record Book			
2. Wait for the Clearance Form to be released	1.4. Process Application Form			
	2. Validate Employee's records	None	2 minutes	Management Audit Analyst III
3. Receive the Clearance	2.1 Check Loan Balances	None	30 minutes	City Accountant
	2.2 Sign the Clearance			
	3. Release the Clearance	None	1 minute	Computer Operator II  City Accounting and Internal Audit Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>37 MINUTES</b>	



## **City Accounting and Internal Audit Office**

### **External Services**



# 1. CERTIFICATIONS (Fund Availability, Fund Utilization, No Previous Cash Advance, On-the-Job Trainees, Other Certifications required to be signed by the City Accountant)

These certifications are being required in the assessment and validation of the Agency's performance from time to time. These are also used for purposes of account reconciliation.

<b>Office or Division</b>	<b>City Accounting and Internal Audit Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>Various Agencies</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
-Duly Accomplished Application Form (1, Original) -Copy of Deposit Slip and Official Receipt (in case of grants received by LGU)		-City Accounting & Internal Audit Office -CAIAO Trust Fund Staff		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure, fill-out and submit the application form at the City Accounting Office	1. Provide Application form	None	1 minute	Accounting Assistant
	1.1 Wait for the application form to be filled-out	None	3 minutes	Accounting Assistant
	1.2. Assign Control number to the Application Form			City Accounting and Internal Audit Office
	1.3. Log the transaction in the Record Book			
2. Wait for the Certification requested to be released	2. Forward signed application form to concerned Accounting staff	None	2 minutes	Accounting Assistant
	2.1 Check records to validate data	None	30 minutes;	Supervising Administrative Officer City Accountant
	2.2 Prepare and Print Certification requested		1 working day (for fund utilization)	
	2.3 Sign the certification			
3. Receive the Certification	3. Release the Certification	None	1 minute	Accounting Assistant City Accounting and Internal Audit Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>1 DAY AND 7 MINUTES</b>	



## 2. REQUESTS (Accounts Verification and Reconciliation & Certified Copies of various documents)

Request is being received from time to time and is being provided as the need arises. This is sometimes required to prove the validity of accounts in question and to serve as additional supporting documents in a particular transaction.

<b>Office or Division</b>	<b>City Accounting and Internal Audit Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Government</b>			
<b>Who may avail:</b>	<b>COB Officials and Employees; National Government Agencies; Other LGUs</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
-Duly Accomplished Application Form (1, Original) -Approved Letter request (1, Original) -Document to be certified (1, Original and 1, Photocopy)		-City Accounting & Internal Audit Office - Applicant -Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure, fill-out and submit the application form at the City Accounting Office	1. Provide Application form	None	1 minute	Accounting Assistant
	1.1 Wait for the Application Form to be filled-out	None	3 minutes	Accounting Assistant
	1.2. Assign Control number to the Application Form 1.3. Log the transaction to the Record Book			City Accounting and Internal Audit Office
2. Wait for the request to be processed	2. Process Application Form	None	2 minutes	Accounting Assistant
	2.1 Verify & reconcile Accounts 2.2 Stamp the document to be certified	None	30 minutes	Supervising Administrative Officer Mgt. Audit Analyst I
	2.3 Sign the Document			City Accountant
3. Receive the Requested Document	3. Release the Requested Document	None	1 minute	Accounting Assistant City Accounting and Internal Audit Office
<b>TOTAL:</b>		<b>NONE</b>	<b>37 MINUTES</b>	



# **Office of the City Administrator**

## **External Services**





## 1. LIBRENG SAKAY ASSISTANCE PROGRAM TO MANILA

The **Libreng Sakay Assistance Program** intends to provide free ride and transportation assistance to indigent constituents and marginalized public vehicle passengers with hope that any amount they could save from fare would be a help to their other needs, especially those who have urgent reasons to travel to Metro Manila, *i.e. seek medical treatment and/or hospitalization, attend the wake of immediate family members, pursue job opportunities, etc.*, by issuing s to accredited bus companies based in the City under corporate social responsibility (CSR) programs'

<b>Office or Division</b>	<b>City Administrator's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Senior Citizens, Indigent Families, Unemployed people and sick people who are undergoing long term medication</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Personal Letter addressed to the City Mayor (1, Original)		Client		
2. Barangay Certificate of Indigency (1, Original)		Concerned Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents to receiving staff of the City Administrator's Office	1. Review the completeness of the documents	None	2 minutes	Administrative Aide II City Administrator's Office
2. Claim Endorsement Letter	2. Prepare letter addressed to Genesis Bus Transport	None	2 minutes	Administrative Aide II City Administrator's Office
<b>TOTAL</b>		<b>NONE</b>	<b>4 MINUTES</b>	



## 2. “GALING BALANGUENO” INCENTIVES & AWARDS

The service intends to provide cash incentives and/or reward to constituents who have brought great honor to the City with their exemplary performances, i.e. ranking among the Top 10 passers of Board, Bar or Civil Service examinations, winning in regional, national or international academic, skills, talents or sports competitions, etc. It also promotes outstanding performance among Balangueños who to make them sources of encouragement to others who aspire to make distinct names for themselves.

<b>Office or Division</b>	<b>City Administrator's Office</b>	
<b>Classification:</b>	<b>Complex</b>	
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>	
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Currently Enrolled Students in Balanga City</li> <li>- Graduates from Balanga City Schools</li> <li>- Balanga City Residents Who Graduated from Schools Outside Balanga City</li> <li>- Out-Of-School Youth (OSY) in Balanga City</li> <li>- ALS Students in Balanga City</li> <li>- Professionals in Balanga City</li> <li>- Teams &amp; Groups in Balanga City</li> <li>- NGA Employees in Balanga City</li> <li>- Sports Organizations in Balanga City</li> <li>- Musical Organizations in Balanga City</li> <li>- Theatrical Organizations in Balanga City</li> <li>- Dance Organizations in Balanga City</li> </ul>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• Examination Result (1 print-out examination result from PRC website)</li> </ul>		<ul style="list-style-type: none"> <li>• PRC (<i>for Board Exam passers</i>)</li> <li>• CSC (<i>for Civil Service Exam passers</i>)</li> <li>• Supreme Court (<i>for Bar Exam passers</i>)</li> </ul>
<ul style="list-style-type: none"> <li>• Certificate of Winning (1, Photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>• Academic Institutions, Government Agencies or Private Organizations (<i>for academic, sports, musical, dance, theatrical, skills or cultural competitions</i>)</li> </ul>
<ul style="list-style-type: none"> <li>• Barangay Certificate of Residency (1, Original)</li> </ul>		<ul style="list-style-type: none"> <li>• Barangay Hall (<i>where client resides</i>)</li> </ul>
<ul style="list-style-type: none"> <li>• College Diploma (1, Photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>• School (<i>where client graduated from</i>)</li> </ul>
<ul style="list-style-type: none"> <li>• Certificate of School Registration (1, Photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>• School where client studies (for currently-enrolled students)</li> </ul>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements at the City Administrator's Office	1. Receive and rubber stamp the letter of request 1.1. Assign transaction tracking number to the letter of request 1.2. Log the transaction to the Record Book	None	1 minute	Administrative Aide II City Administrator's Office
2. Wait to be called in	2. Encode the transaction details to the Document Tracking System (DTS)	None	1 minute	Admin. Officer v City Administrator's Office
3. Introduce self and submit for interview	3. Interview the client 3.1. Review the supporting documents to validate the feat or accomplishment of the client 3.2. Determine whether or not the feat or accomplishment is outstanding and deserving of reward	None	5 minutes	City Administrator City Administrator's Office
4. Wait for the appropriate date (when client will be recognized) to be indicated in the approval slip	4. Indicate and set the appropriate date when the client will be recognized	None	1 minute	City Administrator City Administrator's Office



5. Wait for the letter or request to be scanned and uploaded to the DTS	5. Scan the letter of request, together with the attached approval slip 5.1. Upload the scanned document to the Document Tracking System (DTS)	None	1 minute	Admin. Officer V  City Administrator's Office
6. Wait for the scheduled recognition ceremony to be held	6. Prepare for the scheduled recognition ceremony 6.1. Draft and print the certificate of recognition 6.2. Prepare, print and process voucher for payment of cash incentive	None	6 days	Admin. Officer V  City Administrator's Office
7. Attend the recognition ceremony	7. Make ready the certificate of recognition and check for cash incentive	None	1 hour	Admin. Officer V  City Administrator's Office
8. Receive the certificate of recognition and cheque for cash incentive (Note: certificate of recognition entitles the client to receive P5,000 cash incentive or reward)	8. Award the certificate of recognition and cheque for cash incentive	None	5 minutes	City Administrator V  City Administrator's Office
	<b>TOTAL</b>	<b>NONE</b>	<b>6 DAYS, 1 HOUR AND 14 MINUTES</b>	



### 3. FINANCIAL ASSISTANCE & CASH SUBSIDY

The service intends to provide cash subsidy or grant to qualified individual or group beneficiaries that seek funding opportunities and financial support for various programs, projects and activities with public benefit or whose objectives are inherently public in nature. It particularly encourages individual or group efforts for the common good and emboldens constituents into actions imbued with public interest, especially those that focuses on identified beneficiaries or those which help cultivate the artistic abilities and inclinations of the members, participants and audience.

Office or Division	City Administrator’s Office		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	<ul style="list-style-type: none"><li>- Individual Residents of Balanga City</li><li>- Teams or Groups in Balanga City</li><li>- Sangguniang Barangays in Balanga City</li><li>- SK Federation &amp; Barangay SKS in Balanga City</li><li>- NGO, POs, Sectoral Groups or Socio-Civic Organizations in Balanga City or Bataan</li><li>- NGA &amp; NGA Employees in Balanga City or Bataan</li><li>- Sports Organizations in Balanga City or Bataan</li><li>- Musical Organizations in Balanga City or Bataan</li><li>- Theatrical Organizations in Balanga City or Bataan</li><li>- Academic Institutions in Balanga City</li><li>- LGUs in Bataan or in Any Other Province</li><li>- Accredited National Organizations (LCP, ULAP, LMP)</li></ul>		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<ul style="list-style-type: none"><li>• <b>For Individuals, Teams or Groups:</b><ul style="list-style-type: none"><li>- Endorsement Letter from Punong Barangay or Head of School, Agency or Organization (1, Original)</li></ul></li></ul>		<ul style="list-style-type: none"><li>• Personal (<i>from client</i>)</li><li>• Sangguniang Barangay, School, Agency or Organization</li></ul>	
<ul style="list-style-type: none"><li>• <b>For Agencies, Organizations and Associations:</b><ul style="list-style-type: none"><li>- Project Proposal or Training Design (1, Original)</li><li>- SEC, DTI, or CDA Registration (1, Original)</li></ul></li></ul>		<ul style="list-style-type: none"><li>• Academic Institutions, NGAs, NGOs, etc.</li><li>• SEC, DTI or CDA</li></ul>	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements at the City Administrator's Office	1. Receive and rubber stamp the letter of request 1.1. Assign transaction tracking number to the letter of request 1.2. Log the transaction to the Record Book	None	1 minute	Administrative Aide II  City Administrator's Office
2. Wait to be called in	2. Encode the transaction details to the Document Tracking System (DTS)	None	1 minute	Admin. Officer V City Administrator's Office
3. Introduce self/selves and submit for interview	3. Interview the client/s 3.1. Review the urgency of the request and authenticity of submitted documents 3.2. Determine whether the proposed program, project or activity has public benefit or inherently public in nature 3.3. Attach approval slip to letter of request with instruction to check the appropriate amount of assistance	None	5 minutes	City Administrator  City Administrator's Office
4. Wait for the amount of assistance to be determined	4. Check the appropriate amount of assistance to be extended (based on the SP-Adopted Financial Assistance Guidelines)	None	1 minute	Admin. Officer V City Administrator's Office
5. Wait for the determined amount of assistance to be indicated in the approval slip	5. Indicate amount of assistance to the approval slip	None	1 minute	City Administrator  City Administrator's Office



6. Wait for the letter of request to be scanned and uploaded to the DTS	6. Scan the letter of request, together with the attached approval slip  6.1. Upload the scanned copies to the Document Tracking System (DTS)	None	1 minute	Admin. Officer V  City Administrator's Office
7. Proceed to the City Mayor's Office to get instruction on when to return back to get claim stub for cash assistance  (Note: Approved request entitles the client/s to get the amount of assistance as indicated in the approval slip)	7. Forward the approved request with the attached approval slip to the City Mayor's Office for preparation, printing and processing of voucher for payment of cash assistance	None	1 minute	Administrative Aide II  City Administrator's Office
	<b>TOTAL</b>	<b>NONE</b>	<b>11 MINUTES</b>	





#### 4. PUBLIC SERVICE OR LOGISTICAL ASSISTANCE

The service intends to provide non-monetary support facility and make these available at all times to constituents with specific needs and wants or those who seek logistical support for various programs, projects and activities with public benefit or whose objectives are inherently public in nature. The facility covers delivery and universal provision of basic services for the public good, ranging from health, social, cultural, educational, livelihood, environmental (i.e. garbage collection), security, public works, etc.

<b>Office or Division</b>	<b>City Administrator's Office</b>	
<b>Classification:</b>	<b>Simple</b>	
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>	
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>- Individual Residents of Balanga City</li> <li>- Teams or Groups in Balanga City</li> <li>- Sangguniang Barangays in Balanga City</li> <li>- SK Federation &amp; Barangay SKs in Balanga City</li> <li>- NGOs, POs, Sectoral Groups or Socio-Civic Organizations in Balanga City or Bataan</li> <li>- NGAs &amp; NGA Employees in Balanga City or Bataan</li> <li>- Sports Organizations in Balanga City or Bataan</li> <li>- Musical Organizations in Balanga City or Bataan</li> <li>- Theatrical Organizations in Balanga City or Bataan</li> <li>- Academic Institutions in Balanga City</li> <li>- LGUs in Bataan or in Any Other Province</li> <li>- Accredited National Organizations (LCP, ULAP, LMP)</li> </ul>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• <b>For Individuals, Teams or Groups:</b> <ul style="list-style-type: none"> <li>- Endorsement Letter from Punong Barangay or Head of School, Agency or Organization (1, Original)</li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>• Personal (<i>from client</i>)</li> <li>• Sangguniang Barangay, School, Agency or Organization</li> </ul>
<ul style="list-style-type: none"> <li>• <b>For Agencies, Organizations and Associations:</b> <ul style="list-style-type: none"> <li>- Project Proposal or Training Design (1, Original)</li> <li>- SEC, DTI, or CDA Registration (1, Photocopy)</li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>• Academic Institutions, NGAs, NGOs, etc.</li> <li>• SEC, DTI or CDA</li> </ul>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all the requirements at the City Administrator's Office	1. Receive and rubber stamp the letter of request 1.1. Assign transaction tracking number to the letter of request 1.2. Log the transaction to the Record Book	None	1 minute	Administrative Aide II  City Administrator's Office
2. Wait to be called in	2. Encode the transaction details to the Document Tracking System (DTS)	None	1 minute	Admin. Officer V  City Administrator's Office
3. Introduce self/selves and submit for interview	3. Interview the client/s 3.1. Review the urgency of the request and authenticity of submitted forms /documents 3.2. Determine whether the proposed program, project or activity has public benefit or inherently public in nature 3.3. Attach approval slip to letter of request	None	5 minutes	City Administrator  City Administrator's Office
4. Wait for the appropriate logistical support or service to be determined	4. Check and determine the appropriate logistical support or service to be extended <i>(based on availability of logistical support or such services)</i>	None	5 minutes	City Administrator  City Administrator's Office



5. Wait for the determined logistical support or service to be indicated in the approval slip	5. Indicate appropriate logistical support or service to the approval slip	None	5 minutes	City Administrator City Administrator's Office
6. Wait for the letter of request to be scanned and uploaded to the DTS	6. Scan the letter of request, together with the attached approval slip 6.1. Upload the scanned copies to the Document Tracking System (DTS)	None	1 minute	Admin. Officer V City Administrator's Office
7. Proceed to the appropriate office or agency where the approved letter of request is routed for implementation <i>(Note: Approved requests entitles the client/s to be provided with the necessary logistical support or service subject to availability)</i>	7. Forward the approved request with the attached approval slip to the appropriate office or agency for implementation	None	1 day	Administrative Aide II City Administrator's Office
	<b>TOTAL</b>	<b>NONE</b>	<b>1 DAY AND 18 MINUTES</b>	



## **City Administrator's Office**

### **Internal Services**



## 1. POLICY & ADMINISTRATIVE ISSUANCES

The service intends to provide the preparation and release of various policy and administrative issuances needed by internal clients, i.e. City Government Department Heads, such as 1) Memoranda, which prescribes policies, rules and regulations, and procedures promulgated pursuant to law and applicable to officials and individual employees of the city government; 2) Office Orders, which refer to issuances directed to particular officials or employees of the city government concerning specific matters including assignments, detail and transfer of personnel; and 3) Executive Orders, which serve as official acts of the LCE providing for rules of a general or permanent character in the implementation or execution of his political and corporate power under the 1987 Local Government Code.

<b>Office or Division</b>	<b>City Administrator's Office</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>City Government Department Heads</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Duly accomplished Document Request Form(1, Original)</li> </ul>		<ul style="list-style-type: none"> <li>Client</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out and submit the duly accomplished document request form at the City Administrator's Office	1. Receive and stamp the Document Request Form  1.1 Assign transaction tracking number to the document  1.2 Log the transaction to the Check-In Record Book  1.3 Encode the transaction details to the Document Tracking System (DTS)	None	5 minutes	Administrative Aide II City Administrator's Office  Administrative Aide II City Administrator's Office  Administrative Aide II City Administrator's Office  Admin. Officer V City Administrator's Office



2. Wait for the allowable number of days for the request to be evaluated and acted upon	2. Evaluate and act on the request  2.1 Instruct the AO III to prepare a draft of the requested issuance	None	1 day	City Administrator  City Administrator
3. Wait for the allowable number of days for the issuance to be drafted	3. Consult with the City Legal Office in the preparation of issuance  3.1 Draft the issuance 3.2 Review the draft issuance and suggest necessary revisions	None	1 day	Admin. Officer V  Admin. Officer V City Administrator City Administrator's Office
4. Wait for the allowable number of days for the draft issuance to be revised and finalized	4. Make the necessary revisions to the draft  4.1 Print 3 sets of final copy of the issuance  4.2 Transmit final copy of the issuance to the LCE for his signature	None	1 day	Admin. Officer V City Administrator's Office
5. Wait for the allowable number of days for the final copy of issuance to be signed by the LCE	5. Wait for the issuance to be signed by the City Mayor  5.1 Receive the signed copy of issuance from the City Mayor	None	1 day	Admin. Officer V City Administrator's Office



6. View the DTS for real-time tracking of status of request for issuance	6. Scan the signed copy of issuance and upload soft copy to the DTS  6.1 Upload the soft copy of document to the DTS  6.2 Tag the concerned office to notify the client in real-time about approval and signing of the requested issuance	None	5 minutes	Admin. Officer V  City Administrator's Office
7. Receive the signed copy of issuance	7. Release the signed copy of issuance to client  7.1 File the duplicate copy and provide the City Legal Office with the triplicate copy	None	5 minutes	Admin. Aide II  City Administrator's Office
8. Wait for the allowable number of days for other concerned offices to receive their copy of the approved issuance	8. Deliver photocopies of the signed issuance to other concerned offices	None	1 day	Admin. Aide II  City Administrator's Office
	<b>TOTAL</b>	<b>NONE</b>	<b>5 DAYS AND 15 MINUTES</b>	





## 2. PROPOSALS REVIEW

The service intends to provide management review, evaluation and approval of various proposals submitted by City Government Department Heads for funding of their respective PPAs based on compliance to standard costing and funding requirements and procedures.

<b>Office or Division</b>	<b>City Administrator's Office</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>City Government Department Heads</b>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Project Proposal (1, Original)</li> </ul>		<ul style="list-style-type: none"> <li>Client</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement at the City Administrator's Office	1. Receive and stamp the Project Proposal  1.1 Assign transaction tracking number to the document  1.2 Log the transaction to the Record Book  1.3 Encode the transaction details to the Document Tracking System (DTS)	None	5 minutes	Administrative Aide II  Administrative Aide II  Administrative Aide II  Admin. Officer V City Administrator's Office
2. Wait for the allowable number of days for the proposal to be reviewed and evaluated	2. Review and evaluate the proposal  2.1 Suggest necessary cost revisions	None	1 day	City Administrator  City Administrator's Office
3. Retrieve the proposal  3.1 Revise the proposal	3. Return the proposal to client for revision  3.1 Wait for client to revise the proposal	None	1 day	Admin. Aide II  City Administrator's Office
4. Submit the revised proposal	4. Receive the revised proposal	None	5 minutes	Administrative Aide II



5. Wait for the allowable number of days for the revised proposal to be reviewed, approved and signed	5. Review the revised proposal  5.1 Approve and sign the proposal if all suggested cost revisions were made  5.2 Attach Admin Slip to the Proposal indicating approval of the same	None	1 day	City Administrator  City Administrator's Office
6. View the DTS for real-time tracking of status of proposal	6. Encode management action to the DTS for tracking purposes  6.1 Scan the Proposal, together with the attached Admin Slip containing the management action  6.2 Upload the soft copy of document to the DTS  6.3 Tag the concerned office to notify the client in real-time about the status of submitted proposal	None	5 minutes	Admin. Officer V / Admin. Aide II  City Administrator's Office
7. Receive the approved and signed proposal	7. Release the approved and signed proposal	None	5 minutes	Admin. Aide II  City Administrator's Office
	<b>TOTAL</b>	<b>NONE</b>	<b>3 DAYS AND 20 MINUTES</b>	



### 3. LOGISTICS SUPPORT

The service intends to provide various logistics support for the successful implementation of PPAs of the different offices of the City Government.

<b>Office or Division</b>	<b>City Administrator's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>City Government Department Heads</b>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Letter of Request or Email Request (1, Original or E-mail)</li> </ul>		<ul style="list-style-type: none"> <li>Client</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement at the City Administrator's Office	1. Receive and stamp the letter of request 1.1 Assign transaction tracking number to the letter of request 1.2 Log the transaction to the Record Book 1.3 Encode the transaction details to the Document Tracking System (DTS)	None	5 minutes	Admin. Aide II  Admin. Aide II  Admin. Aide II  Admin. Officer V  City Administrator's Office
2. Wait for the allowable number of days for the necessary management action to be made	2. Evaluate the request 2.1 Make the necessary management action and attach Admin Slip to the letter of request indicating the management action and the appropriate logistical support or service to be provided	None	1 day	City Administrator / Admin. Officer V  City Administrator / Admin. Officer V  City Administrator's Office



3. View the DTS for real-time tracking of status of request	<p>3. Encode management action to the DTS for tracking purposes</p> <p>3.1 Scan the letter of request, together with the attached Admin Slip containing the management action</p> <p>3.2 Upload the soft copy of document to the DTS</p> <p>3.3 Tag the concerned office/s to notify them in real-time about 1) details of the request and 2) corresponding management action and logistics support to be rendered, delivered or performed for the client</p>	None	5 minutes	<p>Admin. Officer V / Admin. Aide II</p> <p>Admin. Officer V / Admin. Aide II</p> <p>Admin. Officer V / Admin. Aide II</p> <p>Admin. Officer V / Admin. Aide II</p> <p>City Administrator's Office</p>
4. Wait for the allowable number of days for concerned office/s to respond thru the DTS on the corresponding steps they have undertaken or will undertake with regards to the logistics support to be rendered, delivered or performed	4. Monitor thru the DTS the response of concerned office/s on the corresponding steps they have undertaken or will undertake with regards to the logistics support to be rendered, delivered or performed	None	1 day	<p>Admin. Officer V / Admin. Aide II</p> <p>City Administrator's Office</p>
	<b>TOTAL</b>	<b>NONE</b>	<b>2 DAYS AND 10 MINUTES</b>	



#### 4. CHEQUE / D.V. / P.O. APPROVAL & SIGNING

The service intends to provide various logistics support for the successful implementation of PPAs of the different offices of the City Government.

<b>Office or Division</b>	<b>City Administrator's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>City Government Department Heads</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Signature of supplier (for POs) (Original)</li> <li>Signature of City Accountant and City Treasurer (for DVs) (Original)</li> <li>Signature of City Treasurer (for Cheques) (Original)</li> </ul>		<ul style="list-style-type: none"> <li>Client</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the documents at the City Administrator's Office	1. Receive and log the transaction to the log sheet	None	5 minutes	Administrative Aide II City Administrator's Office
2. Wait for the allowable number of days for the documents to be signed	2. Check completeness of required signatures  2.1 Sign the documents once completeness of required signatures is determined	None	1 day	Administrative Aide II  City Administrator  City Administrator's Office
3. Sign the log sheet and receive the signed documents	3. Release back the signed documents to client	None	5 minutes	Administrative Aide II City Administrator's Office
		<b>TOTAL:</b>	<b>1 DAY AND 10 MINUTES</b>	



## **City Agriculture Office**

### **External Services**



## 1. ISSUANCE OF CERTIFICATIONS (COOPERATIVES & ORGANIZATION GOOD STANDING, LAND OWNERSHIP, TILLER, FISHR/RSBSA REGISTERED)

To certify that the farmer, fisherfolk or organization/association is a resident, actual tiller, and with good standing as association of City of Balanga.

<b>Office or Division</b>	<b>City Agriculture Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Farmers/Fisher folks</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter (1 original, 1 photocopy) 2. Valid ID (1, Photocopy)		Client Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the office at the City Agriculture Office and submit the request for certification	1. Give the Log Book to the client 1.1 Received and evaluate the request letter	None	3 minutes	Clerk I City Agriculture Office
2. Receive the order of payment	2. Prepare and issue the Order of Payment if all required documents were given 2.1 Check the master list for verification	None	4 minutes	Clerk I City Agriculture Office
3. Present order of payment and pay the required fees at the One Stop Shop.	3. Receives Payment and issue official receipt	100.00 Certification Fee	4 minutes City Treasurer's Charter	Revenue Collection Clerk III City Treasurer's Office
4. Return to City Agriculture Office and present the official receipt for the processing and release of certification	4. Check the Official Receipt 4.1 Start processing the request (For signature of City Agriculturist) 4.2 Issue the Certificate	None	5 minutes	Clerk I City Agriculturist City Agriculture Office
	<b>TOTAL:</b>	<b>P100.00 Certification Fee</b>	<b>16 MINUTES</b>	



## 2. ENDORSEMENT FOR FARMERS ASSN. (REQUEST FOR FARM INPUTS, EQUIPMENT, FARM MACHINERIES AND OTHER POST HARVEST FACILITIES)

Endorsing Farmers/Fisher folks Organization's request for interventions to the Office of the Provincial Agriculturist and Department of Agriculture Regional Field Office III

<b>Office or Division</b>	<b>City Agriculture Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Farmers/Fisher folks/Organized Associations</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter (1, Original& 3, Photocopy) 2. Board Resolution (1, Original&3, Photocopy) 3. List of Officers & Members of Assn. (4, Photocopy) 4. Certificate of Registration (4, Photocopy)		Client Client Client Issued from Department of Labor and Employment, Securities and Exchange Commission, Cooperative Development Authority		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client's Log Book of City Agriculture Office and Submit request/Letter of Intent (subject for endorsement)	1. Give the Log Book to the client	None	3 minutes	Clerk I and/or Sr. Administrative Assistant II  City Agriculture Office
2. Submit the required documents for initial assessment & verification	2. Received the required documents and check for completeness 2.1 For Approval of City Agriculturist 2.2 Prepare the Endorsement Letter	None	10 minutes	Clerk I and/or Sr. Administrative Assistant II  City Agriculture Office
3. Wait for the advice from the City Agriculture Office that the request has been approved to be forwarded to Office of the Provincial Agriculturist	3. For signature of City Agriculturist & CAFC Chairman  3.1 Forward the documents to Office of the Provincial Agriculturist	None	3 minutes  30 minutes Within the day of issuance of endorsement	Clerk I Farm Supervisor City Agriculturist  City Agriculture Office
<b>TOTAL:</b>		<b>NONE</b>	<b>46 MINUTES</b>	





### 3. REQUEST FOR FIELD VALIDATION (LAND RECLASSIFICATION)

To evaluate/validate the lot if it is still feasible for agricultural production.

<b>Office or Division</b>	<b>City Agriculture Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>All Citizen</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter with complete details (1, Original) 2. Land Title (1, Photocopy) 3. Tax Declaration (1, Photocopy) 4. Location Map (1, Photocopy) 5. OR of Tax Declaration (1, Photocopy) 6. Special Power of Attorney (If Land Owner is being represented, 1, Original)		Client  Registry of Deeds City Assessors Office City Assessors Office City Treasurers Office Issued at any Law Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the office at the City Agriculture Office. Submit the required documents for initial assessment and verification. Wait for the feedback/confirmation of request via phone call/sms	1. Give the Log Book to the client	None	2 minutes	Clerk I and/or Sr. Administrative Assistant II
	1.1 Received the required documents and check for completeness	None	5 minutes	City Agriculture Office
	1.2 For Approval to inspect by City Agriculturist	None	5 minutes	City Agriculturist
	1.2 Field Validation	None	1 day	Supervising Agriculturist
	1.3 Print the Certification, for signature of City Agriculturist	None	5 minutes	Clerk I
	1.4 Inform the client for release of the request	None	1 minute	Clerk I City Agriculture Office



2. Receive the order of payment at the City Agriculture Office. Pay the required fees at the City Treasury Office and present the official receipt that will be issued upon payment	2. Prepare and issue the Order of Payment	None	2 minutes	Clerk I City Agriculture Office
	2.1 Receives Payment and issue official receipt	P100.00 per lot Land Certification Fee	4 minutes City Treasurer's Charter	Revenue Collection Clerk III Counter F City Treasurer's Office
	2.2 Accept the Official Receipt based on the Order of Payment	None	1 minute	Clerk I City Agriculture Office
3. Received the Certification	3. Release/Issue the Certification	None	3 minutes	Clerk I City Agriculturist City Agriculture Office
	<b>TOTAL:</b>	<b>P100.00 PER LOT Land Certification Fee</b>	<b>1 DAY &amp; 28 MINUTES</b>	



## 4. REGISTRY SYSTEM FOR BASIC SECTORS IN AGRICULTURE & JUAN MANGINGISDA

Electronic compilation or database of basic information of farmers, farm laborers, fishermen and target beneficiaries of agriculture-related programs and services of the government such as DA-accredited farmer organizations.

<b>Office or Division</b>	<b>City Agriculture Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Farmers &amp; Fisher folks</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Valid ID (1, Original, 1, Photocopy) 2. If Owner- Land Title (1, Photocopy) 3. If Land Tiller/Lessee -Certification from Barangay (1, Original) 4. Completed Ani at Kita Form (1, Original)		Client Client Barangay Hall  City Agriculture Office or Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the office at the City Agriculture Office	1. Give the Log Book to the client	None	3 minutes	Clerk I and/or Sr. Administrative Assistant II  City Agriculture Office
2. Submit the required documents for initial assessment & verification	2. Received the required documents and check for completeness  2.1 Encode in Enrollment List for Farmers & Fisher folks (Online)	None	15 minutes	Clerk I and/or Sr. Administrative Assistant II  City Agriculture Office
3. Received the RSBSA/Juan Mangingisda ID	3. Inform the client for released of his/her ID  3.1 Released of Farmers/ Fisher folk's ID	None	3 minutes	Clerk I  City Agriculture Office
<b>TOTAL:</b>		<b>NONE</b>	<b>21 MINUTES</b>	



## 5. BOAT REGISTRATION (BoatR)

Designed to enhance, fast-track and complete the nationwide registration of municipal fishing vessels three (3) gross tons and below and municipal fishing gears as required under EO No. 305 s. 2004 and Sec. 19 of RA 10654 (formerly RA 8550) or the Philippine Fisheries Code of 1998.

<b>Office or Division</b>	<b>City Agriculture Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Fisher folks</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter (2, Original) 2. Clearance from PNP Maritime Group (1, Photocopy)		From the Client From PNP Maritime Group		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the office at the City Agriculture Office and submit the request letter for Fishing Vessel Measurement	1. Give the Log Book to the client and received the request letter	None	3 minutes	Clerk I City Agriculture Office
2. Ask for the scheduled inspection and assist the Aquaculturist during the scheduled inspection	2. Check the schedule and inform the client	None	1 minute	Aquaculturist City Agriculture Office
	2.1 Start the process – Fishing Vessel Measurement (Inspection Report)  2.2 Prepare the Inspection Report to be signed by City Agriculturist	None	4 hours	
3. Wait for the copy of online registration	3. Encode the Client's information to BoatR System	None	5 minutes	Aquaculturist City Agriculture Office
4. Receive the Copy of registration	4. Released a copy of registration form to client	None	2 minutes	Clerk I City Agriculturist City Agriculture Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>4 HOURS &amp; 11 MINUTES</b>	



## 6. APPLICATION FOR MAYOR'S PERMIT (FISHING VESSEL)

To regulate entry into the fishery that have to be complemented by other measures to regulate fishing activities. Fishers are required to furnish the local government specific information before they can be lawfully allowed to engage in fishing activities.

<b>Office or Division</b>	<b>City Agriculture Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Fisherfolks</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly Accomplished / Notarized Application Form (1, Original and 3, Photocopy)		City License, Permit and Franchising Office		
2. Cedula (1, Photocopy)		City Treasurers Office or Barangay Hall		
3. Barangay Clearance (1, Original)		Barangay Hall		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the office at the City Agriculture Office and submit the notarized application form with the required documents for initial assessment & verification	1. Give the Log Book to the client and received the required documents and check for completeness	None	3 minutes	Clerk I City Agriculture Office
	1.2 Assist & Verified	None	3 minutes	Aquaculturist City Agriculture Office
	1.3 Submit the notarized application form & required attachments to City License, Permit and Franchising Office			
2. Receive the order of payment and pay the required fees at the One Stop Shop by showing the Order of Payment and wait for feedback/release of permit	2. Prepare and Issue Order of payment	None	3 minutes	Aquaculturist City Agriculture Office
	2.1 Receives Payment and issue official receipt	1,000.00 Mayor's Permit Fee	4 minutes City Treasurer's Charter	Revenue Collection Clerk III City Treasurer's Office
3. Receive the copy of mayor's permit	3. Released a copy of Mayors permit to the client	None	3 minutes	Aquaculturist City Agriculture Office
	<b>TOTAL:</b>	<b>1,000.00</b> Mayor's Permit Fee	<b>16 MINUTES</b>	



## 7. REQUEST FOR TECHNICAL ASSISTANCE (EXTENSION SERVICES)

To increase the efficiency of the family farm, increase production and generally increase the standard of living of the farm family.

<b>Office or Division</b>	<b>City Agriculture Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>All Citizen</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter (2, Original) <ul style="list-style-type: none"> <li>• Training assistance (Submit request letter)</li> <li>• Field Inspection (Provide location of farm, contact number &amp; contact person)</li> <li>• Crop Insurance (Set schedule for interview, provide location of farm, contact number &amp; contact person)</li> <li>• Provision of Farm Inputs (seeds/seedlings, organic fertilizer)</li> </ul>		From the Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the office at the City Agriculture Office and submit the request letter	1. Give the Log Book to the client and received the request letter	None	3 minutes	Clerk I City Agriculture Office
2. Wait for the feedback of City Agriculture Office	2. Ask for approval of City Agriculturist  2.1 Approval of City Agriculturist	None	5 minutes	Clerk I  City Agriculturist City Agriculture Office
3. Receive the technical assistance for the City Agriculture Office	3. Provide technical assistance	None	15 minutes	Supervising Agriculturist Farm Supervisor/Worker City Agriculture Office
<b>TOTAL:</b>		<b>NONE</b>	<b>23 MINUTES</b>	



## 8. REQUEST FOR AGRICULTURE DATA

To provide accurate agriculture data for project, thesis study or research of the requestor.

<b>Office or Division</b>	<b>City Agriculture Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>All Citizen</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request Letter ( 1 original, 1 photocopy)		From the Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the office at the City Agriculture Office and submit the request letter	1. Give the Log Book to the client and received the request letter	None	3 minutes	Clerk I City Agriculture Office
2. Wait for the release of requested documents	2. Ask for approval of City Agriculturist and process the request	None	3 minutes	Clerk I City Agriculture Office
3. Received the requested documents	3. Inform the client for the release of requested documents	None	15 minutes – simple request 4 hours – complex 2 days – highly technical	City Agriculturist Supervising Agriculturist Farm Supervisor/ Worker City Agriculture Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>6 MINUTES AND 15 MINUTES – SIMPLE REQUEST 4 HOURS – COMPLEX 2 DAYS – HIGHLY TECHNICAL</b>	



# **City Assessor's Office**

## **External Services**





## 1. SECURING OWNER'S COPY OF UPDATED TAX DECLARATION

The owner's copy of updated tax declaration is secured upon transfer of ownership of real property from the previous to the new owner.

This is done to update the records of the City Government and to transfer real property taxation to the new owner.

<b>Office or Division</b>	<b>City Assessor's Office</b>
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen, G2G - Government to Government</b>
<b>Who may avail:</b>	<b>Real Property Owners/Administrators, Brokers, Banks, Sales Agents, All Government Instrumentalities</b>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. 1 Clear photocopy of Title presenting the original copy or 1 Certified True Copy if Title is 5 years old and above.	-Registry of Deeds/Property Owner
2. 1 Clear photocopy of Current Real Property Tax Receipt or certification of payment of RPT.	-Property owner or City Treasurer's Office
3. 1 Clear photocopy of Transfer Tax Receipt or certification of payment of Transfer Tax.	-Property owner or City/Provincial Treasurer's Office
4. 1 Clear photocopy of Capital Gains Tax/Certificate Authorizing Registration (CAR) from BIR or Donors Tax from BIR	-Bureau of Internal Revenue (BIR)
5. 1 Clear photocopy of Deed of Sale or Any Deed of Conveyance	-Property owner
6. 1 Clear blue print or white print of Approved Subdivision Plan (if subdivided)	-DENR
7. Certification from DAR if covered by CARP (if necessary)	-DAR
8. 1 Original Special Power of Attorney or Authorization Letter, (signature must be the same with signature in the I.D. of the owner or Corporate Secretary, in case of corporation), to transact with the Office of the City Assessor pertaining to securing an updated copy of Tax Declaration. (If not the owner of Property)	-Property owner
9. 1 Clear Photocopy of valid ID of representative	-Authorized representative



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the City Assessor's Office for inquiry and submit the necessary documents to the receiving clerk.	1. Provide the client with the list of requirements and explain if necessary.	None	3 minutes	Book Binders/ Clerk/ Encoder City Assessor's Office
	1.1 Check the validity and completeness of the requirements. If complete, get the previous declaration of the said property	None	5 minutes	
2. Secure Order of payment and proceeds to Counter F or G in One-Stop-Shop for payment. Receipt to be presented to frontliners for recording.	2. Receives the payment and issue official receipt	100.00 Processing Fee Per Property	4 minutes City Treasurer's Charter	Revenue Collection Clerk III City Treasurer's Office
	2.1 Encode Tax Declaration (TD).	None	12 minutes	Encoders City Assessor's Office
	2.2. Assign Tax Declaration Number and logs it in the control book.	None	2 minutes	Bookbinder City Assessor's Office
	2.3. Review TD; if there is an error, clerk or encoders corrects it; then approves the TD.	None	10 minutes	City Assessor and/or OIC Assistant Dept. Head or LAOO IV
3. Receive personal copy of the document.	3. Provide the client with owner's copy.	None	2 minutes	Book Binders Clerk / Encoder Bookbinder City Assessor's Office
	3.1. File the original copy and cancelled the previous TD. Prepares an Ownership Record Form for the new TD and records it in the Record Book of Transactions for each Barangay.	None	5 minutes	



	3.2 Update record of the New TD on the Tax Mapping Control Roll (TMCR).	None	2 minutes	Taxmapper II City Assessor's Office
	3.3. Record the new TD on the Assessment Roll (AR).	None	3 minutes	Clerk / Encoder City Assessor's Office
	<b>TOTAL:</b>	<b>100.00 Processing Fee Per Property</b>	<b>44 MINUTES (Note: waiting time for payment in One- Stop-Shop is not included)</b>	

*Processing time may exceed 44 minutes/documents depending on the number of transferred properties being processed. Documents may be released on the following week (7 Days) if multiple transactions are being requested.*

## 2. CONSOLIDATED AND/OR SUBDIVIDED REAL PROPERTIES

Declaration of consolidated and/or subdivided properties are issued to update the assigned property index numbers that is unique for every property for easy identification and proper payment of tax for each consolidated and/or subdivided property.

<b>Office or Division</b>	<b>City Assessor's Office</b>
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen, G2G - Government to Government</b>
<b>Who may avail:</b>	<b>Real Property Owners/Administrators, Brokers, Banks, Sales Agents, All Government Instrumentalities</b>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. 1 Clear copy of blue print or white print of approved consolidation / subdivision plans	- DENR
2. 1 Clear photocopy of Title presenting the original copy or 1 Certified True Copy if Title is 5 years old and above	- Registry of Deeds/Property Owner
3. 1 Clear photocopy of Current Real Property Tax Receipt or 1 original copy of certification of payment of current RPT	- Property owner or City Treasurer's Office
4. 1 Clear photocopy of Transfer Tax Receipt or 1 original copy of certification of payment of Transfer Tax	- Property owner or City Treasurer's Office



5. 1 Clear photocopy Capital Gains Tax (CAR – if transferred) 6. 1 Clear photocopy of Deed of Sale or any Deed of Conveyance (if transferred) 7. 1 original Special Power of Attorney or Authorization Letter, (signature must be the same with signature in the I.D. of the owner or Corporate Secretary, in case of corporation), to transact with the Office of the City Assessor pertaining to securing an updated copy of Tax Declaration. (If not the owner of Property) 8. 1 Clear photocopy of valid ID of representative		- Bureau of Internal Revenue (BIR)  - Property owner  - Property Owner   -Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the City Assessor's Office and Submit the required documents to the receiving clerk.	1. Provide the client with the list of requirements and explain if necessary	None	3 minutes	Book Binders Clerk / Encoder City Assessor's Office
	1.1. Verify the completeness of the requirements and forward it to the Tax Mapping Section.	None	3 minutes	Book Binders Clerk / Encoder City Assessor
	1.2 Determine the TD PIN to be cancelled.	None	5 minutes	Taxmapper IV Taxmapper II
	1.3. If there is a need to verify its exact location, taxmapper or AutoCAD Operator locates it in the aerial photograph and AutoCAD map.	None	5 minutes	Taxmapper IV AutoCAD Operator  City Assessor's Office
	1.4. Assign Property Index Number (PIN) for the consolidated/ subdivided lots.	None	10 minutes/ parcel	Taxmapper II City Assessor's Office
	1.5. If it is to be declared as per approved plan, taxmapper	None	15 minutes/ Parcel	Taxmapper IV Taxmapper II



	determines the boundaries for each lot.			City Assessor's Office
2. Secure Order of payment and proceeds to Counter F or G in One-Stop-Shop for payment. Receipt to be presented to frontliners for recording.	2. If the lot to be subdivided is Agricultural with different uses &/or has improvements. Ocular inspection will be conducted by the Inspection team to determine the classification and actual use of each lot and where to locate its improvements.	P100.00 per property Inspection Fee: P100.00 per lot for 4km from the Balanga City Hall P150.00 per lot beyond 4 km	1 hour (Scheduled based on the availability of property owner which is usually on the following week)	City Assessor Taxmapper IV Draftsman III Taxmapper IV Engineering Assistant Driver City Assessor's Office
	2.1 Receives the payment and issue official receipt		4 minutes City Treasurer's Charter	Revenue Collection Clerk III City Treasurer's Office
	2.2. Compute the Market Value and Assessed Value for each lot based on the approved schedule of Market Values.	None	10 minutes	LAOO IV Book Binder III City Assessor's Office
	2.3. Encode data and information on the new tax declaration.	None	12 minutes	Encoders City Assessor's Office
	2.4. Assign TD No. and log it to the control book.	None	2 minutes	Book Binder III City Assessor's Office
	2.5 Update records of the subject properties on the Tax Mapping Control.	None	5 minutes	Taxmapper II City Assessor's Office
	2.6. Check assigned PIN and boundaries for each lot number and affix his initial if all are correct.	None	10 minutes	Taxmapper II City Assessor's Office



	2.7. Review TD; if there is an error, clerk or encoders corrects it; then approves the TD	None	10 minutes	City Assessor and/or LAOO IV City Assessor's Office
3. Acknowledges receipt of his copy.	3. Provide the client with owner's copy.	None	5 minutes	Book Binders Clerk / Encoder
	3.1. File the original copy and cancelled previous TD. Prepares Ownership Record Form for the new TD and records it to the Record Book of transactions for each Barangay.	None	5 minutes	Bookbinder III Bookbinder II  City Assessor's Office
	3.2. Record the new TD on the AR	None	3 minutes	Clerk / Encoder City Assessor's Office
	<b>TOTAL:</b>	<b>INSPECTION FEE: P100.00 per lot for 4km from the Balanga City Hall P150.00 per lot beyond 4 km Processing Fee: P100.00 per property</b>	<b>2HOURS AND 47 MINUTES for each property multiply by the number of properties subdivided plus one-week schedule for inspection</b>	

*(Processing time may exceed 2 hours and 47 minutes per document depending on the number of subdivided properties being processed, location of property and schedule of inspection. Documents may be released on the following week due to the schedule of inspection and availability of schedule of property owner, and multiple transactions will be processed. Transactions may become complex or highly technical if property is subdivided into more than two properties or there is/are improvements to be re-PINned or there is a need for property verifications)*



### 3. RECLASSIFICATION OF LAND

Request for reclassification of property is usually done for subdivisions satisfying the requirements and conditions for reclassification and for those lots and improvements, which change its actual use satisfying Sec. 217 of R.A. 7160. Assessments of properties are also being updated if properties are reclassified.

<b>Office or Division</b>	<b>City Assessor's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen, G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>Real Property Owners/Administrators, Brokers, Banks, Sales Agents, All Government Instrumentalities</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 1 original copy of Certified true xerox copy of Resolution of Sangguniang Panglungsod and/or Department of Agrarian Reform approving the reclassification/conversion of Land from agricultural to other purposes or If there is no resolution for reclassification, property that is not prime agricultural land can only be reclassified as per Section 217 of R.A. 7160 and/or 2. 1 Clear Photocopy of Development Permit (for Subdivisions) 3. Letter request from the owner or authorized representative with Authorization letter or Special Power of Attorney from the owner (signature must be the same with signature in the I.D. of the owner or Corporate Secretary, in case of corporation) pertaining to reclassification of land. (If not the owner of Property) 4. Photocopy of valid ID of representative 5. Current Real Property Tax receipt or Certification of payment of RPT		-Sangguniang Panglungsod - DAR  - City Planning Office (CPDO)  - Property owner   - Authorized representative - Property owner or City Treasurer's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the City Assessor's Office and submit required documents to the receiving clerk.	1. Provide the client with the list of requirements and explain if necessary.	None	3 minutes	Book Binders Clerk / Encoder City Assessor's Office





	1.1. Get the previous TD from the Record Section	None	5 minutes	Book Binder III City Assessor's Office
	1.2. Define the area and access before the scheduled inspection.	None	5 minutes	Taxmapper IV City Assessor's Office
	1.3. Review the documents.	None	10 minutes	City Assessor
2. Secure Order of payment and proceeds to Counter F or G in One-Stop-Shop for payment. Receipt to be presented to frontliners for recording.	2. Receives the payment and issue official receipt	Processing fee: P100.00 per property Inspection Fee: P100.00 per lot for 4km from the Balanga City Hall P150.00 per lot beyond 4 km	4 minutes City Treasurer's Charter	Revenue Collection Clerk III City Treasurer's Office
	2.1 Conduct ocular inspection. Inspection Team determines the classification of land.	None	1 hour for inspection but to be scheduled on the following week	City Assessor Taxmapper IV Draftsman III Taxmapper IV Engineering I Driver City Assessor's Office
	2.2. City Assessor directs LAOO/Book Binder to compute the Market Value (M.V.) and Assessed Value	None	5 minutes	City Assessor/ LAOO IV/ Book Binder III  City Assessor's Office





	(A.V.) If not to be reclassified, no revision will be made.			
	2.3. Compute the Market Value and Assessed Value based on the approved schedule of M.V. and assessment level.	None	10 minutes	LAOO IV/Book Binder III City Assessor's Office
	2.4. Encode data and information on the final tax declaration based on the summarized draft TD given by the LAOO or bookbinder.	None	12 minutes	Encoders City Assessor's Office
	2.5. Assign TD No. and log it to the control book.	None	2 minutes	Bookbinders City Assessor's Office
	2.6 Review TD; if there is an error, clerk or encoders corrects it; then approves the TD.	None	10 minutes	City Assessor and/or Assistant Dept. Head or LAOO I  V City Assessor's Office



3. Acknowledges receipt of his copy.	3. Provide the client with owner's copy.	None	2 minutes	Book Binders Clerk / Encoder
	3.1 File the original copy and prepare Ownership Record Form for the new TD and records it to the Record Book of transactions for each barangay	None	5 minutes	Book Binders II City Assessor's Office
	3.2 Record the new TD on the AR	None	3 minutes	Clerk / Encoder City Assessor's Office
	<b>TOTAL:</b>	<b>INSPECTION FEE:</b> <b>P100.00 per lot for 4km from the Balanga City Hall</b> <b>P150.00 per lot beyond 4 km</b> <b>Processing Fee:</b> <b>P100.00 per property</b>	<b>2 HOURS AND 16 MINUTES</b> <b>for each property plus one-week schedule for inspection</b>	

*(Processing time may exceed number of hours per document depending on the number of properties/transactions being processed, location of property and schedule of inspection. Documents may be released the following week due to the schedule of inspection and availability of schedule of property owner. Transaction may become complex if properties requested are more than one property or there are improvements or there is a need for property verifications.)*



#### 4. SECURING ASSESSMENT FOR A NEW BUILDING OR MACHINERY

New Tax Declarations (TD) has to be prepared for newly constructed buildings and newly installed machinery.

The City Assessor's Office conducts field inspection to assess the value of the real property.

The New TD serves as the City Government's permanent record on the real property unit. It is also used for real property tax purposes.

<b>Office or Division</b>	<b>City Assessor's Office</b>	
<b>Classification:</b>	<b>Simple</b>	
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen, G2G - Government to Government</b>	
<b>Who may avail:</b>	<b>Real Property Owners/Administrators, Brokers, Banks, Sales Agents, All Government Instrumentalities</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b>A. BUILDING</b>		
1. 1 set of blue print of Approved Building Plans		- City Engineering Office
2. 1 Clear photocopy of TCT for owners and 1 Clear photocopy of contract of lease or notarized consent for non-owners.		- Property owner
3. 1 Clear photocopy of Bill of Labor and Materials		- Property owner/ City Engineering Office
4. 1 Clear photocopy of Building Permit or Occupancy Permit		- City Engineering Office
5. For Residential Only - In the absence of No. 2: Certification from Barangay of the Length of Period the building/ improvement was built		- Barangay
<b>B. LAND</b>		
1. 2 copies of blue print or white print of approved surveyed plan.		-DENR
2. 1 Clear photocopy of Title or 1 Original Copy of Certified True Copy of Title (if Title is 5 years old and above)		-Registry of Deeds
3. 1 Clear photocopy of Proof of payment of ten years back taxes in RPTif new discovery		- Property owner or City Treasurer's Office
<b>C. MACHINERY</b>		
1. 1 original copy of Accomplished form of declaration of machinery.		-Property owner
2. Special Power of Attorney or Authorization Letter, (signature must be the same with signature in the I.D. of the owner or		-Property owner



Corporate Secretary, in case of corporation), to transact with the Office of the City Assessor pertaining to securing an updated copy of Tax Declaration. (If not the owner of Property)				
3. Photocopy of valid ID of representative		-Authorized representative		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to the receiving clerk or secure a copy from City Engineering Office (Bldg. Permit & Approved Plan)	1. Submit documents to the concerned Engineer	None	3 minutes	Taxmapper IV Book Binders Clerk / Encoder
	1.1. Check the validity and completeness of requirements	None	2 minutes	Bookbinders Clerk / Encoder Taxmapper IV Engineering Assistant
	1.2. If complete, per for assigning PIN and Land reference for building and machinery and boundaries for land	None	5 minutes	Encoder Taxmapper IV City Assessor's Office
2. Secure Order of payment and proceeds to Counter F or G in One-Stop-Shop for payment. Receipt to be presented to frontliners for recording.	2. Receives the payment and issue official receipt	Processing fee: P100.00 per property Inspection Fee: P100.00 per lot for 4km from the Balanga City Hall P150.00 per lot beyond 4 km	4 minutes City Treasurer's Charter	Revenue Collection Clerk III City Treasurer's Office
	2.1 Conduct ocular inspection. Gather information necessary for the declaration of property.	None	1 day (Scheduled based on the availability of property owner which is usually on the following week)	City Assessor Taxmapper IV Engineer I Draftsman III Draftsman I Driver



	2.2. Prepare Field Appraisal and Assessment Sheet (FAAS).	None	30 minutes	Draftsman III Draftsman I City Assessor's Office
	2.3. Forward FAAS to Taxmapper for assigning PIN and Land reference for building and machinery and boundaries for land.	None	10 minutes	Taxmapper IV City Assessor's Office
	2.4. Fill-up the portion of FAAS for structural characteristics and computes the M.V. of the property.	None	30 minutes	Engineering I Taxmapper IV City Assessor's Office
	2.5. Verifies the records on GIS/Aerial Photograph for verification of assessment and back taxes	None	15 minutes	Taxmapper IV City Assessor's Office
	2.6 Review/ Check FAAS	None	15 minutes	City Assessor
	2.7. Encode FAAS and Tax Declaration.	None	7 minutes	Encoders
	2.8. Assign TD No. and log it to the control book.	None	2 minutes	Book Binder II
	2.9. Update the record of the subject property on TMCR.	None	2 minutes	Taxmapper II
	2.10. Check the assigned PIN on the TD and affix his initial.	None	2 minutes	Taxmapper IV City Assessor's Office
	2.11. Affix their signature in the FAAS.	None	3 minutes	Draftsman III Taxmapper IV Engineering Assistant



	2.12. Review TD; if there is an error, clerk or encoders corrects it; then approves the TD	None	10 minutes	City Assessor and/or Department Head or LAOO IV
	2.13 Put all the necessary seal	None	3 minutes	Clerk / Encoder
3. Acknowledges receipt of his copy from frontliners.	3. Provide the client with owner's copy.	None	2 minutes	Book Binders Clerk / Encoder
	3.1. File the original copy and prepares Ownership Record Form for the new TD and records it to the Record Book of transactions for each barangay.	None	5 minutes	Book Binder City Assessor's Office
	3.2. Record the new TD on the AR.	None	3 minutes	Clerk / Encoder City Assessor's Office
	<b>TOTAL:</b>	<b>INSPECTION FEE:</b> P100.00 per lot for 4km from the Balanga City Hall P150.00 per lot beyond 4 km <b>Processing Fee:</b> P100.00 per property	<b>1 DAY, 2 HOURS AND 33 MINUTES</b>	

*(Processing time may exceed number of hours per document depending on the number of properties/transactions being processed, location of property and schedule of inspection. Documents may be released on the following week after inspection due to the schedule of inspection and availability of schedule of property owner. Transaction may become highly technical if property is for lease, not classified as single detached residential structure or belong to special classes and needs verifications.)*



## 5. SECURING CERTIFICATIONS ON TAX DECLARATION, PROPERTY HOLDINGS OR NON-IMPROVEMENT, CERTIFIED TRUE COPY

The Tax Declaration (TD) serves as the City's Permanent record for every real property unit (land, building, machinery or other improvement)

A certified true copy or certifications of various property holdings or non- improvements thereon may be requested from the City Assessor's Office.

<b>Office or Division</b>	<b>City Assessor's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen, G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>All property owners</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Photocopy of TCT or RPT or any document that may be used as reference to locate the exact location of property being requested		- Property owner		
2. Special Power of Attorney or Authorization Letter, (signature must be the same with signature in the I.D. of the owner or Corporate Secretary, in case of corporation), to transact with the Office of the City Assessor pertaining to securing copy of Tax Declaration, certification or maps. (If not the owner of Property)		-Property owner		
3. Photocopy of valid ID of representative		-Authorized representative		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the City Assessor's Office. Taxpayers request the needed documents to the receiving clerk.	1. Get details of client's request.	None	3 minutes	Book Binders Clerk / Encoder
	1.1. Check the availability of the requested documents.	None	5 minutes	Book Binders Clerk / Encoder
	1.2. Get the previous declaration of the said property.	None	3 minutes	Book Binders Clerk / Encoder City Assessor's Office



2. Secure Order of payment and proceeds to Counter F or G in One-Stop-Shop for payment. Receipt to be presented to frontliners for recording.	2. Receives the payment and issue official receipt	P100.00 per document For property holdings – P100.00 per document and additional of P20.00 research fee for every additional property P150.00 – Aerial Photograph (Legal Size)	4 minutes City Treasurer's Charter	Revenue Collection Clerk III City Treasurer's Office
	2.1 Verify and prepare the certified true copy/certification	P 200.00 Aerial Photograph (A3 Size) P100.00- AutoCAD Map (Legal Size) P150.00- AutoCAD Map (A3 Size) and additional fee for Plotting Technical Description	7 minutes	Encoders Taxmapper II AutoCAD Operator City Assessor's Office
	2.2. Check and approve document if there's no more correction	First 3 points P 50.00 and for every additional points P 5.00 P100.00 – True Copy of Tax Map P50.00 - Certified True Xerox Copy of Tax Declaration	2 minutes	City Assessor and/or OIC, Assistant Dept. Head or LAOO IV City Assessor's Office
3. Client acknowledges receipt of his copy from frontliners.	3. Client is given a copy of certification or certified true copy of tax declaration or map	None	2 minutes	Book Binders Clerk / Encoder City Assessor's Office
	<b>TOTAL:</b>	<b>P100.00 per document For property holdings –</b>	<b>26 MINUTES</b>	





		<b>P100.00 per document and additional of P20.00 research fee for every additional property</b> <b>P150.00 – Aerial Photograph (Legal Size)</b> <b>P 200.00 Aerial Photograph (A3 Size)</b> <b>P100.00- AutoCAD Map (Legal Size)</b> <b>P150.00- AutoCAD Map (A3 Size) and additional fee for Plotting</b> <b>Technical Description</b> <b>First 3 points P 50.00 and for every additional points P 5.00</b> <b>P100.00 – True Copy of Tax Map</b> <b>P50.00 - Certified True Xerox Copy of Tax Declaration (to be paid in one-stop-shop before processing of transaction)</b>	<b>(Note: waiting time for payment in One-Stop-Shop is not included)</b>	
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*(Processing time may vary depending on the number of tax declarations/certifications/transactions requested and number of properties per certification. Document may be issued on the following days if certification consists of multiple properties or maps need plotting of technical description first. Transaction may become complex if request consists of more than one property or title to be plotted has more than 4 points/bearings and need researches.)*



## 6. CANCELLING, REVISING OR CORRECTING ASSESSMENTS/RECORDS

Clients who would like to delete, adjust or correct assessments on their real property request this service.

The City Assessor's assessment records are used by the Land Tax Division of the City Treasurer's Office in computing the annual tax to be paid by owners of land and buildings.

<b>Office or Division</b>	<b>City Assessor's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen, G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>Real Property Owners/Administrators, Brokers, Banks, Sales Agents, All Government Instrumentalities</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. 1 original copy of Letter request for cancellation, revision, or correction of assessment/records. 2. Photocopy of current real property tax payment or certification of RPT payment 3. Special Power of Attorney or Authorization Letter, (signature must be the same with signature in the I.D. of the owner or Corporate Secretary, in case of corporation), to transact with the Office of the City Assessor pertaining to cancellation, revision, or correction of assessment records (If not the owner of Property) 4. Photocopy of valid ID of representative			- Property owner - Property owner or City Treasurer's Office - Property Owner -Authorized representative	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the City Assessor's Office. Submit the required documents to the frontliners	1. Define the exact location and access before the scheduled inspection.	None	10 minutes	Bookbinder Clerk / Encoder Taxmapper IV City Assessor's Office
2. Secure Order of payment and proceeds to Counter F or G in One-Stop-Shop for payment. Receipt to be presented to frontliners for recording.	2. Receives the payment and issue official receipt  2.1 The Inspection Team along with the client conduct an inspection of the property to check whether there is a basis	Processing Fee: P100.00 per document Inspection Fee: P100.00 per lot-4 km from Balanga City Hall P150.00 per lot - beyond 4 km	4 minutes City Treasurer's Charter  1 hour (scheduled based on the availability of property owner which is usually on the following week)	Revenue Collection Clerk III City Treasurer's Office  City Assessor Taxmapper IV Draftsman III Draftsman I Engineer I Driver



	for cancellation, revision or correction of assessment. (Site Location is optional)			
	2.2. Prepares FAAS (if necessary)	None	11 minutes	Draftsman III Draftsman I
	2.3. Prepare an inspection report (if site inspection was conducted).	None	2 minutes	Taxmapper IV Taxmapper IV City Assessor's Office
	2.4. Prepare cancellation, revision or correction of TD.	None	5 minutes	Encoders City Assessor's Office
	2.5. Check and approves document if there's no more correction	None	5 minutes	City Assessor and/or OIC, Assistant Dept. Head or LAOO IV
3. Acknowledge receipt of his copy from frontliners.	3.The cancellation, revision or correction is recorded and a copy is issued to the client	None	2 minutes	Book Binders Clerk / Encoder  City Assessor's Office
	<b>TOTAL</b>	<b>Inspection Fee</b> <b>P100.00</b> per lot for 4km from the Balanga City Hall <b>P150.00</b> per lot beyond 4 km <b>Processing Fee:</b> <b>P100.00</b> per property	<b>1 HOUR AND 39 MINUTES</b>	

(Processing time may exceed the required processing time per document and may be released on the following week depending on the number of properties/transactions being processed, location of property and schedule of inspection. The transaction may become complex if there is a need to trace back old records or need property verification.)



## 7. ANNOTATING OR CANCELLING LOANS OR MORTGAGES ON TAX DECLARATIONS

This service is requested to annotate or cancel documents for loan and mortgage purposes.

<b>Office or Division</b>	<b>City Assessor's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen, G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>Real Property Owners/Administrators, Brokers, Banks, Sales Agents, All Government Instrumentalities</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Copy of Mortgage/Release of Mortgage 2. Copy of Tax Declaration 3. Special Power of Attorney or Authorization Letter, (signature must be the same with signature in the I.D. of the owner or Corporate Secretary, in case of corporation), to transact with the Office of the City Assessor pertaining to annotating/cancelling loans or mortgages (If not the owner of Property) 4. Photocopy of valid ID of representative			-Bank, Pag-Ibig Fund or any Financial Institution -City Assessor's Office -Property Owner -Authorized representative	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Give loan and mortgage agreement to Frontliners at the City Assessors Office Secure Order of payment and proceeds to Counter F or G in One-Stop-Shop for payment. Receipt to be presented to frontliners for recording	1. Receives the payment and issue official receipt	P50.00 per annotation per document	4 minutes City Treasurer's Charter	Revenue Collection Clerk III City Treasurer's Office
	1.1 Annotate and prepares the tax declaration	None	15 minutes	Bookbinders Clerk / Encoders
	1.2 Check and signs TD	None	3 minutes	City Assessor and/or OIC, Assistant Dept. Head or LAOO IV
2. Acknowledges receipt of his copy from frontliners	2.The annotated copy of TD is issued to the client	None	2 minutes	Book Binders Clerk / Encoder City Assessor's Office
	<b>TOTAL:</b>	<b>P50.00 per annotation per Property</b>	<b>24 MINUTES</b>	

(Processing time may exceed 24 minutes/doc depending on the number of annotated properties/transactions being processed and number of annotations requested.)



## 8. VERIFYING HISTORY OR REAL PROPERTY TAX ASSESSMENTS OR TAX DECLARATIONS

The History of a certain property (e.g. ownerships, improvements, assessments etc.) may be verified at the City Assessor's Office.

Office or Division	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen, G2G - Government to Government			
Who may avail:	Real Property Owners/Administrators, Brokers, Banks, Sales Agents, All Government Instrumentalities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Photocopy of Title or any document to trace the record			- Property owner	
2. Special Power of Attorney or Authorization Letter, (signature must be the same with signature in the I.D. of the owner or Corporate Secretary, in case of corporation), to transact with the Office of the City Assessor pertaining to securing a history of real property tax assessment or tax declaration. (If not the owner of Property)			- Registry of Deeds	
3. Photocopy of valid ID of representative			-Property owner	
			-Authorized representative	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the verification of the real property history	1.Verify and research the history of the real property	None	2hours	Bookbinder III Taxmapper II City Assessor's Office
2. Secure Order of payment and proceeds to Counter F or G in One-Stop-Shop for payment. Receipt to be presented to frontliners for recording.	2. Receives the payment and issue official receipt	P100.00 per research	4 minutes City Treasurer's Charter	Revenue Collection Clerk III City Treasurer's Office
	2.1 Present the history of the real property to the client.	None	2 minutes	Bookbinder III Taxmapper II City Assessor's Office
	TOTAL:	P100.00 PROCESSING FEE PER RESEARCH	2 HOURS AND 6 MINUTES	

*(Processing time may vary depending on the number and date of tax declaration being researched/verified. Transaction may become complex if property being traced back were subjected to different transactions in the past years or requesting more than one property to be traced back.)*



# **CITY BUDGET OFFICE**

## **Internal Services**



## 1. CERTIFICATE OF AVAILABLE APPROPRIATION

The Certificate of Available Appropriation is issued to verify that there is available appropriation / budget intended for a specific account / expense to which expenditures and obligations may be properly charged

<b>Office or Division</b>	<b>City Budget Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>All Government Officials and Employees</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log their name and purpose in the log book at the City Budget Office	1. Prepare the certificate upon receiving the filled-up Request Form from the Client	None	10 minutes per Certificate of Available Appropriation	Budget Officer II City Budget Office
2. Fill-up the Request Form	2. Sign on the Certificate of Available Appropriation	None	3 minutes	City Budget Officer City Budget Office
3. Sign and indicate the time on the Request Form upon receiving the Certificate of Available Appropriation	3. The Focal Person will issue the Certificate of Available Appropriation to the Client	None	2 minutes	Budget Officer III City Budget Office
<b>TOTAL:</b>		<b>NONE</b>	<b>15 MINUTES</b>	



## 2. CERTIFIED TRUE COPY OF ANNUAL BUDGET

The Certified True Copy of the Annual Budget is issued to attest that the copy is from the initial Annual Budget approved with Appropriation Ordinance and is used as one of the requirements needed for submission to other government agencies

<b>Office or Division</b>	<b>City Budget Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>All Government Officials and Employees</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log their name and purpose in the log book at the City Budget Office	1. Prepare a copy of the Approved Annual Budget upon receiving the filled-up Request Form from the Client	None	6 hours per copy of the Annual Budget	Budget Officer III City Budget Office
2. Fill-up and submit the Request Form	2. Mark all the photocopy of Approved Annual Budget with a Certified True Copy	None	30 minutes	Budget Officer III City Budget Office
	2.1 Sign on all the pages of the copy of Annual Budget	None	30 minutes	City Budget Officer
3. Sign and indicate the time on the Request Form and Receive the Certificate of Available Appropriation	3. Issue the Certified True Copy of Annual Budget to the Client	None	2 minutes	Budget Officer III City Budget Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>7 HOURS AND 2 MINUTES</b>	





## **City Cooperative and Development Office**

### **External Services**



## 1. COOPERATIVE ORGANIZATION AND REGISTRATION

Existing groups or associations may opt to form into cooperatives because of the benefits enjoyed by cooperative sector. The City Cooperative Development Office will help in the Orientation during the Pre-Registration Seminar and will assist in the preparation of registration documents.

<b>Office or Division</b>	<b>City Cooperative and Development Office</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>G2B – Government to Business, G2G – Government to Government</b>			
<b>Who may avail:</b>	<b>Associations, groups with 15-25 members</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 4 (Original) Notarized Copies Economic Survey 2. 4 (Original) Notarized Copies Articles of Cooperation 3. 4 (Original) Notarized Copies Cooperative By-Laws 4. 4 (Original) Notarized Copies Treasurer's Affidavit 5. 5 (Original) Notarized Copies of Board Resolution for Authorized Bank Signatories		City Cooperative and Development Office, City Hall Annex 3 <sup>rd</sup> Fl. Dona Dominga Bldg. DFS, Balanga City		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the City COOP Office for Associations or group on individuals with 15 to 25 members on cooperative formation will consult CCDO regarding COOP Formation	1. Registration to CCDO Log Book	None	10 minutes	Computer Operator II
	1.1 Consultation and discussion	None	1 hour	CCDO & CDS I
	1.2 Request for PRE-REGISTRATION SEMINAR from CDA	None	10 minutes	Computer Operator II City COOP Office
2. Attend the Pre-Registration Seminar	2. Prepare Registration Attendance Sheet	None	10 minutes	Computer Operator II
	2.1 Assist CDA in conducting Pre-Registration Seminar	None	1 day	Coop. Dev't Specialist I Senior Bookkeeper



3. Preparation of * 4 Copies Economic Survey  * 4 Copies Articles of Cooperation  * 4 Copies of By Laws  * 4 Copies Treasurer's Affidavit  * 5 Copies Board Resolution for Authorized Bank Signatories	3. Assist in the preparation of pertinent documents for registration purposes	None	30 minutes	Coop. Dev't Specialist I City COOP Office
	3.1. Check the documents for revision and completeness	None	4 hours	Coop. Dev't Specialist I City COOP Office
	3.2 Check the documents for revision and completeness	None	4 hours	Coop. Dev't Specialist I City COOP Office
	3.3 Preparation of Treasurer's Affidavit	None	30 minutes	Coop. Dev't Specialist I
	3.4 Preparation of Board Resolution for Bank Signatories	None	30minutes	Coop. Dev't Specialist I
4. Submit registration documents to CDA Regional Office	4. Assist Cooperative Officers for the submission of registration documents	None	4 hours	Coop. Dev't Specialist I City COOP Office
5. Compliance with the CDA Findings	5. Assist the cooperative officers in compliance with the CDA Findings	None	4 hours	Coop. Dev't Specialist I
6. Submission of Registration Documents after revision	6. Assist the cooperative officers in submission of registration documents to CDA	None	4 hours	Coop. Dev't Specialist I City COOP Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>3 DAYS AND 7 HOURS</b>	



## **City Disaster Risk Reduction and Management Office**

### **External Services**



## 1. REQUEST FOR TRAININGS, SEMINAR AND WORKSHOP

The Training Division under the CDRRMO facilitates Trainings, Seminar and Workshop upon the request of any individuals or establishment with the approval of the City Mayor/City Administrator.

Trainings conducted will equip participants with necessary competencies to perform their skills in conformance with standards set by governing authorities and to establish a standard training program for communities as per mandated by R.A. 10121.

<b>Office or Division</b>	<b>CDRRMO-Training Division</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C- Government to Citizen</b>			
<b>Who may avail:</b>	<b>All Residents of Balanga</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Request Letter with Tracking Slip (1, Original)		City Administrator's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Letter to City Mayor's Office	1. The City Mayor's Office shall forward the letter request to the City Administrator for appropriate action	None	2 minutes	City Mayor's Office Staff
	1.1 Receive and evaluate the approved request letter from the City Administrator	None	2 minutes	Local DRRM Officer III/ City DRRMO
2. Wait for schedule of training, seminar or workshop	2. Schedule the date of training, seminar or workshop	None	2 minutes	Training Officer City CDRRMO
3. Get the scheduled date of training, seminar or workshop	3. Inform the requestor of the schedule date of training, seminar or workshop.	None	2 minutes	Training Officer City CDRRMO
	<b>TOTAL:</b>	<b>NONE</b>	<b>8 MINUTES</b>	



## 2. REQUEST FOR FIRE, SEARCH AND RESCUE OPERATIONS

The Operation and Warning Division under the CDRRMO operates 24/7 to answer all the emergency calls within the City of Balanga in relation to Fire, Drowning Incident, Search and Rescue Operations.

<b>Office or Division</b>	<b>CDRRMO-Operations and Warning Division</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C- Government to Citizen</b>			
<b>Who may avail:</b>	<b>All Residents of Balanga</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Call the hotline number 09199117117	1. Receive the call.	None	2 minutes.	Command Center City CPSO
2. Give details of the present situation	2. Ask the details about the present situation	None	3 minutes	Command Center City CPSO
3. Wait for the responding team	3. Provide the necessary response and dispatch responding team	None	3-5 minutes within the City Proper 10-15 minutes in the Upland Barangays	Operation and Warning Division  City CDRRMO
	<b>TOTAL:</b>	<b>NONE</b>	<b>8-10 MINUTES within the City Proper 15-20 MINUTES in the Upland Barangays</b>	



### 3. REQUESTING FOR OFFICIAL DOCUMENTS (LDRRM Plan, LCCAP, Contingency Plan and other related DRRM documents)

The Administrative Section under the CDRRMO issues needed documents upon the request of individuals and other agency to provide accurate, reliable, complete and timely information to government officials necessary for decision making and to the public in general.

<b>Office or Division</b>	<b>CDRRMO-Admin Section</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C-Government to Citizen, G2G-Government to Government</b>			
<b>Who may avail:</b>	<b>All residents of Balanga</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Approved Request Letter with Tracking Slip (1, Original)		City Mayor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit Request Letter to City Mayor's Office	1. The City Mayor's Office shall forward the letter request to the City Administrator for appropriate action	None	2 minutes	City Mayor's Office Staff
	1.1 Receive and evaluate approved request letter from the City Administrator	None	2 minutes	Local DRRM Officer III / City CDRRMO
2. Provide details and purpose of the needed documents	2. Ask the details where to send the needed documents.	None	3 minutes	Local DRRM Officer III City CDRRMO
3. Wait for the call or check the email	3. Send thru email the needed document and will notify the requestor.	None	3 minutes	Local DRRM Officer III City CDRRMO
<b>TOTAL:</b>		<b>NONE</b>	<b>10 MINUTES</b>	



## **City Economic Investment and Development Office**

### **External Services**





## 1. APPLICATION AS PARTICIPANT TO INVESTBALANGA SEMINAR

- a monthly seminar that offers modules on business- related topics such as understanding financial statements, how to start a small business, etc.

This is in line with the goal of CEIDO to attract new businesses for job generation and increase the per capita income of our city. CEIDO strives to be a partner for investor's needs by offering assistances, resources, and other tools to aid in creating, expanding, and retaining businesses in the City of Balanga. We eye to aid all sizes of investors or entrepreneurs be them micro, small, medium, or large enterprises- or still aspiring to be entrepreneur clients.

<b>Office or Division</b>	<b>City Economic Investment and Development Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Balanga or Bataan Residents</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- any proof of identification (1, Photocopy)		Client		
- no delinquent record with CEIDO Seminars (non- attendance/ no show)		CEIDO Data Base		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send text message, email, letter, or personally appear at CEIDO to provide basic information (complete name, address, and contact number)	1. Evaluate and encode basic information at participants' data base or provide logbook; acknowledge communication	None	10 minutes	Administrative Assistant II/ Administrative Officer IV  City CEIDO
	1.1. Verify non-delinquency in attendance to prior seminars (adelinquency means non- attendance; each occurrence is also 1 seminar forfeiture)	None	3 minutes	Administrative Assistant II/ Administrative Officer IV  City CEIDO
	1.2 Provide notification of inclusion in the list of participants	None	5 minutes as long as the information is complete and valid	Administrative Assistant II/ Administrative Officer IV City CEIDO



2. In case of non-attendance due to valid reasons, provide notice thru text message or a call at least two days before the seminar; or in case of emergency reasons, notify on the day of seminar or after whenever possible	2. Acknowledge receipt of notification.	None	2 minutes	Administrative Assistant II/ Administrative Officer IV
	2.1 Record reason for failure to attend at the participants data base	None	5 minutes	Administrative Assistant II/ Administrative Officer IV  City CEIDO
3. Attend the whole duration of the seminar.	3. Record attendance or non- attendance	None	5 minutes	Administrative Assistant II/ Administrative Officer IV  City CEIDO
<b>TOTAL:</b>		<b>NONE</b>	<b>30 MINUTES</b>	

## 2. REQUEST FOR NETWORKING WITH SUBJECT MATTER EXPERT (SME)

- a participant or any citizen may also request assistance in networking or connecting to an SME such as a speaker, a private company, another government agency, or other business expert guests in the InvestBalanga Seminar.

A client who would like to be connected to an SME for purposes of replicating the seminar, business consultations, business inquiries, and whatever legal purposes may send communication to CEIDO for proper coordination.

<b>Office or Division</b>	<b>City Economic Investment and Development Office</b>	
<b>Classification:</b>	<b>Simple</b>	
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>	
<b>Who may avail:</b>	<b>Seminar Attendee, Facilitator/ Speaker, All</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
- any proof of identification (1, Photocopy)		Client
- no delinquent record with CEIDO Seminars (non- attendance/ no show)		CEIDO Data Base



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a written request such as printed letter or email with complete name, company or business name, address, and contact number.  Client must also reflect the detailed reason for networking request such as but not limited to the type of business he or she is planning to put up or the services he or she is inquiring for.	1. Evaluate and verify information. Send response letter, or email acknowledging request.	None	10 minutes	Administrative Officer V/ OIC-City Department Head
	1.1 Check delinquency at data base; encode information at customer relations management flat form	None	3 minutes	Administrative Officer V/ OIC-City Department Head  City CEIDO
	1.2 Send coordination notice to the SME or his/ her company thru email or printed letter; serve as conciliator for data and requirements exchange as needed.	None	12 minutes  Note: response may take several days depending on the protocol and speed of reply of the subject matter expert or his/ her company.	Administrative Officer V/ OIC-City Department Head  City CEIDO
2. Attend the meeting or reply promptly to communication with the subject matter expert.	2. Acknowledge receipt of reply of SME; then connect the client and SME through printed letter, text message, email, or face to face meeting	None	10 minutes (Note: Initiation to completion will be within 20 days as long as client and counterparts have agreed to terms and provided necessary requirements for both parties.)	Administrative Officer V/OIC-City Department Head  City CEIDO
	<b>TOTAL:</b>	<b>NONE</b>	<b>35 MINUTES</b>	



### 3. ACCEPTANCE OF INVESTBALANGA AWARDS

- the InvestBalanga Awards is an annual recognition of the Top Businesses in various categories (e.g. Top Employer, Top Gross Sales, etc.) as well as the top Real Property Tax (RPT) payers of the city. These awards are provided by the City Government in appreciation of their economic contribution to the community. The Top 50 Businesses and the Top 50 RPT Payers are also recognized.

CEIDO coordinates with the City License Permit and Franchise Office, City Treasury Office, City Cooperative Development Office, and Public Employment Services Office for data gathering and identification of the awardees.

<b>Office or Division</b>	<b>City Economic Investment and Development Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>All Real Property and Business Owners or Their Representatives</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- letter from CEIDO, proof of being selected as recipient of the award		Client		
- any proof of identification (1, Photocopy)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accept letter and sign the receiving sheet; provide contact information.	1.1 Draft and send letter notifying the company proprietor or manager of being selected as an awardee.	None	15 minutes (Note: may incur 3 days to 7 days depending on speed of return of letters from inter- office approval & signature as well as delivery of letter due availability of the receiving personnel of the awardee)	Administrative Assistant II/ Administrative Officer IV  City CEIDO
	1.2 Document acceptance at the list of awardees; encode contact information.	None	5 minutes	Administrative Assistant II/ Administrative Officer IV



2. Finalize and confirm number of and name(s) of person(s) to attend or representative(s) based on allotment provided; send notification thru printed letter, call, text message, or email.	2. Acknowledge receipt of information.	None	3 minutes	Administrative Assistant II/ Administrative Officer IV
	2.1 Encode information at awardees' data base.	None	12 minutes	Administrative Assistant II/ Administrative Officer IV
	2.2 Do final confirmation of attendance and the names of the attending awardee(s) or representative(s) 2 days prior event for inclusion to the program.	None	5 minutes	Administrative Assistant II/ Administrative Officer IV  City CEIDO
3. Attend the awarding event.	3. Award Certificate and/ or plaque (Facilitate InvestBalanga Awards event)	None	5 minutes  (Note: Awarding program includes Forum with a Business Expert that takes up to 4 hours)	OIC-City Department Head  Administrative Assistant II Administrative Officer IV  City CEIDO
	<b>TOTAL:</b>	<b>NONE</b>	<b>5 HOURS AND 20 MINUTES</b>	



#### 4. INVESTMENT/ BUSINESS INQUIRY: FRANCHISING

- One of the services CEIDO provides for potential investors or budding entrepreneurs is the option of franchising. Franchising offers many advantages both for seasoned entrepreneurs as well as the new ones.

This service is in line with CEIDO's mandate of providing basic information about business potentials of Balanga City including LGU services to prospective investors to attract more investments to flow in the community. We are also tasked to facilitate the establishment of an aggressive, systematic, coordinated, sustained promotion and marketing of the City of Balanga.

<b>Office or Division</b>	<b>City Economic Investment And Development Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>All</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- any proof of identification (1, Photocopy) -written request (1, Original)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send a written request such as printed letter or email with complete name, address, and contact number at the City Economic Investment and Development Office  Client must also reflect the type of business he or she has or is planning to put up.	1.1 Evaluate and verify information. Send response letter, text message or email acknowledging request	None	30 minutes	Administrative Officer V/OIC-City Department Head  City CEIDO
	1.2 Encode information at customer relations management flat form	None	10 minutes	Administrative Officer V/OIC-City Department Head  City CEIDO
	1.3 Coordinate with the franchising company or association thru email or printed letter.	None	30 minutes  (Note: response may take several days depending on the protocol and speed of reply of the	Administrative Officer V/OIC-City Department Head  City CEIDO



1.1. Attend the meeting or reply promptly to communication with the subject matter expert.	1.4 Upon receipt of company reply, connect the client and the franchising company through printed letter, text message, email, or face to face meeting.	None	company as well as the complexity of the franchising request.  15 minutes  (Note: Initiation to completion will be kept within 20 days as long as client and counterparts have agreed to terms and provided necessary requirements for both parties.)	Administrative Officer V/OIC-City Department Head  City CEIDO
	<b>TOTAL:</b>	<b>NONE</b>	<b>1 HOUR AND 25 MINUTES</b>	

## 5. INVESTMENT/ BUSINESS INQUIRY: LOTS OR SPACES, POWER AND WATER RATES, and DATA ON TALENT SUPPLY

- CEIDO is mandated to provide basic information on available business opportunities in the city. In aid of doing so we are to establish a local economic database containing relevant facts and figures to help entrepreneurs decided and execute strategically their business plans.

These will only be made possible by coordination with other offices in the promotion of economic activities such as the City Planning and Development Office (CPDO), City Treasurer's Office (CTO), City Budget Office (CBO), and the Sangguniang Panlungsod (SP) among others. Coordination also includes external stake holders such as other government agencies and educational institutions.

<b>Office or Division</b>	<b>City Economic Investment and Development Office</b>	
<b>Classification:</b>	<b>Simple</b>	
<b>Type of Transaction:</b>	<b>G2C - Government to Client</b>	
<b>Who may avail:</b>	<b>All</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
- any proof of identification (1, Photocopy) - written request (1, Original)		Client





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a written request such as printed letter or email with complete name, company, address, and contact number at the City Economic Investment and Development Office  Client must also reflect the type of business he or she has or is planning to put up as well as other info such as the size of the lot or space he or she is requesting.	1.1 Evaluate and verify information. Send response letter, text message or email acknowledging request	None	10 minutes	Administrative Officer V/ OIC-City Department Head  City CEIDO
	1.2 Encode information at customer relations management flat form	None	3 minutes (Note: response may take several days depending on the protocol and speed of reply of the concerned institutions as well as the complexity of the request.)	Administrative Officer V/ OIC-City Department Head  City CEIDO
	1.3 Coordinate with the counterpart company or institution such as the owner or manager of the lots or space, other government agencies concerned, or educational institutions, etc. thru email or printed letter.	None	10 minutes as long as the data provided were complete, valid, and already usable.  (Note: Initiation to completion will be kept within 20 days as long as client and counterparts have agreed to terms and provided necessary requirements for both parties.)	Administrative Officer V/ OIC-City Department Head  City CEIDO
	1.4 Upon receipt of reply, verify usability of data; provide the client	None	5 minutes	Administrative Officer V/ OIC-City





	with the data/ information.  (In the case of lots and spaces; CEIDO may connect the client with the counterpart through printed letter, text message, email, or face to face meeting/ site visit.)			Department Head  City CEIDO
2. Pick up printed document or acknowledge receipt of email. Sign logbook for pick up.	2. Provide/email the document.	None	2 minutes	Administrative Officer V/OIC- City Department Head City CEIDO
	<b>TOTAL:</b>	<b>NONE</b>	<b>30 MINUTES</b>	

## 6. INQUIRY CITY INVESTMENT PROFILE: INVESTMENT KIT

- CEIDO is mandated to provide basic information on available business opportunities in the city. The Investment Kit is a collection of the vital data as well as most important information regarding the features, statistics, and other relevant data that makes Balanga City a haven for businesses and other investments.

The Investment Kit also shows quick facts such as the city's talents, programs, and other unique features that cements its being the bastion not just of economic development in the province but as well as educational stronghold.

<b>Office or Division</b>	<b>City Economic Investment and Development Office</b>	
<b>Classification:</b>	<b>Simple</b>	
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>	
<b>Who may avail:</b>	<b>All</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
- any proof of identification (1, Photocopy) - written request (1, Original)		Client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Send a written request such as printed letter or email with complete name, address, and contact number.</p> <p>Client must also reflect the type of business he or she has or is planning to put up as well as the purpose of the request.</p>	1.1 Evaluate and verify information. Send response letter, text message or email acknowledging request	None	10 minutes	Administrative Officer V/OIC-City Department Head  City CEIDO
	1.2 Encode information at customer relations management flat form	None	5 minutes	Administrative Officer V/OIC-City Department Head  City CEIDO
	1.3 Check stock/availability of investment kit.	None	5 minutes  (Note: single piece request maybe provided immediately subject to evaluation of purpose)	Administrative Officer V/OIC-City Department Head  City CEIDO
	1.4 Secure approval of the department head and or management for release of kit(s).	None	2 minutes  (Note: Initiation to completion will be within 3 days depending on the number of kits requested and as per final evaluation of the purpose of the request.)	Administrative Officer V/OIC-City Department Head  City CEIDO



	1.5 Upon approval, notify client of the pick-up date and time thru printed letter, email or text message; provide log book for receiving.	None	5 minutes	Administrative Officer V/OIC-City Department Head  City CEIDO
2. Pick up the investment Kit(s) and sign the receiving log book.	2. Provide the kits and log book.	None	3 minutes	Administrative Officer V/OIC-City Department Head City CEIDO
<b>TOTAL:</b>		<b>NONE</b>	<b>55 MINUTES</b>	

## 7. APPLICATION FOR BENEFITS IN THE INVESTMENT CODE

- The investment code contains promulgations in line with the aim of accelerating the sound development of the City of Balanga in accordance with the approved Comprehensive Land and Water Use Plan and the national development plan.

The code is focused on encouraging new investments or expansion/diversifications in services especially but not limited to information technology, business process outsourcing, software development and technology-based businesses, agriculture, eco-tourism involving the establishment or construction of resorts, hotels, health and wellness tourism facilities, adventure and sports tourism, nature and theme parks, food chains and restaurants, infrastructures in line with Balanga City's vision , green economy, etc. that will provide employment opportunities, raise the standard of living of the people of Balanga City, and provide for an equitable distribution of wealth.

<b>Office or Division</b>	<b>City Economic Investment and Development Office</b>	
<b>Classification:</b>	<b>Simple</b>	
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>	
<b>Who may avail:</b>	<b>All</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
- any documentary proof of being a part of a company; (1, Photocopy)		Client
- any proof of identification (1, Photocopy)		Client
- written request (1, Original)		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send a written request (either thru email or printed letter) reflecting information such as the name of company he or she represents, his or her position, and the specific purpose(s) of the request.	1. Evaluate and verify information. Send response letter, text message or email acknowledging request	None	20 minutes	Administrative Officer V/OIC-City Department Head  City CEIDO
	1.1 Encode information at customer relations management flat form	None	5 minutes	Administrative Officer V/City Department Head City CEIDO
	1. 2 Coordinate with counterpart offices such as but not limited to the City Mayor's Office, City Council (Sangguniang Panglungsod), City Treasurer's Office, etc. for evaluation (setting of meetings as needed), verification, update of data, and other inputs.	None	10 minutes  (Note: coordination and response may take several days depending on the complexity of the request and other office's policies and processes.)	Administrative Officer V/OIC-City Department Head City CEIDO
	1.3 Connect the client and counterparts thru email, printed letter or exploratory meetings as needed.	None	5 minutes  (Facilitation of meeting may take hours or days based on common availability of client and counterparts as well as meeting agenda discussion)	Administrative Officer V/OIC-City Department Head  City CEIDO



2. Pick up printed letter or acknowledge receipt of email. Sign logbook for pick up.	2. Upon conclusion of decision, provide information on provision or non-provision of the request thru email or printed letter.	None	5 minutes upon receipt of notice  (Note: Initiation to completion will be kept within 20 days as long as client and counterparts have agreed to terms and provided necessary requirements for both parties*.)	Administrative Officer V/OIC- City Department Head City CEIDO
	<b>TOTAL:</b>	<b>NONE</b>	<b>45 MINUTES</b>	

*\*The City Council may exhort necessary mandates to help maximize services to be provided for the client and thus incur additional days for legislation as needed.*



## **City Education and Excellence Development Office**

### **External Services**



## 1. PROVISION OF SCHOOL DATA

Data pertaining to schools such as number of enrollees, graduates, courses, teaching and non-teaching personnel, lists of schools, etc. may be requested from the office.

<b>Office or Division</b>	<b>City Education and Excellence Development Office</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>			
<b>Who may avail:</b>	<b>Researchers, Students, different offices</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Request Letter (1, Original)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request letter at the City Education and Excellence Development Office 2 <sup>nd</sup> floor Balanga City Hall	1. Evaluate the letter request	None	2 minutes	Officer-In-Charge  City Education and Excellence Development Office
2. Claim the requested data.	2. For available data 2.1 Print out a copy.	None	3 minutes	Education Research Assistant
	2.2. Release the data needed	None	1 minute	Officer-In-Charge
3. For unavailable data, wait for a call.	3. For, unavailable data, inform the requestor that data will be released once available	None	2 minutes	Development Management Officer II
	3.1 Coordinate with different schools.	None	6 days	Development Management Officer II
	3.2 Collate the data received	None	1 day	Education Research Assistant
	3.3 Call the requestor	None	1 minute	
4. Claim the data	4. Release the data	None	1 minute	Education Research Assistant
	<b>TOTAL:</b>	<b>NONE</b>	<b>7 DAYS AND 10 MINUTES</b>	



## 2. EVALUATION OF SCORE CARDS

Scorecard is a requirement of Balanga City scholars. A scholar may have his/her scorecard evaluated prior to the validation period set by the Iskolar ng Bataan office.

<b>Office or Division</b>	<b>City Education and Excellence Development Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>			
<b>Who may avail:</b>	<b>Balanga City Scholars</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Score cards (1, Original)		• ACSBC Presidents		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the scorecard for evaluation at the City Education and Excellence Development Office, 2 <sup>nd</sup> floor Balanga City Hall	1. Check and evaluate the scorecard.	None	1 minute	Development Management Officer II/ Clerk
	1.1. If complete, forward the scorecard to the OIC for signing.	None	2 minutes	Development Management Officer II/ Clerk
	1.2 Sign the scorecard	None	1 minute	Officer-In-Charge
	1.3. For incomplete scorecard, forward the scorecard to the OIC for interview and further evaluation	None	10 minutes	Officer-In-Charge City Education and Excellence Development Office
2. Claim the scorecard	2. Release the scorecard	None	1 minute	Development Management Officer II/ Clerk City Education and Excellence Development Office
<b>TOTAL:</b>		<b>NONE</b>	<b>15 MINUTES</b>	





# **City Engineering Office/ Office of the Building Official**

## **External Services**



## 1. BUILDING PERMIT

(PD1096 Rule III Section 301)

No person, firm or corporation, including any agency or instrumentality of the government shall construct, alter, repair, convert, use, occupy, move, demolish and add any building/structure or any portion thereof or cause the same to be done, without first obtaining a building permit therefore from the Building Official assigned in the place where the subject building/structure is located or to be done.

(PD1096 Rule III Section 305)

The issuance of building permit shall not be construed as an approval or authorization to the permittee to disregard or violate any of the provisions of this code.

Whenever the issuance of a permit is based on approved plans and specifications which are subsequently found defective, the Building Official is not precluded from requiring the permittee to effect the necessary corrections in said plans and specification or from preventing or ordering the stoppage of any or all building operations being carried on there under which are in violation of this code.

A building permit issued under the provision of the code shall expire and become null and void if the building or work authorized therein is not commenced within a period of one (1) year from the date of such permit, or if the building or work so authorized is suspended or abandon at any time after it has been commenced, for a period of one hundred twenty (120) days.

<b>Office or Division</b>	<b>Office of the Building Official (National Building Code)</b>	
<b>Classification:</b>	<b>Complex</b>	
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>	
<b>Who may avail:</b>	<b>Government Agencies, Private Individual, Investors, Business Establishment Owner</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. Duly Notarized Unified Building Permit Application Form must be accompanied with Ancillary permit form – Architectural, Civil/Structural, Electrical, Mechanical, Sanitary, etc. as required (all must be duly signed and sealed)		Office of the Building Official One-Stop-Shop for Construction & Occupancy Permit (OSCP)



<p>2.(3) Photocopy of Original Certificate of Title (OCT)/ Transfer Certificate of Title (TCT)</p> <p>In Case the applicant is not the registered owner (aside from submission of Letter A requirements), secure any of the following:</p> <ul style="list-style-type: none"> <li>- Duly Notarized Contract of Lease or Written Consent of the owner/administration</li> <li>- Contact to sell or Deed of Sale (Duly Notarized)</li> <li>- Certificate of Award (in case of GOVERNMENT LOTS)</li> <li>- Extra Judicial Settlement (Duly Notarized)</li> <li>- Special Power of Attorney (Duly Notarized)</li> </ul> <p>(3) copies – Tax Declaration (3) copies – Current Real Property Tax Receipt</p>	Registered Lot Owner
<p>3. Five (5) sets of survey plans, design plans duly signed and sealed and other documents as follows:</p> <ul style="list-style-type: none"> <li>a. Architectural documents</li> <li>b. Civil/Structural documents</li> <li>c. Electrical documents</li> <li>d. Mechanical documents</li> <li>e. Sanitary documents</li> <li>f. Plumbing documents</li> <li>g. Electronics documents</li> <li>h. Geodetic documents</li> <li>i. Fire Protection Plan (if applicable)</li> </ul>	<p>Applicant</p> <p>} Design Professionals</p>
4. Two (2) Photocopies of valid licenses (PRC ID) of all involved	Design Professional (c/o Applicant)
5. Four (4) Copies-Bill of Materials & Specifications (signed and sealed by engineer/architect)	Applicant
6. Three (3) copies Barangay Construction Clearance	Barangay Hall (where construction will take place)
7. Construction Safety & Health Plan (CSHP)	Department of Labor and Employment
8. Two (2) copies Structural Design Computation for 3 storey above	Design Professional (c/o Applicant)
9. Locational Clearance Form (fully accomplished and notarized)	Office of the Building Official One-Stop-Shop for Construction & Occupancy Permit (OSCP)
OTHER REGULATORY OFFICES REQUIREMENTS	City Planning & Development Office/ Zoning Administrator (CPDO)
▪ Fire Safety Evaluation Certificate (FSEC)	Bureau of Fire Protection-BFP
▪ Right of Way Clearance (RROW) and Easement of all types of building/structure along the national	Department of Public Works and Highway (DPWH 2 <sup>nd</sup> District)



road and (WWC) public creek or river/bodies of water.				
Other Agencies such as (If applicable) HLURB DOT DOH DOTC DAR DepEd DENR(ECC) National Grid Corporation (NGCP)– for all types of building along the high-tension transmission lines And other requirements as deemed necessary upon evaluation and as per memorandum forwarded to OBO		Various authorities exercising and enforcing regulatory functions affecting buildings/structures		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. <b>FILE</b> Submit properly filled-up Application Forms and Required Documents to Building Permit Staff at the City Engineering Office	1. <b>Initial Verification</b> 1.1 Checking of submitted accomplished forms and documents 1.2 Prepare routing slip, control in logbook and input number 1.3 Segregate application to be transmitted to Fire and CPDO. Prepare transmittal and forward to concerned department 1.4 Forward to Inspector/ evaluation section	None	30 minutes	OSCP Staff of NBC ( Processing & Releasing Section) Office of the Building Official
	1.5 Line and Grade Verification Ocular Inspection for line and grade verification to establish and determine setbacks and grades in relation to access road, property lines, street or Highways, utility lines and construction of other infrastructure project.	None	30 minutes (on site per application and not considering the travel time and bulk of application since we conduct inspection by bulk	Staff of NBC ( Evaluation Section) Office of the Building Official



	<p>1.6 Technical Pre-Evaluation of plans and related documents</p> <ul style="list-style-type: none"> <li>-Line and Grade</li> <li>-Architectural</li> <li>-Civil/Structural</li> <li>-Electrical</li> <li>-Mechanical</li> <li>-Sanitary</li> <li>-Plumbing</li> <li>-Electronics</li> </ul>	<p><b>LEGEND:</b></p> <p><b>CATEGORY 1 –</b> Construction/Renovation up to Two (2) storey building</p> <p><b>CATEGORY 2 –</b> Construction/Renovation of Three (3) up to Four (4) storey building with Roof Deck, Attic or Penthouse.</p> <p><b>CATEGORY 3 –</b> Construction/Renovation of Five (5) storey building or Higher with Deck.</p>	<p>4 hours</p> <p>1/2 day for Category 1</p> <p>1 Day for Category 2</p> <p>2 Days for Category 3</p> <p>Note: Additional 4 hrs for every category</p>	<p>Staff of NBC ( Evaluation Section) Office of the Building Official</p>
	<p>1.7 Return Plans and Documents for Corrections if there are Deficiencies. Client will receive notification via sms if found non-compliant</p> <p><b>IF NO DEFICIENCIES, Proceed to assessment)</b></p>	<p>None</p>	<p>20 minutes</p>	<p>Staff of NBC ( Processing &amp; Releasing Section) Office of the Building Official</p>
<p>Corrective Step Re-Submit Corrected/Lacking Plan and Pertinent Documents (If applicable)</p> <p>Submit affidavit that the deficiencies will be corrected on given time</p>	<p>1.8 Review re-submitted Plans and Documents. Consolidate final evaluation</p>	<p>None</p>	<p>30 minutes</p>	<p>OSCP Staff of NBC ( Processing &amp; Releasing Section together with Evaluation Section)</p>



1.9	Preparation of Assessment of Corresponding Fees	<b>BUILDING PERMIT</b>			20 minutes	Staff of NBC (Processing & Releasing Section) Office of the Building Official
		Division	AREA (sq.m)	AMOUNT		
		A-1 (Residential)	20	2.40		
			20-50	3.40		
			50-100	4.80		
			101-150	6.00		
			151- above	7.20		
		A-2	Original complete construction up to 20.00 sq. meters	P 3.00		
			Additional/ renovation/alteration up to 20.00 sq. meters regardless of floor area of original construction	3.40		
			Above 20.00 - 50.00	5.20		
			Above 50.00 - 100.00	8.00		
			Above 150.00	8.40		
		B-1/C-1/E-1,2,3/F-1/G-1,2,3,4,5/H1,2,3,4/I-1/J-1 (Commercial, Institutional, Industrial, Recreational, Agricultural)	Up to 500	23.00		
			Above 500 to 600	22.00		
			Above 600 to 700	20.50		
			Above 700 to 800	19.50		
			Above 800 to 900	18.00		
			Above 900 to 1,000	17.00		
			Above 1,000 to 1,500	16.00		
			Above 1,500 to 2,000	15.00		
			Above 2,000 to 3,000	14.00		
			Above 3,000	12.00		
		C-2/ D-1,2,3	Up to 500	12.00		
			Above 500 to 600	11.00		
			Above 600 to 700	10.20		
			Above 700 to 800	9.60		
			Above 800 to 900	9.00		
			Above 900 to 1,000	8.40		
			Above 1,000 to 1,500	7.20		
			Above 1,500 to 2,000	6.60		
			Above 2,000 to 3,000	6.00		
			Above 3,000	5.00		
		Outside Transaction	Tarpaulin (To be paid at OBO)	150.00		



Once Fire Clearance and Locational has been approved and forwarded to OSCP documents will be forwarded to processing section for processing and approval of the building official				
	<b>1.9 Processing &amp; Approval</b>	None	4 hours  Not considering the availability of the signing authority	Staff of NBC Processing & Releasing & Evaluation Section and the Building Official
	1.9.1 Once approved by the BO, documents will be forwarded to processing section and clients will receive notifications via sms that the approved permit is now ready for payment documents will be available at the OSCP			
<b>2. Payment</b> -Received the order of Payment (for OBO and CPDO) -Pay dues to Local Treasurer Office - Submit Order of payment with Official receipt to The Office of the Building Official	2. Issuance of Order of Payment to client	Refer to the schedule of permit fees above	20 minutes	OSCP One-Stop Shop for Construction Permit
<b>3. Release</b> - Wait for the release of approved permit - Receive approved permit	3. Recieve Official Receipt of Building Permit and Locational Permit  3.1 Recording and controlling of paid permit  3.2 Prepare the tarpaulin  3.3 Release the approved Building Permit 3.4 Submit Official Receipt for CPDO	None	30 minutes	OSCP One-Stop Shop for Construction Permit



	<b>TOTAL:</b>	<b>Refers to the schedule of permit fees above</b>	<b>1 DAY AND 2 HOURS</b>  <b>For a single application</b>	Standard Processing time as per JMC 2008-01 Simple- 5 Days Complex – 7 days Highly Technical- 20 days (for complete requirements & compliance to PD 1096)
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*(Processing time- depends on the completeness of documents and compliance to the provision of the National Building Code and 3 working days allowable period for extension due to unusual circumstances)*

## 2. OCCUPANCY PERMIT

A Certificate of Occupancy is required before any building/structure is used or occupied. It is usually secured after the completion of building/structure.

A partial Certificate of Occupancy may be issued for the use or occupancy of a portion or portions of a building or structure prior to the completion of the entire building or structure, through the proper phasing of its major independent portions without posing hazards to its occupants, the adjacent building occupants and public.

A building for which a Certificate of Occupancy due to changes in use, whether partly or wholly, provided, that the new use/s or character/s of occupancy conform to the requirements of the Code and its IRR.

<b>Office or Division</b>	<b>Office of the Building Official (National Building Code)</b>
<b>Classification:</b>	<b>Simple/Complex</b>
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>
<b>Who may avail:</b>	<b>Government Agencies, Private Individual, Investors, Business Establishment Owner</b>





CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original/Photocopy Three (3) copies of duly notarized Certificate of Completion (signed and sealed by licensed professionals in-charge of construction) Unified Application forms for Occupancy		Forms is available at the Office of the Building Official One-Stop-Shop for Construction & Occupancy Permit (OSCP)		
One (1) Original Construction logbook		Professional in charge of construction		
Blueprint/Whiteprint of As-built plans		Professional in charge of construction		
One (1) Printed Photographs of the completed structure showing front, sides and back areas		Applicant		
One (1) Photocopy of Fire Safety Inspection Certificate from Fire Marshall if all fire safety requirements are complied.		Bureau of Fire Protection - BFP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished forms and documents at the City Engineering Office	<b>1. Initial Verification</b> 1.1 Checking of submitted accomplished forms and documents 1.2 Prepare routing slip, control in logbook and input number 1.3 Forward to Inspector/evaluation section 1.4 Prepare transmittal and endorse to BFP	None	20 minutes	<b>OSCP</b> Staff of NBC ( Processing & Releasing Section) Office of the Building Official
	<b>Building Inspection and Initial Evaluation</b> 1.5 Inspectorate Team will conduct site/ocular inspection of the completed building/structure in accordance with the approved plans and specifications. 1.6 A consolidated report is prepared and submitted by	None	30 minutes (on site per application and not considering the travel time and bulk of application since we conduct inspection by bulk)	Staff of NBC ( Evaluation Section) Office of the Building Official



	the technical inspectors. (Optional, if the inspectors found no deviations/violations proceed to processing)		4 hours (for consolidation and evaluation report preparation)	
1.6.1	Client will receive notification if found non-compliant			
		<p><b>LEGEND:</b></p> <p><b>CATEGORY 1 –</b> Construction/ Renovation up to Two (2) storey building</p> <p><b>CATEGORY 2 –</b> Construction/ Renovation of Three (3) up to Four (4) storey building with Roof Deck, Attic or Penthouse.</p> <p><b>CATEGORY 3 –</b> Construction/ Renovation of Five (5) storey building or Higher with Deck.</p>	<p>1 day for Category 1</p> <p>2 Days for Category 2</p> <p>3 Days for Category 3</p>	<p>Staff of NBC ( Evaluation Section) Office of the Building Official</p>
If applicable				



Make the necessary corrections (on site or on plan) and then submit including additional documents listed in the report	1.6.2 Received the corrected plans and documents	None	20 minutes	Staff of NBC (Processing & Releasing Section) Office of the Building Official
	1.6.3 Technical Inspector conduct re-inspection to check deficiencies stated in report. Final Evaluations, review recommendation	None	1 day	Staff of NBC (Evaluation Section) Office of the Building Official
	1.7 Once the applied occupancy permit is found compliant Certificate of Occupancy will be prepared and to be signed by Building Official			
	<b>1.8 Processing</b> Preparation/ encoding of Certificate	None	20 minutes	Support Section Office of the Building Official
	1.8 Approval of Building Official (Once signed certificate will forwarded to processing section)	None	1/2 day	Building Official Office of the Building Official
	Approved Occupancy Permit will be forwarded to OSCP for preparation of assessment/order of payment and wait for the release of Fire Safety Inspection Clearance (FSIC) once released the client will receive notification via sms that the permit applied is ready for payment			



2.1 Preparation of Assessment of Corresponding Fees	<b>OCCUPANCY PERMIT</b>			20 minutes	Staff of NBC ( Processing & Releasing Section) Office of the Building Official
	DIVISION	COST OF BUILDING	AMOUNT		
	A-1 AND A-2	150,000.00	100.00		
		150,000.00 – 400,000.00	200.00		
		400,000.00 – 850,000.00	400.00		
		850,000.00 – 1,200,000.00	800.00		
		Every Million or portion thereof in excess of 1,200,000.00	800.00		
	B-1/E-1,2,3/F-1/G-1,2,3,4,5/H-1,2,3,3/ and I-1	150,000.00	200.00		
		Above 150,000.00 – 400,000.00	400.00		
		Above 400,000.00 – 850,000.00	800.00		
		Above 850,000.00 – 1,200,000.00	1,000.00		
		Every million or portion thereof in excess of 1,200,000.00	1,000.00		
	C-1,2/ D-1,2,3	150,000.00	150.00		
		Above 150,000.00 – 400,000.00	250.00		
		Above 400,000.00 – 850,000.00	600.00		
		Above 850,000.00 – 1,200,000.00	900.00		
		Every million or portion thereof in excess of 1,200,000.00	900.00		
	J-1	With floor area up to 20 sq.m.	50.00		
		Above 20 - 500	240.00		
		Above 500 – 1,000	360.00		
		Above 1,000 – 5,000	480.00		
		Above 5,000 – 10,000	2,000.00		
		Above 10,000	2,400.00		



<b>2. Payment</b> -Received the order of Payment and Pay dues to Local Treasurer Office	1. Issuance of Order of Payment to client	None	20 minutes	<b>OSCP</b> Staff of NBC ( Processing & Releasing Section) Office of the Building Official
<b>3. Release</b> -Submit Order of payment with Official receipt to The Office of the Building Official - Wait for the release of the approved permit	3. Recording and controlling of paid permit. 3.1 Release the approved Occupancy Permit	None	20 minutes	<b>OSCP</b> Staff of NBC ( Processing & Releasing Section) Office of the Building Official
	<b>TOTAL:</b>	<b>Refers to the schedule of permit fees above</b>	<b>2 HOURS AND 18 MINUTES (per application) additional 1 day per category</b>	Standard Processing time as per JMC 2008-01 Simple- 5 days Complex – 7 days Highly Technical- 20 days (for complete requirements and compliant to PD 1096)

*(Processing time- depends on the completeness of documents and compliance to the provision of the National Building Code and 3 working days allowable period for extension due to unusual circumstances)*



### 3. ANNUAL INSPECTION

Business Enterprises are required to secure Building Inspection Clearance/Approval from the City Building Official Office before the start of commercial operations and during the annual renewal of business permits.

This is part of the process of securing a Business License/Mayor's Permit.

<b>Office or Division</b>	<b>Office of the Building Official (National Building Code)</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Government Agencies, Private Individual, Investors, Business Establishment Owner</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Business License Application/ Assessment Form		City Licensing Permit and Franchising Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Apply renewal via online registration	1. Checking of pending application via system 1.1 Input data at system	None	5 minutes	Staff of NBC (Processing & Releasing Section)
	1.2 (Pre-Annual Inspection is conducted) Search the business in data base if included in the negative list (if conforming proceed to assessment) If applicant is in the negative list (violation should be addressed before proceeding to assessment and payment)	None	3 minutes	Staff of NBC (Processing & Releasing Section)



Assessment	ANNUAL INSPECTION		2 minutes
	a. Divisions A-1 and A-2		
	Single detached dwelling units and duplexes	120.00	
	b. Division B-1/D-1,2,3 / F-1 / G-1,2,3,4,5/ H-1,2,3,4 / and I-1, commercial, industrial, institutional buildings and appendages shall be assessed area as follows:		
	1.1 Appendage of up to three (3) cu.m./unit	150.00	
	1.2 Floor area to one hundred (100) sq.m.	120.00	
	1.3 Above 100 up to 200 sq.m.	240.00	
	1.4 Above 200 up to 350 sq. m	480.00	
	1.5 Above 350 up to 500 sq.m.	720.00	
	1.6 Above 500 up to 750 sq.m.	960.00	
	1.7 Above 750 up to 1,000 sq.m.	1,200.00	
	1.8 Every 1,000 sq.m. or its portion in excess of 1,000 sq.m.	1,200.00	
	c. Division C1,2 , amusement houses, gymnasia and the like		
	1.1 First Class cinematographs or theaters	200.00	
	1.2 Second class cinematographs or theaters	720.00	
	1.3 Third class cinematographs or theaters	1,200.00	
	1.4 Grandstands/Bleachers	480.00	
	1.5 Gymnasia and the like	720.00	
	d. Annual plumbing inspection fees, each plumbing unit	P 60.00	
	e. Electrical Inspection Fees:		
	A one-time electrical inspection fee equivalent to 10% of Total Electrical Permit Fees shall be charged to cover all inspection trips during construction.		
	Annual Inspection Fees are the same as in Section 4.e.		
	f. Annual Mechanical Inspection Fees:		
	Refrigeration and Ice Plant, per ton:		
	(a) Up to 100 tons capacity	25.00	
	(b) Above 100 tons up to 150 tons	20.00	
	(c) Above 150 tons up to 300 tons	15.00	
	(d) Above 300 tons up to 500 tons	10.00	
	(e) Every ton or fraction thereof above 500 tons	5.00	
	Air Conditioning Systems: Window type air conditioners, per unit	P 40.00	



		Packaged or centralized air conditioning systems:	
		(a) First 100 tons, per ton	25.00
		(b) Above 100 tons, up to 150 tons per ton	20.00
		(c) Every ton or fraction thereof above 500 tons	8.00
		Mechanical Ventilation, per unit, per kW:	
		(a) Up to 1 kW	P 10.00
		(b) Above 1 kW to 7.5 kW	50.00
		(c) Every kW above 7.5 kW	20.00
		Escalators and Moving Walks; Funiculars and the like:	
		(a) Escalator and Moving Walks, per unit	P 120.00
		(b) Funiculars, per kW or fraction thereof	50.00
		(c) Per lineal meter or fraction thereof of travel	10.00
		(d) Cable Car, per KW or fraction thereof	25.00
		(e) Per lineal meter of travel	2.00
		Elevators, per unit:	
		(a) Passenger elevators	P 500.00
		(b) Freight elevators	400.00
		(c) Motor driven dumbwaiters	50.00
		(d) Construction elevators for materials	400.00
		(e) Car elevators	500.00
		(f) Every landing above first five (5) landings for all the above elevators	50.00
		Boilers, per unit:	
		(a) Up to 7.5 kW	P 400.00
		(b) 7.5 kW up to 22 kW	550.00
		(c) 22 kW up to 37 kW	600.00
		(d) 37 kW up to 52 kW	650.00
		(e) 52 kW up to 67 kW	800.00
		(f) 67 kW up to 74 kW	900.00
		(g) Every kW or fraction thereof above 74 kW	4.00
		Pressurized Water Heaters, per unit	P 120.00
		Automatic Fire Extinguishers, per sprinkler head	P 2.00
		Water, Sump and Sewage pumps for buildings/structures for commercial/industrial purposes, per kW:	
		(a) Up to 5 kW	P 55.00
		(b) Above 5 kW to 10 kW	90.00
		(c) Every kW or fraction thereof above 10 kW	P 2.00
		Diesel/Gasoline Internal Combustion Engine. Gas Turbine/Engine. Hydro.	





		Nuclear or Solar Generating Units and the like, per kW:			
		(a) Per kW, up to 50 kW	P 15.00		
		(b) Above 50 kW up to 100 kW	10.00		
		(c) Every kW or fraction thereof above 100 kW	2.40		
		Compressed air, vacuum, commercial/institutional/industrial gases, per outlet	P 10.00		
		Power piping for gas/steam/etc., per lineal meter or fraction thereof or per cu. meter or fraction thereof, whichever is higher	P 2.00		
		Other Internal Combustion Engines, including Cranes, Forklifts, Loaders, Mixers, Compressors and the like			
		(a) Per unit, up to 10 kW	100.00		
		(b) Every kW above 10 kW	3.00		
		Other machineries and/or equipment for commercial/ industrial/institutional use not elsewhere specified, per unit:			
		(a) Up to ½ kW	P 8.00		
		(b) Above ½ kW up to 1 kW	23.00		
		(c) Above 1 kW up to 3 kW	39.00		
		(d) Above 3 kW up to 5 kW	55.00		
		(e) Above 5 kW up to 10 kW	80.00		
		(f) Every kW above 10 kW or fraction thereof	4.00		
		Pneumatic tubes, Conveyors, Monorails for materials handling, per lineal meter or fraction thereof	P 2.40		
		Weighing Scale Structure, per ton or fraction thereof	P 30.00		
		Testing/Calibration of pressure gauge, per unit	P 24.00		
		(a) Each Gas Meter, tested, proved and sealed, per gas meter	30.00		
		Every mechanical ride inspection, etc., used in amusement centers of fairs, such as ferris wheel, and the like, per unit	P 30.00		
		g. Annual electronics inspection fees shall be the same as the fees in Section 7. of this Schedule.			
	Preparation & Printing of Annual Inspection Certificate	None			c/o CLPFO
	<b>TOTAL:</b>	<b>Refer to the chart</b>	<b>10 MINUTES</b>		

(Processing time- depends on the systems availability and online verification)



#### 4. BUILDING RELATED PERMIT (ELECTRICAL, REPAIR, FENCING)

Aside from a building permit, the office of the Building Official/City Engineering's Office, issues ancillary permits for building

- Electrical Permit – This is required before putting-up new or additional or alteration of electrical installations
- Repair Permit – This permit is secured for remedial work or any damaged or deteriorated portion/s of building to restore to its original condition
- Fencing permit- This is secured prior to actual construction of fence

<b>Office or Division</b>	<b>Office of the Building Official (National Building Code)</b>	
<b>Classification:</b>	<b>Simple</b>	
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>	
<b>Who may avail:</b>	<b>Government Agencies, Private Individual, Investors, Business Establishment Owner</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• Accomplished Prescribe Permit Form</li> </ul> <p>Two (2) copies of other requirements</p> <ul style="list-style-type: none"> <li>• Design Plan/Electrical Plan/ Fencing Plan and Structural Details</li> <li>• Scope of Works</li> <li>• Vicinity Map</li> <li>• Transfer Certificate of Title (TCT)</li> <li>• Deed of Sale/Lease Contract/Contract to sell (If the TCT is not in the name of the owner/applicant)</li> </ul>		<p>Forms is available at the Office of the Building Official One-Stop-Shop for Construction &amp; Occupancy Permit (OSCP)</p> <p>Design Professional</p> <p>Registry of Deeds Law Office</p>
<ul style="list-style-type: none"> <li>• Real Property Tax Declaration</li> <li>• Current Real Property Tax Receipt</li> <li>• Picture of the structure applied for permit (electrical &amp; repair)</li> <li>• Two (2) Barangay Construction Clearance</li> <li>• Two (2) RROW Clearance (DPWH if along National Road) Applicable to fencing</li> <li>• And other requirements as deemed necessary upon evaluation and as per memorandum forwarded to OBO</li> </ul>		<p>City Assessor's Office City Treasurer's Office Applicant</p> <p>Barangay Hall (where work will take place) Department of Public Works</p>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. FILE</b> Submit properly filled-up Application Forms and Required Documents at the Office of the Building Official One-Stop-Shop for Construction & Occupancy Permit (OSCP)	<b>1. Initial Verification</b> 1.1 Checking of submitted accomplished forms and documents 1.2 Prepare routing slip, control in logbook and input number 1.2 Forward to Inspector/evaluation section	None	20 minutes	<b>OSCP</b> Staff of NBC ( Processing & Releasing Section) Office of the Building Official
	1.3 Inspection & Technical Pre-Evaluation of plans and related documents	None	30 minutes (on site per application and not considering the travel time and bulk of application since we conduct inspection by bulk)  2 hours For evaluation	Staff of NBC ( Evaluation Section) Office of the Building Official
	1.3.1 Return Plans and Documents for Corrections if there are Deficiencies. Client will receive notification if found non-compliant (IF NO DEFICIENCIES, Proceed to assessment)	None	30 minutes	Staff of NBC ( Processing & Releasing Section) Office of the Building Official
Corrective Step Re-Submit Corrected/Lacking Plan and Pertinent Documents	1.3.2 Review re- submitted Plans and Documents. Consolidate final evaluation	None	30 minutes	Staff of NBC ( Processing & Releasing Section together with Evaluation Section) Office of the Building Official



1.4 Preparation of Assessment of Corresponding Fees	<b>ELECTRICAL PERMIT</b>		30 minutes	Staff of NBC (Processing & Releasing Section) Office of the Building Official
	<b>a. Total Connected Load (kVA)</b>	<b>Fee</b>		
	5 kVA or less	P 200.00		
	Over 5 kVA to 50 kVA	P 200.00 + P 20.00/kVA		
	Over 50 kVA to 300 kVA	1,100.00 + 10.00/kVA		
	Over 300 kVa to 1,500 kVA	3,600.00 + 5.00/kVA		
	Over 1,500 kVA to 6,000 kVA	9,600.00 + 2.50/kVA		
	Over 6,000 kVA	20,850.00 + 1.25/kVA		
	NOTE: Total Connected Load as shown in the load schedule.			
	<b>b. Total Transformer /Uninterrupted Power Supply (UPS)/ Generator Capacity (kVA)</b>	<b>Fee</b>		
	5 kVA or less	P 40.00		
	Over 5 kVA to 50 kVA	P 40.00 + P 4.00/kVA		
	Over 50 kVA to 300 kVA	220.00 + 2.00/kVA		
	Over 300 kVa to 1,500 kVA	720.00 + 1.00/kVA		
	Over 1,500 kVA to 6,000 kVA	1,920.00 + 0.50/kVA		
	Over 6,000 kVA	4,170.00 + 0.25/kVA		
	<b>REPAIR PERMIT</b>			
	For all groups	5.00		
	<b>FENCING PERMIT</b>			
	Made of masonry, metal, concrete, up to 1.80 m. in height, per lineal meter or fraction thereof	3.00		
	In excess of 1.80 m in height, per lineal m or fraction thereof	4.00		
	Made of indigenous materials, barbed, chicken or hog wires, per lineal m	2.40		



		Tarpaulin (Outside Transaction)	150.00		
	<b>1.5 Processing &amp; Approval</b> Application to be signed by the Building Official	None		4 hours  not considering the availability of the signing authority	Staff of NBC (Processing & Releasing Section) and Office of the Building Official
	1.6 Once approved by the BO, documents will be forwarded to processing section and clients will receive notifications via sms that the approved permit is now ready for payment. Documents is now available at the OSCP				
<b>2. Payment</b> Received the order of Payment Pay dues to Local Treasurer Office	2. Issuance of Order of Payment to client	None		20 minutes	<b>OSCP</b> Staff of NBC ( Processing & Releasing Section) Office of the Building Official
<b>3. Release</b> Submit Order of payment with Official receipt to The Office of the Building Official and wait for the release of approved permit	3. Receive the Order of Payment with Official receipt 3.1 Recording and controlling of paid permit 3.2 Prepare the tarpaulin 3.3 Release the approved Permit	None		20 minutes	<b>OSCP</b> Staff of NBC ( Processing & Releasing Section) Office of the Building Official
	<b>TOTAL:</b>	<b>REFERS TO THE SCHEDULE OF PERMIT FEES</b>		<b>8 HOURS</b>	

*(Processing time- depends on the completeness of documents and compliance to the provision of the National Building Code and few working days allowable period for extension due to unusual circumstances)*



## 5. BUILDING RELATED PERMIT (OTHER ACCESSORY PERMIT)

Aside from a building permit, the office of the Building Official/City Engineering's Office, issues accessory permits for building/structure activities usually before or during the processing of the building permit. Examples of accessory permits are:

- a. Ground preparation and excavation permit (This permit is secured prior to actual ground preparation and excavation after the building line is established)
- b. Sidewalk construction permit – Secured prior to the construction and repair of sidewalk
- c. Erection of scaffolding permit – Secured whenever the erection of scaffolding occupies street lines
- d. Demolition/Moving Permit- Secured prior to the systematic dismantling or destruction of a building or structure in whole or in part
- e. Sign Permit (Temporary& Permanent)
- f. Other permits:
  - Mechanical permit for Existing building/structure- secured before the installation of new or additional removal or alteration of machinery
  - Sanitary/Plumbing permit for Existing building/structure- secured before the installation of new, additional or alteration of plumbing system, water supply, storm drainage and water purification and sewerage treatment plants
  - Electronic Permit and Work Permit- secured before the installation of electronic equipment
  - Certificate of Operation-secured after the installation of mechanical equipment
  - Certification

### Accessory Fees

a. Establishment of Line and Grade, all sides fronting or abutting streets, <i>esteros</i> , rivers and creeks, first 10.00 meters	P 24.00
i. Every meter or fraction thereof in excess of 10.00 meters	2.40
b. Ground Preparation and Excavation Fee	
i. While the application for Building Permit is still being processed, the Building Official may issue Ground Preparation and Excavation Permit (GP&EP) for foundation, subject to the verification, inspection and review by the Line and Grade Section of the Inspection and Enforcement Division to determine compliance to line and grade, setbacks, yards/easements and parking requirements	
(a) Inspection and Verification Fee	P200.00
(b) Per cu. meters of excavation	3.00
(c) Issuance of GP & EP, valid only for thirty (30) days or superseded upon issuance of Building Permit	50.00
(d) Per cu. meter of excavation for foundation with basement	4.00



(e) Excavation other than foundation or basement, per cu. meter	3.00
(f) Encroachment of footings or foundations of buildings/structures to public areas as permitted, per sq. meter or fraction thereof of footing or foundation encroachment	250.00

### **Sidewalk Construction Permit**

Up to 20 sq.m. per calendar month	240.00
Every sq.m. or fraction thereof in excess of 20 sq.m.	12.00

### **Erection of Scaffoldings Occupying Public Areas, per calendar month**

i. Up to 10.00 meters in length	P 150.00
ii. Every lineal meter or fraction thereof in excess of 10.00 meters	12.00

### **Raising of Building/Structures Fees:**

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

### **Demolition/Moving of Buildings/Structures Fees, per sq. meter of areas or dimensions involved:**

i. Buildings in all Groups per sq. meter floor area	P 3.00
ii. Building Systems/Frames or portion thereof per vertical or horizontal dimensions, including	4.00
iii. Structures of up to 10.00 meters in height	800.00
(a) Every meter or portion thereof in excess of 10.00 meters	50.00
iv. Appendage of up to 3.00 cu. meter/unit	50.00
v. Moving Fee, per sq. meter of area of building/structure to be moved	3.00

### **SignFees:**

i. Erection and anchorage of display surface, up to 4.00 sq. meters of signboard area	P 120.00
(a) Every sq. meter or fraction thereof in excess of 4.00 sq. meters	24.00
ii. Installation Fees, per sq. meter or fraction thereof of display surface:	





	Type of Sign Display	Business Signs	Advertising Signs
	Neon	P 36.00	P 52.00
	Illuminated	24.00	36.00
	Others	15.00	24.00
	Painted-on 9.60 18.00	9.60	18.00
iii.	Annual Renewal Fees, per sq. meter of display surface or fraction thereof: Type of Sign Display Business Signs Advertising Signs		
	Type of Sign Display	Business Signs	Advertising Signs
	Neon	P 36.00 m min. fee shall be P124.00	P 46.00, min. fee shall be P200.00
	Illuminated	P 18.00, min. fee shall be P72.00	P 38.00, min. fee shall be P150.00
	Others	P 12.00, min. fee shall be P 40.00	P 20.00, min. fee shall be P110.00
	Painted-on 9.60 18.00	P 8.00, min. fee shall be P 30.00	P 12.00, min. fee shall be P100.00

### Mechanical Fees:

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

### For evaluation purposes:

- For Commercial/Industrial Refrigeration without Ice Making (refer to 5.a.i.):
- 1.10 kW per ton, for compressors up to 5 tons capacity.
  - 1.00 kW per ton, for compressors above 5 tons up to 50 tons capacity.
  - 0.97 kW per ton, for compressors above 50 tons capacity.
- For Ice making (refer to 5.a.ii.):
- 3.50 kW per ton, for compressors up to 50 tons capacity.
  - 3.25 kW per ton, for compressors above 5 up to 50 tons capacity.
  - 3.00 kW per ton, for compressors above 50 tons capacity.
- For Air conditioning (refer to 5.a.iii.):
- 0.90 kW per ton, for compressors 1.2 to 5 tons capacity.
  - 0.80 kW per ton, for above 5 up to 50 tons capacity.
  - 0.70 kW per ton, for compressors above 50 tons capacity.





b. Escalators and Moving Walks, funiculars and the like:		Fee
i.	Escalator and moving walk, per kW or fraction thereof	P 10.00
ii.	Escalator and moving walks up to 20.00 lineal meters or fraction thereof	20.00
iii.	Every lineal meter or fraction thereof in excess of 20.00 lineal meters	10.00
iv.	Funicular, per kW or fraction thereof	200.00
	(a) Per lineal meter travel	20.00
v.	Cable car, per kW or fraction thereof	40.00
	(a) Per lineal meter travel	5.00
c. Elevators, per unit:		Fee
i.	Motor driven dumbwaiters	P 600.00
ii.	Construction elevators for material	2,000.00
iii.	Passenger elevators	5,000.00
iv.	Freight elevators	5,000.00
v.	Car elevators	5,000.00
d. Boilers, per kW:		Fee
i.	Up to 7.5 kW	P 500.00
ii.	. Above 7.5 kW to 22 kW	700.00
iii.	Above 22 kW to 37 kW	900.00
iv.	Above 37 kW to 52 kW	1,200.00
v.	Above 52 kW to 67 kW	1,400.00
vi.	Above 67 kW to 74 kW	1,600.00
vi.	Every kW or fraction thereof above 74 kW	5.00

**NOTE:**

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

		Fee
e. Pressurized water heaters, per unit		P 200.00
f. Water, sump and sewage pumps for commercial/industrial use, per kW or fraction thereof		60.00
g. Automatic fire sprinkler system, per sprinkler head		4.00
h. Diesel/Gasoline ICE, Steam, Gas Turbine/Engine, Hydro, Nuclear or solar Generating Units and the like, per kW:		
i.	Every kW up to 50 kW	25.00
ii.	Above 50 kW up to 100 kW	20.00
iii.	Every kW above 100 kW	3.00
i. Compressed Air, Vacuum, Commercial, Institutional and/or Industrial Gases, per outlet		P 20.00



j. Gas Meter, per unit	P 100.00
k. Power piping for gas/steam/etc., per lineal meter or fraction thereof or per cu. meter or fraction thereof whichever is higher	P 4.00
l. Other Internal Combustion Engines, including cranes, forklifts, loaders, pumps, mixers, compressors and the like, not registered with the LTO, per kW:	
i. Up to 50 kW	P 10.00
ii. Above 50 kW to 100 kW	P 12.00
iii. Every above 100 kW or fraction thereof	P 3.00
m. Pressure Vessels, per cu. meter or fraction thereof	P 60.00
n. Other Machinery/Equipment for commercial/Industrial/Institutional Use not elsewhere specified, per kW or fraction thereof	P 60.00
o. Pneumatic tubes, Conveyors, Monorails for materials handling and addition to existing supply and/or exhaust duct works and the like, per lineal meters or fraction thereof	P 10.00
p. Weighing Scale Structure, per ton or fraction thereof	P 50.00

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

### Plumbing Fees:

a. Installation Fees, one (1) "UNIT" composed of one (1) water closet, two (2) floor drains, one (1) lavatory, one (1) sink with ordinary trap, three (3) faucets and one (1) shower head. A partial part thereof shall be charged as that of the cost of a whole "UNIT".	P24.00
b. Every fixture in excess of one unit:	
i. Each water closet	P 7.00
ii. Each floor drain	3.00
iii. Each sink	3.00
iv. Each lavatory	7.00
v. Each faucet	2.00
vi. Each shower head	2.00
c. Special Plumbing Fixtures:	
i. i. Each slop sink.....	P 7.00
ii. ii. Each urinal.....	4.00
iii. iii. Each bath tub.....	7.00
iv. iv. Each grease trap.....	7.00
v. v. Each garage trap.....	7.00
vi. vi. Each bidet.....	4.00
vii. Each dental cuspidor.....	4.00
viii. Each gas-fired water heater.....	4.00
ix. Each drinking fountain.....	2.00
x. x. Each bar or soda fountain sink.....	4.00
xi. xi. Each laundry sink.....	4.00
xii. xii. Each laboratory sink.....	4.00



xiii.	xiii. Each fixed-type sterilizer.....	2.00
d.	Each water meter.....	P 2.00
i.	12 to 25 mm □.....	8.00
ii.	Above 25 mm □.....	10.00
e.	Construction of septic tank, applicable in all Groups	
i.	Up to 5.00 cu. meters of digestion chamber.....	P 24.00
ii.	Every cu. meter or fraction thereof In excess of 5.00 cu. meters	P 7.00

#### Electronics Fee:

a.	Central Office switching equipment, remote switching units, concentrators, PABX/PBX's, cordless/wireless telephone and communication systems, intercommunication system and other types of switching/routing/distribution equipment used for voice, data image text, facsimile, internet service, cellular, paging and other types/forms of wired or wireless communications	P 2.40 per port
b.	Broadcast station for radio and TV for both commercial and training purposes, CATV headed, transmitting/receiving/relay radio and broadcasting communications stations, communications centers, switching centers, control centers, operation and/or maintenance centers, call centers, cell sites, equipment silos/shelters and other similar locations/structures used for electronics and communications services, including those used for navigational aids, radar, telemetry, tests and measurements, global positioning and personnel/vehicle location	P 1, 000.00 per location
c.	Automated teller machines, ticketing, vending and other types of electronic dispensing machines, telephone booths, pay phones, coin changers, location or direction-finding systems, navigational equipment used for land, aeronautical or maritime applications, photography and reproduction machines x-ray, scanners, ultrasound and other apparatus/equipment used for medical, biomedical, laboratory and testing purposes and other similar electronic or electronically controlled apparatus or devices, whether located indoors or outdoors	P 10.00 per unit
d.	Electronics and communications outlets used for connection and termination of voice, data, computer (including workstations, servers, routers, etc.), audio, video, or any form of electronics and communications services, irrespective of whether a user terminal is connected	P 2.40 per outlet
e.	Station/terminal/control point/port/central or remote panels/outlets for security and alarm systems (including watchman system, burglar alarms, intrusion detection systems, lighting controls, monitoring and surveillance system, sensors, detectors, parking management system, barrier controls, signal lights, etc.), electronics fire alarm (including early-detection systems, smoke detectors,	P 2.40 per termination



etc.), sound-reinforcement/ background, music/paging/conference systems and the like, CATV /MATV/CCTV and off-air television, electronically-controlled conveyance systems, building automation, management systems and similar types of electronic or electronically-controlled installations whether a user terminal is connected	
f. Studios, auditoriums, theaters, and similar structures for radio and TV broadcast, recording, audio/video reproduction/simulation and similar activities	P 1,000.00 per location
g. Antenna towers/masts or other structures for installation of any electronic and/or communications transmission/reception	1,000.00 per structure
h. Electronic or electronically-controlled indoor and outdoor signage's and display systems, including TV monitors, multi-media signs, etc.	P 50.00 per unit
i. Poles and attachment:	
i. Per Pole (to be paid by pole owner)	P20.00
ii. Per attachment (to be paid by any entity who attaches to the pole of others)	P20.00
j. Other types or electronics or electronically controlled device, apparatus, equipment, instrument or units not specifically identified above	P 50.00 per unit

#### Certifications:

a. Certified true copy of building permit	P 50.00
b. Certified true copy of Certificate of Use/Occupancy	50.00
c. Issuance of Certificate of Damage	50.00
d. Certified true copy of Certificate of Damage	50.00
e. Certified true copy of Electrical Certificate	50.00
f. Issuance of Certificate of Gas Meter Installation	P 50.00
g. Certified true copy of Certificate of Operation	50.00
h. Other Certifications	50.00
NOTE: The specifications of the Gas Meter shall be: Manufacturer..... Serial Number..... Gas Type..... Meter Classification/Model..... Maximum Allowable Operating Pressure – psi (kPa)..... Hub Size - mm (inch)..... Capacity - m3/hr. (ft3/hr.).....	

Outside Transaction	Tarpaulin (To be paid at OBO)	150.00
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<b>Office or Division</b>	<b>Office of the Building Official (National Building Code)</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Government Agencies, Private Individual, Investors, Business Establishment Owner</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Two (2) Original Accomplished Prescribe Permit Form</li> </ul>		Forms is available at the Office of the Building Official One-Stop-Shop for Construction & Occupancy Permit (OSCP)		
<ul style="list-style-type: none"> <li>Two (2) Blueprint/Whiteprint of Design Plan duly signed and sealed (if applicable)</li> <li>Two (2) Scope of Works – written on the plan</li> <li>Two (2) Vicinity Map</li> <li>Transfer Certificate of Title (TCT) - Photocopy</li> <li>Two (2) Deed of Sale/Lease Contract/Contract to sell (If the TCT is not in the name of the applicant) - Photocopy</li> <li>Two (2) Real Property Tax Declaration- - Photocopy</li> <li>Two (2) Current Real Property Tax Receipt- - Photocopy</li> </ul>		Applicant c/o Design Professional  Applicant  City Treasurer's Office  City Assessor's Office		
<ul style="list-style-type: none"> <li>Two (2) Barangay Construction Clearance - Original/Photocopy</li> </ul>		Barangay Hall (where work will take place)		
<ul style="list-style-type: none"> <li>Two (2) RROW Clearance (DPWH if along National Road) Applicable to Sign Permit Permanent -Original/Photocopy</li> <li>PEO Clearance – if applicable</li> <li>And other requirements as deemed necessary upon evaluation and as per memorandum forwarded to OBO</li> </ul>		Department of Public Works and Highway (DPWH 2 <sup>nd</sup> District)  Provincial Engineering Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. FILE</b> Submit properly filled-up Application Forms and Required Documents at the Office of the Building Official	<b>1. Initial Verification</b> 1.1 Checking of submitted accomplished forms and documents 1.2 Prepare routing slip, control in logbook and input number -Forward to Inspector/ evaluation section	None	20 minutes	<b>OSCP</b> Staff of NBC ( Processing & Releasing Section) Office of the Building Official



One-Stop-Shop for Construction & Occupancy Permit (OSCP)	1.3 Inspection & Technical Pre-Evaluation of plans and related documents	None	30 minutes-inspection  2 hours evaluation  (on site per application and not considering the travel time and bulk of application since we conduct inspection by bulk)	Staff of NBC ( Evaluation Section)
	1.4 Return Plans and Documents for Corrections if there are Deficiencies. Client will receive notification if found non-compliant (IF NO DEFICIENCIES, Proceed to assessment)	None	30 minutes	Staff of NBC (Processing & Releasing Section)
Corrective Step Re-Submit Corrected/Lacking Plan and Pertinent Documents	1.4.2 Review re- submitted Plans and Documents. Consolidate final evaluation	None	30 minutes	Staff of NBC (Processing & Releasing Section together with Evaluation Section)
	1.5 Preparation of Assessment of Corresponding Fees	Refer to the chart	30 minutes	Staff of NBC (Processing & Releasing
	<b>Processing &amp; Approval</b>  1.6 Application to be signed by the Building Official	None	2 hours  (will depend on the availability of signing authority)	Staff of NBC (Processing & Releasing Section) And Building Official



	1.7 Once approved by the BO, documents will be forwarded to processing section and clients will receive notifications via sms that the approved permit is now ready for payment. Documents is now available at the OSCP			
<b>2. Payment</b> Received the order of Payment. Pay dues to Local Treasurer Office	2. Issuance of Order of Payment to client	None	20 minutes	<b>OSCP</b> Staff of NBC ( Processing & Releasing Section) Office of the Building Official
<b>3. Release</b> Submit Order of payment with Official receipt to The Office of the Building Official and wait for the release of approved permit	3. Receive the Order of Payment with official receipt  3.1 Recording and controlling of paid permit  3.2 Prepare the tarpaulin (if applicable)  3.3 Release the approved Permit	None	20 minutes	<b>OSCP</b> Staff of NBC ( Processing & Releasing Section) Office of the Building Official
	<b>TOTAL:</b>	<b>REFERS TO THE SCHEDULE OF PERMIT FEES</b>	<b>6 HOURS</b>	

*(Processing time- depends on the completeness of documents and compliance to the provision of the National Building Code and few working days allowable period for extension due to unusual circumstances)*





## 6. PREPARATION OF PROGRAM OF WORKS (BARANGAY FUND)

One of the services rendered by the City's Engineer's Office, specifically the Planning and Programming Section, is the preparation of Plans and Programs of Work as requested by of 25 Barangays of City of Balanga

<b>Office or Division</b>	<b>Project Development Division</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government (End User/ 25 Barangays)</b>			
<b>Who may avail:</b>	<b>25 Barangays</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (1, Original)		Barangay where the project will take place		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter at the City Engineering Office	1. Receives and records the request in a logbook and submits the same to the City Engineer.	None	3 minutes	Support Staff City Engineering Office
	<b>Notation of the City Engineer</b> 1.1 City Engineer evaluates the request and endorses it to the Planning and Programming Division.	None	3 minutes	City Engineer
	<b>Pre-Evaluation</b> 1.2 Project Division Head evaluates and assesses the request and forward it to the Engineer in-charge	None	10 minutes	PMD Division Head City Engineering Office
	<b>For Cluster I</b> 1. Central 2. Cupang Proper 3. Ibayo 4. M. Batangas 5. Cupang North 6. Tortugas 7. Camacho 8. Malabia			Programmer: Engineer I  Cadd Operator: Draftsman City Engineering Office





	<b>For Cluster II</b> 1. Cataning 2. DFS 3. Pto. Rivas Lote 4. Pto. Rivas Itaas 5. San Jose 6. Sibacan 7. Tanato 8. Tuyo 9. BagongSilang			<b>Programmer:</b> Engineer I City Engineering Office <b>Cadd Operator:</b> Draftsman
	<b>For Cluster III</b> 1. Cabog 2. Cupang West 3. Pto. Rivas Ibaba 4. Talisay 5. Tenejero 6. Poblacion 7. Dangcol 8. Bagumbayan			<b>Programmer:</b> Engineering Assistant <b>Cadd Operator:</b> Engineering Assistant
	<b>Site Inspection and Investigation</b> 1.3 Project Engineer talks to persons and barangay officials concerned on – site. 1.4 Engineer proceeds to survey work, if a survey is needed.	None	1 ½ day	Programmer & Cad Operator in-charge per cluster City Engineering Office
	<b>Prepare Program of Work</b> 1.5 Project Engineer prepares detailed plans. 1.6 Prepares detailed estimate	None	<b>Horizontal</b> 2 days <b>Vertical</b> 4 days	Programmer & Cad Operator in-charge per cluster
	<b>Review Program of Work</b> 1.7 Final review of plans and programs	None	10 minutes	PMD Division Head
	<b>Recommending Approval</b> 1.8 City Engineer evaluates and approves the plans and programs of work	None	5 minutes	City Engineer
	<b>Approval of Program</b> 1.9 The Local Chief Executive approved the Program of Work	None	5 minutes	Local Chief Executive
	2. Barangay Official received the 2. Releasing of Program of Works	None	2 minutes	Engineering Assistant



Approved Program of Works				City Engineering Office
		<b>TOTAL: NONE</b>	<b>HORIZONTAL - 3 1/2 DAYS &amp; 38 MINUTES. VERTICAL - 5 1/2 DAYS &amp; 38 MINUTES</b>	

(Processing time- depends on weather condition and 3 working days allowable period for extension due to unusual circumstances)

## 7. PREPARATION OF BUDGETARY ESTIMATES

One of the services rendered by the City Engineering Office, especially the Planning and Programming Section, is the preparation of Budgetary Estimate as requested by Barangay Officials and departments of the City Government.

<b>Office or Division</b>	<b>Project Development Division</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Barangay Officials and Departments of the City Government</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (1, Original)		City Engineering Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request Letter at the City Engineering Office	1. Receives and records the request in a logbook and submits the same to the City Engineer.	None	3 minutes	Support Staff City Engineering Officef
	<b>Notation of the City Engineer</b> 1.1 City Engineer evaluates the request and endorses it to the Planning and Programming Division.	None	3 minutes	City Engineer



	<b>Pre-Evaluation</b> 1.2 Project Division Head evaluates and assesses the request and forward it to the Engineer in-charge	None	10 minutes	PMD Division City Engineering OfficeHead
	<b>Site Inspection and Investigation</b> 1.3 Project Engineer talks to persons and barangay officials concerned on – site. Engineer proceeds to survey work, if a survey is needed.	None	1 day	Project Management Division Staff City Engineering Office
	<b>Prepare Budgetary Estimate</b> 1.4 Project Engineer prepares detailed plans. Prepares detailed estimate.	None	Horizontal 2 days  Vertical 4 days	Project Management Division Staff City Engineering Office
	<b>Review Program of Work</b> 1.5 Final review of plans and programs	None	10 minutes	PMD Division Head City Engineering Office
	<b>Recommending Approval</b> 1.6 City Engineer evaluates and approves the plans and programs of work	None	5 minutes	City Engineer City Engineering Office
	<b>Approval of Program</b> 1.7 The Local Chief Executive approved the Program of Work	None	5 minutes	Local Chief Executive City Mayor's Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>HORIZONTAL – 3 DAYS AND 36 MINUTES</b>  <b>VERTICAL- 5 DAYS AND 36 MINUTES</b>	

*(Processing time- depends on weather condition and 3 working days allowable period for extension due to unusual circumstances)*



## **City Environment and Natural Resources Office**

### **External Services**



## 1. HAULING OF TRIMMED/CUT TREE BRANCHES AND YARD DEBRIS

Cleaning up of after a tree is removed or branches are cut and trimmed or vacant lot has been cleared is not a simple job and it can be a hassle on where it will be disposed.

<b>Office or Division</b>	<b>City Environment &amp; Natural Resources</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen, G2B - Government to Business Establishment, G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>Residents of Balanga</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter (2, Original) with complete details (volume of yard waste, exact location, contact person, picture of waste)		1. From the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client's Log Book of City ENRO and submit the letter request to office staff for assessment and verification	1. Give the log book to the client and receive the required documents and check for completeness.	None	3 minutes	Clerk City ENRO
	1.1 Issue the Order of Payment if all required documents were given	None	2 minutes	Clerk City ENRO
2. Pay the required fees at the City One Stop Shop (Counter F) by showing the Order of Payment	2. Receive payment and issue official receipt	P500.00 Hauling Fee per truck load	4 minutes City Treasurer's Charter	Revenue Collection Clerk III City Treasurer's Office
*Make sure to secure official receipt upon payment	2.1 Accept the Official Receipt based on the order of payment	None	1 minute	
3. Wait for the hauling of trimmed/cut tree branches	3. Schedule the hauling and delegate to Foreman-in-charge	None	2 minutes	Clerk City ENRO
	3.1 Hauling process	None	4 hours	Truck driver and helper
	<b>TOTAL:</b>	<b>P 500.00</b> Hauling Fee per truck load	<b>4 HOURS AND 12 MINUTES</b>	



## 2. ANTI-SMOKING ORDINANCE AND ANTI-LITTERING ORDINANCE

Payment of penalty on violating the City Ordinances on Anti-Smoking and Anti-Littering of the City of Balanga

<b>Office or Division</b>	<b>City Environment &amp; Natural Resources</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen, G2B - Government to Business Establishments</b>			
<b>Who may avail:</b>	<b>Residents of Balanga</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Citation Ticket issued (1, Original) 2.Affidavit of Loss (for loss citation ticket)		1.From the Apprehending Officer 2.From Attorney-at-law		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. 1. Sign in the Client's Log Book of City ENRO and submit the citation ticket to office staff for verification	1.Give the log book to the client and receive the ticket.	None	2 minutes	Clerk City ENRO
1.1 If citation ticket is not presented, provide affidavit of loss	1.1 Receive the affidavit of loss 1.2 Issue the Order of Payment if valid	None	1 minute	Clerk City ENRO
2.Pay the required fees at the City Treasurer's Office (Counter F) by showing the Order of Payment  *Make sure to secure official receipt upon payment	2.Receive the payment and issue official receipt  2.1 Accept the Official Receipt based on the order of payment	Anti-Smoking P1,000.00 – 1 <sup>st</sup> offense P1,500.00 - 2 <sup>nd</sup> offense P3,000.00 - 3 <sup>rd</sup> offense  Anti-littering P300.00 - 1 <sup>st</sup> offense P500.00- 2 <sup>nd</sup> offense P1,000.00 - 3 <sup>rd</sup> offense	4 minutes City Treasurer's Charter  1 minute	Revenue Coll Clerk III City Treasurer's Office (Counter F)  Clerk City ENRO
3. Wait for the license or any ID that was confiscated to be issued	3.Return the license or ID	None	2 minutes	Clerk City ENRO



	<b>TOTAL:</b>	<b>Anti-Smoking</b> <b>P1,000.00 –</b> <b>1<sup>st</sup> offense</b> <b>P1,500.00 -</b> <b>2<sup>nd</sup> offense</b> <b>P3,000.00 -</b> <b>3<sup>rd</sup> offense</b>  <b>Anti-littering</b> <b>P300.00 -</b> <b>1<sup>st</sup> offense</b> <b>P500.00-</b> <b>2<sup>nd</sup> offense</b> <b>P1,000.00 -</b> <b>3<sup>rd</sup> offense</b>	<b>10</b> <b>MINUTES</b>	
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### 3. QUARRY STICKER

To closely monitor and regulate the quarry activities in the City of Balanga, quarry permittee and truck haulers must secure stickers.

<b>Office or Division</b>	<b>City Environment &amp; Natural Resources</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2B - Government to Business</b>			
<b>Who may avail:</b>	<b>Quarry Operators and Quarry Truck haulers</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Authorization letter (2, Original) with complete details (Type of equipment with plate number and number of equipment)		1. From the source of quarry materials *Make sure that the source has permit		
2. Updated OR/CR of each equipment listed in the letter (1, Original, 1 Photocopy)		2. From LTO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client's Log Book of City ENRO and submit the required documents to office staff for assessment and verification	1. Give the log book to the client and receive the required documents and check for completeness.	None	3 minutes	Environmental Management Specialist City ENRO



	1.1 Proceed to Licensing office to validate the OR/CR of each equipment		3 minutes	Environmental Management Specialist / Public Utility Relation Officer of LCPFO
	1.2 Issue the Order of Payment if valid		1 minute	Environmental Management Specialist City ENRO
2. Pay the required fees at the City One Stop Shop (Counter F) by showing the Order of Payment *Make sure to secure official receipt upon payment	2. Receive the payment and issue official receipt  3.1 Accept the Official Receipt based on the order of payment	P3,000.00 For 10-wheeler dump truck and heavy equipment P2,000.00 For mini-dump truck and elf	4 minutes City Treasurer's Charter  1 minute	Revenue Collection Clerk III City Treasurer's Office Environmental Management Specialist City ENRO
3. Proceed to City Public Safety Office for the issuance of the sticker	3. Coordinate to City Public Safety Office to issue sticker	None	3 minutes	Clerk City ENRO
	<b>TOTAL:</b>	<b>P3,000.00 For 10-wheeler dump truck and heavy equipment P2,000.00 For mini-dump truck and elf</b>	<b>15MINUTES</b>	





## 4. WASTE DISPOSAL PERMIT

Some institutions and business establishments generate big volume of waste and needed to be disposed as often as needed in order not to affect their operation.

<b>Office or Division</b>	<b>City Environment &amp; Natural Resources</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2B - Government to Business</b>			
<b>Who may avail:</b>	<b>Business establishments and institutions</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter (2, Original) with complete details (kind of waste to be disposed, type of vehicle and plate number)		1. From the client		
2. Business Permit (1, Original, 1, Photocopy)		2. City Licensing Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client's Log Book of City ENRO and submit the required documents to Environmental Management Specialist for assessment and verification	1. Give the log book to the client and receive the required documents and check for completeness.	None	2 minutes	Environmental Management Specialist City ENRO
	1.1 Seek for City ENRO's approval to grant the request		1 minute	CGDH City ENRO
	1.2 Issue the Order of Payment if approved by the head		1 minute	Environmental Management Specialist City ENRO
2. Pay the required fees at the City One Stop Shop (Counter F) by showing the Order of Payment	2. Receive the payment and issue official receipt	P100.00 for the disposal permit P800.00 for the 4-wheel vehicle P900.00 for the 6-wheeler	4 minutes City Treasurer's Charter	Revenue Collection Clerk III City Treasurer's Office
*Make sure to secure official receipt upon payment	2.1 Accept the Official Receipt based on the order of payment	None	1 minutes	Clerk City ENRO



3. Return to the City ENRO for the processing and release of the permit	3. Issue the disposal permit	None	2 minutes	Environmental Management Specialist City ENRO
	<b>TOTAL:</b>	<b>P100.00 for the disposal permit fee</b>  <b>P800.00 for the 4-wheel vehicle</b>  <b>P900.00 for the 6-wheeler</b>	<b>11 MINUTES</b>	

## 5. CERTIFICATE OF NO OBJECTION/ENDORSEMENT LETTER FOR CUTTING, TRIMMING OR EARTH-BALLING OF TREES

No tree shall be cut or trim without securing a permit from DENR. And one of the requirements is to secure a Certificate of No Objection or Endorsement Letter from the City ENRO.

<b>Office or Division</b>	<b>City Environment &amp; Natural Resources</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen, G2B - Government to Business Establishments, G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>Residents of Balanga</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Request letter (2, Original) 2. One (1) Pictures of trees requested 3. Certificate of No Objection (1, Original) 4. Copy of lot title (for individual) (1, Photocopy)		1. From the client 2. From the client 3. From the Barangay concern 4. From Registry of Deeds		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client's Log Book of City ENRO and submit the required documents for assessment and verification	1. Give the log book to the client and receive the required documents and check for completeness.	None	2 minutes	Environmental Management Specialist City ENRO



1.1 Seek for the schedule of inspection and assist the inspection team to the exact location	1.1 Schedule and inspect	None	45 minutes	Environmental Management Specialist City ENRO
2. Pay the required fees at the City One Stop Shop (Counter F) by showing the Order of Payment	2. Receive the payment and issue official receipt	P100.00 Certification Fee	4 minutes City Treasurer's Charter	Revenue Collection Clerk III City Treasurer's Office
*Make sure to secure official receipt upon payment	2.1 Accept the Official Receipt based on the order of payment	None	1 minute	Clerk City ENRO
3. Return to the City ENRO for the processing and release of the certificate/ endorsement	3. Issue the certificate/ endorsement	None	2 minutes	Environmental Management Specialist / Clerk City ENRO
	<b>TOTAL:</b>	<b>P100.00 Certification Fee</b>	<b>54 MINUTES</b>	

## 6. ESWM & GARBAGE HAULING CERTIFICATE

Any establishment need to secure this certificate/clearance as one of the requirements in securing environmental permit from DENR-EMB R3. It is also to closely monitor if the establishment is compliant to waste management.

<b>Office or Division</b>	<b>City Environment &amp; Natural Resources</b>
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	<b>G2B - Government to Business</b>
<b>Who may avail:</b>	<b>Business Establishments</b>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Request letter (2, Original) 2. Copy of ECC or CNC (if any) (1, Photocopy)	1. From the client 2. From DENR-EMB R3



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client's Log Book of City ENRO and submit the requirements to Environmental Management Specialist	1. Give the log book to the client and receive the requirements for verification	None	2 minutes	Environmental Management Specialist
1.1 Seek for the schedule of inspection and assist the inspection team to the exact location	1.1 Schedule and inspect	None	45 minutes	Environmental Management Specialist
2. Pay the required fees at the City One Stop Shop (Counter F) by showing the Order of Payment	2. Receive the payment and issue official receipt	P 100.00 for ESWM Certificate  P 100.00 for Garbage Hauling Certificate	4 minutes City Treasurer's Charter	Revenue Collection Clerk III City Treasurer's Office
*Make sure to secure official receipt upon payment	2.1 Accept the Official Receipt based on the order of payment	None	1 minutes	Clerk City ENRO
3. Return to the City ENRO for the processing and release of the permit	3. Issue the certificate	None	3 minutes	Clerk City ENRO
	<b>TOTAL:</b>	<b>P 100.00 for ESWM Certification Fee</b>  <b>P 100.00 for Garbage Hauling Certification Fee</b>	<b>55 MINUTES</b>	



## 7. GRASS CUTTING & HAULING OF GARBAGE

Type of services where any individual or organization request for grass cutting or hauling of their garbage.

<b>Office or Division</b>	<b>City Environment &amp; Natural Resources</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen, G2B - Government to Business Establishment, G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>Residents of Balanga</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Request letter (2, Original) with complete details (exact location & contact person)		1.From the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Sign in the Client's Log Book of City ENRO and submit the request letter for assessment and verification	1.Give the log book to the client. Receive the request letter to assess and verify.	None	2 minutes	Clerk City ENRO
	1.1 Seek for approval of City ENRO		1 minute	Clerk City ENRO
2.Ask for the schedule of request	2.Inform the Foreman in charge for the schedule of the request	None	2 minutes	Clerk City ENRO
	3.1 Schedule the request	None	1 day	Clerk City ENRO
3.Wait for the implementation of the request	3.Implement the request	None	6 hours	Truck driver and helpers City ENRO
	<b>TOTAL:</b>	<b>NONE</b>	<b>1 DAY, 6 HOURS AND 5 MINUTES</b>	

*(Processing time may exceed depending on the available schedule)*



## 8. INSPECTION ON COMPLAINTS RECEIVED

Any individual, institution, business establishment, organization or government agency can address their concerns/complaints if there is something wrong that needed to be corrected and take necessary actions.

<b>Office or Division</b>	<b>City Environment &amp; Natural Resources</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen, G2B - Government to Business, G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>Residents of Balanga</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1.Request letter (2, Original) with complete details of complaint		1.From the client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client's Log Book of City ENRO and submit the request letter for assessment and verification	1.Give the log book to the client and receive the letter and make a short interview about the complaint	None	2 minutes	Clerk City ENRO
	1.1 Inform the City ENRO about the complaint and seek for approval to inspect		2 minutes	Clerk City ENRO
2.Wait for the feedback	2. Inspection process to validate the complaint	None	1 hour	Environmental Management Specialist City ENRO
	2.1 Prepare the inspection report and submit to City ENRO	None	15 minutes	Environmental Management Specialist City ENRO
3.Receive the update/feedback	3.Inform the client on the update of the complaint	None	15 minutes	Environmental Management Specialist
	<b>TOTAL:</b>	<b>NONE</b>	<b>1 HOUR AND 34 MINUTES</b>	



## **City General Services Office**

### **External Service**



## I. REQUEST FOR SERVICE VEHICLE / DRIVER

The City Government of Balanga has its own service vehicle which is properly monitored and maintained by the City General Services Office. The City Government Employees, Public schools and Barangay Officials may request vehicle for official business travel.

<b>Office or Division</b>	<b>City General Services Office</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>G2G - Government To Government</b>			
<b>Who may avail:</b>	<b>City Government Employees, Public Schools, Barangay Officials</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter Request (1, Original)</li> <li>Email Approved Request</li> </ul>		<ul style="list-style-type: none"> <li>Prepared by requesting office</li> <li>Human Resource and Management Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirement at the City General Service Office	1. Receive the email and approved letter request with complete details (where, when and purpose or nature of the travel and number of passengers) from the requesting department 5 days before the requested official travel.  1.1 Prepare and encode the Work Tracking Slip (WTS) and assign transaction tracking number	None	10 minutes	Administrative Officer IV City General Service Office
2. Wait for the allowable number of days for the necessary management action to be made	2. Evaluate the request	None	4 hours	City Government Department Head I – CGSO





3. Wait for the notification of CGSO if available or not available	3. Verify/Check the availability of vehicles and driver  3.1 Notify the driver assigned and acknowledges request  3.2 Coordinate with the requestor	None	1 day	Administrative Officer IV City General Service Office
3. If available:  Secure Purchase Order for Fuel Allocation	4. Prepare the Authority Application for Authority to Travel (AFAT) of the driver  4.1 Sign AFAT  4.2 Approve the AFAT of the driver  4.3 If not Available: Notify the requesting department	None	1 day	Administrative Officer IV City General Service Office  Driver  City Government Department Head I – CGSO  City Mayor / City Administrator
	Prepare the Travel Order of the driver    Approve the Travel Order of the driver	None	1 day	Human Resource Management Office   City Government Department Head I – CGSO  City Mayor / City Administrator



5. Make a follow-up or reminder call for the finalization of time and meeting place for pick-up	4. Accomplish the Trip Ticket  5.1 Approve the Trip Ticket  5.2 Receive the Purchase Order for Gas Allocation  5.3 Conduct inspection of service vehicle and accomplish the vehicle monitoring checklist before use.	None	20 minutes	Assigned Driver  City Government Department Head I – CGSO  Assigned Driver  Assigned Driver and Mechanic City General Service Office
5. Proceed to the location for pick up	6. Acknowledge the arrival of the vehicles	None	5 minutes	Watchman on Duty City General Service Office
	6.1 Turn over the service vehicle to the garage after completion of official travel and accomplish the vehicle monitoring checklist after use.	None	5 minutes	Assigned Driver City General Service Office
	6.2 Notify the Administration Division Staff if ever the vehicle did not return on time.	None	2 minutes	Watchman on Duty City General Service Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>3 DAYS 4 HOURS AND 42 MINUTES</b>	

**\*\*Request should be at least a week before the date of travel.**



## 2. REQUEST FOR CHAIRS, TENTS, SOUND SYSTEM, STAGE, TABLES AND OTHER LOGISTICAL SUPPORT AVAILABLE IN CGSO

This service intends to provide chairs, tents, sound system, stage, tables and other logistical support available in the City General Services Office for the successful implementation of different activities of the City Government.

<b>Office or Division</b>	<b>City General Services Office</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>City Government Employees, Public Schools, Barangay Officials</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter Request (1, Original)</li> <li>Transaction tracking / Admin Slip (1, Original)</li> </ul>		<ul style="list-style-type: none"> <li>Prepared by the requesting office</li> <li>City Administrator's Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirement at the City General Services Office	1. Receive and stamp the letter request with complete details from City Administrator's Office.  1.1 Prepare the Work Tracking Slip (WTS) and assign transaction tracking number  1.2 Encode the transaction details to the monitoring tracking files	None	10 minutes	Administrative Officer IV City General Service Office
2. Wait for the allowable number of days for the necessary management action to be made	2. Evaluate the request	None	4 hours	City Government Department Head I – CGSO
3. Wait for the notification of CGSO if available or not available	3. Verify/Check the availability of logistics needed	None	1 day	Division Head concerned / Administrative Officer IV / Warehouseman IV



	3.1 Transmit / Email the requesting department and City Administrator's Office within three (3) days upon receipt of approved letter request	None	1 day	Administrative Officer IV City General Service Office
	3.2 Coordinate with the requestor			
4. Make a follow-up or reminder call, if possible	4. Prepares the requested logistics	None	1 day (depending on the kind/types of logistics being requested)	Division Head Concerned & Staffs City General Service Office
	4.1 Prepare the Borrower's Slip	None	5 minutes	Administrative Officer IV City General Service Office
	4.2 Prepare the Property Gate Pass	None	5 minutes	Clerk II / Warehouseman IV City General Service Office
	4.3 Submit the Accomplished Property Gate Pass	None	5 minutes	Division Head Concerned & Staffs
	4.4 Check and only the items listed in the property gate pass will be allowed by the watchman to be brought out of the office.			Watchman on Duty City General Service Office
5. Wait for the delivery of logistics needed and guide the CGSO personnel	5. Delivery / Arrangement / Set-up	None	2 days	Division Head Concerned & Staffs
	<b>TOTAL:</b>	<b>NONE</b>	<b>5 DAYS 4 HOURS AND 25 MINUTES</b>	

**\*\*Request should be at least 7 days before the event.**



### 3. ISSUANCE OF PROPERTY ACKNOWLEDGEMENT RECEIPT (PAR) AND INVENTORY CUSTODIAN SLIP (ICS)

Inventory Custodian Slip (ICS) shall be prepared for monitoring, control and accountability of end-user for supplies and materials with an estimated useful life of more than one year but small enough to be considered Property, Plant and Equipment.

For non-expendable property and equipment, the Property Acknowledgment Receipt (PAR) shall also be prepared to record the accountability of the end-user.

<b>Office or Division</b>	<b>City General Services Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government To Government</b>			
<b>Who may avail:</b>	<b>City Government Employees, Public Schools, Barangay Officials</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Copy of the Approved Purchase Order (1, Original)</li> </ul>		<ul style="list-style-type: none"> <li>CGSO Supply Management and Coordination Division</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Wait for the preparation and processing of the document at the City General Services Office	1. Check the status of the delivery of the items in the Approved P.O.	None	5 minutes	Clerk II Warehouseman IV City General Service Office
	1.1 If the items were already delivered, prepare the PAR and/or ICS and initially approved by the Supply Management and Coordination Division Head	None	10 minutes	Supply Officer III City General Service Office
	1.2 Sign by the CGSO under "Received from" portion of PAR or ICS	None	5 minutes	City Government Department Head I – CGSO
2. Receive and Acknowledge receipt by the Department Head of end-user by signing under "Received by" portion	2. If the PAR or ICS was returned, release the copies of approved PAR or ICS	None	2 minutes	Clerk II  Supply Officer III City General Service Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>22 MINUTES PER ITEM</b>	

\*\*\*End-users acknowledgement by signing is not included in this processing time.



## 4. ISSUANCE OF DELIVERIES

This service intends for the issuance of delivered procurements to the different requesting offices

<b>Office or Division</b>	<b>City General Services Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>City Government Employees, Public Schools, Barangay Officials</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Requisition and Issue Slip (RIS) (1, Original)</li> </ul>		<ul style="list-style-type: none"> <li>CGSO Supply Management and Coordination Division</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the accomplished Requisition and Issue Slip (RIS) at the City General Services Office	1. Verify the presented Requisition and Issue Slip (RIS) with the approved Purchase Order	None	5 minutes	Clerk II Warehouseman IV City General Service Office
	1.1 Approve the releasing and issuance of supplies and materials	None	5 minutes	City Government Department Head I – CGSO
	1.2 Prepare the items to be issued	None	15 minutes	Warehouseman IV
	1.3 Prepare the Property Gate Pass	None	2 minutes	Clerk II Warehouseman IV
2. Receive the supplies and materials and sign the RIS	2. Release the items being requested	None	2 minutes	Clerk II City General Service Office
3. Submit Accomplished Property Gate Pass	3. Check and only the item(s)/equipment listed in the property gate pass will be allowed by the watchman to be brought out of the office.	None	5 minutes	Watchman on Duty City General Service Office
<b>TOTAL:</b>		<b>NONE</b>	<b>34 MINUTES</b>	

**\*\*Processing time may exceed depending on the number of items to be issued.**



## 5. ISSUANCE OF PROPERTY RETURN SLIP (PRS)

This service intends for all the returned unserviceable properties owned the City Government of the Balanga.

<b>Office or Division</b>	<b>City General Services Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>City Government Employees, Public Schools, Barangay Officials</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Three (3) copies (Original) of Accomplished Property Return Slip               <ul style="list-style-type: none"> <li>One (1) for the requesting office</li> <li>One (1) for the inspector</li> <li>One (1) for the office file</li> </ul> </li> </ul>		<ul style="list-style-type: none"> <li>CGSO Supply Management and Coordination Division</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The accountable person or his/her representative must present the items to be returned to the CGSO Supply Management and Coordination Division at the City General Services Office	1. Check the items in the electronic system for verification according to the Items 'Serial Number, Items Property Number and other related information	None	5 minutes	Clerk II City General Service Office
2. Present the items for return to the CGSO Warehouseman.	2. Check the completeness of the items to be returned. If the item/s conform to the technical descriptions in the return slip, the designated GSO Inspector shall sign the Property Return Slip on the inspected and received by portion.	None	30 minutes per item  (Processing time may exceed depending on the items to be inspected)	Warehouseman IV City General Service Office



	2.1 Initially approved by means of countersign in the "Approved by" portion of the PRS by the CGSO Supply Management and Coordination Division Head	None	3 minutes	Supply Officer III City General Service Office
	2.2 Approve the Property Return Slip	None	2 minutes	City Government Department Head I – CGSO
3. Receive the accomplished and approved PRS	3. Release one (1) copy of the approved PRS to the representative of the requesting offices	None	1 minute	Clerk II City General Service Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>41 MINUTES</b>	

*\*\*Processing time may exceed 1 day depending on the number of the items being returned and if multiple transactions are being requested.*

## 6. ISSUANCE OF CLEARANCE FOR PROPERTY ACCOUNTABILITY

This service intends for the issuance of clearance for property accountability to the City Government Employees who are retiring, being separated, transferring to other agencies, leaving the Philippines and going on maternity leave of absence

<b>Office or Division</b>	<b>City General Services Office</b>
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>
<b>Who may avail:</b>	<b>City Government Employees, Public Schools, Barangay Officials</b>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<b>City Government Employees</b> <ul style="list-style-type: none"> <li>Four (4) Copies (Original) of Accomplished Clearance Form</li> </ul> <b>Public Schools and Barangay Officials</b> <ul style="list-style-type: none"> <li>Clearance Form (1, Original)</li> </ul>	<ul style="list-style-type: none"> <li>Human Resource and Management Office</li> <li>Respective Offices</li> </ul>





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Requirements at the City General Services Office	1. Receive the clearance form with corresponding signature of the requesting employee and his concerned Department Head	None	5 minutes	Clerk II / Supply Officer III City General Service Office
2. Wait until checking and validation is done	2. Check and verify the employee's accountability. The Supply Officer III shall initial under the portion of Supply and Property Procurement and Management Services portion.	None	20 minutes	Supply Officer III City General Service Office
	2.1 Sign the Clearance for Property Accountability	None	5 minutes	City Government Department Head I – CGSO
3. Receive the duly signed Clearance Form	3. Release the duly signed Clearance Form	None	1 minute	Clerk II City General Service Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>31 MINUTES</b>	

*\*\*Processing time may exceed 1 hour depending on the multiple transactions are being processed.*

## 7. REPAIR AND MAINTENANCE

This service covers the repair and maintenance of the following:

1. Roads, drainage and bridges
2. City Owned buildings and its facilities
3. City owned service vehicles
4. City owned mechanical equipment and other machineries
5. Steel Grating for canal and other city owned structures
6. Buggy
7. Air-conditioning Unit
8. Streetlights

<b>Office or Division</b>	<b>City General Services Office</b>
<b>Classification:</b>	<b>Highly Technical</b>
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>
<b>Who may avail:</b>	<b>City Government Employees, Public and Private Agencies, Public and Private Schools</b>



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Letter Request with complete details (1, Original)</li> <li>Transaction tracking / Admin Slip (1, Original)</li> </ul>		<ul style="list-style-type: none"> <li>Prepared by the requestor</li> <li>City Administrator's Office</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement at the City General Services Office	1. Receive and stamp the letter request with complete details from City Administrator's Office.  1.1 Prepare the Work Tracking Slip (WTS) and assign transaction tracking number  1.2 Encode the transaction details to the monitoring tracking files	None	10 minutes	Administrative Officer IV City General Service Office
2. Wait for the allowable number of days for the necessary management action to be made	2. Evaluate the request	None	4 hours	City Government Department Head I – CGSO
	2.1 Assigns a division head and staff to perform the service repair maintenance	None	4 hours	
3. Follow-up request for schedule of repair	3. Coordinates with client for schedule	None	1 day	Division Head Concerned and staffs
	3.1 Conduct ocular inspection for possible problem	None	1 day	Division Head Concerned and staffs
4. On the scheduled date, be at the designated area	4. Performs the necessary repair	None	15 days	Division Head Concerned and staffs
5. Sign accomplishment report	5. Acknowledges the maintenance completed by the end-user	None	5 minutes	Administrative Officer IV City General Service Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>18 DAYS 15 MINUTES</b>	

**\*\*Processing time may exceed 30 days depending on the multiple transactions are being repaired.**



## **City Health Office**

### **External Services**



## 1. SECURING SANITARY PERMIT AND HEALTH CARD

The City Health Office issues Sanitary Permit to operate in all business establishments after the completion of the required supporting documents and after the actual inspection of establishments.

Health Card is being issued to Operators and Employees after submission of required laboratory examinations including physical/medical examinations of food handlers by the City Health Officer/Physicians.

<b>Office or Division</b>	<b>City Health Office- MAIN</b>
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	<b>G2B - Government to Business</b>
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Operators of Commercial and Food Establishments</li> <li>• Food Handlers</li> <li>• Special Establishments are required to secure Health Card (Spa, Clinics &amp; Computer Rentals)</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
(For Health Cards) 1. Accomplish application form for health card (1, Original) 2. Results of Laboratory Examinations – (1) Present Original copy of documents from DOH Accredited Laboratory 3. Occupational Tax (P 100.00)- – (1) Present Original copy of documents 4. Residence Certificate– (1) Present Original copy of documents 5. 2 pcs 1x 1 picture  (For Sanitary Permit) 1. Barangay Business Permit- – (1) Present Original copy of documents 2. Zoning/Locational Clearance (New Stabs) -(1) Present Original copy of documents 3. Occupancy Permit (Newly Constructed)- – (1) Present Original copy of documents 4. Annual Inspection (For Renewal)- – (1) Present Original copy of documents 5. Inspection Report of Sanitary Inspector (Newly Constructed/Renovated)- – (1) Present Original copy of documents 6. Result of Water Analysis (Not more than 3 months old)- – (1) Present Original copy of documents	Front Desk (Table 1& 2)  Accredited Laboratory  City Public Employment Services Office (City Hall Main) Barangay Hall/Balanga City Hall  Client  Concerned Barangay  City Planning and Development Office  City Planning and Development Office  City Engineering Office  CHO Sanitary Inspector  Provincial Health Office



7. Pest Control Contract of Service- – (1) Present Original copy of documents	Accredited Pest Controller
8. Photocopy of Health Cards of Employees (Food Establishment)- (1)Present Photocopy of Health card for each employee	Client

### HOW TO AVAIL OF THE SERVICE: HEALTH

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client asks for Health Card Application form from S.I. on duty. Fill out the application form and submit to S.I. on duty at the City Health Office	1. Provides the health card application form	None	1 minute	Sanitary Inspector City Health Office
2. Submit the filled - out application together with required documents	2. Receive and review the application form and requirements	None	2 minutes	Sanitary inspector City Health Office
	2.1 Record the applicant's data	None	1 minute	Sanitary Inspector
	2.2 Encode the applicant's data on the system.	None	5 minutes	Sanitary Inspector
	2.3 Review, approve and sign the Health certificate	None	2 minutes	City Health Officer
3. Receive the Health Certificate	3. Issue the Health Certificate	None	1 minute	Sanitary Inspector
	<b>TOTAL</b>	<b>NONE</b>	<b>12 MINUTES</b>	

### HOW TO AVAIL OF THE SERVICE: SANITARY

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents at the City Health Office	1. Receive and review the documents submitted 1.1 Schedule the ocular inspection of	None	2 minutes	Sanitary Inspector City Health Office



	the establishment and advise the client to pay at Treasury office			
2. Pay the inspection fee at the City Treasurer's office (City One Stop Shop)	2. Collect corresponding payment and issue official receipt.	Site inspection fee Piggery/ Poultry =P500 Food establishment = None	4 minutes City Treasurer's Charter	Revenue Collection Clerk III City Treasurer's Office
3. Present the site inspection fee receipt.	3. Conduct ocular inspection of the establishment/ piggery/poultry  3.1 For food establishment: Collect water sampling and submits sample to PHO.	None	40 minutes	Sanitary Engineer & Sanitary Inspector City Health Office  Provincial Health Office
	3.2 Encode the establishment information on the system	None	5 minutes	Sanitary Inspector City Health Office
	3.2 Review, approve and sign the Sanitary permit	None	2 minutes	City Health Officer
4. Receive the Sanitary Permit	4. Issue the Sanitary Permit	None	1 minute	Sanitary Inspector City Health Office
	<b>TOTAL</b>	<b>Site inspection fee Piggery/ Poultry =P500 Food establishment = None</b>	<b>54 MINUTES</b>	



## HOW TO AVAIL OF THE SERVICE: WATER POTABILITY

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for water analysis at the City Health Office	1. Advise the client to get sterile bottle from PHO,	P 450.00 (Bottle Fee paid at PHO)	1 minute	Sanitary Inspector
	1.1 Upon obtaining the sterile bottle, the Staff on Duty will conduct the water sampling	None	5 minutes	Sanitary Inspector City Health Office
2. Submit the water sample to Provincial Health Office				
3. Present the result of the water analysis	3. Check and review the result	None	1 minute	Sanitary Inspector City Health Office
	3.1 Encode the data on the system	None	5 minutes	Sanitary Inspector
	3.2 Review and approve the certificate	None	1 minute	City Health Officer
4. Pay the fee	4. Issue the receipt	P 100.00 Water Portability Certificate	1 minute	Midwife/ Liaison Officer City Health Office
5. Receive the Water Portability Certificate	5. Issue the Certificate of Water Portability	None	1 minute	Sanitary Engineer City Health Office
6. For (+) water supply sources-client request for treatment	6. Sanitary Engineer will conduct the treatment procedure	None	12 hours	Sanitary Engineer & Sanitary Inspector City Health Office
	<b>TOTAL</b>	<b>P 100.00 Water Portability Certificate</b>	<b>1 DAY, 4 HOURS AND 15 MINUTES</b>	



## 2. SECURING A MEDICAL/ DEATH / MEDICOLEGAL CERTIFICATE / EXHUMATION PERMIT

Government Agencies, establishments and companies usually require medical/health certificate from their workers; job applicants; school from their enrollees/students.

Medico legal case reporting also usually requires certificate from Barangay/PNP/Court use. CSWD also requires medical certificate from indigent client for financial assistance. Death Certificate for registration of vital events as per requirement by LCR. Health/Medical/Death/Medico legal Certificate and Exhumation Permit are issued by the City Health Office.

<b>Office or Division</b>	<b>City Health Office/ Rural Health Unit</b>	
<b>Classification:</b>	<b>Simple</b>	
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>	
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Medico-legal Case</li> <li>• Employees</li> <li>• Job Applicants</li> <li>• Students</li> <li>• Indigents</li> </ul>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<b>For Medical Certificate for students</b> (TESDA, absence from school, special events e.g. Sports/writing competition) and workers (absence from work) 1. Personal appearance of client		Front Desk table 5
<b>For employment (job applicants / renewal) purpose</b> 1. Results of Blood Test (CBC)- – (1) Present Original copy of documents 2. Results of Chest X-ray – (1) Present Original copy of documents 3. Results of Urinalysis- – (1) Present Original copy of documents 4. Personal Appearance of clients and others		Table 6 (Doctor's Office –CHO Main) Front Desk (RHU I, II, III, IV)  } Accredited DOH Laboratory  Client
<b>For Medicolegal Certificate</b> 1. Personal Appearance of Client		Front desk (Table 5 - CHO Main)
<b>For Death Certificate</b> 1. Certificate should be certified by Embalmer– (1) Present Original copy of document		Table 6 (Doctor's Office –CHO Main) Front Desk (RHU I, II, III, IV)





2. Accomplished statement (salaysay) form (affidavit)- – (1)Present Original copy of documents  <b>- For Medical Certificate for Financial Assistance</b> 1. Indigence Certificate from Barangay- – (1) Present Original copy of documents 2. Personal Appearance of Client 3. If patient is treated by other physician/MD, secure working diagnosis and presumptions.  <b>- Exhumation Permit</b> 1. Death Certificate– (1) Present Original copy of documents		Client   Barangay Concerned  Client Patient History from other Physician   Table 6(Doctor's Office-CHO Main)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire for Medical/ Death/ Medicolegal certificate/ Exhumation Permit at the City Health Office	1. Instruct the patient /client to present the requirements and check for its completion.	None	5 minutes	CHO Staff/ BHW City Health Office
	1.1 Register the client's data on certificate log sheet and refer to the Physician on duty.	None	5 minutes	CHO Staff /RHM City Health Office
2. Present the referral to Physician on duty	2. Interview, assess and examine the client / patient.	None	5 minutes	City Health Officer - Rural Health Physician
	2.1 Accomplish the certificate form:	None	3 minutes	City Health Office
	<u>Death</u> Home Death Interview and assess the Statement Form	None	10 minutes	
	Accomplish the Death Certificate	None	3 minutes	



	Hospital Death Review the certificate from the Hospital	None	5 minutes	City Health Officer/Rural Health Physician
	Accomplish the Death Certificate	None	3 minutes	City Health Office
	<u>Medico-legal</u> Conduct medical/ physical examination:	None	30 minutes	
	Ambulatory	None	3 hours	
	Post Mortem	None	3 hours	
	Exhumation Review the death certificate	None	2 minutes	
	Accomplish the permit	None	3 minutes	
3. Receive certificate and signed the log sheet.	3. Staff on duty issues the certificate to the client	Medical/ Medico legal Certificate – P100.00 Exhumation Permit – P200.00 Death Certificate - None	2 minutes	RHM Administrative Secretary City Health Office
	<b>TOTAL</b>	Medical/ Medico legal Certificate – P100.00 Exhumation Permit – P200.00 Death Certificate - None	<b>6 HOURS &amp; 14 MINUTES</b>	



### 3. AVAILING DENTAL SERVICES

These services are offered to pre-scholars, school age children, pregnant mothers and other adults to prevent and treat dental diseases.

Tooth extraction and dental consultation is available from Monday to Friday. Clients may avail of the services at Rural health Units I, II, III & IV.

<b>Office or Division</b>	<b>City Health Office -Dental Division</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Pre - scholars</li> <li>• School Children</li> <li>• Pregnant</li> <li>• Adults of Other ages</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Referral coming from BHS</li> </ul>		Barangay Health Stations		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquire for dental services at the Barangay health Station	1. Conduct interview, take the clients data and vital signs.	None	10 minutes	BHW
	1.1. Make proper referral	None	5 minutes	City Health Office RHM
2. Present the referral form to RHU	2. Review the referral, assign number and fill up the ITR	None	10 minutes	RHM/BHW City Health Office
3. Proceed to dental room for dental treatment	3. Fill up the client oral health status in the ITR	None	5 minutes	Rural Health Dentist/ Dental Aide
	3.1 Take the client's dental history.	None	3 minutes	Rural Health Dentist
	3.2. Provide dental service  <i>Tooth Extraction</i>	P150.00/ tooth Free for senior citizens 4Ps & PWDs P 120.00	30 minutes	Rural Health Dentist



	<ul style="list-style-type: none"> <li>- Post dental instruction</li> <li>- Prescribe medicines</li> </ul>	None	10 minutes	Rural Health Dentist
	<p><i>Prescribe medicine to clients with dental infection</i></p> <p>1. Advice patient for re appointment for tooth extraction</p> <p><i>Oral Prophylaxis</i></p> <p>Light calcaral deposit – Regular Rate P300.00</p> <p>Senior Citizen/ PWD/4Ps P240.00</p> <p>Heavy calcaral deposit- Regular Rate P350.00</p> <p>Senior Citizen/ PWD/4Ps P 280.00</p> <p><i>Restoration of carious teeth</i></p> <p>Regular rate P300.00</p> <p>Senior Citizen/ PWD/4Ps P240.00</p> <p>Other Activities (as scheduled)</p> <p>Discuss Proper oral Health Care to pregnant mother/Day Care students/Senior citizen</p>	<p>None</p>	<p>40 minutes</p> <p>40 minutes</p> <p>30 minutes</p> <p>30 minutes</p>	<p>Rural Health Dentist/Dental Aide</p> <p>Rural Health Dentist/Dental Aide</p> <p>Rural Health Dentist/Dental Aide</p> <p>Rural Health Dentist/Dental Aide</p>



	Performs oral examination, Atraumatic Restorative treatment, provide stannous fluoride application and tooth scaling to children.	None	30 Minutes	Rural Health Dentist/Dental Aide
4. Client inquires for dental services	4. Staff on duty conducts interview, takes client data and vital signs.	None	10 minutes	BHW
	4.1. Staff on duty make proper referral	None	5 minutes	RHM
	<b>TOTAL</b>		<b>3 HOURS &amp; 33 MINUTES</b>	

#### 4. AVAILING OF IMMUNIZATION SERVICES

The purpose of this service is to immunize children 0-11 months old (FIC) and 12-23 months old (CIC) from nine (9) immunizable diseases.

The City Health Office also immunizes pregnant mothers to prevent the occurrence of Tetanus Neonatorium in infants.

<b>Office or Division</b>	<b>City Health Office- RHU's</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• 0-11 months old infant</li> <li>• Children aged 12-23 months</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Referral coming from BHS</li> </ul>		Barangay Health Stations		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>FOR NEW CLIENT</b>	<b>FOR NEW CLIENT</b>	None	30 minutes	Rural Health Midwife and Barangay Health Worker
1. Inquire for immunization services at the City Rural Health Office	1. Conduct interview on mother's client, issue GMC card, encode to the system and give pre-immunization lecture			



<b>FOR REVISITING CLIENT</b> 1. Present the GMC (Growth Monitoring Chart).	1. Review the GMC card, ITR, and fills out the necessary information and encodes to the system.	None	10 minutes	Rural Health Midwife and Barangay Health Worker City Health Office
	2. Wait for the immunization	None	1 minute	Rural Health Midwife City Health Office
<b>TOTAL</b>		<b>NONE</b>	<b>41 MINUTES</b>	

## 5. AVAILING OF MATERNAL SERVICES

This is available at each respective Rural Health Unit / Barangay health Station which provides comprehensive maternal care for pregnant women.

<b>Office or Division</b>		<b>City Health Office- RHU's</b>		
<b>Classification:</b>		<b>Simple</b>		
<b>Type of Transaction:</b>		<b>G2C - Government to Citizen</b>		
<b>Who may avail:</b>		<b>Pregnant Mothers</b>		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Referral coming from BHS</li> </ul>			Barangay Health Stations	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>1. For New Clients:</b> Inquire about her condition at the City Rural Health Office  <b>For Revisiting Clients:</b>  Present the HBMR	1. Assess and register the client and fill out the Home-Based Maternal Record (HBMR) and Individual Treatment Record (ITR)  1. 1 Assess and conduct the necessary diagnostic procedure/s	None          None	30 minutes          20 minutes	Rural Health Midwife and Barangay Health Worker       City Health Office       Rural Health Midwife and Barangay Health Worker



2. Proceeds to Pre-natal Room	2. Assess client thru palpation and abdominal auscultation	None	10 minutes	RHM City Health Office
	2.1. Give health education, provide supplemental nutrients and Tetanus Toxoid vaccine	None	15 minutes	RHM City Health Office
	2.2. Gives instruction/ schedule when the client follows up visit for checkup.	None	1 minute	RHM City Health Office
	2.3 Encode the data and examination/ procedures done to the client in the system.	None	10 minutes	RHM City Health Office
	<b>TOTAL</b>	<b>NONE</b>	<b>1 HOUR AND 26 MINUTES</b>	

## 6. AVAILING OF NORMAL SPONTANEOUS DELIVERY AND NEWBORN CARE SERVICES

This service is given for those pregnant mothers with regular prenatal check-up without any of the risk factor.

The Rural Health Unit Station aims to provide quality Health Care Service to newborn babies.

<b>Office or Division</b>	<b>City Health Office- RHU's</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• <b>Pregnant Mothers</b></li> <li>• <b>Lactating Mothers</b></li> <li>• <b>Newborn</b></li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Referral coming from BHS</li> </ul>		Barangay Health Stations		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform the staff on duty on the progress of her labor pains at the City Rural Health Office	1. Asses the stage of labor, check fetal heart beat and any signs of abnormalities.	None	30 minutes	Rural Health Midwife & BEMONC Staff City Health Office



2. Wait for the delivery of the baby	2. Prepare the birthing facility	None	5 minutes	Rural Health Midwife & BEMOC Staff
3. Safe delivery of the baby	3. Perform spontaneous delivery of the baby, establish the condition and cord care cutting.	None	20 minutes	Rural Health Midwife & BEMONC Staff City Health Office
	3.1. Performs spontaneous delivery of the placenta.	None	30 minutes	Rural Health Midwife & BEMONC Staff
	3.2. Give post-natal care, keep clean and give comfort	None	6 hours	Rural Health Midwife & BEMONC Staff
	<b>TOTAL</b>	<b>NONE</b>	<b>7 HOURS &amp; 25 MINUTES</b>	

## 7. AVAILING OF POST PARTUM CARE SERVICES

The City health Office provides a comprehensive post-partum care to Post-Partum/ Lactating mother. This service is available at each respective areas of assign Barangay Health Midwife.

<b>Office or Division</b>	<b>City Health Office- RHU's</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>Postpartum Mothers / Lactating Mothers</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Referral coming from BHS</li> </ul>		Barangay Health Stations		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Wait for the schedule of home visit at the City Rural Health Office	Nursing Care  1. Staff on duty makes home visit: post-partum mother's home, take vital signs within 24 hours, within a week after birth.	None	20 minutes	Rural Health Midwife and Barangay Health Worker City Health Office





	1.1. Instruct and give the schedule of clinic visits between 4-6 weeks to post-partum mother	None	2 minutes	Rural Health Midwife City Health Office
	1.2 Give information or emphasize the importance of early breastfeeding.	None	5 minutes	Rural Health Midwife City Health Office
	1.3 Provide vitamin supplementations such as Vitamin A and iron preparation	None	1 minute	Rural Health Midwife City Health Office
	1.4 Instruct and give the schedule of clinic visits between 4-6 weeks to post-partum mother	None	1 minute	Rural Health Midwife City Health Office
	<b>TOTAL</b>	<b>NONE</b>	<b>29 MINUTES</b>	

## 8. TUBERCULOSIS PROGRAM

National Tuberculosis Program is implemented in all DOTS facility. The objectives are to improve access to and quality of services, enhancement of patient's health seeking behavior, sustainability of support for TB control activities, and strengthening management of TB control services at all levels.

<b>Office or Division</b>	<b>City Health Office- RHU's</b>
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>
<b>Who may avail:</b>	Any person of all ages with cough for two weeks or more with or without the following symptoms: <ul style="list-style-type: none"> <li>• Fever</li> <li>• Chest or back pains not referable to any muscular-skeletal disorders.</li> <li>• Hemoptysis or recurrent blood-streaked sputum</li> <li>• Significant weight loss</li> <li>• Other symptoms such as sweating, fatigue, body malaise, shortness of breath.</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• Referral coming from BHS</li> </ul>	Barangay Health Stations



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seeks medical intervention for Pulmonary disease at the City Rural Health Office	1. Asses the client by history taking and assessment of clinical signs and symptoms of Pulmonary TB	None	10 minutes	Rural Health Midwife City Health Office
	*If symptomatic: Staff on duty register the client's data to TB Symptomatic Master list	None	3 minutes	Rural Health Midwife City Health Office
	1.1 Advise the client to collect 2 sputum specimen	None	3 minutes	Rural Health Midwife
	1.2 Label each sputum container (Name, and order number 1, 2).	None	2 minutes	Rural Health Midwife
2. Client collects 2 quality sputum specimen	2. Fill-up NTP laboratory request form and confirm 2 sputum collections.	None	3 minutes	Rural Health Midwife and Barangay Health Worker
2.1. Pack and send specimen to the microscopy center, together with completely filled-up NTP laboratory request form for DSSM	2.1. Register the patient in Presumptive TB Master list	None	3 minutes	Public Health Nurse City Health Office
3. Submit the specimen together with the laboratory request form to the Microscopy Center	3. Determine request details and check the specimen quality/quantity and instruct on the schedule of the release of result.	None	3 minutes	Med.Tech City Health Office
	3.1. Label the sample and slide with the proper serial number assigned and records the data to the NTP Laboratory logbook	None	3 minutes	Med.Tech
	3.2. Perform DSSM (smearing, fixing and staining of the specimen)	None	1 hours	Med.Tech



	3.3. Perform microscopic analysis of the DSSM	None	30 minutes	Med.Tech
	3.4. Record the result in the laboratory request form and in the NTP Laboratory Register Logbook	None	3 minutes	Med.Tech City Health Office
4. Claim the DSSM result	4. Release the result to the client or to the proper requesting unit if necessary	None	1 minutes	Med.Tech City Health Office
5. Present the DSSM result to Rural Health Midwife	5. Record the result in the TB symptomatic master list	None	5 minutes	Rural Health Midwife
	5.1. Staff on duty explains the result to the patient	None	30 minutes	Rural Health Midwife
	5.2. Staff on Duty refers the client to physician or nurse	None	1 hour	Rural Health Midwife City Health Office
6. Client presents the NTP Laboratory result form to PHN	6. Clinical diagnosis (DOTS Facility)			
	6.1. Staff on duty verifies information gathered on case finding (symptoms, result of further examination, source of infection)	None	15 minutes	Public Health Nurse
	6.2. Staff on duty verifies DSSM results. Review previous history of treatment with anti-TB drugs and treatment outcome	None	15 minutes	Public Health Nurse
	6.3. Refer client for TBDC for negative smear, for chest x-ray positive.	None	10 minutes	Public Health Nurse City Health Office
7. Client waits for the Treatment Procedure	7. Initiation of treatment: 7.1. Staff on duty prescribes client with appropriate category treatment regimen for TB patient. (according to patient classification and type)	None	3 minutes	Rural Health Physician / Public Health Nurse City Health Office



8.Cients' Registration	8. Staff on duty do the following registration:  -Fill up NTP treatment Card -Fill up two NTP ID Cards -Register in the TB register Health Education with complete emphasis on key messages such as  TB infectious -Importance of regular drug intake -Side Effects -Importance of DSSM examination -Family /Treatment partner support  Intake at first dose -Record date when treatment started -record due date for DSSM follow-up in Treatment cards and ID cards	None	45 minutes	Public Health Nurse  City Health Office
		None	45 minutes	Public Health Nurse City Health Office
		None	45 minutes	Public Health Nurse City Health Office
9. DOTS Procedure	9. Staff on duty performs DOTS  9.1. Assign a treatment partner 9.2. Conduct weekly consultation meeting 9.3. Instruct where to report for daily intake. 9.4. Endorse the whole course of treatment to RHM with proper instructions.	None	10 minutes	Public Health Nurse /Rural Health Midwife City Health Office
	<b>TOTAL</b>	<b>NONE</b>	<b>6 HOURS AND 47 MINUTES</b>	



## 9. FAMILY PLANNING SERVICES

The City Health Office ensures that there is universal access to family planning. Targets are women of reproductive age who wants to practice ideal birth spacing. The program covers the following services:

- Family Planning Counseling
- Assessment of eligible client (treatment taking. Breast exam, Pelvic exam)
- Provision of Family Planning Services (Natural and Artificial)
- Management of common gynecological conditions.

Commodities include:

- DMPA, pills, IUD – purchased by clients with prescription
- Natural Family Planning logistics – SDM (beads)

<b>Office or Division</b>	<b>City Health Office- RHU's</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Couples of Reproductive Age</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Referral coming from BHS</li> </ul>		Barangay Health Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Couples of reproductive age expressed their family planning intention at the City Rural Health Office	1. Get the FP form 1	None	35 minutes	Rural Health Midwife City Health Office
	For new acceptors:			
	1.1 Conduct the GATHER Counseling approach	None	5 minutes	Rural Health Midwife City Health Office
	1.2 Fill up the TCL and FP1 form	None	20 minutes	Rural Health Midwife
	1.3 Conduct breast & pelvic exam	None	10 minutes	Rural Health Midwife



2. Choose their preferred method	2. Administer the chosen method: a. DMPA b. PILLS c. CONDOM d. LAM e. SDM f. IUD	None	5 minutes 2 minutes 10 minutes 5 minutes 30 minutes	Rural Health Midwife City Health Office
	2.1 Set the appointment dates.	None	2 minutes	Rural Health Midwife
3. Present their appointment card	For current acceptor 3.1 Ask for the appointment card and checks and fills up TCL and FP1 form	None	5 minutes	Rural Health Midwife City Health Office
	3.2 Conduct GATHER Counseling approach for re supply	None	20 minutes	Rural Health Midwife City Health Office
	3.3 Administer the chosen method: a. DMPA b. PILLS c. CONDOM d. LAM e. SDM f. IUD	None	10 minutes 5 minutes 2 minutes 10 minutes 5 minutes 30 minutes	Rural Health Midwife City Health Office
	3.4 Staff on duty sets the appointment dates	None	2 minutes	Rural Health Midwife City Health Office
	<b>TOTAL</b>	<b>NONE</b>	<b>3 HOURS AND 55 MINUTES</b>	



## 10. CONTROL OF DIABETES MELLITUS

Healthy Lifestyle program of the City Health Office focus on the prevention of risk factor that give rise to the incidence of chronic non communicable disease that affect all the members of the family and the promotion of healthy lifestyle.

It aims to reduce the prevalence of lifestyle diseases particularly in DM. The program cover the following services ages 45 years old and above, and sometimes young adults.

<b>Office or Division</b>	<b>City Health Office- RHU's</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>All ages</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Referral coming from BHS</li> </ul>		Barangay Health Station		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client inquires to the respective RHM /BHW at the City Rural Health Office	1. The staff on duty takes the client: <ul style="list-style-type: none"> <li>Personal Data</li> <li>Medical History</li> <li>Vital Signs including height and weight Signs and Symptoms</li> </ul>	None	10 minutes	Rural Health Midwife /Barangay Health Worker City Health Office
	1.1. Staff on duty fills up the ITR and issues a referral to RHP	None	3 minutes	Rural Health Midwife City Health Office
2. Client presents the referral form	2. Staff on duty assesses and evaluates the client and make laboratory request for Hemoglucotest	None	10 minutes	Rural Health Physician City Health Office
3. Client presents the request to the laboratory	3. Staff on duty reviews the request/patient data, performs and release the Hemoglucotest result	P85.00 Senior Citizen/ PWD/ 4Ps 20% Discount	15 minutes	Medical Technologist City Health Office



4. Client presents the FBS result	4. Staff on duty prescribes the appropriate medicines, medical counseling and health Education and informs the schedule of follow up	None	15 minutes	Rural Health Physician City Health Office
	If hospitalization is required, staff on duty fills up referral form to the hospital or choice	None	3 minutes	Rural Health Physician City Health Office
	4.1. Staff on duty refers client to assigned personnel for issuance of medicines	None	1 minutes	Rural Health Physician City Health Office
5. Client claims the medicines	5. Staff on duty dispense the appropriate medicines.	None	3 minutes	Pharmacist City Health Office
	<b>TOTAL</b>	<b>P85.00</b>	<b>1 HOUR</b>	





## 11. AVAILING OF LABORATORY SERVICES (CBC PLATELET, URINALYSIS, FECALYSIS, BLOOD TYPING, BLOOD SUGAR MONITORING, SPUTUM EXAMINATION, BLOOD CHEMISTRY AND NEW BORN SCREENING)

The City Health Office of Balanga provides laboratory examination as aide in diagnosis of diseases like UTI, URI and other communicable / non communicable diseases.

<b>Office or Division</b>	<b>City Health Office- RHU's</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>All ages for diagnostic examination.</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
- One (1) Laboratory Request form signed by authorized person		RURAL HEALTH UNIT		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The client secures laboratory request form from the referring unit (Doctors or RHM's) at the City Rural Health Office	1. The Staff on duty directs the client to the location of the laboratory	None	2 minutes	Rural Health Physicians Rural Health Midwives Barangay Health Workers City Health Office
2. The client shows the request form to the Laboratory staff on duty	2. The laboratory staff on duty reviews the request and advise client for proper collection of specimen	None	2 minutes	Medical Technologist City Health Office
3. The client collects and submit the specimen (Urine/Stool) to the laboratory...	3. The laboratory staff on duty receives and checks the specimen/sample condition Or Obtains blood sample following the Standard operational procedure.	None	1 minute	Medical Technologist City Health Office



	4. The laboratory staff on duty directs the client to cashier for payment and advise to come back for the release of results.	CBC –P85.00 Platelet count - P100.00 Hemoglobin-P35.00 Hematocrit - P35.00 Blood Typing- P80.00 Blood Sugar- P20.00 Urinalysis- P50.00 Fecalalysis- P50.00 Gram stain- P75.00 Newborn Screening- P600.00 Senior Citizen/ PWD/ 4Ps 20% Discount	2 minutes	Medical Technologist City Health Office
	5. Processing of specimen 5.1. The laboratory staff on duty performs laboratory examination following the Standard Operational Procedures: - CBC - Platelet - Hemoglobin - Hematocrit - Blood Typing - Blood Sugar - Urinalysis - Fecalalysis - Gram Staining - Newborn Screening (RHU3) • RETEST IF NECESSARY	None	45 minutes 15 minutes 15 minutes 15 minutes 10 minutes 5 minutes 15minutes 15 minutes 2 hours 30 minutes	Medical Technologist City Health Office



	6. The laboratory staff on duty records client data/ results/findings/ comments on the assigned logbook and result forms.	None	3 minutes	Medical Technologist City Health Office
7. The client claims the laboratory result.	7. The laboratory Staff on duty release the laboratory result to the client or to requesting unit.	None	1 minute	Medical Technologist City Health Office
	<b>TOTAL:</b>	Laboratory Fee CBC –P85.00 Platelet count - P100.00 Hemoglobin - P35.00 Hematocrit - P35.00 Blood Typing - P80.00 Blood Sugar - P20.00 Urinalysis - P50.00 Fecalysis - P50.00 Gram stain - P75.00 Newborn Screening- P600.00 Senior Citizen/ PWD/ 4Ps 20% Discount	<b>11 MINUTES AND LABORATORY REQUEST PROCEDURE</b>	



## **City Human Resources Management Office**

### **External Services**



## 1. RECRUITMENT, SELECTION AND PLACEMENT PROCESS

### A. JOB ORDER APPLICATION

Employment with the City Government of Balanga is open to all provided that there is a vacant position. Applicants for vacant positions should possess the minimum qualification requirements of the position applied for. Vacancies are posted in the City PESO website and City Human Resource Management Office FB page for fifteen (15) calendar days.

<b>Office or Division</b>	<b>City Human Resource Management Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Job Seekers, Unemployed Residents of Balanga City</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Cover letter and Resume (1, Original)</li> <li>Transcript of Record (1, Photocopy)</li> <li>Diploma (1, Photocopy)</li> <li>Voters I.D/ Voters Certification (1, Photocopy)</li> <li>Certificate of Employment (from previous employment) (1, Photocopy)</li> <li>Driver's License (for driver applicant only) (1, Photocopy)</li> <li>Police Clearance (1, Original or Photocopy)</li> <li>Proof of Eligibility (if applicable)</li> </ul>		<ul style="list-style-type: none"> <li>Personal (from client)</li> <li>Respective School</li> <li>Respective School</li> <li>COMELEC</li> <li>From previous employer/Company</li> <li>Land Transportation Office</li> <li>Respective Police Station</li> <li>Professional Regulation Commission</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required forms/ documents at the City Human Resource Management Office and wait to be called in	1. Receive and rubber stamp the cover letter	None	20 minutes	Administrative Assistant II (HRMO Assistant) City Human Resource Management Office
	1.1. Encode the transaction details to the Applicant Tracking System			
	1.2 Get personal data from client and fills out applicant information form			
	1.3. Evaluate the qualifications and credentials of applicant			
	1.4 The applicant will be advise on the result of the evaluation through text if failed to meet the qualification standards of the position			



2. Come back on the scheduled date of assessment/ interview.	2. Schedule the examination/actual performance assessment (if applicable for the position applying for.)	None	2 minutes	Administrative Assistant II (HRMO Assistant) City Human Resource Management Office
	2.1 The city HRMO or concerned department will give examination relevant to the position. Only applicants who passed the examination will be called for initial interview.		Depends on the assessment	
	2.2 Schedule the initial interview.		2 minutes	
	2.3 The concerned City Department Head will conduct initial interview with the applicant. The City Human Resource Management Officer will interview the applicant Only applicants who are able to meet the Minimum Qualification Standards of the position applied for will be called for final interview		Depends on the interview	Concerned Department Head
	2.4 Schedule the final interview		2 minutes	Administrative Assistant II (HRMO Assistant)
	2.5 City Human Resource Management Officer will interview the applicant		Depends on the interview	City Human Resource Management Officer
	2.6 The successful or unsuccessful applicant is advised of the result of the interview.		5 minutes	Administrative Assistant II (HRMO Assistant)
	2.7 Employment papers of successful applicant is prepared by the person-in-charge		10 minutes	



3. Submit the required documents at the city Human resource management Office	3. The new employee is given a list of other requirements that he/she will have to submit within the allowed period for processing of appointment	None	5 minutes	Administrative Assistant II (HRMO Assistant) City Human Resource Management Office
	<b>TOTAL</b>	<b>NONE</b>	<b>46 MINUTES</b>	

*Total response time may vary depends on the rundown of the interview of the Concerned Department Head and City Human Resource Management Officer)*

## RECRUITMENT, SELECTION AND PLACEMENT PROCESS

### B. PERMANENT APPLICATION

Appointment in the City Government of Balanga shall be made only according to merit and fitness and is open to all provided that there is a vacant position. Applicants for vacant positions should possess the minimum qualification requirements of the position applied for.

This shall be determined, as far as practicable, by competitive examination. The appointees shall be screened and evaluated by the Human Resource Merit Promotion and Selection Board (HRMPSB) or the Placement Committee in case of Reorganization.

The City Government of Balanga recognizes and conforms to the principle of promoting and selecting employees on the basis of their relative fitness and merit. The selection of employees shall be based on their relative qualifications and competence to perform the duties and responsibilities of the position. There shall be no discrimination in the selection of employees on account of gender identity, civil status, disability, religion, ethnicity, or political affiliation.

Vacancies are posted in 3 conspicuous places in the agency and at the Civil Service Commission Field Office bulletin and published in the CSC Bulletin of Vacant Positions for 15 calendar days.

<b>Office or Division</b>	<b>City Human Resource Management Office</b>
<b>Classification:</b>	<b>Complex</b>
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>Organic Personnel</li> <li>External Clients/Applicants</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Application letter to the City Mayor/Vice Mayor;(1, Original)	Client
2. Duly accomplished Personal Data Sheet (Form 212) ;(2, Original)	City Human Resource Management Office/Download on the CSC Website



3. Certified True Copies of supporting documents such as diploma, transcript of records, eligibility/ies, trainings, etc.(2, Original) 4. Certificate of employment, service record, if any; (2, Photocopy) 5. Clearances from previous employer (2, Photocopy), NBI; (1, Original and 1, Photocopy) 6. Medical Certificate with Laboratory test (1, Original and 1, Photocopy)		School/Civil Service Commission/Training Facility  Former Employer  Former Employer/NBI  Rural Health Unit Physician and Laboratories		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit or file application letter specifying the position desired and the requirements at the City Human Resource Management Office	1. Receive the application letter	None	5 minutes	HRM Assistant
	Application verification and skills profiling applicants not meeting qualifications are informed by HR	None	1 hour	HRM Assistant
2. Receive notice advise if qualified to the applied position, schedule of Orientation on Selection Criteria, Schedule of Examination and Interview and undergo the screening process	2. Advise applicants through phone call or e-mail if qualified or not to the applied position	None	30 minutes	HRM Assistant
	Conduct Background Investigation on submitted documents to check authenticity of submitted documents	None	2 days	HRM Assistant
	Conduct pre-screening, and assessment of the qualification of applicants based on the standard QS of the Civil Service Commission and prepare comparative assessment	None	30 minutes	HRMPSB Secretariat
	Prepare shortlist of qualified applicants	None	10 minutes	HRMPSB Secretariat
	Prepare notice for qualifying examination and schedule	None	30 minutes	HRMPSB Secretariat





	Prepare examination questionnaires for general and skills assessment and behavioral exam	None	1 hour	HRM Assistant
	Administer the qualifying examination for general and skills assessment and behavioral exam	None	1 hour and 30 minutes	HRM Assistant
	Check examination papers and issue notice of examination result	None	1 hour	HRM Assistant
	Prepare HRMPSB schedule and issue notice of screening.	None	30 minutes	HRMPSB Secretariat
	Prepare interview forms and comparative assessment of applicants for HRMPSB reference	None	1 hour	HRMPSB Secretariat
	Conduct HRMPSB Interview	None	30 minutes	HRMPSB
	Prepare the result of the deliberation and minutes of meeting.	None	1 day	HRMPSB Secretariat
	Conduct Final Deliberation of the HRMPSB screening result	None	4 hours	HRMPSB
	Prepare ranking of top 5 applicants for presentation to the appointing authority	None	30 minutes	HRMPSB Secretariat
3. Receive Notice of HRMPSB Result	3. Prepare notice of HRMPSB Result if Passed or Failed	None	10 minutes	HRMPSB Secretariat



## IF APPLICANT IS APPOINTED

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit additional requirements	1. Receive and review documents submitted.	None	10 minutes	Asst. HRMO City HRMO
	1.1 Prepare and process appointment papers	None	2 hours	Asst. HRMO City HRMO
2. Sign and acknowledge appointment papers	2. Furnish copy of appointment to appointee	None	30 minutes	Asst. HRMO City HRMO
	2.1 Submit copy appointment to the Civil Service Commission Field Office	None	30 minutes	Asst. HRMO City HRMO
	2.2 Processing of Appointments	None	Depends on the CSC Charter	Civil Service Commission
	2.3 Prepare and post notice of appointment	None	30 minutes	Asst. HRMO City HRMO
3. Attend orientation/ onboarding program and Register at the RFID	3. Conduct orientation/ onboarding program and assist the appointee in registering at the RFID	None	4 hours and 30 minutes	City HRMO
	<b>TOTAL</b>	<b>NONE</b>	<b>5 DAYS, 5 HOURS AND 5 MINUTES</b>	

*Processing time is for one client being serve at one time. It may exceed depending on the schedule and availability of the HRMPSB*



## **City Human Resources Management Office**

### **Internal Services**



## 1. ADVERTISED NEW REQUESTED POSITIONS (JOB ORDER)

All City Department may request the CHRMO to advertise their requested positions (Job Order) to inform Job Seekers on their vacancy. A notice of vacancy is an announcement regarding a vacant position which includes qualification standards and requirements. Vacancies are posted in three (3) conspicuous places for fifteen (15) calendar days.

<b>Office or Division</b>	<b>City Human Resource Management Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>All City Department</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Form A (Request to Hire Job Order) (1, Original) which includes the following details; (Position Title, Number of positions to be filled, rate per day, and Job Description) (1, Original)</li> </ul>		Respective Department Head		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required forms/ documents and the requirements at the City Human Resource Management Office and wait for further instruction.	1. Receive and rubber stamp the request letter and FORM A	None	2 minutes	Administrative Assistant II (HRMO Assistant)
	1.1 Submit the FORM A to the City Mayor's Office for approval of authority concerned.	None	2 minutes	Administrative Assistant II (HRMO Assistant)
	1.2 Log the transaction to the Record Book	None	2 minutes	Administrative Assistant II (HRMO Assistant)
	1.3 Prepare Notice of Vacancy which includes the following details:  - Department where the position is allocated - Position Title - Number of Positions to be filled - Job Description - Qualification standards: Education;	None	15 minutes	Administrative Assistant II (HRMO Assistant)



	Training and Experience; and Eligibility - Deadline of submission of application and where to submit the necessary requirements  1.4 Email and post the notice of vacancy to PESO website for the information and guidance of all interested applicants.	None	5 minutes	Administrative Assistant II (HRMO Assistant)
	<b>TOTAL</b>	<b>NONE</b>	<b>26 MINUTES</b>	

## 2. JOB ORDER PAYROLL

Payroll is the process by which employers pay an employee for the work they have completed. An effective and efficient payroll process will ensure that employees are paid accurately and consistently, keeping them satisfied with this aspect of employment.

<b>Office or Division</b>	<b>City Human Resource Management Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>City Job Order Employees</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Daily Time Record (2, Original)</li> <li>Accomplishment Report (2, Original)</li> </ul>		<ul style="list-style-type: none"> <li>Respective Department</li> <li>Employee</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Wait for the distribution of the DTR at their respective offices at the City Human Resource Management Office	1. Preparation of Daily Time Record  Print, cut and segregate the Daily Time Record and distribute to the various department	None	3 hours	Admin Assistant II (Audio-Visual Aids Technician II)  City Human Resource Management Office



2. Submit the Daily Time Record and Accomplishment Report of Job Order Employees	2. Check the acquired tardiness, under time and absences based on the submitted daily time record and encode the total number of days of job order employee to the payroll system	None	1 working day	Admin Assistant II (Audio-Visual Aids Technician II)  City Human Resource Management Office
	2.1 Segregate the Daily Time Record and accomplishment report of Job Order per payroll per sheet number	None	15 minutes	Admin Assistant II (Audio-Visual Aids Technician II) City Human Resource Management Office
	2.2 Print the Job Order payroll	None	1 hour	Admin Assistant II (Audio-Visual Aids Technician II)
	2.3 Preparation of Voucher	None	2 minutes	Admin Assistant II (Audio-Visual Aids Technician II)
	2.4 Process the ePayroll System	None	5 minutes	Admin Assistant II (Audio-Visual Aids Technician II)
	2.5 Sign the voucher and process payroll	None	15 minutes	City Mayor
	2.6 Check the job order payroll at the Budget Office and Accounting Office  Process voucher at Budget and Accounting Office	None	1 working day	Accounting Staff  City Budget and City Accountant
3. Wait for the payroll process that will be credited to their respective ATM	3. Upload the salary of job Order by the City Accounting Office via Online Landbank WeAccess	None	10 minutes	Accounting Staff
	<b>TOTAL</b>	<b>NONE</b>	<b>2 DAYS 4 HOURS AND 47 MINUTES</b>	



### 3. LSB NON-TEACHING PAYROLL

Payroll is the process by which employers pay an employee for the work they have completed. An effective and efficient payroll process will ensure that employees are paid accurately and consistently, keeping them satisfied with this aspect of employment.

<b>Office or Division</b>		<b>City Human Resource Management Office</b>		
<b>Classification:</b>		<b>Simple</b>		
<b>Type of Transaction:</b>		<b>G2G - Government to Government</b>		
<b>Who may avail:</b>		<b>City Local School Board Non-Teaching Employees</b>		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>Daily Time Record (2, Original)</li> <li>Accomplishment Report (2, Original)</li> </ul>			<ul style="list-style-type: none"> <li>Respective Schools</li> <li>Employee</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Daily Time Record and Accomplishment Report of LSB Non-Teaching at the City Human Resource Management Office	1. Check the acquired tardiness, under time and absences based on the submitted Daily Time Record and encode the total number of days of job order employee to the payroll system	None	5 hours	HR Assistant  City Human Resource Management Office
	1.1 Segregate the Daily Time Record and accomplishment report of LSB Non-Teaching per payroll sheet number	None	10 minutes	HR Assistant
	1.2 Print the Job Order payroll and LSB Non-Teaching Payroll	None	1 hour	HR Assistant
	1.3 Preparation of Voucher	None	5 minutes	HR Assistant
2. Wait for the payroll process that will be credited to their respective ATM				
	<b>TOTAL</b>	<b>NONE</b>	<b>6 HOURS AND 15 MINUTES</b>	

*Note: Payroll and voucher shall be processed by the Division Office*



## 4. LEAVE ADMINISTRATION

The City Human Resource Management Office is also responsible in the administration of leave of City officials and employees. Employees accrue leave credits each month and such credits may be used by the employee when the need to temporarily leave work arises, either due to illnesses or personal circumstances.

<b>Office or Division</b>	<b>City Human Resource Management Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>City Employees</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Online Application for leave (CSC Form No. 01) –(3 , Original)</li> <li>• Medical Certificate for sick leave (exceeding 5 days) (1, Original)</li> </ul>		<ul style="list-style-type: none"> <li>• Respective Department /City Human Resource Management Office</li> <li>• Physician</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to your respective department and inform the assigned focal person on HRIS for the application of leave. The copy of approved leave application will be available once approve by the LCE and shall be printed by the focal person.	1. Receive Online Leave Application	None	1 minute	Admin Assistant II (Audio-Visual Aids Technician II)
	1.1 Check the filing date of the leave application of the officials and employee	None	1 minute	City Human Resource Management Office
	1.2 Approve/ Disapprove leave application	None	1 minute	Concerned Department Heads; City Administrator for rank-and-file employees; City Mayor for Department Heads under Executive and City Vice-Mayor for
	<b>TOTAL</b>	<b>NONE</b>	<b>3 MINUTES</b>	

*Note: The processing may exceed or be shortened depending on the approval of the Department Head and the City Mayor.*





## 5. TRAINING AND DEVELOPMENT (POWERLUNCH)

The City Human Resource Management Office conducts training and development programs to the city employees for their career growth and enhancement that will able to help improve their services to the public as well as to boost the employees' morale.

<b>Office or Division</b>	<b>City Human Resource Management Office</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>City Employees</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Training Nomination Form (1, Original)</li> <li>• Post Evaluation Form (1, Original)</li> </ul>		<ul style="list-style-type: none"> <li>• City Human Resource Management Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit training nomination form to the City HRMO	1. Review the completeness of the documents	None	5 minutes	HRM Officer I
	1.1 Email the participants informing about the details of the seminar	None	10 minutes	City Human Resource Management Office
	1.2 Prepare the materials and certificates of attendance of the participants	None	1 day	
2. Attend and participate in the training/seminar	2. Facilitate the training/seminar <ul style="list-style-type: none"> <li>• Check the venue, sound system, projectors and the needed materials for the training</li> <li>• Gather attendance of participants</li> <li>• Assist the facilitators/speakers in the distribution of training kits and handouts during the training proper</li> </ul>	None	8 hours	HRM Officer I / Training Facilitator



	<ul style="list-style-type: none"> <li>Ensure that all participants are provided with the needed materials</li> </ul>			
3. Fill out and submit post evaluation forms that will be distributed by the City HRM Staff	3. Distribute and collect post evaluation forms/via email  3.1 Issue certificate of attendance to the participant after the training/seminar  3.2 Prepare post training documents and reports	None  None  None	20 minutes  10 minutes  1 day	HRM Officer I  City Human Resource Management Office
	<b>TOTAL</b>	<b>NONE</b>	<b>3 DAYS AND 45 MINUTES</b>	

## 6. ISSUANCE OF CERTIFICATE OF EMPLOYMENT, SERVICE RECORD, LEAVE CREDITS, AUTHORITY TO TRAVEL AND OTHER CERTIFICATIONS

The office is responsible in the issuance of certificates needed by officials, employees and former employees relative to their services as an employee with the City Government of Balanga.

These documents are usually required for loans, credit E-Card application, employment, travel Visa, retirement, terminal leave and other purposes.

<b>Office or Division</b>	<b>City Human Resource Management Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Current and Past City Employees</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>For Current Employee - None</li> <li>For Former Employee –Present valid ID</li> <li>For Authority to Travel –               <ul style="list-style-type: none"> <li>➤ Approved AFAT (3, Original)</li> <li>➤ Communication letter or Invitation (1, Photocopy)</li> </ul> </li> </ul>			Client Client Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Register in the logbook, indicates the type of document being requested and	1. Interview the client regarding their request	None	2 minutes	HRMO Officer I



its purpose at the City Human Resource Management Office				City Human Resource Management Office
<b>For Authority to Travel</b>	<b>For Authority to Travel</b>			
Prepare and submit approved AFAT form with attached communication letter/ invitation to the City Administrator's Office for control.	1.1 Review the completeness of the documents.	None	2 minutes	HRMO Officer I
	1.2 Forward Approved and Controlled AFAT to the City HRMO for the approval on the preparation of travel order.	None	2 minutes	HRMO Officer I
	1.3 Approval of the City HRMO	None	15 minutes	City HRMO
	1.4 Encode the data to the HRIS	None	10 minutes	HRMO Officer I
2. Wait for the issuance of the request	2. Issue the signed document to the client / Print the prepared Travel Order.	None	2 minutes	HRMO Officer I
	<b>TOTAL</b>	<b>NONE</b>	<b>Certifications - 12 MINUTES Travel Order - 33 MINUTES</b>	

*Note: The processing may exceed or be shortened depending on the availability of the signatory.*

## 7. COMMUTATION OF TERMINAL LEAVE

Commutation of leave credits, more commonly known as terminal leave refers to the cash value of an employee's total accumulated leave credits based on the highest salary rate received. It refers to the commutation of the leave credits intended for old age or separation from the service. It is given to government employees once they leave the government due to either resignation, retirement, or death.

<b>Office or Division</b>	<b>City Human Resource Management Office</b>
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>
<b>Who may avail:</b>	<b>City Employees (Casual, Permanent, Co-terminous and Elected)</b>



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Letter for Resignation and Early Retirement (1, Original)</li> <li>Clearance from money, property and legal accountability (3, Original and 1, Photocopy)</li> <li>CSC Form 6- Approved leave application (3, Original)</li> <li>Complete service record (1, Original)</li> <li>Latest Appointment (1, Photocopy)</li> <li>GSIS Clearance (1, Photocopy)</li> <li>Bank Clearance (1, Original and 1, Photocopy)</li> <li>COOP Clearance (1, Original and 1, Photocopy)</li> <li>Statement of Assets, Liabilities and Net Worth (SALN) (3, Original)</li> <li>Applicant's authorization (in affidavit form) to deduct all financial obligations with the employer/agency/LGU (1, Original and 1, Photocopy)</li> <li>Affidavit of applicant that there is no pending criminal investigation or prosecution against him/her (RA No. 3019)(1, Original and 1, Photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>Client</li> <li>City Human Resource Management Office</li> <li>Respective Department / City Human Resource Management Office</li> <li>City Human Resource Management Office</li> <li>Client</li> <li>Government Service Insurance System</li> <li>Development Bank of the Philippines and Land Bank of the Philippines</li> <li>BALCEMCO</li> <li>Client</li> <li>City Human Resource Management Office</li> <li>City Human Resource Management Office</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare letter of resignation noted by the Department head and submit to the City Mayor Office	1. Receive and process the resignation letter of the City Employee. Prepare and give the required forms.	None	5 minutes	Supervising Admin. Officer
1.1 Secure, fill out and submit all forms and requirements at the Office of the HRMO	1.1 Received and check the completeness of the requirements submitted	None	3 minutes	Supervising Admin. Officer



	1.2 Process and prepare voucher and attach necessary documents	None	10 minutes	Supervising Admin. Officer
	1.3 Sign the Computation of terminal leave benefits	None	15 minutes	City HRMO
	1.4 Forward the voucher to the City Mayor's Office for signature	None	2 minutes	Supervising Admin. Officer
	1.5 Mayor's approval/Signature	None	1 hour	City Mayor
	1.6 Receive the voucher and secure copy of terminal leave computation and file to 201 of employee	None	2 minutes	Supervising Admin. Officer
2. Wait for process the voucher and advise from the City Treasurer's Office for the availability of the cheque.	2. Forward the voucher to their respective departments for processing	None	2 minutes	Supervising Admin. Officer
	<b>TOTAL:</b>	<b>NONE</b>	<b>1 HOUR AND 39 MINUTES</b>	

*Note: The Department concerned shall process the voucher which usually takes 2 to 5 days. Processing time may also exceed or shorten depending on the availability of the signatories.*

## 8. MONETIZATION OF LEAVE CREDITS

Monetization refers to payment in advance under prescribed limits and subject to specified terms and conditions of the money value of leave credits of an employee upon his request without actually going on leave. Monetization of leave credits aims to provide necessary additional funds to finance the education, health or other emergency expenses of the employee, or any member of his family by allowing him to monetize portion of his accumulated vacation leave credits

<b>Office or Division</b>	<b>City Human Resource Management Office</b>
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>
<b>Who may avail:</b>	<b>City Employees</b>



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>Online Application of Leave</li> <li>Letter request /Justification Letter with supporting documents for those who wished to avail of the special monetization (1, Original and 1, Photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>Department Concerned</li> <li>Client</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to your respective department and inform the assigned focal person on HRIS for the application of leave and prepare letter of request indicating the purpose for monetization addresses to the City Mayor and submit all requirements to the City Mayors Office. Wait for the approval of the request and process the voucher	1. Receive the letter request with document tracking from the City Administrator and approval form the City HRMO	None	2 minutes	Supervising Admin. Officer
	1.1 Process the request check service record for the Position title and current monthly salary of the employees as reference in the preparation of the monetization voucher	None	2 minutes	Supervising Admin. Officer City Human Resource Management Office
	1.2 Prepare and print the monetization voucher	None	5 minutes	Supervising Admin. Officer
	1.3 Sign the Computation of monetization leave credits	None	5 minutes	City HRMO
	1.4 Forward the voucher to the City Mayor's Office	None	2 minutes	Supervising Admin. Officer
	1.5 Mayor's approval/signature	None	1 hour	City Mayor
	1.6 Secure copy of computation, letter and approved leave	None	3 minutes	Supervising Admin. Officer
2. Receive and process the voucher	2. Forward the voucher to their respective departments for processing	None	3 minutes	Supervising Admin. Officer
	<b>TOTAL:</b>	<b>NONE</b>	<b>1 HOUR AND 22 MINUTES</b>	

*Note: The Department concerned shall process the voucher which usually takes 2 to 5 days Processing time may also exceed or shorten depending on the availability of the signatories.*



## 9. APPROVAL OF EMPLOYEES GSIS LOAN

GSIS offers loans to assist members with their financial needs; Consolidated Loan, Policy Loan and Emergency Loan. The Agency Authorized Officer (AAO) is the official representative of a government agency who can approve employee loans. Employees may apply loans using their GSIS eCard through GWAPS kiosks.

<b>Office or Division</b>	<b>City Human Resource Management Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>City Employees</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform the Agency Authorized Officer (AAO) in the City CHRMO	1. Receive the information of the city employee's loan	None	1 minutes	Supervising Admin. Officer
2. Wait for a text message from GSIS notifying on the status of your loan application.  Once approved, you can withdraw anytime your loan proceeds from any Megalink, Bancnet and Expressnet ATM located nationwide.	2. Certify the loan applications of the employees as to the following; <ul style="list-style-type: none"> <li>the net take home pay of the member is sufficient to cover the regular monthly amortization</li> <li>in active service</li> <li>has no pending administrative and/or criminal charge against him/her; and</li> <li>in case of separation from the service, make the final payment to the member only after clearance is obtained from the GSIS.</li> </ul> 2.1 Submit copy of the approved loans to the City Accounting Office.	None	9 minutes	Supervising Admin. Officer  City Human Resource Management Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>10 MINUTES</b>	





## 10. LOCATOR SLIP PROCESS

Locator Slip is required to be prepared by an employee in case of immediate activity/incident which requires him/her to go out of the office during office hours. This slip must be signed by proper authorities and must be given to the City Human Resource Management Office after the activity/incident.

<b>Office or Division</b>	<b>City Human Resource Management Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>City Employees</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Locator Slip Form (2, Original and 1, Photocopy))</li> </ul>		<ul style="list-style-type: none"> <li>Respective Department / City HRMO</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out and submit Locator Slip to the City HRMO	1. Check the Locator Slip to guarantee there answered all to be fill up and if approve their head office the locator slip.	None	1 minute	HR Assistant
2. Wait for the receiving copy and attach the locator slip copy to the employees DTR	2. Received the one copy of the locator slip form.	None	1 minute	HR Assistant
	2.1 Encode the locator Slip to the HRIS	None	2 minutes	HR Assistant
	2.2 Compile the all locator slip every month	None	8 minutes	HR Assistant
	<b>TOTAL</b>	<b>NONE</b>	<b>12 MINUTES</b>	





## 11. ISSUANCE OF TRAVEL ORDER

The City Human Resource Management Office issues travel orders to the employees with authorized travels like seminars, conventions, meetings, and other official businesses outside Bataan.

<b>Office or Division</b>	<b>City Human Resource Management Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G – Government to Government</b>			
<b>Who may avail:</b>	<b>City Employees</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Approved AFAT (3, Original)</li> <li>• Communication letter or Invitation (1, Photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>• From Respective Department</li> <li>• Client</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare and submit approved AFAT form with attached communication letter/ invitation to the City Administrator's Office for control.	1. Review the completeness of the documents.	None	3 minutes	HR Assistant
	1.1 Forward Approved and Controlled AFAT to the City HRMO for the approval on the preparation of travel order.	None	2 minutes	HR Assistant
	1.2 Approval of the City HRMO	None	15 minutes	City Human Resource Management Office
	1.3 Encode the data to the HRIS	None	10 minutes	City HRMO/OIC
	1.4 Print the prepared Travel Order.	None	5 minutes	HR Assistant
2. Receive the Travel Order	2. Issue the travel order to the client.	None	2 minutes	HR Assistant
				City Human Resource Management Office
	<b>TOTAL</b>	<b>NONE</b>	<b>37 MINUTES</b>	



## 12. SCHOLARSHIP CONTRACT

The ***“Talinong Manggagawang Balangueño Program”*** or the Institutionalized Scholarship Grant of the City Government of Balanga is an incentive program under PRAISE which is to be awarded to deserving permanent personnel of the City Government who have rendered at least two (2) years of continuous and exemplary service and who have displayed outstanding performance and have contributed in the efficient and effective operation of their respective offices. Their qualification for the grant will be based on their satisfactory performance evaluation for the last rating periods. Candidates will be determined through the nomination of their respective department heads and colleagues.

In this program, recipients will be given an opportunity to pursue further education wherein the City Government will shoulder the full payment of tuition fees of the recipients. The funding source will be derived through the City Human Resource Management Office Maintenance & Other Operating Expenses. Two Hundred Forty Thousand Pesos (P240, 000.00) will be allotted to the scholarship grant of ten (10) deserving City Employees or P24, 000.00 per recipient.

<b>Office or Division</b>	<b>City Human Resource Management Office</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>Organic Personnel</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Scholarship Nomination Form duly signed by the concerned Department Heads (1, Original)			City HRMO	
2. IPCR for 2 rating periods (1, Original or Photocopy)			Employees	
3. School Registration/Proof of Enrollment (1, Original or Photocopy)			Concerned College/University	
4. Summary of Grades (1, Original or Photocopy)			College/University Registrar	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit nomination form duly signed by the concerned Head	1. Receive nomination form and conduct pre-assessment if qualified	None	15 minutes	PRAISE SECRETARIAT City HRMO
2. Receive notice of qualification and schedule of PRAISE Interview and deliberation	2. Prepare notice of qualification and schedule of interview with PRAISE and list of nominees for	None	15 minutes	PRAISE SECRETARIAT City HRMO



and attend PRAISE interview	presentation to PRAISE Committee			
	2.2 Conduct interview with the nominated employees and take minutes of the PRAISE interview and deliberation	None	2 hours 30 mins	PRAISE Committee and Secretariat City HRMO
	2.3 Prepare deliberation result	None	1 hour	PRAISE SECRETARIAT City HRMO
3. Receive and sign Scholarship Contract and submit proofs of enrollment and summary of grades every end of the academic year	3. Prepare and process Scholarship Contract	None	3 days	PRAISE SECRETARIAT City HRMO
	3.1 Check submitted document	None	10 minutes	PRAISE SECRETARIAT City HRMO
	3.2 Prepare and control scholarship voucher	None	3 days	PRAISE SECRETARIAT City HRMO
	3.3 Check submitted document	None	10 minutes	PRAISE SECRETARIAT City HRMO
	<b>TOTAL</b>	<b>NONE</b>	<b>6 DAYS, 4 HOURS AND 20 MINUTES</b>	



## **City Legal Office**

### **Internal Services**



## 1. LEGAL REPRESENTATION

This service is pursuant to the mandate of the office in representing the City Government of Balanga in all civil actions and special proceedings wherein the agency or any official thereof, in his official capacity, is a party.

<b>Office or Division</b>	<b>City Legal Office</b>			
<b>Classification:</b>	<b>Highly Technical</b>			
<b>Type of Transaction:</b>	<b>G2C - Government To Citizen</b>			
<b>Who may avail:</b>	<b>City Government of Balanga, Officials And Department Heads</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>One (1) Original Copy of Notice, Summons, Order or Resolution</li> </ul>		Received from the court, tribunal, quasi-judicial agency or other government agency or instrumentality		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirement at the City Legal Office	1. Receive the document  1.1 Assign transaction control number to the document  1.2 Log the transaction to the record book  1.3 Forward the document to the department head for evaluation	None	5 minutes	Administrative Officer IV City Legal Office
2. Wait for the allowable number of days for the document to be evaluated and acted upon	2. Evaluate the document  2.1 Instruct the Legal Assistant to research on applicable laws, rules and regulations	None	1 day	City Legal Officer



3. Wait for the allowable number of days for the document to be acted upon	3. Conduct legal research  3.1 Submit copy of laws, rules, regulations or jurisprudence to the City Legal Officer	None	2 days	Administrative Officer IV City Legal Office
4. Wait for the allowable number of days for the document to be acted upon	4. Consult with technical advisers  4.1 Conduct legal research  4.2 Draft comment, answer, motion, memorandum, brief, petition or complaint  4.3 Draft affidavit of service for filing by registered service  4.4 Attend hearings (if required)	None	5 days (motion to Regional Trial Court, answer/comment to government agencies)  15 days (pleading to Regional Trial Court, and comment/answer to other government agencies)  30 days (pleading to the Court of Appeals)  45 days (pleading to the Court of Appeals and Supreme Court)	City Legal Officer
5. Wait for the allowable number of days for the document to be acted upon	5. Print the required number of copies of pleading or document prepared	None	1 hour	Administrative Officer IV City Legal Office



	5.1 Print the affidavit of service			
6. Receive a copy of the pleading or document prepared	6. Submit the affidavit of service to the notary public, if applicable  6.1 Submit the pleading or document  6.2 Deliver copy of pleading or document  6.3 Pay filing fee, if applicable	None	2 hours	Administrative Officer IV City Legal Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>5 days 3 hours 5 minutes (motion to Regional Trial Court, answer/comment to government agencies)</b> <b>15 days 3 hours 5 minutes (pleading to Regional Trial Court, and comment/answer to other government agencies)</b> <b>30 days 3 hours 5 minutes (pleading to the Court of Appeals)</b> <b>45 days 3 hours 5 minutes (pleading to the Court of Appeals and Supreme Court)</b>	



## 2. INVESTIGATION FOR BUSINESSES

This service is for the purpose of determining factual and legal basis concerning non-compliance by any person, firm or corporation holding permit or franchise with any term or condition on such permit or franchise, or non-compliance with applicable laws, rules and regulations, and recommending appropriate action to the City Mayor or Sangguniang Panlungsod, as the case may be.

<b>Office or Division</b>	<b>City Legal Office</b>			
<b>Classification:</b>	<b>Highly Technical</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>City Departments</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. 2 original copies of Endorsement letter for closure  2. 2 photocopies of Notices of violation issued to business owners		City Departments		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit endorsement of closure of business establishment with notice of violation at the City Legal Office	1. Review of documents submitted for completeness and correctness  1.1 Receive the document  1.2 Assign transaction control number to the document  1.3 Log the transaction to the record book	None	10 minutes	Administrative Officer IV  City Legal Office
2. Wait for the allowable number of days for the endorsement to be acted upon	2. Evaluate all documents submitted  2.1 Coordinate with other concerned departments for additional documents	None	5 days upon receipt of endorsement letter	Administrative Officer IV  City Legal Office





	<p>2.2 Conduct research on applicable laws, rules and regulations</p> <p>2.3 Prepare findings and endorsement on violations committed</p>			
3. Wait for the allowable number of days for the endorsement to be acted upon	<p>3. Review findings and endorsement</p> <p>3.1 Conduct research on additional laws, rules and regulations, if necessary</p>	None	3 days	City Legal Officer
4. Receive notification on action taken	<p>4. Finalize endorsement</p> <p>4.1 Forward endorsement to the City Administrator's Office for preparation of Executive Order on closure of business</p> <p>4.2 Notify endorsing office on action taken</p>	None	2 days	Administrative Officer IV City Legal Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>10 DAYS AND 10 MINUTES</b>	



### 3. PROCESS AND RELEASE OF ACTION DOCUMENTS

This service is for the purpose of determining factual and legal basis concerning compliance or non-compliance with any government contract, laws, rules and regulations, by any person, and recommending appropriate action to the City Mayor.

Office or Division	City Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	City Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. 2 original copies of letter/endorsement		City Departments		
2. 2 Original copies of supporting documents, if applicable				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit letter or endorsement at the City Legal Office	1. Review of documents submitted for completeness and correctness  1.1 Receive the document  1.2 Assign transaction control number to the document  1.3 Log the transaction to the record book	None	10 minutes	Administrative Officer IV  City Legal Office
2.Wait for the allowable number of days for the document to be acted upon	2. Evaluate documents submitted  2.1 Coordinate with other concerned departments for additional documents	None	5 days	Administrative Officer IV  City Legal Office



	2.2 Conduct research on applicable laws, rules and regulations  2.3 Prepare findings on violations committed			
3.Wait for the allowable number of days for the document to be acted upon	3. Review findings on violations committed  3.1 Conduct research on additional laws, rules and regulations, if necessary	None	3 days	City Legal Officer
4.Wait for the allowable number of days for the document to be acted upon	4. Draft demand letter, notice or other legal document	None	2 days	Administrative Officer IV City Legal Office
5.Wait for the allowable number of days for the document to be acted upon	5. Review demand letter, notice or other legal document, and sign documents once approved	None	2 days	City Legal Officer
6.Receive notification on action taken	6. Print required copies of documents  6.1 Deliver documents to intended recipients  6.2 Notify endorsing office on action taken	Notice	2 days	Administrative Officer IV City Legal Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>13 DAYS AND 10 MINUTES</b>	



#### 4. LEGAL OPINION AND ADVICE

This service is intended to provide legal basis in the formulation and implementation of policies and measures in the City of Balanga, particularly on matters which entail questions of law.

<b>Office or Division</b>	<b>City Legal Office</b>			
<b>Classification:</b>	<b>Highly Technical</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>City Government of Balanga, Officials and Department Heads</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) Original/photocopy of Letter Request or Legal Office Client Form 2. One (1) Original/photocopy of supporting documents, if applicable		City departments and officials, barangay officials		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirement at the City Legal Office	1. Receive the document  1.1 Assign transaction control number to the document  1.2 Log the transaction to the record book  1.3 Forward the document to the department head for evaluation	None	5 minutes	Administrative Officer IV  City Legal Office
2. Wait for the allowable number of days for the document to be evaluated and acted upon	2. Evaluate the document  2.1 Instruct the Legal Assistant to research on applicable laws, rules and regulations	None	1 day	City Legal Officer



3. Wait for the allowable number of days for the document to be acted upon	3. Conduct legal research  3.1 Submit copy of laws, rules, regulations or jurisprudence to the City Legal Officer	None	2 days	Administrative Officer IV  City Legal Office
4. Wait for the allowable number of days for the document to be acted upon	4. Consult with other departments or technical advisers, if necessary  4.1 Conduct legal research  4.2 Draft legal opinion	None	16 days	City Legal Officer
5. Wait for the allowable number of days for the document to be acted upon	5. Print two (2) copies of legal opinion	None	1 hour	Administrative Officer IV  City Legal Office
6. Receive a copy of legal opinion	6. Furnish a copy of legal opinion to client	None	1 hour	Administrative Officer IV  City Legal Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>19DAYS, 2 HOURS AND 5 MINUTES</b>	



## 5. CONTRACT AND DOCUMENT REVIEW

This service is intended to ensure that all contracts, agreements and other documents executed or issued by the City Government of Balanga have proper legal basis.

<b>Office or Division</b>	<b>City Legal Office</b>			
<b>Classification:</b>	<b>Highly Technical</b>			
<b>Type of Transaction:</b>	<b>G2C - Government To Citizen</b>			
<b>Who may avail:</b>	<b>City Officials And Departments</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) Original/photocopy of Letter Request or Legal Office Client Form  2. One (1) Original/photocopy of supporting documents, if applicable		City officials and departments		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirement at the City Legal Office	1. Receive the document  1.1 Assign transaction control number to the document  1.2 Log the transaction to the record book	None	5 minutes	Administrative Officer IV  City Legal Office
2. Wait for the allowable number of days for the document to be acted upon	2. Review simple contracts and other documents  2.1 Conduct legal research to check details and other information, if necessary  2.2 Forward complex and highly confidential documents to the department head for further review and evaluation	None	5 days	Administrative Officer IV  City Legal Office



	2.3 Provide comments and observations on the documents			
3. Wait for the allowable number of days for the document to be acted upon	3. Review complex and highly confidential documents  3.1 Conduct legal research to check details and other information, if necessary  3.2 Coordinate with other departments and technical advisers, if necessary  3.3 Provide comments and observations on the documents	None	7 days	City Legal Officer
4. Receive notification on comments and observations	4. Notify the client on the comments and observations on the documents	None	1 day	Administrative Officer IV  City Legal Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>13 DAYS AND 5 MINUTES</b>	



## 6. LEGAL AND TECHNICAL WRITING

This service is intended to ensure that all written agreements, communications and other documents executed or issued by the City Government of Balanga have proper legal basis.

Office or Division	City Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	City Officials and Departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) Original/photocopy of Letter Request or Legal Office Client Form		City officials and departments		
2. One (1) Original/photocopy of supporting documents, if applicable				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirement at the City Legal Office	1. Receive the document  1.1 Assign transaction control number to the document  1.2 Log the transaction to the record book	None	5 minutes	Administrative Officer IV  City Legal Office
2.Wait for the allowable number of days for the document to be acted upon	2. Evaluate the request and other documents submitted  2.1 Conduct legal research to check details and other information, if necessary  2.2 Forward complex or highly technical request to the department head for further evaluation	None	5 days	Administrative Officer IV  City Legal Office





	2.3 Draft legal form, communication or other document requested			
3. Wait for the allowable number of days for the document to be acted upon	3. Review complex and highly technical request  3.1 Conduct legal research to check details and other information, if necessary  3.2 Coordinate with other departments and technical advisers, if necessary  3.3 Draft legal form, communication or other document requested	None	7 days	City Legal Officer
4. Receive notification on action taken	4. Print the required copies of document  4.1 Deliver the documents to the intended recipients  4.2 Notify the client on action taken	None	2 days	Administrative Officer IV  City Legal Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>14 DAYS AND 5 MINUTES</b>	



## 7. ADMINISTRATIVE INVESTIGATION

This service is intended to determine accountability and liability of any local official or employee for administrative neglect or misconduct in office, and to recommend appropriate action to the City Mayor or Sangguniang Panlungsod, as the case may be.

<b>Office or Division</b>	<b>City Legal Office / City Investigating Committee</b>			
<b>Classification:</b>	<b>Highly Technical</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>City Mayor, Sangguniang Panlungsod, Private Complainants</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>2 Original copies and 5 photocopies of Notarized affidavit-complaint with the following:               <ol style="list-style-type: none"> <li>1. Full name and address of complainant</li> <li>2. Full name and address of the person complained-of as well as his/her position and office</li> <li>3. A narration of the relevant and material facts which shows the acts or omissions allegedly committed</li> <li>4. Certified true copies of documentary evidence and affidavits of witness, if any</li> <li>5. Certification of non-forum shopping</li> </ol> </li> <li>Show cause order (if applicable)</li> </ul>		<ul style="list-style-type: none"> <li>Prepared by client</li> <li>Issued by the City Mayor</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Complainant submits affidavit of complaint, or City Mayor orders conduct of investigation	1. Review of complaint submitted for completeness and correctness  1.1 Receive the document  1.2 Assign transaction control number to the document	None	10 minutes	Administrative Officer IV  City Legal Office



	<p>1.3 Log the transaction to the record book</p> <p>1.4 Forward the complaint to the City Investigating Committee</p>			
2. Wait for the allowable number of days for the complaint to be acted upon	<p>2. Conduct preliminary investigation</p> <p>2.1 Evaluation of complaint and supporting documents</p> <p>2.2 Require person-complained-off to submit his/her comment or answer under oath</p>	None	20 days (subject to extension if necessary)	City Investigating Committee – Preliminary Investigation Team
3. Wait for the allowable number of days for the complaint to be acted upon	<p>3. Draft Investigation Report</p> <p>3.1 Submit Investigation Report to the City Mayor</p>	None	5 days	City Investigating Committee – Preliminary Investigation Team
4. Wait for the allowable number of days for the complaint to be acted upon	4. Draft decision or resolution	None	3 days	Administrative Officer IV City Legal Office
5. Wait for the allowable number of days for the complaint to be acted upon	5. Review decision or resolution	None	2 days	City Legal Officer



6. Wait for the allowable number of days for the complaint to be acted upon	6. Amend or revise decision or resolution  6.1 Submit decision or resolution to the City Mayor for approval	None	2 days	Administrative Officer IV  City Legal Office
7. Wait for the allowable number of days for the complaint to be acted upon	7.1 Finalize decision or resolution  7.2 Print the required copies of decision or resolution	None	1 day	Administrative Officer IV  City Legal Office
8. Receive a copy of decision (if dismissed)	8. Furnish copy of decision (if dismissed)  8.1 Prepare documents for formal investigation (if not dismissed)	None	1 day	Administrative Officer IV  City Legal Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>34 DAYS 10 MINUTES (SUBJECT TO EXTENSION IF NECESSARY PURSUANT TO RACCS)</b>	



## **City License Permit and Franchising Office**

### **External Services**



## 1. ISSUANCE OF BUSINESS PERMIT (NEW)

Before starting a business in the Philippines a business permit must be secured from City Licensing Permit and Franchising Office. Business permit is renewable annually.

**✓FEE:** *(Subject to change without prior notice)*

<u>Characteristics</u>	<u>Number of Employees</u>	
Micro	1 – 10	₱1M. and Below
Small	11 – 50	Over ₱1M - ₱5M
Medium	51 – 100	Over ₱5M - ₱20M
Large	101 and above	Over ₱20M

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

<b>1. On Manufacturers/ Importers/Producers</b>	<b>Mayors Permit</b>	<b>Sanitary</b>	<b>Garbage</b>
Micro	500	200	500
Small	1,000	300	1,000
Medium	1,500	500	2,500
Large	2,500	1,000	5,000

### 2. On Banks

Rural, Thrift and Savings Banks	15,000	500	5,000
Commercial, Industrial and Dev't. Banks	30,000	750	10,000
Universal Banks	40,000	1,000	12,000
On ATM's (off site only)	5,000	500	800

### 3. On Other Financial Institutions

Micro	3,600		1,000
Small	6,000	300	1,200
Medium	9,600	500	1,500
Large	12,000	1,000	2,000

### 4. On Contractors/Service Establishments

Small	2,000	500	500
Medium	4,000	1,500	1,500
Large	8,000	2,000	15,000

### On Hospitals and Clinics

Small	2,000	1,000	Clinic and Laboratories - 5,000
Medium	8,000	2,000	Hospitals – 15,000
Large	10,000	3,000	



#### 5. On Wholesalers Dealers or Distributors

Micro	500	150	500
Small	1,500	200	1,500
Medium	3,500	300	5,000
Large	6,000	500	12,000

<b>6. Retailers (sari-sari store)</b>	200	150	500
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#### 7. On Restaurant/ Eatery/ Fast Food Chain

	<b>MP</b>	<b>Sanitary</b>	<b>Garbage</b>
Micro	700	150	1,000
Small	1,500	200	3,000
Medium	8,000	3,000	20,000
Large	15,000	4,000	50,000

<b>8. On Telecommunications</b>	40,000	2,000	20,000
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<b>On Telecommunication Tower</b>	30,000	2,000	10,000
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<b>9. Other Utilities</b>	40,000	2,000	20,000
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#### 10. On Trans loading / Hauling

Small (5 units below)	3,000	200	2,000
Medium (6-10 units)	6,000	300	3,000
Large (11 units above)	9,000	500	5,000

<b>11. On Ambulant Vendors</b>	300	120	5,000
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#### 12. Other Business

Micro	1,000	150	500
Small	3,000	200	1,000
Medium	10,000	300	10,000
Large	13,000	500	20,000

#### 13. On sin goods

	<b>Tobacco</b>	<b>liquors</b>
Micro	5,000	2,000
Small	10,000	8,000
Medium	15,000	13,000
Large	20,000	20,000



## ON WHOLESALERS, DISTRIBUTORS, OR DEALERS IN ANY ARTICLE OF COMMERCE

Amount of Gross Sales/Receipts For the Preceding Calendar Year		Business Tax
	Less than 50,000	1,000
50,000	75,000	1,550
75,000	100,000	2,000
100,000	150,000	3,000
150,000	200,000	4,000
200,000	300,000	5,500
300,000	500,000	7,350
500,000	750,000	11,000
750,000	1,000,000	14,500
1,000,000	2,000,000	16,500
2,000,000	and above	80% of 1%

## ON MANUFACTURERS, ASSEMBLERS, REPACKERS, PROCESSORS

Amount of Gross Sales/Receipts For the  Preceding Calendar Year		Business Tax
	Less than 50,000	1,350.00
50,000	75,000	2,200.00
75,000	100,000	2,750.00
100,000	150,000	3,650.00
150,000	200,000	4,550.00
200,000	300,000	6,350.00
300,000	500,000	9,100.00
500,000	750,000	12,600.00
750,000	1,000,000	16,550.00
1,000,000	2,000,000	22,750.00
2,000,000	3,000,000	27,250.00
3,000,000	4,000,000	32,750.00





4,000,000	5,000,000	38,200.00
5,000,000	6,500,000	40,300.00
6,500,000	and above	65% of 1%

### ON EXPORTERS AND ON MANUFACTURERS, MILLERS, PRODUCERS, WHOLESALERS

The amount of export sales shall be excluded from the total sales and shall be subject to the rates not exceeding one half (1/2) of the rates prescribed under paragraphs a, b, and d of this Article.

### ON BANKS AND OTHER FINANCIAL INSTITUTIONS

At a rate not exceeding 82.5% of 1%

### ON RETAILERS

Amount of Gross Sales/Receipts For the Preceding Calendar Year	Business Tax
400,000 or less	2%
More than 400,000	1%

### ON OTHER BUSINESS NOT INCLUDED IN THE UPPER CATEGORY

Amount of Gross Sales/Receipts For the Preceding Calendar Year		Business Tax
	5,000	25
5,000	10,000	75
10,000	15,000	150
15,000	20,000	225
20,000	30,000	400
30,000	40,000	575
40,000	50,000	825
50,000	75,000	1,320
75,000	100,000	1,980
100,000	150,000	2,970
150,000	200,000	3,950



200,000	250,000	5,425
250,000	300,000	6,925
300,000	400,000	9,445
400,000	500,000	12,685
500,000	750,000	14,568.75
750,000	1,000,000	16,143.75
1,000,000	2,000,000	18,122.50
2,000,000	and above	80% of 1%

## ON CONTRACTORS AND OTHER INDEPENDENT CONTRACTORS

Amount of Gross Sales/Receipts For the Preceding Calendar Year		Business Tax
	50,000	850.00
50,000	75,000	1,400.00
75,000	100,000	2,100.00
100,000	150,000	3,100.00
150,000	200,000	4,150.00
200,000	250,000	5,425.00
250,000	300,000	7,300.00
300,000	400,000	10,200.00
400,000	500,000	13,650.00
500,000	750,000	15,300.00
750,000	1,000,000	17,000.00
1,000,000	2,000,000	19,000.00
2,000,000	and above	85% of 1%

**Penalty of 25% on business tax and 2% per month on business tax paid after January 31 of each year**



<b>Office or Division</b>	<b>City License, Permit &amp; Franchising Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2B - Government to Business</b>			
<b>Who may avail:</b>	<b>Business Owners (except Poultry, Piggery &amp; Quarry)</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Business Registration (1, Original Copy & 1, Photocopy) <ul style="list-style-type: none"> <li>• Single Proprietor</li> <li>• Partnership/Corporation</li> <li>• Cooperative</li> </ul> 2. Occupancy Permit (1, Original Copy & 1, Photocopy)		DTI SEC Manila CDA San Fernando City Engineering Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up and submit the Application Form to the evaluator at the One Stop Shop, City License, Permit & Franchising Office	1. Evaluate the application form and requirements; Encode the data in the MPLIS. Assess the fees and charges.	None	6 minutes	Computer Operator III / Licensing Officer I  City LPFO
	1.1 Evaluate the application form and approve/ disapprove the application through the MPLIS. (City Health Office, City Engineering Offices & City Planning & Development Office)	None	5 minutes per regulatory office	Frontline officers from regulatory offices
2. One-Time payment of fees and charges.	2. Issue Official Receipt to customer.	Refer to chart	3 minutes	Administrative Aide IV / Clerk
3. Claim business permit and other regulatory permits and clearances	3. Issue business permit and other permits and clearances	None	3 minutes	Clerk IV  City LPFO
	<b>TOTAL</b>	<b>REFER TO CHART ABOVE</b>	<b>17 MINUTES</b>	

(Note: Poultry, Piggery & Quarry Business are under complex classification)

## 2. ISSUANCE OF BUSINESS PERMIT (RENEW)

All Business Tax and Mayor's Permit expires every 31<sup>st</sup> of December and is renewable every January.

<b>Office or Division</b>	<b>City License, Permit &amp; Franchising Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2B - Government to Business</b>			
<b>Who may avail:</b>	<b>Business Owners (except poultry, piggery &amp; quarry)</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log in to sys.cityofbalanga.gov.ph/ebpls Provide the necessary data and submit.	1. View the application online; Assess fees and regulatory charges, assessment and QR code will be sent thru clients email.	None	1 minute	Clerk / Licensing Officer I; Licensing Officer IV, Public Utilities Regulation Officer II City LPFO
One-Time payment of fees and charges.(Present QR Code) Payment Thru Over the counter/ Gcash/Maya/Bank Transfer	Issue Official Receipt to customer/Verify through online payment portal	Refer to Business Permit chart	1 minute	Administrative Aide IV / Clerk City LPFO
Claim business permit and other regulatory permits and clearances/Receive from courier services	Issue business permit and other permits, official receipt and clearances/Deliver through courier services	None	1 minute	Clerk City LPFO
	<b>TOTAL:</b>	<b>REFER TO BUSINESS PERMIT CHART</b>	<b>3 MINUTES</b>	

*(Note: Poultry, Piggery & Quarry Business are under complex classification)*



### 3. PAYMENT OF SEMI-ANNUAL AND QUARTERLY OF BUSINESS TAX

As stated in Sec. 2M.03 of the Revenue Code of the City, Business Tax payment may be paid in quarterly installments within the first 20 days of January, April, July and October of each year. For Semi Annual within the first 20 days of January and July only.

For quarterly: Business tax divided by 4

For semiannual: Business Tax divided by 2

For Payable Amount of Business Tax, please refer to the table of fees stated on Securing Mayor's Permit. (Renewal)

<b>Office or Division</b>		<b>City License, Permit &amp; Franchising Office</b>		
<b>Classification:</b>		<b>Simple</b>		
<b>Type of Transaction:</b>		<b>G2C - Government to Business</b>		
<b>Who may avail:</b>		<b>Business Owners</b>		
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order of Payment		City LPFO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to Counter E to secure Order of Payment at the One Stop Shop, City License, Permit & Franchising Office	1. Issue Order of Payment.	None	2 minutes	Clerk IV / Computer Operator III  City LPFO
2. Payment of semi-annually / quarterly payment of business tax	2. Receive payment and issue Official Receipt. Payment details will be automatically posted in the MPLIS once issued an OR.	S.A. - 50% of business tax; Quarterly - 25% of business tax	3 minutes	Frontline officers from regulatory offices
	<b>TOTAL:</b>	<b>REFER TO BUSINESS PERMIT CHART</b>	<b>5 MINUTES</b>	



#### 4. RENEWAL OF FOR MOTORIZED TRICYCLE OPERATOR'S PERMIT

Motorized Tricycle Operator's Permit is a document granting tricycle franchise to citizen of Balanga, natural or juridical, allowing him to operate tricycles-for-hire over specified zone.

**✓FEE:** *(Subject to change without prior notice)*

Motorized Tricycle Operator's Permit for new tricycle unit owner P 500.00

Motorized Tricycle Operator's Permit for renewal/change unit P 225.00

Annual Franchise – P 100.00

Confirmation – P 40.00

*(Penalty is 25% for expired MTOP plus 2% interest each month).*

<b>Office or Division:</b>	<b>City License, Permit &amp; Franchising Office</b>
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	<b>G2C -Government to Citizen</b>
<b>Who may avail:</b>	<b>Tricycle Operators plying the route of Balanga</b>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ol style="list-style-type: none"> <li>1. Barangay Tricycle Clearance (1, Original Copy)</li> <li>2. Community Tax Certificate (Cedula) (1, Photocopy)</li> <li>3. BaCFETODAI Certificate – (1, Original)</li> <li>4. Tricycle Operator I.D. – (1, Original and 1, Photocopy)</li> <li>5. Voters ID/ Certificate (1, Photocopy)</li> <li>6. Certificate of Registration (1, Original and 1, Photocopy)</li> <li>7. Updated Official receipt from LTO (1, Original and 1, Photocopy)</li> <li>8. Barangay Clearance for Non-Resident of the Barangay body no.) (1, Photocopy)</li> <li>9. Dropping of Franchise (New Franchise) (1, Photocopy)</li> <li>10. One (1) Long Envelope</li> </ol>	<ul style="list-style-type: none"> <li>• Concerned Barangay Hall</li> <li>• Barangay Hall or City Hall</li> <li>• BaCFETODAI Chairman in Barangay</li> <li>• Client</li> <li>• COMELEC Office</li> <li>• Client</li> <li>• LTO</li> <li>• Concerned Barangay</li> <li>• LPFO</li> <li>• Client</li> </ul>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form at the One Stop Shop, City License, Permit & Franchising Office	1. Issue application form and give short briefing about the form and requirements.	None	3 minutes	Admin Asst. I / License Inspector I  City LPFO
2. Submit the notarized application and the technical inspection report by the PNP with the requirements to Counter C.	2. Verify the expiration of the Franchise and assess the amount to be paid	None	8 minutes	Public Utilities Regulation Officer II / Admin Asst. I  City LPFO
3. Proceed to Counter F/G for payment	3. Receive payment & Issue Official Receipt	New- P365.00 Renewal - P640.00	4 minutes	Revenue Collection Clerk III City Treasurer's Office
4. Proceed to Counter C and present OR and requirements and all documents.	4. Record payment and other data, Prepare MTOP, annual Franchise, and confirmation.	None	8 minutes	Admin Asst. I / License Inspector I  City LPFO
5. Sign the MTOP	5. Instruct the operator to sign the documents for franchise.	None	2 minutes	Admin Asst. I / License Inspector I
6. Wait while the document is being processed.	6. Approved MTOP, Annual Franchise and Confirmation.	None	3 minutes	OIC
7. Receive MTOP, Annual Franchise and Confirmation	7. Issue MTOP, Annual Franchise and Confirmation, operator will be given 2 copies of each document.	None	5 minutes	Admin Asst. I / License Inspector I  City LPFO
	<b>TOTAL</b>	<b>NEW- P365.00 RENEWAL -P640.00 Operator's Permit</b>	<b>33 MINUTES</b>	



## 5. APPLICATION FOR DROPPING OF FRANCHISE (CHANGE OWNER AND CHANGE OF TRICYCLE UNIT)

Application for Dropping of Franchise is a petition from Tricycle Franchise owner who request to amend the issued Franchise either by Change of ownership or Change of tricycle unit

<b>Office or Division:</b>	<b>City License, Permit &amp; Franchising Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Tricycle Operators plying the route of Balanga</b>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration (1, Original and 1, Photocopy) 2. Updated Official receipt from LTO (1, Original and 1, Photocopy) 3. Tricycle Operator I.D. – (1, Original and 1, Photocopy) 4. Voters ID/ Certificate (1, Original Photocopy) 5. Deed of Sale (1, Original Photocopy) 6. Sales Invoice (1, Original Photocopy) 7. Community Tax Certificate (1, Original Photocopy)		<ul style="list-style-type: none"> <li>• LTO/Client</li> <li>• LTO/Client</li> <li>• MISO/Client</li> <li>• Comelec/Client</li> <li>• Notary Public/Cient</li> <li>• Motorcycle Dealer/Client</li> <li>• Barangay Hall/City Government</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form for Dropping at the One Stop Shop, City License, Permit & Franchising Office	1. Issue application form and give short briefing about the form and requirements. Advice the Petitioner/Applicant to sign the application witness by the Licensing Officer	None	5 minutes	Admin Asst. I / License Inspector I  City LPFO
2. Submit the notarized application form for dropping together with the requirements to Counter C.	2. Verify and examine the requirements and issue order of payment	None	5 minutes	Public Utilities Regulation Officer II / Admin Asst. I / License Inspector I  City LPFO





3. Proceed to Counter F/G for payment	3. Receive payment & Issue Official Receipt	Change Owner (1,500.00) Change Unit 500.00	4 minutes	Revenue Collection Clerk III City Treasurer's Office
4. Proceed to Counter C and present OR and requirements and all documents	4. Received the application and the requirements, record payment and other data, advice the petitioner/applicant that application filed will be forwarded to Sangguniang Panglungsod for approval. Notification will be sent upon approval of the application.	None	10 minutes	Public Utilities Regulation Officer II/ Admin Asst. I / License Inspector I  City LPFO
	<b>TOTAL</b>	<b>NEW OWNER P1,500.00 NEW UNIT P500.00</b>	<b>24 MINUTES</b>	



## 6. CONFISCATED LICENSE

With respect to City Ordinance No. 28 S 2008 Section 37 in particular states that all confiscated driver's license subject for violation of traffic rules and regulation shall be claimed from the City License, Permit, and franchising Office within 72 hours by paying/ rendering the corresponding penalty

☒ **FEE:** *(Subject to change without prior notice)*

- A. Operating without franchise Motorized Tricycle operator's Permit (MTOP), no Body Number,  
No Plate Number and violating the Number Code.**

### **FOR THE OPERATOR**

**1<sup>st</sup> Offense:** impoundment for 7 days or fine amounting to P 1,000.00

**2<sup>nd</sup> Offense:** impoundment for 14 days and penalty or fine amounting P2, 000.00

**3<sup>rd</sup> Offense:** impoundment for 30 days and penalty or fine amounting to P 4,000.00

### **FOR THE DRIVER:**

Confiscation of Driver Balangueño I.D. and/or Driver's License and  
Voluntary Community Service of 40 hours in 5 working days.

- B. Colorum or operating with forged sticker and forged plate number, the unit shall be impounded until such time that the corresponding penalty is paid.**

- P2000.00 or 5 days impoundment
- P3000.00 or 10 days impoundment
- P5000.00 or 20 days impoundment

- C. Driving without LTO registration and/or Balangueño I.D. impoundment of the tricycle unit until such time that the driver could secure and/or present a valid driver's license and a Balangueño I.D. and P500.00 or 8 hours voluntary community service.**

- D. Driving with expired license or without license**

**1<sup>st</sup> Offense:** P2000.00

**2<sup>nd</sup> Offense:** P3000.00

**3<sup>rd</sup> Offense:** P5000.00

In case the violator will choose voluntary community, service the unit will be impounded until completion of the same.



**E. Over charging of fare**

**1<sup>st</sup> Offense:** the penalty of impoundment for 1 day or a fine in the amount of P500.00 or voluntary community service of 8 hours

**2<sup>nd</sup> Offense:** P1000.00

**3<sup>rd</sup> Offense:** P2000.00

**F. No tariff fare is posted inside the tricycle**

**1<sup>st</sup> Offense:** P200.00

**2<sup>nd</sup> Offense:** P500.00

**3<sup>rd</sup> Offense:** P1000.00

**G. No trash can**

**1<sup>st</sup> Offense:** P200.00

**2<sup>nd</sup> Offense:** P500.00

**3<sup>rd</sup> Offense:** P1000.00

**H. No interior Light**

**1<sup>st</sup> Offense:** P200.00

**2<sup>nd</sup> Offense:** P500.00

**3<sup>rd</sup> Offense:** P1000.00

**I. Not in proper attire or wearing sando, shorts, step-in**

**1<sup>st</sup> Offense:** P200.00

**2<sup>nd</sup> Offense:** P500.00

**3<sup>rd</sup> Offense:** P1000.00

**J. Refusal to transport passengers**

**1<sup>st</sup> Offense:** the penalty of impoundment for 1 day or a fine in the amount of P500.00

**2<sup>nd</sup> Offense:** P1000.00

**3<sup>rd</sup> Offense:** P2000.00

**K. Other Traffic Violations**

P100.00



<b>Office or Division:</b>	<b>City License, Permit &amp; Franchising Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Balanga City Motorist</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Traffic Violation Receipt / Impounding (Original)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to counter C at the One Stop Shop, Present the Traffic Violation Receipt / Impounding Receipt	1. Checked violation and issue order of payment.	None	3 minutes	Public Utilities Regulation Officer II / Admin Asst. I / License Inspector I City LPFO
2. Proceed to Counter F and G. Pay the amount Fee corresponding to the violation	2. Receive payment and issue official receipt.	Depending on the violation	5 minutes	Revenue Collection Clerk III City Treasurer's Office
3. Present the Official receipt at Counter C	3. Payment will be recorded and confiscated Driver's License will be returned or Release order will be issued for impounded Tricycle/motorcycle	None	5 minutes	Admin Asst. I / License Inspector I City LPFO
	<b>TOTAL</b>	<b>DEPENDING ON THE VIOLATION</b>	<b>13 MINUTES</b>	



## 7. APPLICATION OF BUSINESS CLOSURE

Pursuant to the tax ordinance of the City of Balanga, the business that retire from operation must apply for business closure and settle the applicable fees and charges.

<b>Office or Division</b>	<b>City License, Permit &amp; Franchising Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2B - Government to Business</b>			
<b>Who may avail:</b>	<b>Business Owners</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Accomplished Application for Business Closure 2. Affidavit of Business Closure (Sole Proprietorship) (1, Original & 1, Photocopy) 3. Board Resolution (Partnership or Corporation) (1, Original) 4. One (1) Original Copy of Recent Business Permit			<ul style="list-style-type: none"> <li>• CLPFO</li> <li>• Law Office</li> <li>• Business Establishment</li> <li>• Business Establishment</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Application Form with complete requirements to the evaluator at the One Stop Shop, City License, Permit & Franchising Office.	1. Evaluate the application form and requirements; Assess the fees and charges.	None	3 minutes	Licensing Officer IV, Public Utilities Regulation Officer II City LPFO
	1.1 Issue Order of Payment	None	2 minutes	Licensing Officer IV, Public Utilities Regulation Officer II City LPFO
2. One-Time payment of fees and charges.	2. Issued Official Receipt to customer.	Refer to chart of Business Permit	3 minutes	Administrative Aide IV / Clerk City LPFO
	2.1 Encode payment details to the MPLIS	None	3 minutes	Computer Operator III/ Clerk IV City LPFO
3. Claim Certificate of Closure	3. Issue business permit and other permits and clearances	None	3 minutes	Computer Operator III/ Clerk IV City LPFO
	<b>TOTAL:</b>	<b>REFER TO BUSINESS PERMIT CHART</b>	<b>14 MINUTES</b>	



## 8. ISSUANCE OF CERTIFICATION (Overpayment)

In some instances where businesses made overpayment of taxes, fees and charges, this certification is being secured to acquire a tax credit which will be deducted to tax due of the following year.

<b>Office or Division</b>	<b>City License, Permit &amp; Franchising Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2B - Government to Business</b>			
<b>Who may avail:</b>	<b>Business Owner/Representative</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Latest Application Form (Original Copy) 2. Latest Official Receipt (Original Copy)		<ul style="list-style-type: none"> <li>• Business Establishment</li> <li>• Business Establishment</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements to the evaluator at the One Stop Shop, City License, Permit & Franchising Office.	1. Check the requirements and evaluate based on records on file.	None	2 minutes	Computer Operator III/ Clerk IV  City LPFO
	1.1 Update the records from Business Permit and Licensing Information System.	None	3 minutes	Licensing Officer IV  City LPFO
2. Claim the certification.	2. Prepare and issue certification.	None	2 minutes	Clerk  City LPFO
	<b>TOTAL:</b>	<b>NONE</b>	<b>7 MINUTES</b>	



## 9. BUSINESS INFORMATION EDITING (CHANGE BUSINESS OWNER/ CHANGE BUSINESS NAME/ CHANGE BUSINESS LOCATION)

All registered businesses that convert owner/s must inform the CLPFO to amend the information on their records on file.

Office or Division	City License, Permit & Franchising Office			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business			
Who may avail:	Business Owner/Representative			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<p><b><u>Change Business Owner &amp; Name</u></b></p> <p>1. Affidavit of Change of Business Owner (1, Original Copy)</p> <p>2. New DTI/SEC/CDA Registration (1, Original &amp; 1, Photocopy)</p> <p>3. Current Business Permit (Original)</p> <p><b><u>Change Business Location</u></b></p> <p>1. Locational Clearance (1, Original&amp; 1, Photocopy)</p> <p>2. Occupancy Permit (1, Original &amp; 1, Photocopy)</p> <p>3. Barangay Business Clearance (1, Original &amp; 1, Photocopy)</p>			<ul style="list-style-type: none"><li>• Law Office</li><li>• DTI, SEC or CDA</li><li>• Business Establishment</li><li>• City Planning and Development Office</li><li>• City Engineering Office</li><li>• Barangay Hall (New Location)</li></ul>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements to the evaluator at the One Stop Shop, City License, Permit & Franchising Office.	1. Check the requirements and evaluate based on records on file.	None	2 minutes	Computer Operator III/ Clerk IV
	1.1 Update the records from Business Permit and Licensing Information System.	None	3 minutes	Licensing Officer IV  City LPFO
	1.2 Issue order of payment for reprinting of business permit	None	2 minutes	Computer Operator III/ Clerk IV City LPFO
2. One-Time payment of fees and charges.	2. Issued Official Receipt to customer.	P200.00	3 minutes	Administrative Aide IV / Clerk City LPFO
3. Claim business permit	3. Prepare and issue business permit	None	3 minutes	Computer Operator III/ Clerk IV
	TOTAL:	P200.00 Permit Fee	13 MINUTES	



## 10. ISSUANCE OF CERTIFICATIONS (Closure, No Business, No Record, No Payment, Renewed)

All certifications relative to business are issued at the CLPFO.

<b>Office or Division</b>	<b>City License, Permit &amp; Franchising Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Citizens</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the evaluator and request the needed certification at the One Stop Shop, City License, Permit & Franchising Office.	1. Verify the eligibility of request based on records on file.	None	3 minutes	Computer Operator III/ Clerk IV City LPFO
	1.1 Issue Order of Payment	None	2 minutes	Computer Operator III/ Clerk IV City LPFO
2. One-Time payment of fees and charges.	2. Issued Official Receipt to customer.	P100.00	3 minutes	Administrative Aide IV / Clerk City LPFO
	2.1 Encode payment details.	None	2 minutes	Computer Operator III/ Clerk IV City LPFO
3. Claim Certification	3. Print and issue certification.	None	3 minutes	Computer Operator III/ Clerk IV/Clerk City LPFO
	<b>TOTAL:</b>	<b>P 100.00 Service Fee</b>	<b>12 MINUTES</b>	





## 11. ISSUANCE OF OTHER PERMITS (Use of Plaza, Stage, Lights, Electricity and LED Screen, Motorcade, Foot Parade, Recorida, and Other Group Activities)

Permit is being issued by the CLPFO for the use of facilities owned by the city government for business promotion and other purposes.

<b>Office or Division</b>	<b>City License, Permit &amp; Franchising Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Citizens</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter with tracking slip (1, Original)		City Administrator's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request letter with tracking slip from City Administrator's Office.	1. Evaluate the application form and tracking slip.	None	2 minutes	Licensing Officer IV City LPFO
	1.1 Issue Order of Payment	None	1 minute	Licensing Officer IV City LPFO
2. One-Time payment of fees and charges.	2. Issue Official Receipt to customer.	Refer to chart	3 minutes	Administrative Aide IV / Clerk City LPFO
	2.1 Encode payment details and prepare the permit	None	5 minutes	Computer Operator III/ Clerk IV/Clerk City LPFO
3. Claim the permit.	3. Issue permit to the requestor	None	3 minutes	Computer Operator III/ Clerk IV/Clerk City LPFO
<b>TOTAL:</b>		<b>PERMIT FEES</b>	<b>14 MINUTES</b>	
<b>✓ FEE: (Subject to change without prior notice)</b>				
Use of Plaza - P 2,000.00 per day and P2, 000.00 per day for outside the City Plaza				
Parade/Motorcade - P500.00 per activity /Patrol Assistance 2,000 (4-wheels) 500 (2-wheels)				
Group Activity - P2, 000.00 per day				
<u>First three (3) hours</u> <u>Succeeding hours</u>				
Sound System	P 1,000.00	P 300.00		
Lights	P 1,000.00	P 300.00		
Use of LED Screen	P 5,000.00	P1, 000.00		
Use of Stage	P 2,000.00	P 500.00		



## 12. ISSUANCE OF OCCUPATIONAL PERMIT

This permit is being issued as a pre-employment requirement to all citizens who wish to work in the City of Balanga.

<b>Office or Division</b>	<b>City License, Permit &amp; Franchising Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Citizens</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Order of Payment (1, Original) 2. CTC (1, Original Copy) 3. Official Receipt (1, Original Copy)		<ul style="list-style-type: none"> <li>• PESO</li> <li>• CTO or Barangay Hall</li> <li>• CTO</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill-up the record book and submit the requirements at the One Stop Shop, City License, Permit & Franchising Office.	2. Check the requirements.	None	2 minutes	Administrative Assistant I, License Inspector I  City LPFO
	1.1 Search and print occupational permit through COB Jobs Online	None	3 minutes	Administrative Assistant I, License Inspector I  City LPFO
2. Claim occupational permit.	3. Issue occupational permit.	None	2 minutes	Administrative Assistant I, License Inspector I  City LPFO
	<b>TOTAL:</b>	<b>NONE</b>	<b>7 MINUTES</b>	



# **Local City Civil Registry Office**

## **External Services**



## 1. REGISTRATION OF BIRTH and MARRIAGE CERTIFICATES

Republic Act No. 3753 mandates the establishment of a civil register in the Philippines where acts, events, legal instruments, and court decrees concerning the civil status of person shall be recorded.

The birth of the child, being a vital event of a person, shall be registered within thirty (30) days from the time of birth in the Civil Registrar of the city/municipality where the birth occurred.

For ordinary marriage, the time for submission of the Certificate of Marriage is fifteen (15) days following the solemnization of marriage while the marriage exempt from license requirement, the prescribed period is thirty (30) days, at the place where the marriage was solemnized.

<b>Office or Division</b>		<b>Local City Civil Registry Office</b>		
<b>Classification:</b>		<b>Simple</b>		
<b>Type of Transaction:</b>		<b>G2C – Government to Citizen</b>		
<b>Who may avail:</b>		<ul style="list-style-type: none"> <li>• <b>Parents/Guardian of the Newborn Child</b></li> <li>• <b>Secretary/Messenger of the Hospital</b></li> <li>• <b>Secretary/Messenger of the Church/RTC</b></li> <li>• <b>Pastor</b></li> </ul>		
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Municipal Form No. 102 (Certificate of Live Birth – 4 Original)</li> <li>• Municipal Form No. 97 (Certificate of Marriage – 4 Original)</li> </ul>			<ul style="list-style-type: none"> <li>• Hospital where the child was born</li> <li>• Church or RTC where the marriage was officiated</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit document to the receiving staff at the Local City Civil Registry Office.	1. Review/verify the contents and completeness of the civil registry document. If there is an error, return the document to the client for proper correction.	None	2 minutes	Admin Asst. IV Registration Officer I Local City Civil Registry Office



	If document is correct, process and submit civil registry documents to the City Civil Registrar or authorized signatory for approval.			
2. Wait for the document to be processed.	2. Approve and sign the document then orders it to be registered.  2.1. Register the document.  <i>Two copies of the registered document are retained as file copy of the office and the other one for PSA, Quezon City.</i>	None  None	2 minutes  1 minute	City Civil Registrar  Admin Asst. IV Registration Officer I  Local City Civil Registry Office
3. Receive copy of registered document and signs in the log sheet.	3. Release the registered document.	None	1 minute	Admin Asst. IV Registration Officer I Local City Civil Registry Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>6 MINUTES</b>	

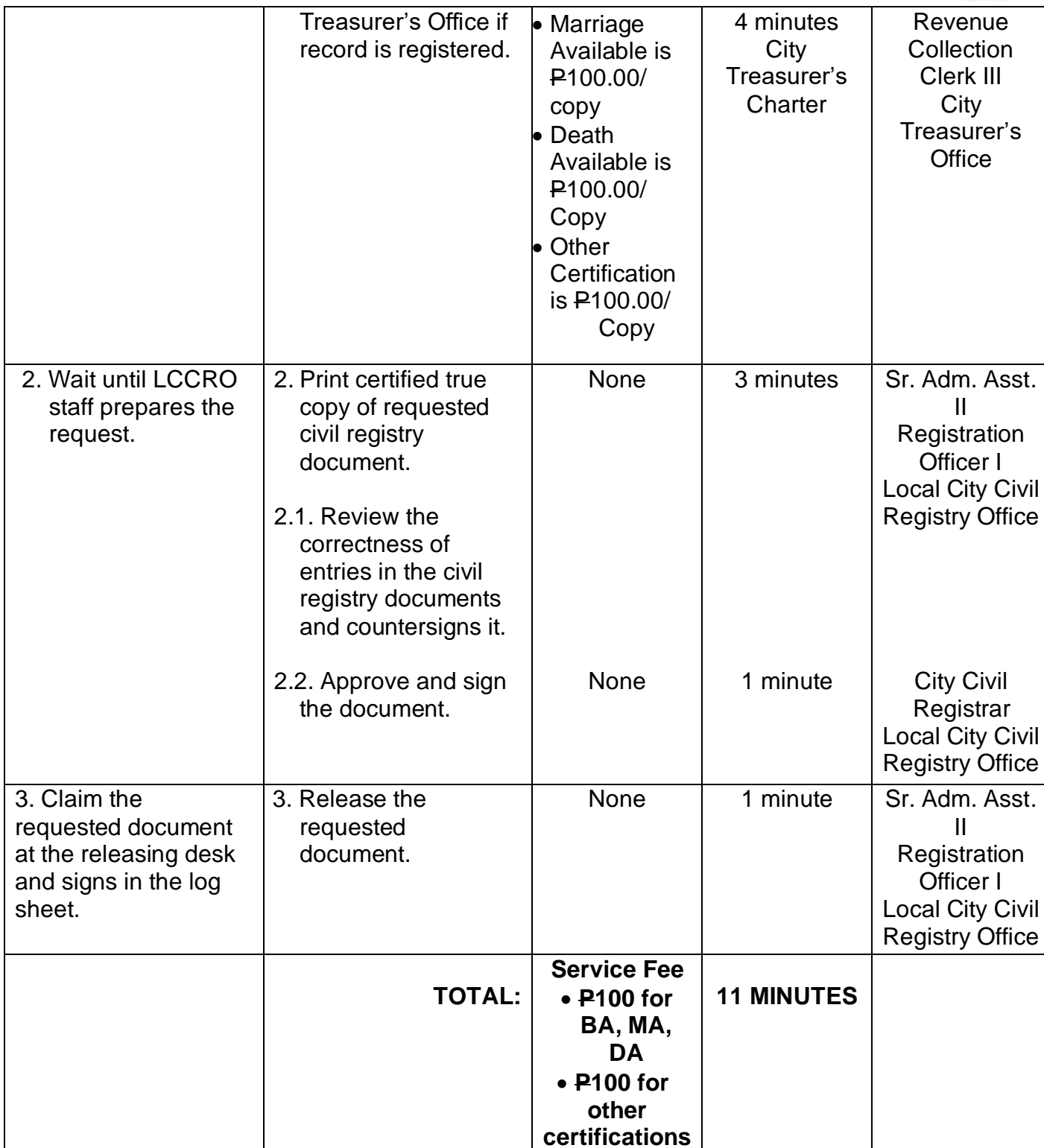
(Processing time may exceed 6 minutes depending on the number of clients to be served on that day)



## 2. REQUESTING CERTIFIED TRUE COPIES OF CIVIL REGISTRY DOCUMENTS (Birth, Marriage, and Death Certificates) and OTHER CERTIFICATIONS

A certified true copy of civil registry documents such as birth, marriage and death certificates may be secured at the Local City Civil Registry Office.

<b>Office or Division</b>	<b>Local City Civil Registry Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• The requestor himself (with valid ID as proof of his identity)</li> <li>• Parents/Guardian of the requestor (with valid ID as proof of his identity and relationship to the owner of the document)</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Request Slip for Certified CRD (BA, MA, DA and Other Certifications – 1 Original or photocopy)</li> <li>• Valid ID (1 original, for verification only)</li> <li>• Authorization Letter (1 Original), ID of the document owner (1 photocopy) and ID of the person being authorized (1 photocopy), (in case the requestor is not the document owner)</li> </ul>		<ul style="list-style-type: none"> <li>• Request Slip can be secured at the Local City Civil Registry Office</li> <li>• Client</li> <li>• Document owner and authorized person</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request of certified true copy of civil registry document to the receiving staff at the Local City Civil Registry Office.	1. Verify the availability of record.	None	2 minutes	Sr. Adm. Asst. II Registration Officer I Local City Civil Registry Office
	1.1. Conduct manual search of the record if it is not available in the computer.	None		
	1.2. Endorse client to the personnel who issues requirements for late registration of document if record is not registered.	None		
	1.3. Advice client to pay the amount due at the City	<ul style="list-style-type: none"> <li>• Birth Available is ₱100.00/ copy</li> </ul>		



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### 3. REGISTRATION OF DEATH CERTIFICATES

The responsibility of the nearest relative or spouse has knowledge of the death to report the same within forty-eight (48) hours if the deceased died without medical attendance at the City Health Office and ask them to make the Certificate of Death.

The City Health Officer shall examine and sign the death certificate and direct the registration of the death certificate to the Local City Civil Registry Office within reglementary period of thirty (30) days.

<b>Office or Division</b>	<b>Local City Civil Registry Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Immediate Family/Relative of the Deceased Person</li> <li>• Messenger of the Hospital</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Municipal Form No. 103 (Certificate of Death – 4 original)</li> <li>• Municipal Form No. 103A (Certificate of Fetal Death – 4 original)</li> </ul>		<ul style="list-style-type: none"> <li>• Hospital where the deceased person died</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit document to the receiving staff at the Local City Civil Registry Office.	1. Examine the document presented if it is submitted timely or delayed.	None	2 minutes	Sr. Adm. Asst. II Registration Officer I Adm. Asst. IV Registration Officer III Local City Civil Registry Office
	1.1. Check if the form is properly filled up.		20 minutes	City Health Officer
	1.2. Advise client to go to the City Health Office and proceed to CTO for payment of burial / transfer or cremation permit. After payment, go back at LCCRO for registration		4 minutes City Treasurer's Charter	Revenue Collection Clerk III
		• Burial Permit is ₱100.00 (If the corpse will be buried in		





		Balanga City Cemetery) • Transfer Permit is ₱100.00 (If the corpse will be buried in cemetery outside Balanga City). Cremation Fee is ₱200.00.		City Treasurer's Office
2. Wait while the document is being registered.	2. Approve and sign the document then orders the document to be registered.  2.1 Register the document.  *Two copies of the registered document are retained as file copy of the office and the other one for PSA, Quezon City.	None	2 minutes	City Civil Registrar Local City Civil Registry Office
		None	1 minute	Sr. Adm. Asst. II Registration Officer I Adm. Asst. IV Registration Officer III Local City Civil Registry Office
3. Receive copy of registered document and signs in the log sheet.	3. Release the registered document.	None	1 minute	Sr. Adm. Asst. II Registration Officer I Adm. Asst. IV Registration Officer III Local City Civil Registry Office
	<b>TOTAL:</b>	• <b>₱100 for burial and transfer permit</b> • <b>₱200 for cremation Service Fee</b>	<b>30 MINUTES</b>	

*(Processing time exceed 30 minutes depending on the cashier/clients at CTO where to settle the payment for burial permit/transfer permit/cremation permit; the number of clients to be served on that day and the travel time to proceed to the City Health Office and comes back at CCRO)*



#### 4. REGISTRATION OF COURT ORDERS / DECREES and REQUESTS OF ANNOTATED RECORD

Like all other civil registry documents, court orders/decrees concerning the status of a person shall be registered in the Local City Civil Registry Office where the court is functioning, within ten (10) days after the decree/order has become final.

The following are registrable court decrees:

- Decree of Legal Separation
- Declaration of Nullity of Marriage
- Declaration of Marriage as Null and Void
- Court Orders in Adoption
- Court Decisions or orders to correct or change entries in any certificate of birth, marriage or death certificate.
- Declaration of Presumptive Death
- Repatriation or voluntary Renunciation of Citizenship
- Court Decision recognizing or acknowledging of natural children impugning or denying such recognition or acknowledgement
- Judicial determination of maternity affiliation
- Aliases

<b>Office or Division</b>	<b>Local City Civil Registry Office</b>				
<b>Classification:</b>	<b>Highly Technical</b>				
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>				
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Owner of the document to be processed if the person is of legal age</li> <li>• Immediate family / relative of owner of the document</li> <li>• The person who filed the petition at court</li> </ul>				
<table border="1"> <thead> <tr> <th>CHECKLIST OF REQUIREMENTS</th><th>WHERE TO SECURE</th></tr> </thead> <tbody> <tr> <td> <ul style="list-style-type: none"> <li>• Original and certified copy of the court order (1 set original, 5 set certified photocopy)</li> <li>• Certificate of Finality (1 original, 5 photocopy)</li> <li>• Certificate of court registration issued by the concerned Municipal/City Civil Registrar where the court order was issued (5 original, 2 photocopy)</li> <li>• Certificate of Authenticity of the Finality and Court Decision issued by RTC (1 original, 5 photocopy)</li> <li>• Civil registry documents such as birth, marriage and death certificate (1 original – unannotated, 5 photocopy – unannotated, 6 photocopy with annotation)</li> </ul> </td><td> <ul style="list-style-type: none"> <li>• All these requirements must be submitted by the client, which they may secure from the RTC where the court order / decision was rendered.</li> <li>• CRD/s will be retrieved from the Local City Civil Registry Office</li> </ul> </td></tr> </tbody> </table>		CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	<ul style="list-style-type: none"> <li>• Original and certified copy of the court order (1 set original, 5 set certified photocopy)</li> <li>• Certificate of Finality (1 original, 5 photocopy)</li> <li>• Certificate of court registration issued by the concerned Municipal/City Civil Registrar where the court order was issued (5 original, 2 photocopy)</li> <li>• Certificate of Authenticity of the Finality and Court Decision issued by RTC (1 original, 5 photocopy)</li> <li>• Civil registry documents such as birth, marriage and death certificate (1 original – unannotated, 5 photocopy – unannotated, 6 photocopy with annotation)</li> </ul>	<ul style="list-style-type: none"> <li>• All these requirements must be submitted by the client, which they may secure from the RTC where the court order / decision was rendered.</li> <li>• CRD/s will be retrieved from the Local City Civil Registry Office</li> </ul>
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CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary documents on court order to the Assistant City Civil Registrar at the Local City Civil Registry Office.	1. Check the validity and completeness of the documents.	None	10 minutes	Asst. City Civil Registrar Local City Civil Registry Office
	1.1 Tell the client that he will be contacted once the verification of authenticity of the court order decision was received by LCCRO.	None	2 minutes  <b>(it may take 3 weeks before the Certificate of Finality is issued by RTC where the court order decision was rendered)</b>	Regional Trial Court
	1.2 Prepares the letter of verification and send it through mail via the Phil Post.	None	1 minute	City Civil Registrar Local City Civil Registry Office
2. Pay the corresponding fees at the City Treasurer's Office.	2. Receive the OR of the payment made.	<ul style="list-style-type: none"> <li>• Registration of Court Order is ₱500.00</li> <li>• Certified Photo Copy of Court Order is ₱50.00/page</li> <li>• Endorsement is ₱150.00</li> <li>• Certified true copy of annotated civil registry document is ₱100.00</li> <li>• Incidental expenses like photocopying of documents and mailing expenses will be shouldered</li> </ul>	4 minutes City Treasurer's Charter	Revenue Collection Clerk III City Treasurer's Office



		by the client (not to be paid at CTO)		
3. Wait while the court order is being registered in the Register of Books of Court Decree Order and processed by the Asst. City Civil Registrar	3. Process court order registration.	None	1 hr. and 30 minutes	Asst. City Civil Registrar Local City Civil Registry Office
	3.1 Retrieve original civil registry document.	None	1 minute	Adm. Asst. IV Adm. Aide II
	3.2 Prepare and type proper annotation of the original civil registry document.	None	15 minutes	Registration Officer I Local City Civil Registry Office
	3.3. Prepare and print certification of registration of court order, certified true copy of civil registry documents with annotated court order and endorsement letter to PSA, Quezon City.			
	3.4. Review, approve and sign the original documents with annotation of Court order, as well as its supporting documents.	None	15 minutes	City Civil Registrar Local City Civil Registry Office
	3.5 Release Registered document.			
	<b>TOTAL:</b>	<b>• P750 Service Fee</b>	<b>2 HOURS and 18 MINUTES</b>	

*(Processing time may exceed 2 hrs. and 18 minutes depending on the cashier/clients at CTO where to settle the payment of fee; the time that the person photocopied his documents; and the number of clients to be served on that day and the client will be contacted after 3 weeks once the Certificate of Finality is issued by RTC before proceeding to registration)*



## 5. REGISTRATION OF LEGAL INSTRUMENTS / LEGITIMATION OF NATURAL CHILD

As a general rule, all legal instruments shall be registered in the civil registry of the place where they were executed except the following:

- Affidavit of Reappearance – where the parties to the subsequent marriage are residing;
- Marriage Settlement – where the marriage was recorded;
- Admission of Paternity; and
- Acknowledgement, Legitimation, Voluntary Emancipation of Minor, Parental Authorization or Ratification of Artificial Insemination – where the birth of the child was recorded.

Not falling under the aforementioned exceptions are the following registrable instruments:

- Acknowledgment;
- Acquisition of citizenship;
- Certificate of Legal Capacity of Contract Marriage;
- Option to elect Philippine citizenship;
- Partition and distribution of properties of spouses and delivery of the children's legitimate; and
- Waiver of rights interests of absolute community.

All legal instruments executed abroad shall be registered in the Civil Registry Office of Manila.

<b>Office or Division</b>	<b>Local City Civil Registry Office</b>	
<b>Classification:</b>	<b>Simple</b>	
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>	
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Owner of the document to be processed if the person is of legal age</li> <li>• Parents/Guardian of the Child</li> </ul>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<b><u>Acknowledgment</u></b> <ul style="list-style-type: none"> <li>• Birth Certificate of the Child (1 original, 3 photocopy)</li> <li>• Affidavit of Acknowledgment/Paternity (3 original)</li> <li>• Valid ID and Community Tax Certificate of the Father (3 photocopy)</li> <li>• Baptismal Certificate or any document proving that the father acknowledges his child (3 photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>• Client</li> <li>• Affidavit from Notary Public</li> <li>• Client</li> <li>• Baptismal certificate from church where the child was baptized</li> </ul>
<b><u>Legitimation</u></b> <ul style="list-style-type: none"> <li>• Birth Certificate of the Child (1 original, 3 photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>• Client</li> </ul>



<ul style="list-style-type: none"> <li>Joint Affidavit of Legitimation executed by Parents (3 original)</li> <li>Marriage Contract of Parents (3 certified photocopy)</li> <li>Certificate of No Marriage (CENOMAR) of Parents (1 original, 3 photocopy) with attached official receipt and should still be 6 months valid</li> </ul>		<ul style="list-style-type: none"> <li>Affidavit from Notary Public</li> <li>Marriage certificate of parents where they got married</li> <li>CENOMAR from PSA</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary requirements for legal instruments to the receiving staff at the Local City Civil Registry Office.	1. Check the validity and completeness of required documents.  1.1. Process the legal instrument if documents are complete.  1.2. Return documents to the client if incomplete.	None	7 minutes	Registration Officer I Adm. Asst. IV Local City Civil Registry Office
2. Pay the corresponding fees at the City Treasurer's Office.	2. Receive the OR of the payment made.	<ul style="list-style-type: none"> <li>Acknowledgment fee is ₱100.00</li> <li>Legitimation Fee is ₱300.00</li> <li>Birth Available with Annotation is ₱100.00</li> <li>Endorsement Fee is ₱150.00</li> <li>Incidental expenses like photocopying of documents and mailing expenses will be shouldered by the client. (not to be paid at CTO)</li> </ul>	4 minutes City Treasurer's Charter	Revenue Collection Clerk III City Treasurer's Office



3. Wait while the legal instrument is being registered in the Registry Book of Legal Instruments and processed by LCCRO staff.	3. Retrieved original civil registry document.	None	20 minutes	Registration Officer I Adm. Asst. IV Local City Civil Registry Office
	3.1. Prepare and type proper annotation of the original civil registry document.			
	3.2. Prepare and print certification of legal instrument, certified true copy of civil registry documents with annotated legal instrument and endorsement letter to PSA Quezon City.	None	10 minutes	Registration Officer III Sr. Adm. Asst. II Local City Civil Registry Office
	3.3. Review, approve and sign the original documents with annotation of legal instrument, as well as its supporting documents.	None	10 minutes	City Civil Registrar Local City Civil Registry Office
	3.4. Segregate and release signed documents to the client.			Registration Officer I Adm. Asst. IV Local City Civil Registry Office
	<b>TOTAL:</b>	<b>P650 Service Fee</b>	<b>51 MINUTES</b>	

*(Processing time may exceed 51 minutes depending on the cashier/clients at CTO where to settle the payment of fee; the time that the person photocopied his documents; the number of clients to be served on that day)*



## 6. LATE REGISTRATION OF CIVIL REGISTRY DOCUMENTS (Birth, Marriage and Death Certificates)

Delayed registration of birth, marriage and death – like ordinary registration made at the time of the event – shall be filed at the Local Civil Registry Office of the place where the event took place, following the lapse of the reglementary period to register.

<b>Office or Division</b>	<b>Local City Civil Registry Office</b>
<b>Classification:</b>	<b>Highly Technical</b>
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Owner of the document to be processed if the person is of legal age</li> <li>• Parents/Guardian of the document owner</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• PSA Negative Result Certification (1 original)</li> <li>• Joint Affidavit of Two (2) Disinterested Persons (3 original)</li> <li>• Affidavit of Mother (3 original)</li> <li>• ID &amp; Community Tax Certificate of Father (if not married – 1 photocopy)</li> <li>• ID &amp; Community Tax Certificate of Mother (1 photocopy)</li> </ul> <p>At least two (2) of the following:</p> <ul style="list-style-type: none"> <li>• Medical Record (1 original) / Certification from the Hospital (1 original) / Health Card or Baby book (1 photocopy)</li> <li>• Baptismal Certificate (1 photocopy)</li> <li>• School Records (Form 137 / Transcript of Records – 1 photocopy)</li> <li>• Barangay Certification (1 original)</li> <li>• Voter's Certification from COMELEC (1 photocopy)</li> </ul>	<ul style="list-style-type: none"> <li>• Philippine Statistics Authority</li> <li>• Affidavit from Notary Public</li> <li>• Affidavit from Notary Public</li> <li>• Client</li> <li>• Client</li> <li>• Medical Certification from hospital / Pediatrician</li> <li>• Baptismal Certificate from church where the child was baptized</li> <li>• Form 137 / TOR from school</li> <li>• Barangay certification from Brgy. Chairman</li> <li>• COMELEC</li> </ul>





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present PSA Negative Result Certification to the receiving staff at the Local City Civil Registry Office.	1. Verify from the archive whether the record for late registration is not really registered.  Search in the database and in the archive.	None	5 minutes	Registration Officer I Adm. Asst. IV Local City Civil Registry Office
2. Submit all supporting documents.	2. Review the requirements.  2.1. Interview and instruct the client to see a notary public to administer their oath in the affidavit of delayed registration.	None	10 minutes	Registration Officer I Adm. Asst. IV Local City Civil Registry Office
	2.2. Record document in the record book and advise the client to return after 10-day reglementary posting period.	None	10 days posting period	Registration Officer I Adm. Asst. IV Local City Civil Registry Office
3. Receive copy of registered document and signs in the receiving logbook.	3. After the approval of the CCR, the document is being released to the client.	None	5 minutes	City Civil Registrar Registration Officer I Adm. Asst. IV Local City Civil Registry Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>10 DAYS POSTING PERIOD and 20 MINUTES</b>	

*(Processing time may exceed 20 minutes depending on the number of clients to be served on that day and the client will come back after 10 days posting period)*



## 7. APPLYING FOR A MARRIAGE LICENSE

The local civil registrar of the city or municipality shall issue a marriage license where either contracting party habitually resides, except in accordance with Chapter 2 of this Code (Article 9, Family Code of the Philippines).

Where a marriage license is required, each of the contracting parties shall file separately a sworn application for such license with the proper local civil registrar of the place where either or both of the contracting parties reside.

The license shall be valid in any part of the Philippines for a period of one hundred twenty (120) days from the date of issue, and shall deemed automatically cancelled at the expiration of said period if the contracting parties have not made use of it.

<b>Office or Division</b>	<b>Local City Civil Registry Office</b>	
<b>Classification:</b>	<b>Highly Technical</b>	
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>	
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Contracting parties</li> <li>• Parents of the applicants (if applicants are ages 18-24 years old)</li> </ul>	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<ul style="list-style-type: none"> <li>• 1 Certified True / Photocopy Copy of Birth Certificate of both contacting parties</li> <li>• Valid IDs of the applicants (1 photocopy)</li> <li>• Pre-Marriage Counseling (Family Planning) Certificate from POPCOM (1 original)</li> <li>• Marriage Counseling Certificate from CSWD (1 original)</li> <li>• Parental consent if applicant is 18 yrs. old but below 21 yrs. Old (2 original)</li> <li>• Parental advice if applicant is 21 yrs. old but below 25 yrs. Old (2 original)</li> <li>• At least one of the contracting parties must be a resident of the place where the local civil registry office is located.</li> <li>• Certificate of No Marriage (CENOMAR), with official receipt) from PSA if applicant is 25 yrs. old and above (1 original and 2 photocopy); should still be valid for 6 months</li> <li>• Legal Capacity to Marry (If one of the contracting parties is a foreigner)</li> </ul>		<ul style="list-style-type: none"> <li>• Birth certificate can be either from PSA or LCR Office</li> <li>• Contracting parties</li> <li>• POPCOM</li> <li>• CSWD</li> <li>• Father of the applicant/s</li> <li>• Father and mother of applicant/s</li> <li>• CENOMAR from PSA</li> <li>• Legal capacity from Embassy</li> </ul>



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements to the receiving staff of the Local City Civil Registry Office and subject for interview.	1. Examine/verify the submitted pertinent requirements for the application.	None	5 minutes	Adm. Asst. VI Local City Civil Registry Office
	1.1 Interview the applicants.	None	20 minutes	Adm. Asst. VI Local City Civil Registry Office
	1.2 Encode application for marriage license.			
	1.3 Instruct clients to review and check the information on the prepared application.			
	1.4 Advise applicants and their parents to sign in the application and consent/advise after checking the information.			
	1.5 Instruct the applicant to pay the corresponding marriage license application fee at CTO.	<ul style="list-style-type: none"> <li>• Application for Marriage License is ₱200.00</li> <li>• Seminar Fee is ₱150.00</li> <li>License Fee is ₱2.00</li> </ul>	4 minutes City Treasurer's Charter	Revenue Collection Clerk III City Treasurer's Office
2. Return at LCCRO office to give the OR.	2. Record the document in the record book, as well as its OR Number and advise the applicants to return after 10-day posting period.	None	2 minutes  10 days posting period	Adm. Asst. VI Local City Civil Registry Office



	2.1. Advise applicants to attend the Family Planning Seminar in POPCOM and Marriage Counseling in CSWD.			
3. Come back at LCCRO for the release of their license on the 11 <sup>th</sup> day after the 10-day posting period.	<p>3. Review the requirements of the applicant and prepare the license if documents are complete.</p> <p>(Countercheck if the applicants had attended the Family Planning Seminar in POPCOM and Marriage Counseling in the CSWD.)</p> <p>3.1. Verify, approve and sign the marriage license.</p> <p>3.2. Release the marriage license to the applicant.</p>	<p>None</p> <p>None</p>	<p>10 minutes</p> <p>1 minute</p>	<p>Adm. Asst. VI Local City Civil Registry Office</p> <p>City Civil Registrar</p> <p>Admin Asst VI Local City Civil Registry Office</p>
	<b>TOTAL:</b>	<b>P352.00 Service Fee</b>	<b>10 DAYS POSTING PERIOD AND 42 MINUTES</b>	

*(Processing time may exceed 42 minutes depending on the cashier/clients at CTO where to settle the payment of fee; the time that the person photocopied his/her requirements; the number of clients to be served on that day; and the applicants will come back after the 10-day posting period and, on the 11<sup>th</sup>, day is the release).*



## **8. REGISTRATION OF AN ACT ALLOWING THE ILLEGITIMATE CHILD TO USE THE SURNAME OF THE FATHER (AUSF) through R.A. 9255**

Republic Act No. 9255 (An Act Allowing the Illegitimate Child to Use the Surname of their Father, Amending for the Purpose Article 176 of Executive Order 209, Otherwise known as the Family Code of the Philippines) was signed by President Gloria Macapagal-Arroyo on 24 February 2004 and took effect on 04 March 2004.

Article 176 of the said act was amended stating that “illegitimate children shall use the surname, and shall be under the parental authority of their mother, and shall be entitled to support in conformity with the said code. However, illegitimate children may use the surname of their father if their filiation has been expressly recognized by the father through the record of birth appearing in the Civil Register or when an admission in a public document is made by the father.

The revised IRR shall apply to all illegitimate children born on or after March 19, 2004, which includes all unregistered births and registered births under the surname of the mother.

Illegitimate children born on August 3, 1988 to March 18, 2004 may still be acknowledged by the father through an Affidavit of Admission of Paternity or private handwritten instrument but cannot use the surname of the father under RA 9255. However, a petition in court may be filed in order the child can use the surname of his father.

The revised IRR of RA 9255 states that 1.) an illegitimate child not acknowledged by the father shall use the surname of the mother, 2.) and illegitimate child not acknowledged by the father shall use the surname of the mother if no Affidavit of Use the Surname of the Father (AUSF) is executed, 3.) an illegitimate child aged six years and below acknowledged by the father shall use the surname of the father, if the mother or the guardian, in the absence of the mother executes the AUSF, 4.) an illegitimate child seven to 17 years old acknowledged by the father shall use the surname of the father, if the child executes an AUSF fully aware of its consequence as attested by the mother or guardian, and 5.) upon reaching the age of majority, an illegitimate child acknowledged by the father shall use the surname of his father provided that he executes an AUSF without need of attestation.

The revised IRR took effect on April 7, 2016, fifteen days after its publication in major newspapers in the country.

<b>Office or Division</b>	<b>Local City Civil Registry Office</b>
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>
<b>Who may avail:</b>	<ul style="list-style-type: none"><li>• Owner of the document to be processed if the person is of legal age</li><li>• Parents/Guardian of the child</li></ul>



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>• Certificate of Live Birth (1 original, 3 photocopy)</li> <li>• Affidavit to Use the Surname of the Father (AUSF) (3 original)</li> <li>• ID/cedula of Father (3 photocopy)</li> <li>• ID/cedula of Mother (3 photocopy)</li> <li>• Document indicating that child is acknowledge by father (baptismal certificate, Philhealth Membership Data Record, Social Security System Membership Form – 3 photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>• Client</li> <li>• Affidavit from Notary Public</li> <li>• Client</li> <li>• Client</li> <li>• Baptismal certificate from church where the child was baptized; PhilHealth; SSS</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit necessary requirements for AUSF to the receiving staff at the Local City Civil Registry Office.	1. Check the validity and completeness of required documents. 1.1. Process the AUSF if the documents are complete. 1.2. Return documents to the client if requirements are incomplete. 1.3 Instruct the client to pay the corresponding processing fee at CTO.	None	7 minutes	Registration Officer I Admin Asst IV  Local City Civil Registry Office
2. Pay the corresponding fees at the City Treasurer's Office.	2. Receive the OR of the payment made.	<ul style="list-style-type: none"> <li>• AUSF Fee is ₱300.00</li> <li>• Certified True Copy of Civil Registry Document with Annotation is ₱100.00/copy</li> <li>• Endorsement Fee is ₱150.00</li> </ul>	4 minutes City Treasurer's Charter	Revenue Collection Clerk III City Treasurer's Office



		<ul style="list-style-type: none"> <li>Incidental expenses like photocopying of documents and mailing expenses will be shouldered by the client (not to be paid at CTO)</li> </ul>		
3. Wait while the AUSF is being registered in the Registry Book of Legal Instruments and processed by LCCRO staff.	3. Prepare and type proper annotation to the original civil registry document.	None	20 minutes	Registration Officer I Adm. Asst. IV Local City Civil Registry Office
	3.1. Prepare and print certification of AUSF, certified true copy of civil registry documents with annotation and endorsement letter to PSA, Manila.			Registration Officer III Sr. Adm. Asst. II Local City Civil Registry Office
	3.2. Review, approve, and sign the original documents with annotation of AUSF, as well as its supporting documents.	None	10 minutes	City Civil Registrar Local City Civil Registry Office
	3.3. Segregate the signed documents.	None	10 minutes	Registration Officer I Adm. Asst. IV Local City Civil Registry Office
	3.4. The annotated document is released to the client.			
	<b>TOTAL:</b>	<ul style="list-style-type: none"> <li><b>P550.00 Service Fee</b></li> </ul>	<b>51 MINUTES</b>	

*(Processing time may exceed 51 minutes depending on the time that the person photocopied / completed the requirements needed; the cashier/clients at CTO where to settle the payment of fee; and the number of clients to be served on that day)*





## 9. REGISTRATION OF FOUNDLING / ABANDONED CHILD

Foundling is a deserted or abandoned infant or a child found, with parents, guardian, or relatives being unknown, or a child committed in an orphanage or charitable or similar institution with unknown facts of birth and parentage.

### Period of Registration of Foundling

If the registering person is the finder, the report by him to the local civil registrar must be made within 30 days from the date of finding. If the registering person is the DSWD or the orphanage, the report to the local civil registrar must be made within 30 days from the date when the child was taken into custody. Any report made after the 30-day period shall be considered delayed, and the registrant shall be required to state in a sworn statement the reason or reasons of the delay.

### Duties of the Finder in case of Foundling

Immediately after finding a foundling, the finder shall report the case to the Barangay Captain of the place where the foundling is found, or to the police headquarters, whichever is nearer or convenient to the finder. When the report is duly noted either by the Barangay Captain or by the police authority, the finder may keep the child under his care or may commit the child to the care of the DSWD, or to a duly licensed orphanage or charitable or similar institution.

In case the finder is awarded the custody of the foundling, he shall give name to the child and shall report the same to the local civil registrar of the city or municipality where the child is found, otherwise, the giving of name to the child and its registration as foundling shall be the responsibility of DSWD or of the orphanage or similar institution where the child is committed.

<b>Office or Division</b>	<b>Local City Civil Registry Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen</b>			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• The finder of the child</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• OCRG Form No. 101 (Certificate of Foundling – 4 original)</li> <li>• CSWD Certification (1 original)</li> </ul>		<ul style="list-style-type: none"> <li>• City Civil Registry Office</li> <li>• City Social Welfare and Development Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents to the receiving staff at the Local City Civil Registry Office.	1. Review/Verify the presented documents.  1.2. Process the registration if documents are correct and complete.	None	10 minutes	City Civil Registrar Asst. City Civil Registrar  Registration Officer I Local City Civil Registry Office





2. Wait while papers are being processed.	2. Process all the submitted documents.	None	45 minutes	Asst. City Civil Registrar
	2.1. Prepare the certificate of foundling as per data supplemented by the finder.			Registration Officer I
	2.2. Evaluate / Review the attachments and approve / sign the document.	None	5 minutes	City Civil Registrar Local City Civil Registry Office
	2.3. Register the document to the Registry Book of Foundling.	None	5 minutes	Registration Officer I Local City Civil Registry Office
3. Receive personal copy and sign in the receiving logbook.	3. Issue the personal copy of the client.	None	1 minute	Registration Officer I
	<b>TOTAL:</b>	<b>NONE</b>	<b>1 HOUR AND 6 MINUTES</b>	

(Processing time may exceed 1 hour and 6 minutes depending on the number of clients to be served on that day)



## 10. REQUESTING ENDORSEMENT OF CIVIL REGISTRY DOCUMENTS (Birth, Marriage and Death Certificates) TO THE OFFICE OF THE CIVIL REGISTRAR-GENERAL

As a rule, all civil registrars shall submit civil registry documents to the Office of the Civil Registrar-General (OCRG) thru their respective PSA Provincial Statistics Offices.

There are instances when the PSA cannot issue copy/copies to the interested party because their Office have no available record in its archive, or the current document is still with the Provincial Statistics Office being processed.

To facilitate the issuance of requested documents, the concerned Provincial Statistics Office (PSO) or Civil Registrar is required to submit or endorse the needed document on a piecemeal basis to the PSA.

<b>Office or Division</b>	<b>Local City Civil Registry Office</b>			
<b>Classification:</b>	<b>Highly Technical</b>			
<b>Type of Transaction:</b>	<b>G2G – Government to Government</b>			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Owner of the document to be processed if the person is of legal age</li> <li>• Parents/Guardian of the document owner</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• PSA Negative Result Certification (1 original, 4 photocopy)</li> <li>• Civil registry document such as birth, marriage, and death certificate (1 original, 4 photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>• Philippine Statistics Authority</li> <li>• File copy of LCR</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present PSA Negative Result Certification to the receiving staff and asks for an endorsement letter at the Local City Civil Registry Office	1. Verify from the archive whether the record for endorsement is available.	None	10 minutes	Sr. Adm. Asst. II Registration Officer III Adm. Asst. IV Registration Officer I Local City Civil Registry Office
	1.1. Search is made in the data base and in the archive.  1.2. Receive the certification and advise the client to pay at CTO.	None	2 minutes	Sr. Adm. Asst. II Registration Officer III Adm. Asst. IV



				Registration Officer I
2. Pay the required fees at the CTO.	2. Receive the OR of the payment made.	<ul style="list-style-type: none"> <li>• Endorsement Fee is ₱150.00</li> <li>• Certified True Copy of Civil Registry Document is ₱100.00/copy</li> <li>• Incidental expenses like photocopying of documents and mailing expenses will be shouldered by the client. (not to be paid at CTO)</li> </ul>	4 minutes City Treasurer's Charter	Revenue Collection Clerk III City Treasurer's Office
3. Wait while the papers are being processed.	3. Prepare and print the certified true copy of the civil registry document to be endorsed to PSA together with the endorsement letter.	None	10 minutes	Sr. Adm. Asst. II Registration Officer III Adm. Asst. IV Registration Officer I
	3.1. Review, approve and sign the document.	None	3 minutes	City Civil Registrar Local City Civil Registry Office
	a. Segregate and release the signed document.	None	2 minutes	Sr. Adm. Asst. II Registration Officer III Adm. Asst. IV Registration Officer I



	<p>3.3. Instruct client to mail all the documents to PSA, Quezon City through LBC Express or any courier and make a follow up after 3 days upon mailing or at PSA San Fernando City, Pampanga and make a follow up after 20 working days.</p> <p>PSA approval on the endorsement</p>	<p>None</p> <p>None</p>	<p>5 minutes</p> <p>20 working days PSA Approval</p>	<p>Local City Civil Registry Office</p> <p>Sr. Adm. Asst. II Registration Officer III Adm. Asst. IV Registration Officer I Local City Civil Registry Office</p> <p>PSA San Fernando City Pampanga / PSA Quezon City</p>
	<b>TOTAL:</b>	<b>P250 Service Fee</b>	<b>20 working days PSA Approval and 36 MINUTES</b>	

*(Processing time may exceed 36 minutes depending on the cashier/clients at CTO where to settle the payment of fee; the time that the person photocopied his documents; and the number of clients to be served on that day; client may follow up for PSA's approval after 20 days)*



## 11. FILING PETITION FOR CORRECTION OF CLERICAL ERROR (CCE) AND CHANGE OF FIRST NAME (CFN) THROUGH R.A. 9048 AND CORRECTION IN THE ENTRY IN THE DATE AND/OR MONTH IN THE DATE OF BIRTH AND SEX/GENDER OF THE CILD THROUGH R.A. 10172

Republic Act 9048 is an act authorizing the city or municipal civil registrar or the consul general to correct clerical or typographical error in any entry and/or change of first name or nickname in the civil register without need of a judicial order, amending for this purpose, Article 376 and 412 of the Civil Code of the Philippines. It took effect on 22 April 2001.

Implementation of Republic Act No. 10172 (An Act Further Authorizing the City or Municipal Civil Registrar or the Consul General to Correct Clerical or Typographical Errors in the Day and Month in the Date of Birth or Sex of a Person Appearing in the Civil Register Without Need of a Judicial Order, Amending for this Purpose Act Numbered Ninety Forty-Eight – R.A. 9048) was signed and approved by NSO Civil Registrar General Carmelita N. ERICTA on the 24<sup>th</sup> of October 2012 and took effect after its fifteen days publication in the Official Gazette and two newspapers of general publication.

<b>Office or Division</b>	<b>Local City Civil Registry Office</b>
<b>Classification:</b>	<b>Highly Technical</b>
<b>Type of Transaction:</b>	<b>G2C – Government to Government</b>
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• Owner of the document to be processed if the person is of legal age</li> <li>• Parents/Guardian of the document owner</li> </ul>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<b><u>For Correction of Clerical Errors (CCE)</u></b> <ul style="list-style-type: none"> <li>• PSA Authenticated (1 original) and 2 Certified True copy of the certificate containing the alleged erroneous entry or entries</li> <li>• Birth Certificate of father/mother/brother/ sister/son and daughter. (1 original and 2 photocopy)</li> <li>• Marriage Contract of petitioner (if married - 1 original and 2 photocopy)</li> <li>• Marriage Contract of parents (1 original and 2 photocopy)</li> <li>• Baptismal Certificate (1 original and 2 photocopy)</li> <li>• School Records (Form 137, 138 or Transcript of Record) (1 original and 2 photocopy)</li> <li>• Driver License, PRC ID, SSS ID, Postal ID, Senior Citizen ID (1 original and 2 photocopy)</li> <li>• Insurance Record (1 original and 2 photocopy)</li> </ul>	<ul style="list-style-type: none"> <li>• Philippine Statistics Authority</li> <li>• C/MCR Office where the vital event is registered</li> <li>• C/MCR Office where the vital event is registered</li> <li>• C/MCR Office where the vital event is registered</li> <li>• Baptismal certificate from church where the petitioner was baptized</li> <li>• School where the petitioner graduated / studied</li> <li>• Petitioner</li> <li>• Petitioner</li> </ul>



<ul style="list-style-type: none"> <li>• Passport (1 original and 2 photocopy)</li> <li>• Community Tax Certificate (1 original and 2 photocopy)</li> <li>• Voter's Affidavit (1 original and 2 photocopy)</li> </ul>	<ul style="list-style-type: none"> <li>• Petitioner</li> <li>• Barangay/City Hall</li> <li>• COMELEC</li> </ul>
<p><u>For Change of First Name (CFN)</u></p> <ul style="list-style-type: none"> <li>• PSA Authenticated (1 original) and 2 Certified True copy of the certificate containing the alleged erroneous entry or entries</li> <li>• NBI Clearance (not older than 1 year old - Purpose: For Change of First Name – 1 original and 2 photocopy)</li> <li>• Latest Police Clearance (Purpose: For Change of First Name – 1 original and 2 photocopy)</li> <li>• Certificate of employment (if employed – 1 original and 2 photocopy)</li> <li>• Affidavit of non-employment (if not employed – 2 original)</li> <li>• Copy of business permit (if engaged in business – 1 original and 2 photocopy)</li> <li>• Baptismal Certificate (1 original and 2 photocopy)</li> <li>• Marriage Contract (if married – 1 original and 2 photocopy)</li> <li>• Voter's Affidavit (if 18 years old and above – 1 original and 2 photocopy)</li> <li>• Publication in local newspaper (2 consecutive week – 2 original)</li> <li>• School Record (Form 137, 138 or Transcript of Record – 1 original and 2 photocopy)</li> <li>• Driver's License (1 original and 2 photocopy)</li> <li>• Community Tax Certificate (1 original and 2 photocopy)</li> </ul>	<ul style="list-style-type: none"> <li>• Philippine Statistics Authority</li> <li>• NBI</li> <li>• PNP Office</li> <li>• Employer</li> <li>• Notary Public</li> <li>• LPFO</li> <li>• Baptismal certificate from church where the petitioner was baptized</li> <li>• C/MCR Office where the vital event is registered</li> <li>• COMELEC</li> <li>• Local Newspaper Publisher</li> <li>• School where the petitioner graduated / studied</li> <li>• Petitioner/LTO</li> <li>• Petitioner/Barangay</li> </ul>
<p><u>For Correction in the Entry in the Day and/or Month in the Date of Birth (RA 10172)</u></p> <ul style="list-style-type: none"> <li>• PSA Authenticated (1 original) and 2 Certified True copy of the certificate containing the alleged erroneous entry or entries</li> <li>• Earliest school record or earliest school documents (Form 137, 138 or Transcript of Record – 1 original and 2 photocopy)</li> </ul>	<ul style="list-style-type: none"> <li>• Philippine Statistics Authority</li> <li>• School where the petitioner graduated / studied</li> </ul>



<ul style="list-style-type: none"> <li>• Baptismal certificate and other documents issued by religious authorities (1 original and 2 photocopy)</li> <li>• Marriage certificate (if married – 1 original and 2 photocopy)</li> <li>• Voter certification (1 original and 2 photocopy)</li> <li>• IDs with correct birth date (1 original and 2 photocopy)</li> <li>• Latest police clearance (Purpose: For Correction of Birth Date – 1 original and 2 photocopy)</li> <li>• Latest NBI Clearance (Purpose: For Use in Correction of Birth Date – 1 original and 2 photocopy)</li> <li>• Latest Certificate of Employment (Purpose: For Use in Correction of Birth Date – 1 original and 2 photocopy) or</li> <li>• Affidavit of Non-Employment (For Use in Correction of Birth Date – 2 original)</li> <li>• Community Tax Certificate (1 original and 2 photocopy)</li> <li>• Publication in local newspaper (2 consecutive week – 2 original)</li> </ul> <p><u>For Correction in the Entry in the Sex/Gender of the Child (RA 10172)</u></p> <ul style="list-style-type: none"> <li>• PSA Authenticated (1 original) and 2 Certified True copy of the certificate containing the alleged erroneous entry or entries</li> <li>• Earliest school record or earliest school documents (Form 137, 138 or Transcript of Record – 1 original and 2 photocopy)</li> <li>• Baptismal certificate and other documents issued by religious authorities (1 original and 2 photocopy)</li> <li>• Voter certification (1 original and 2 photocopy)</li> <li>• IDs with correct sex/gender (1 original and 2 photocopy)</li> <li>• Medical Records (Old or New – Urinalysis, Blood typing or Chest X-ray – 1 original and 2 photocopy)</li> <li>• Latest police clearance (Purpose: For Correction of Sex/Gender – 1 original and 2 photocopy)</li> </ul>	<ul style="list-style-type: none"> <li>• Baptismal certificate from church where the petitioner was baptized</li> <li>• C/MCR Office where the vital event is registered</li> <li>• COMELEC</li> <li>• Petitioner</li> <li>• PNP Office</li> <li>• NBI</li> <li>• Employer</li> <li>• Notary Public</li> <li>• Petitioner</li> <li>• Local Newspaper Publisher</li> <li>• Philippine Statistics Authority</li> <li>• School where the petitioner graduated / studied</li> <li>• Baptismal certificate from church where the petitioner was baptized</li> <li>• COMELEC</li> <li>• Petitioner</li> <li>• Petitioner</li> <li>• PNP Office</li> </ul>
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<ul style="list-style-type: none"> <li>• Latest NBI Clearance (Purpose: For Use in Correction of Sex/Gender – 1 original and 2 photocopy)</li> <li>• Latest Certificate of Employment (Purpose: For Use in Correction of Sex/Gender – 1 original and 2 photocopy) or</li> <li>• Affidavit of Non-Employment (For Use in Correction of Sex/Gender – 2 original)</li> <li>• Medical Certification issued by an accredited government physician (1 original and 2 photocopy)</li> <li>• Certificate of Authenticity of C/MCR (1 original)</li> <li>• Publication in local newspaper (2 consecutive week) 2 original</li> </ul> <p>***** Requirements to be submitted depend upon the nature of petition to be filed. The more documents provided that support the petition, the more possibility of OCRG's affirmation</p>		<ul style="list-style-type: none"> <li>• NBI</li> <li>• Employer</li> <li>• Notary Public</li> <li>• Rural Health Unit</li> <li>• C/MCR</li> <li>• Local Newspaper Publisher</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present problem about registry record to the CCR.	1. Carefully examine the problem. Inform the petitioner whether the problem falls into CCE / CFN (RA 9048) or RA 10172.	None	10 minutes	City Civil Registrar Local City Civil Registry Office
1.1. Submit the necessary documents for filing a petition for CCE or CFN under R.A. 9048 and Correction of the Day and/or Month in the Date of Birth and Sex of the Child under RA 10172 to the City Civil Registrar.	1.1. Check and verify if the documents presented are authentic, complete, and duly certified.  1.2. CCR process the petition if documents are complete, if not, return it to the client for completion.	None	10 minutes	City Civil Registrar Local City Civil Registry Office

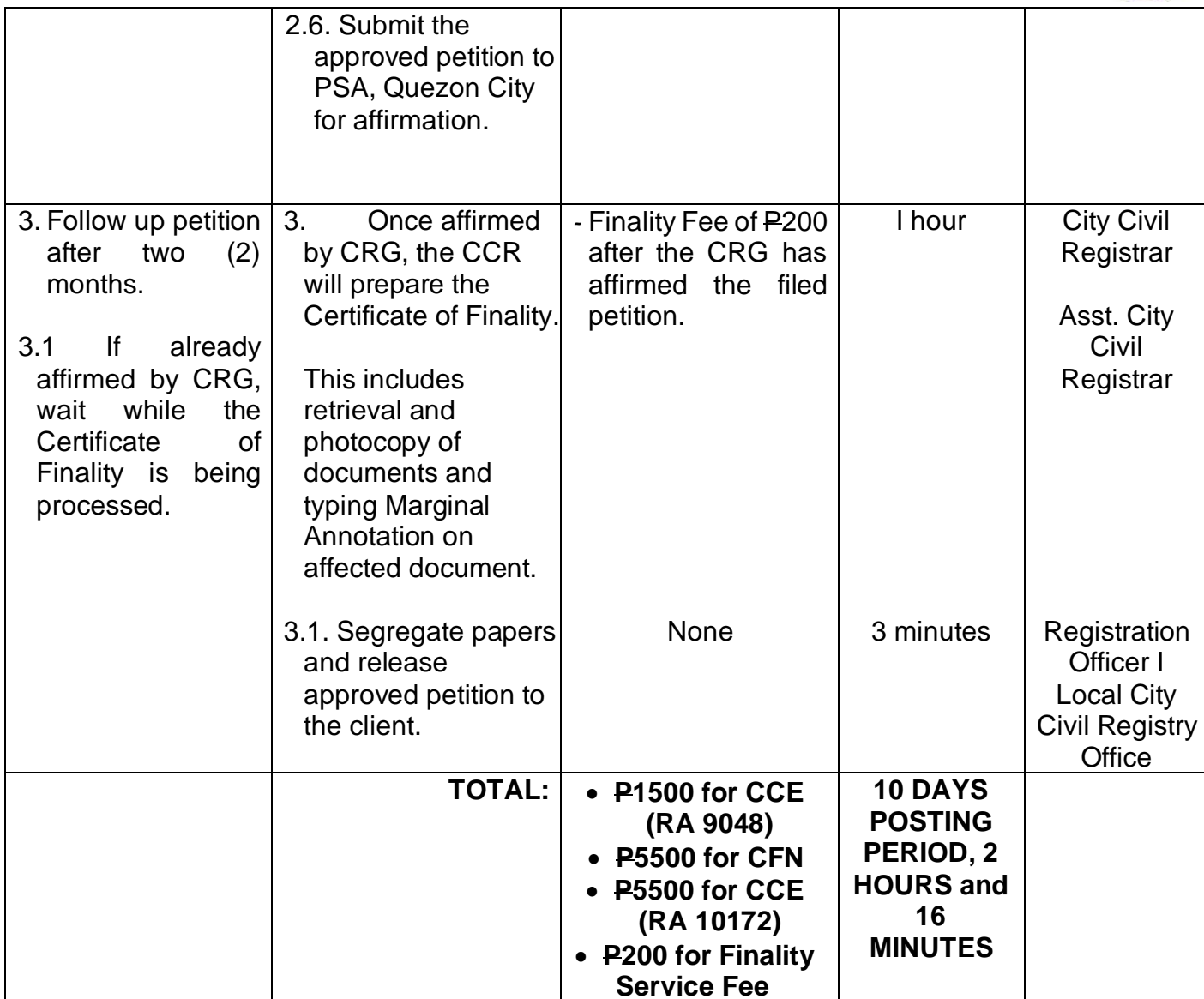




	1.3. Retrieve original civil registry document.	None	4 minutes	Adm. Asst. IV Adm. Aide II Local City Civil Registry Office
2. Petitioner pays the filing fee at the CTO and waits at LCCRO while petition papers are being prepared.	2. Receives the OR of the payment made.	<ul style="list-style-type: none"> <li>Filing Fee for Correction of Clerical Error is ₱1,000.00 (Note: This does not include incidental expenses like mailing expenses and notarial fee which may range more or less ₱300)</li> <li>Filing Fee for Change of First Name is ₱3,000.00 (Note: This does not include incidental expenses like mailing expenses and notarial fee which may range more or less ₱300 and ₱2000 or more for publication fee in a local newspaper and client may go directly to the publisher of their choice)</li> <li>Filing Fee for Correction of Day and/or Month in the Date of Birth and Sex/Gender of the Child is ₱3,000.00 (Note: This does not include incidental</li> </ul>	4 minutes	Revenue Collection Clerk III City Treasurer's Office
	2.1. Petitioner is advised to wait while his petition form is being accomplished.		5 minutes	City Civil Registrar
	2.2. After the preparation, the petitioner is asked to sign his petition.			Local City Civil Registry Office



		<p>expenses like mailing expenses and notarial fee which may range more or less ₱300 and ₱2000 or more for publication fee in a local newspaper and client may go directly to the publisher of their choice)</p> <ul style="list-style-type: none"> <li>• Migrant Petition Fee is ₱500.00</li> <li>• Incidental expenses like photocopying of documents</li> </ul>		
	<p>2.3 Advise the petitioner to go to a notary public to administer his oath.</p> <p>Petition will be posted for 10 days.</p>	None	30 minutes	City Civil Registrar Local City Civil Registry
	<p>2.4. Prepare and print Record Sheet, Notice for Posting and Certificate of Posting. Type the CCRO's decision on the petition papers.</p>	None	10 minutes	Registration Officer III Local City Civil Registry Office
	<p>2.5. Approve the petition and sign the Record Sheet, Notice for Posting and Certificate of Posting after the 10-day posting period.</p>	None	5 days after the posting period	City Civil Registrar Local City Civil Registry Office



**For change of first name, correction of the Day and/or Month in the Date of Birth and Sex of the Child, There will be a 10-day posting period, local newspaper publication of the said petition for 2 consecutive weeks before the CCRO approve the petition**

***Approved petition may last up to 3-4 months, depending on the affirmation of PSA***

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## 12. REQUESTING PSA AUTHENTICATED COPY OF CIVIL REGISTRY DOCUMENTS (Birth, Marriage, Death Certificates and CENOMAR) on SECURITY PAPER (SECPA) through BREQS PROGRAM

The BREQS is a scheme where PSA authorizes a partner to receive requests for PSA-issued copies and certifications of civil registry documents from the public and issue the documents to its clientele. The authorized partner becomes known as a BREQS User. The actual processing of the requests is done by the Serbilis Outlet assigned to service the BREQS User. At present, the following documents can be applied through the BREQS User:

- Copies of birth, marriage and death documents,
- Copies of Annotated or endorsed documents provide copies of said documents have already been issued by NSO previously, and
- Certificates of No Record of Marriage ("Singleness")

The documents resulting from applications applied through BREQS are same as what clients can get if they go to a Serbilis Outlet and file the applications there instead.

Local City Civil Registry Office of Balanga is one of the offices that cater this service.

<b>Office or Division</b>	<b>Local City Civil Registry Office</b>			
<b>Classification:</b>	<b>Highly Technical</b>			
<b>Type of Transaction:</b>	<b>G2G – Government-to-Government</b>			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li>• The requestor himself</li> <li>• Parent/Guardian of requestor</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
PSA Application Form for authentication (Birth, Marriage, Death, CENOMAR) (1 original or photocopy)		<ul style="list-style-type: none"> <li>• Local City Civil Registry Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request/fill up the appropriate Application Form at the receiving staff at the Local City Civil Registry Office.	1. Review completeness and correctness of entries of the accomplished forms.	None	7 minutes	Adm. Asst. IV Adm. Asst. VI Adm. Aide II Local City Civil Registry Office
2. When the information in the Application Form has passed the review, client pays the amount due.	2. Receive the payment.	<ul style="list-style-type: none"> <li>• PSA Birth Certificate is P330.00 as approved by City Ordinance (P175 – service charge paid at CTO / P155 PSA Fee)</li> </ul>	4 minutes City Treasurer's Charter	Revenue Collection Clerk III City Treasurer's Office



		<ul style="list-style-type: none"> <li>• PSA Marriage Certificate is ₱330.00 as approved by City Ordinance (₱175 – service charge paid at CTO / ₱155 PSA Fee)</li> <li>• PSA Death Certificate is ₱330.00 as approved by City Ordinance (₱175 – service charge paid at CTO / ₱155 PSA Fee)</li> <li>• PSA CENOMAR is ₱330.00 as approved by City Ordinance (₱120 – service charge paid at CTO / ₱210 PSA Fee)</li> </ul> <p>Note: Acknowledgment slip is being issued to the client as temporary receipt and the machine validated OR from PSA is attached to the document once released.</p>		
	2.1. Record the name of the requested documents and O.R. Number in the logbook.	None	1 minute	Adm. Asst. IV Adm. Asst. VI Adm. Aide II Local City Civil Registry Office
	2.2. Prepare two (2) copies of the AS for each Application Form.	None	5 minutes	Adm. Asst. IV Adm. Asst. VI Adm. Aide II Local City Civil Registry Office
	2.3 Indicate in the form the date and time when the client			



	<p>can return to claim the results.</p> <p>2.4. Issue one copy of the AS to the client and keep the other copy for reference.</p> <p>2.5. Advise the client to return on the document release date(s) indicated in the AS and to bring the AS on his return.</p> <p>2.6. Inform the client that the AS shall be used to claim the document requested.</p> <p>2.7. Inform the requester that the OR shall be issued upon the release of the document requested.</p> <p>2.8. Remind the client that, in the case of requests for copies of birth certificate, authorization and identification, documents must be presented in claiming the document when the claimant is not the owner.</p>	None	<p>10 days processing</p> <p>5 minutes</p>	<p>Adm. Asst. IV</p> <p>Adm. Asst. VI</p> <p>Adm. Aide II</p> <p>Local City Civil Registry Office</p>
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3. Return on the date of release.	3. Prepare the document and advise the client to sign in the receiving copy.	None	3 minutes	Adm. Asst. IV Adm. Asst. VI Adm. Aide II Local City Civil Registry Office
	<b>TOTAL:</b>	<ul style="list-style-type: none"> <li><b>P330.00 Service Fee</b></li> </ul>	<b>10 DAYS release date and 25 MINUTES</b>	

(Processing time may exceed 25 minutes depending on the cashier/clients at CTO where to settle the payment of fee; the number of clients to be served on that day and how long the client fills up the form; client will come back after 10 days for the release of requested authenticated copy of CRD).

### 13. REGISTRATION OF OUT-OF-TOWN REPORT OF BIRTH CERTIFICATE

Out-of-town reporting of birth occurs when the Certificate of Live Birth is presented to the civil registrar of a city or municipality, which is not the place of birth, not for registration but to be forwarded to the civil registrar of the city or municipality where the birth occurred and where it should be registered.

<b>Office or Division</b>	<b>Local City Civil Registry Office</b>			
<b>Classification:</b>	<b>Highly Technical</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Government</b>			
<b>Who may avail:</b>	<ul style="list-style-type: none"> <li><b>Owner of the document to be processed if the person is of legal age</b></li> <li><b>Parents/Guardian of the document's owner</b></li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Client is advised to contact the C/MCRs where the vital event happened and ask the requirements that applicant needs to comply, as well as the required payment.</li> </ul>		<ul style="list-style-type: none"> <li>Contact number of C/MCR will be issued by LCCRO staff</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents to the receiving staff at the Local City Civil Registry Office  1.1. Wait while papers are being processed.	1. Review/Verify the contents and completeness of the civil registry documents, as well as its attachments.	None	10 minutes	Adm. Asst. IV Registration Officer I Local City Civil Registry Office



	<p>1.1. Process submitted documents if they are complete and correct.</p> <p>1.2. Accomplish an out-of-town registration letter.</p> <p>1.3. Submit civil registry documents to the City Civil Registrar or authorized signatory for approval.</p>	None	45 minutes	<p>Registration Officer I Adm. Asst. IV Registration Officer III Sr. Adm. Asst. II</p> <p>Local City Civil Registry Office</p>
2. Pay the amount due at the City Treasurer's Office.	2. Receive the OR of the payment made.	<ul style="list-style-type: none"> <li>Out-of-Town Registration Fee is ₱100.00</li> <li>Incidental expenses like photocopying of documents, mailing expenses and filing fee which may range from P300-P500 will be shouldered by the client. (not to be paid at CTO)</li> </ul>	4 minutes City Treasurer's Charter	Revenue Collection Clerk III City Treasurer's Office
	2.1. Review the attachments and approve/sign in the Affidavit for Delayed Registration of Birth (back of the birth form) and out-of-town registration letter.	None	5 minutes	City Civil Registrar Local City Civil Registry Office
	2.2. Segregate signed documents. Advise client to mail the processed documents at	None	5 minutes	Registration Officer I Adm. Asst. IV





	LBC Express or any other courier and get his contact number.  2.3. Inform the client that once his paper was approved and has been registered, he'll be contacted by LCCRO staff.		15 working days	Local City Civil Registry Office  Concerned MCR
3. Receive a notice that his document has been registered.	3. Advise the client to sign in the receiving copy and in the visitor's log sheet.	None	2 minutes	Registration Officer I Adm. Asst. IV
	<b>TOTAL:</b>	<b>P100.00 Service Fee</b>	<b>15 days</b> on Agency to Act promptly on letters and requests (Republic Act (RA) 6713), <b>1 HOUR AND 11 MINUTES</b>	

*(Processing time may exceed 1 hour and 11 minutes depending on the cashier/clients at CTO where to settle the payment of fee and the number of clients to be served on that day)*

This Office strictly implements **RA 10173**, otherwise known as **DATA PRIVACY ACT OF 2012**.

- Hence, this Office cannot issue documents from which the identity of an individual is apparent or can be reasonably and directly ascertained without the consent of the individual whose personal information is processed.
- Such **CONSENT** must be evidenced by written, electronic or recorded means.
- Can only be issued to:
  - The owner himself or through a duly authorized representative (bring valid ID);
  - His/her spouse, parent, direct descendants, guardian or institution legally in-charge of him/her, if minor (bring valid ID);
  - The court of proper public official whenever absolutely necessary in administrative, judicial or other official proceedings to determine the identity of a person;
  - In case of the person's death, the nearest kin (bring valid ID).



## **City Management Information Service Office**

### **External Services**



## 1. PRINTING & RELEASING OF PVC ID FOR SENIOR CITIZEN, TRICYCLE OPERATOR AND OTHER ID'S

To provide an identification or ID which may be used to prove a person's identity. Issued to all employees of the City Government of Balanga and extending to all Senior Citizens, City Tricycle Operators and Barangay Officials and Personnel the opportunity to acquire a government-recognized ID card.

<b>Office or Division</b>	<b>City Management Information Service Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen G2G – Government to Government</b>			
<b>Who may avail:</b>	<b>Employees, Senior Citizens, City Tricycle Operators and Barangay Officials and Personnel</b>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Senior Citizen Filled – up Application Form (1, Original)		City Social Welfare and Development Office		
For City Tricycle Operators and Barangay Officials and Personnel Official Receipt from City Treasury Office		City Treasury Office		
For employees Completely filled up HR Form (1, Original)		City HRMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>1. For Senior Citizen</b> Fill- up senior citizen form with picture & submit to CSWD. The CSWD personnel will collect the form and submit to the person in charge (MIS).  <b>For Tricycle Operator</b> Present Official Receipt for Tricycle Operator's ID to the person in charge	1. Verifies client's supporting documents	The initial issue of identification card for City Employees and Senior Citizens are free of charge.	5 minutes	Computer File Librarian II/ Information System Analyst III
	1.1 Encode the data of the client	For tricycle operators and Barangay Officials and Personnel- <b>P100.00</b>	8 minutes	City Management Information Service Office
	1.2 Capture, Crop and edit picture of the client.	To be paid at the City One –stop-shop	8 minutes	
	1.3 Verify and double check if the details are all correct and verified by the clients.		5 minutes	



<b>For Barangay Officials and Personnel</b>  Present Official Receipt and request letter to the person in charge	1.4 Electronic signature registration of the client	None	5 minutes	Computer File Librarian II/ Information System Analyst III
	1.5 Print the I.D.	None	3 minutes	Computer File Librarian II/ Information System Analyst III
	1.6 Record the transaction in the logbook.	None	3 minutes	Computer File Librarian II/ Information System Analyst III
<b>For City Employees</b>  Present HR Slip & present contract of employee to MIS Personnel				
2. For replacement: <b>for senior citizen</b> -Show the receipt of payment.	2. Verify the receipt and affidavit of loss.	P100.00 To be paid at the City One –stop-shop	10 minutes	Computer File Librarian II/ Information System Analyst III
<b>For tricycle operators and others</b> -Show the receipt of payment and the copy of affidavit of loss.	2.1 Print the ID.  2. 2 Record the transaction in the logbook.			City Management Information Service Office
	<b>TOTAL:</b>	<b>P100 SERVICE FEE</b>	<b>NEW – 37 MINUTES REPLACEMENT – 10 MINUTES</b>	



## 2. ACKNOWLEDGING ONLINE INQUIRIES

This pertains only to acknowledging receipt of inquiries and not necessarily providing information about the subject of the inquiry.

<b>Office or Division</b>	<b>City Management Information Service Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>The General Public</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client posts inquiry on any of the three prescribed platforms at the City Management Information Service Office	1. Acknowledges receipt of inquiry.  1.1 Answers the inquiry if the information sought is owned by the department.  Or,  Directs client to the proper department that owns the information sought	None	1 day	City Government Department Head I / Computer File Librarian I  City Management Information Service Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>1 DAY</b>	



### 3. GIVING OUT COPY OF PICTURES AND VIDEOS

Providing clients, the opportunity to acquire copies of photographs and videos of special and/or big events.

<b>Office or Division</b>	<b>City Management Information Service Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen G2G – Government to Government</b>			
<b>Who may avail:</b>	<b>All Citizen</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Service Request Slip (1, Original)		City MISO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills up Request Form for Information Materials at the City Management Information Service Office and submit the request to the PAD Staff	1. Provide the client with service request slip  1.1. Accepts and processes the request. Search and Sort the requested file.	None	5 minutes	<b>Promotion and Advocacy Division (PAD)</b> Computer File Librarian I, Audio-Visual Aids Technician I, Audio-Visual Equipment Operator III, Graphic Designer, Photo-Video Editor  City Management Information Service Office
2. Signs the MISO logbook and wait for the request to be processed	2. Copy the requested files to flash drive or send through email	None	30 minutes	
3. Receive the request	3. Inform and release the availability of the clients' request	None	3 minutes	
	<b>TOTAL:</b>	<b>NONE</b>	<b>8 HOURS AND 38 MINUTES</b>	



#### 4. ISSUING COPIES OF GALING BALANGUEÑO NEWS MAGAZINE

Making the general public aware of the city government's programs, projects and activities accomplished on a quarterly basis.

<b>Office or Division</b>	<b>City Management Information Service Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>All citizens</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (1, Original) MISO Logbook		From Client From MISO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Writes a request letter to the City Management Information Service Office	1. Accepts and evaluate the request	None	10 minutes	<b>Promotion and Advocacy Division (PAD)</b>  Computer File Librarian I, Audio-Visual Aids Technician I, Audio-Visual Equipment Operator III, Graphic Designer, Photo-Video Editor  City Management Information Service Office
1.1 Wait for the request to be processed	1.1 Prepares the Galing Balangueño Magazine depending on the requested number	None	10 minutes	
2. Receives and signs the MISO logbook.	2. Release the request	None	3 minutes	
	<b>TOTAL:</b>	<b>NONE</b>	<b>23 MINUTES</b>	



## 5. ISSUING INSPECTION, REPAIR AND EVALUATION REPORTS

Conducting diagnostics to assess equipment damage and performing repair works on computers diagnosed as defective or malfunctioning and making appropriate recommendations.

<b>Office or Division</b>	<b>City Management Information Service Office</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>City Departments, Barangays and Department of Education</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter or Service Request Slip/Logbook on Repairs		Client City Miso		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits request letter to the City Management Information Service Office that contains the specific type of service being requested. Tick box of requested service in the Service Request Slip	1. Accepts and processes request and have client department sign Logbook on Repairs	None	10 minutes	<b>Network and Technical Division</b> Communications Equipment Inspector I, Administrative Assistant I (Computer Operator I), Computer File Librarian I, Data Entry Machine Operator I  City Management Information Service Office
2. Wait for the request to be processed	2. Inspect and repair damaged equipment	None	6 days	
	2.2 Prepare recommendations depending on the diagnostics	None	15 minutes	
	<b>TOTAL:</b>	<b>NONE</b>	<b>6 DAYS AND 25 MINUTES</b>	

*(Processing time may exceed depending on the evaluation of the request)*





## 6. NETWORK TROUBLESHOOTING

Resolving problems and restoring normal network operations within the network.

<b>Office or Division</b>	<b>City Management Information Service Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>City Departments, Barangays and Department of Education</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request letter (1, Original)		From requesting department, barangay, and DepEd		
MISO Logbook		MISO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Makes a request through either phone or letter to the City Management Information Service Office	1. For phone in requests: MISO personnel records request in the MISO logbook.	None	5 minutes	<b>Network and Technical Division</b>  Communications Equipment Inspector I, Administrative Assistant I (Computer Operator I), Computer File Librarian I, Data Entry Machine Operator I  City Management Information Service Office
1.1 Wait for the request to be processed	1.1. Deploys personnel for checking and troubleshooting.	None	2 hours	
2. Signs the MISO logbook.	2. Asks client to confirm that task has been completed by signing in MISO logbook.	None	5 minutes	
	<b>TOTAL:</b>	<b>NONE</b>	<b>2 HOURS AND 10 MINUTES</b>	



## 7. POSTING WRITE-UPS IN SOCIAL MEDIA

Enabling client, a tool for wider information dissemination about its programs, projects, and activities.

<b>Office or Division</b>	<b>City Management Information Service Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Citizen</b>			
<b>Who may avail:</b>	<b>The General Public</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Program of event to be written up (1, Original)		From client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Provides a copy of the program/ invitation to be written up	1. Attends the event	None	depends on the event	<b>Promotion and Advocacy Division (PAD)</b>  Information Officer IV, Information Officer I, Computer File Librarian I, Audio-Visual Aids Technician I, Audio-Visual Equipment Operator III, Graphic Designer, Photo-Video Editor, Technical Writer
	1.1. Compose write-up about the event	None	2 days	
2. Check the written write-up for approval or additional details	2. Post the write-up on COB social media account together with the event's pictures	None	30 minutes	
	<b>TOTAL:</b>	<b>NONE</b>	<b>2 DAYS AND 30 MINUTES</b>	



## 8. AIRING INTERVIEWS OVER RADIO, TV AND SOCIAL MEDIA

Providing client with a tri-media platform that provides greater interaction with citizens.

<b>Office or Division</b>	<b>City Management Information Service Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>All Citizens</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (1, Original)		From client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send letter requesting to be interviewed on air to the City Management Information Service Office	1. Accepts and evaluate the request.	None	10 minutes	<b>Promotion and Advocacy Division (PAD)</b>  Information Officer IV, Information Officer I, Computer File Librarian I, Audio-Visual Aids Technician I, Audio-Visual Equipment Operator III, Graphic Designer, Photo-Video Editor, Technical Writer  City Management Information Service Office
2. Wait for the request to be processed	2. Sets schedule for interview.	None	10 minutes	
3. Approves the schedule	3. Inform the requestor regarding the schedule	None	5 minutes	
4. Comes on the scheduled date	4. Prepares questions for the interview	None	1 hour	
	<b>TOTAL:</b>	<b>NONE</b>	<b>I HOUR AND 25 MINUTES</b>	



## **City Management Information Service Office**

### **Internal Services**



## 1. CREATING GRAPHIC DESIGNS AND VIDEO PRODUCTION

Producing theme-appropriate graphic designs for special and/or big events or occasions and producing videos about city programs, projects, and activities tailor-fit to client's concept.

<b>Office or Division</b>	<b>City Management Information Service Office</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>City Departments</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (1, Original) MISO Logbook		From client department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Writes a request letter	1. Asks client to confirm that task has been completed by signing in MISO logbook.	None	5 minutes	<b>Promotion and Advocacy Division (PAD)</b>  Computer File Librarian I, Audio-Visual Aids Technician I, Audio-Visual Equipment Operator III, Graphic Designer, Photo-Video Editor  City Management Information Service Office
1.1 Signs the MISO logbook.	1.1 Layout the requested graphic design/ Starts the video production.	None	6 days	
2. Receives and approves the layout/video	2. Sends the graphic/video design to the requestor through email	None	10 minutes	
	<b>TOTAL:</b>	<b>NONE</b>	<b>6 DAYS AND 15 MINUTES</b>	

*(Processing time may exceed depending on the nature of request)*



## 2. PROCESSING OF DOCUMENTS

Ensuring that the administrative function of the office is regularly and correctly performed.

<b>Office or Division</b>	<b>City Management Information Service Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>City Departments</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (1, original) MISO Logbook		From client.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Writes a request letter to the City Management Information Service Office  2. Wait for the approval of the request	1. Accepts the request.	None	2 minutes	Adm. Aide VI (Data Entry Machine Operator I)
	1.1 Attach a tracking slip then submit to the head for her approval.	None	2 minutes	Adm. Aide VI (Data Entry Machine Operator I)
	2. Once approved, the person responsible will submit the request to the designated person to begin the request.	None	2 minutes	Adm. Aide VI (Data Entry Machine Operator I)  City Management Information Service Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>6 MINUTES</b>	



### 3. SETTING UP OF LED/ ASSIGNING LED OPERATOR

Ensuring that LED is properly assembled/ disassembled and a skilled technician is present to operate and/or troubleshoot.

<b>Office or Division</b>	<b>City Management Information Service Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>City Departments</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (1, Original) MISO Logbook		From client.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Writes a request letter. Signs the MISO logbook at the City Management Information Service Office	1. Accepts and processes request and asks client to confirm that service has been rendered by signing in MISO logbook	None	3 Hours	<b>Technical Staff</b>  Communications Equipment Inspector I, Administrative Assistant I (Computer Operator I), Computer File Librarian I, Data Entry Machine Operator I)  City Management Information Service Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>3 HOURS</b>	



## **City Planning and Development Office**

### **External Services**





## 1.A. SECURING LOCATIONAL CLEARANCE FOR BUSINESS PERMIT

All enterprises are required to secure a Locational Clearance upon application of business permit before the start of commercial operations to ensure that the business is allowed in the chosen location as per City Land and Water Use Plan and other relevant zoning and Land and Water Use ordinances.

Office or Division	City Planning and Development Office		
Classification:	Simple Highly Technical (i.e. poultry, piggery, gas stations, etc.) or located at critical areas		
Type of Transaction:	G2B- Government to Businesses		
Who may avail:	All enterprises and commercial operators or business owners		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. One (1) Properly accomplished photocopy of business application form		City Licensing Permit and Franchising Office	
2. One (1) Photocopy of Transfer Certificate of Title (TCT)		Registered Lot Owner/Registry of Deeds	
3. One (1) Photocopy of Tax Declaration of Real Property		Registered Lot Owner/City Assessor’s Office	
4. One (1) Photocopy of Latest Tax Receipt (Real Property Tax)		Registered Lot Owner/City Treasurer’s Office	
5. In case the applicant is not the registered owner of the lot, any one of the following: a. Duly notarized copy of contract of lease b. Duly notarized copy of the deed of absolute sale c. Duly notarized copy of written consent d. Duly notarized copy of Special Power of Attorney		Applicant	
6. One (1) Vicinity Map and/or Site Development Plan		Applicant	
7. One (1) Photocopy Bill of Materials and Specifications (if needed)		Applicant	
8. One (1) Photocopy Barangay Business clearance		Barangay Hall	
9. One (1) Photocopy Barangay Resolution of No Objection (if needed)		Barangay Hall	
10. One (1) Photocopy Environmental Compliance Certificate (if needed)		DENR – EMB	
11. One (1) Photocopy Written Conformity/non-objection from Homeowners Association (if needed)		Homeowners Association	



12. One (1) Photocopy Written Conformity/non-objection from adjacent neighbors (if needed)		Adjacent Neighborhood		
13. One (1) Photocopy Site clearance from local health officer (if needed)		City Health Office		
14. Securities and Exchange Commission (SEC) Registration (if needed)		SEC		
15. One (1) Photocopy Secretary's Certificate (if needed)		Corporation Secretary of the Board		
16. One (1) Photocopy Authorization of persons allowed to facilitate follow-up the clearance (if needed)		Applicant		
17. One (1) Photocopy - Other documents/requirements that may be required upon evaluation of the submitted documents (i.e. Affidavit of Undertaking, Reclassification ordinance from SP, Conversion Order from DAR, etc.)		Concerned Offices/Departments		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the application form and list of requirements from the City Zoning Administration Unit at the City Planning and Development Office or via Facebook Page-CPDO Zoning Unit. Submit the accomplished application form and all requirements.	1. Brief client regarding the service and its requirements. Receive and check the completeness of the requirements and advise the applicant to return or call on the 3 <sup>rd</sup> day after submission.	None	6 minutes	Senior Admin. Asst. II Zoning Inspector Zoning Officer II Project Dev't. Officer III  City CPDO



	2. Review and verify submitted requirements. 2.1 Evaluate submitted documents to check their conformity with the Comprehensive Land and Water Use Plan (CLWUP) and the Zoning Ordinance and its rules and regulations.	None	15 minutes	Senior Admin. Asst. II Zoning Inspector Zoning Officer II Project Dev't. Officer III CPDC/Zoning Administrator
	2.2 Conduct site inspection and prepare Inspection Report. Note: For projects submitted From 8 a.m. to 12 noon, inspection is done at 1–4 p.m., while for Those submitted from 1-5 p.m., inspection is at 8 am to 12 noon of the following day.	None	1 day	Zoning Inspector Zoning Officer II Project Dev't. Officer III City CPDO
	2.3 Prepare & submit the Report with recommendation to City Mayor's Office for their final instructions/approval of those applications considered complex/ highly technical businesses (i.e., poultry, piggery, gas stations, etc.) or located at critical areas (i.e., traffic congested or traffic - prone areas)	None	5 minutes	Project Evaluation Assistant Zoning Inspector Zoning Officer II City CPDO
	2.4 CPDO waits for the instruction/approval of City Mayor's Office Note: For projects considered highly technical businesses (i.e. poultry, piggery, gas stations, etc.) or located at critical areas	None	1 day  (20 days)	City Mayor's Office



	<div>2.5 Prepare and process the decision on the application and assess the clearance fee to be paid. Transmit to Zoning Administrator for signature.</div> <div>2.6 Secure signature of Zoning Administrator.</div>	TYPE OF STRUCTURE / PROJECT COST	CLEARANCE FEE	10 minutes	Project Evaluation Assistant  City CPDO
		A. RESIDENTIAL STRUCTURE SINGLE ATTACHED/ DETACHED, THE PROJECT COST OF WHICH IS:			
		1. P100,000.00 and below	P288.00		
		2. Over P100,000.00 to P200,000.00	P576.00		
		3. Over P200,000.00	P720.00 + 1/10 of 1% in excess of P200,000.00		
		B. APARTMENT/TOWNHOUSES			
		1. Project Cost of P500,000.00 and below	P1,440.00		
		2. Over P500,000.00 to P 2 Million	P2,160.00		
		3. Over P2 Million	P3,600.00 + 1/10 of 1% of cost in excess of P2 Million regardless of the number of doors.		
		C. DORMITORIES			
		1. Project Cost of P2 Million and Below	P3,600.00		
		2. Project Cost over P2 Million	P3,600.00 + 1/10 of 1% of cost in excess of P2 Million regardless of the number of doors.		
		D. INSTITUTIONAL THE PROJECT COST OF WHICH IS:			
		1. Below P2 Million	P2,880.00		
		2. Over P2 Million	P2, 880.00 + 1/10 of 1% of cost in excess of P2M.		



		E. COMMERCIAL, INDUSTRIAL, AGRO-INDUSTRIAL, THE PROJECT COST OF WHICH IS:		
		1. Below P100,000.00	P1,440.00	
		2. Over P100,000.00 to P500,000.00	P2,160.00	
		3. Over P500,000.00 to P1 Million	P2,880.00	
		4. Over P1 Million to P2 Million	P4,320.00	
		5. Over P2 Million	P7,200.00 + 1/10 of 1% in excess of P2 Million	
		F. SPECIAL USES/SPECIAL PROJECTS, THE PROJECT COST OF WHICH IS: (Gasoline station, cell sites, slaughterhouse, treatment plant.etc.)		
		1. Below P2 Million	P7,200.00	
		2. Over P2 Million	P7,200.00 +1/10 of 1% in excess of P2 Million	
		G. INSPECTION FEE	P100.00	
		H. LEGAL RESEARCH FEE:		
		Computation of Legal Research Fee remains at 1% every fee charged but shall in no case be lower than P12.00.		
		I. VIOLATIONS:		
		Penalty - Failure to secure locational clearance prior to the start of the operation of the business	P 1,000.00 per month for every business operations without locational clearance but not exceed to P10,000.00	
<i>Note: Project Costs are adjusted based on their recomputed cost estimates especially those which are under estimated.</i>				



	2.7 Approve Locational/Zoning Clearance	None	10 minutes	CPDC/ Zoning Administrator
2. Secure Order of Payment from City Planning and Development Office. Pay the amount indicated in the Order of Payment at the City Treasurer's Office.	3. Receive payment and release official receipt	None	5 minutes	Counter F or G – One Stop Shop (CTO Cashier
3. Return to CPDO-Zoning Administration Unit and submits the Official Receipt (OR) together with the Order of Payment for recording purposes. Receive the approved clearance.	4. Receive Official Receipt and Order of Payment; separate file copy; records OR number and date and releases the approved locational/zoning clearance.	None	4 minutes	Project Evaluation Assistant  Administrative Aide III  City CPDO
	<b>TOTAL:</b>	<b>Fees depends on the capitalization of the business</b>	<b>2 DAYS &amp; 55 MINUTES for Simple Transactions Plus 20 days for Highly Technical</b>	

*(Processing Time may exceed 30 minutes per document depending on the number of applications being processed. 1-2 weeks for those which are in conflict with approved Land and Water Use and those that are considered hazardous to their immediate environment. 1-3 weeks for a few special cases such as those causing adverse effects to its neighboring environment and with complaints like industrial activities, which need to pass through Sangguniang Panlungsod and other concerned agencies for further consultation/ decision/ approval. Processing time may be extended for another one day depending on the instruction/ approval of City Mayor's Office. Further, the processing time will start when the requirements are completed.)*



## 1.B. SECURING LOCATIONAL CLEARANCE FOR BUSINESS PERMIT WITHIN MALLS AND CENTRAL BUSINESS DISTRICT

That based on the Memorandum Circular No. 2020-01 section 5.3, commercial establishments located within Shopping Malls and Central Business Districts are not required to secure a Locational Clearance for the initial application of business permit from its respective territorial locality.

<b>Office or Division</b>	<b>City Planning and Development Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2B- Government to Businesses</b>			
<b>Who may avail:</b>	<b>All enterprises and commercial operators or business owners</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. One (1) Properly accomplished photocopy of business application form		City Licensing Permit and Franchising Office		
2. One (1) Photocopy of Transfer Certificate of Title (TCT), if needed		Registered Lot Owner/Registry of Deeds		
3. One (1) Photocopy of Tax Declaration of Real Property, if needed		Registered Lot Owner/City Assessor's Office		
4. Duly notarized copy of contract of lease		Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the documentary requirements to the person-in-charge.	1. Brief client regarding the service and its requirements.  1.1 Receive and check the compliance of the presented requirements	None	10 minutes	Senior Admin. Asst. II Zoning Inspector Zoning Officer II Project Dev't. Officer III
2. Fill-up the information needed in the Locational Clearance Exemption Certification, two (2) sets	2. Receive and check the completeness of the information needed.  2.2 Sign the certificate by the Zoning Administrator or its duly authorized representative and release to the applicant.	None	5 minutes	Senior Admin. Asst. II Zoning Inspector  Zoning Officer II Project Dev't. Officer III  Zoning Administrator  City CPDO
<b>TOTAL:</b>		<b>NONE</b>	<b>15 MINUTES</b>	



## 2. SECURING LOCATIONAL CLEARANCE FOR BUILDING PERMIT

All enterprise and private persons constructing a new building, whether residential or commercial, applying for expansion/renovation are required to secure a zoning clearance upon application for building permit.

This should be done before the start of construction to ensure that the building/business is allowed in the chosen location as per the City of Balanga Comprehensive Land and Water Use Plan (CLWUP).

<b>Office or Division</b>	<b>City Planning and Development Office</b>	
<b>Classification:</b>	<b>Simple Highly Technical (Location of Property)</b>	
<b>Type of Transaction:</b>	<b>G2C- Government to Citizen</b>	
<b>Who may avail:</b>	<b>All enterprise and private persons constructing a new building, whether residential or commercial, or applying for expansion/renovation.</b>	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
1. One (1) Properly accomplished notarized copy of Locational Clearance application form		City Planning and Development Office
2. One (1) Photocopy of Transfer Certificate of Title (TCT)		Registered Lot Owner/Registry of Deeds
3. One (1) Photocopy of Tax Declaration of Real Property		Registered Lot Owner/City Assessor's Office
4. One (1) Photocopy of Latest Tax Receipt (Real Property Tax)		Registered Lot Owner/ City Treasurer's Office
5. In case the applicant is not the registered owner of the lot, any one of the following: a) One (1) Duly notarized copy of contract of lease b) One (1) Duly notarized copy of the deed of absolute sale c) One (1) Duly notarized copy of written consent d) One (1) Duly notarized copy of Special Power of Attorney		Applicant
6. Two (2) sets of Building Plans including Site Development Plan and Vicinity Map signed and sealed by the Registered Civil Engineer or Architect in case of Structural and Architectural plans, respectively and other licensed professionals.		Applicant /Concerned Professionals
7. One (1) Photocopy Bill of Materials and Specifications		Applicant/Concerned Professionals
8. One (1) Photocopy Barangay Construction clearance		Barangay Hall





9. One (1) Photocopy Barangay Resolution of No Objection (if needed)		Barangay Hall		
10. One (1) Photocopy Environmental Compliance Certificate (if needed)		DENR – EMB		
11. One (1) Photocopy Written Conformity/non-objection from Homeowners Association (if needed)		Homeowners Association		
12. One (1) Photocopy Written Conformity/non-objection from adjacent neighbors (if needed)		Adjacent Neighborhood		
13. One (1) Photocopy Site clearance from local health officer (if needed)		City Health Office		
14. One (1) Photocopy Securities and Exchange Commission (SEC) Registration (if needed)		Applicant/SEC		
15. S One (1) Photocopy Secretary’s Certificate (if needed)		Applicant/Corporation Secretary of the Board		
16. One (1) Photocopy Authorization of persons allowed to facilitate/follow-up the clearance (if needed)		Applicant		
17. One (1) Photocopy of other documents/requirements that may be required upon evaluation of the submitted documents (i.e. Affidavit of Undertaking, Reclassification ordinance from SP, Conversion Order from DAR, etc.)		Applicant/Concerned Offices/Departments		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Proceed to One-Stop-Shop for Construction and Occupancy Permit (OSCP)	1. Receive and check the completeness of the requirements transmitted by the One-Stop-Shop for Construction and Occupancy Permit (OSCP)	None	6 minutes	Senior Admin. Asst. II Zoning Inspector Zoning Officer II Project Dev’t. Officer III  City CPDO



	Review and verify submitted requirements. Evaluate submitted documents to check their conformity with the Comprehensive Land and Water Use Plan (CLWUP) and the Zoning Ordinance and its rules and regulations.	None	15 minutes	Senior Admin. Asst. II  Zoning Inspector  Zoning Officer II  Project Dev't. Officer III  CPDC/Zoning Administrator
	Conduct site inspection and prepare Inspection Report. Note: <i>For projects submitted From 8 a.m. to 12 noon, Inspection is done at 1-4 p.m., while for Those submitted from 1-5 p.m., inspection is at 8 am to 12 noon of the following day.</i>	None	1 day	Zoning Inspector  Zoning Officer II  Project Dev't. Officer III  City CPDO
	Prepare & submit the Report with recommendation to City Mayor's Office for their final instructions/ approval.	None	5 minutes	Project Evaluation Assistant/ Zoning Inspector Zoning Officer II  City CPDO
	CPDO waits for the instruction/approval of City Mayor's Office Note: <i>All highly technical applications for Locational Clearance for Building Permit costing more than P2M would be subject to the City Mayor's Office concurrence.</i>	None	1 day  (20 days)	City Mayor's Office



	<p>Prepare and process the decision on the application and assess the clearance fee to be paid.</p> <p>Secure signature of Zoning Administrator.</p>	TYPE OF STRUCTURE / PROJECT COST	CLEARANCE FEE	10 minutes	Project Evaluation Assistant  City CPDO
		A. RESIDENTIAL STRUCTURE SINGLE ATTACHED/ DETACHED, THE PROJECT COST OF WHICH IS:			
		1. P100,000.00 and below	P288.00		
		2. Over P100,000.00 to P200,000.00	P576.00		
		3. Over P200,000.00	P720.00 + 1/10 of 1% in excess of P200,000.00		
		B. APARTMENT/TOWNHOUSES			
		1. Project Cost of P500,000.00 and below	P1,440.00		
		2. Over P500,000.00 to P 2 Million	P12,160.00		
		3. Over P2 Million	P3,600.00 + 1/10 of 1% of cost in excess of P2 Million regardless of the number of doors.		
		C. DORMITORIES			
		1. Project Cost of P2 Million and Below	P3,600.00		
		2. Project Cost over P2 Million	P3,600.00 + 1/10 of 1% of cost in excess of P2 Million regardless of the number of doors.		
		D. INSTITUTIONAL			
		THE PROJECT COST OF WHICH IS:			
		1. Below P2 Million	P2,880.00		
		2. Over P2 Million	P2, 880.00 + 1/10 of 1% of cost in excess of P2M.		
		E. COMMERCIAL, INDUSTRIAL, AGRO-INDUSTRIAL, THE PROJECT COST OF WHICH IS:			
		1. Below P100,000.00	P1,440.00		



		2. Over P100,000.00 to P500,000.00	P2,160.00		
		3. Over P500,000.00 to P1 Million	P2,880.00		
		4. Over P1 Million to P2 Million	P4,320.00		
		5. Over P2 Million	P7,200.00 + 1/10 of 1% in excess of P2 Million		
		F. SPECIAL USES/SPECIAL PROJECTS, THE PROJECT COST OF WHICH IS: (Gasoline station, cell sites, slaughterhouse, treatment plant etc.)			
		1. Below P2 Million	P7,200.00		
		2. Over P2 Million	7,200.00 +1/10 of 1% in excess of P2 Million		
		G. ALTERATION/ EXPANSION (affected areas / cost of expansion only)	Same as original application		
		H. INSPECTION FEE	P100.00		
		I. LEGAL RESEARCH FEE:			
		Computation of Legal Research Fee remains at 1% every fee charged but shall in no case be lower than P12.00.			
		J. VIOLATIONS:			
		Penalty - Failure to secure locational clearance prior to the start of the project.	P10,000.00 for structures 100% complete % of P10,000.00 based on the % of accomplishment of structure but not exceed to P10,000.00		
		Note: Project Costs are adjusted based on their recomputed cost estimates especially those which are under estimated.			



	Approve Locational/Zoning Clearance	None	10 minutes	CPDC/ Zoning Administrator
	Transmit the Approved Locational Clearance/Zoning Certificate to OSCP for release	None	3 minutes	Counter F or G – One Stop Shop (CTO Cashier)
	Receive Official Receipt and Order of Payment from the OSCP; separates file copy; records OR number and date and releases the approved locational/ zoning clearance.	None	4 minutes	Project Evaluation Assistant  City CPDO   Administrative Aide III
	<b>TOTAL:</b>	<b>Depends on the project cost of building/ structure</b>	<b>2 DAYS AND 53 MINUTE for Simple Transactions Plus 20 days for Highly Technical</b>	

*(Processing Time may exceed 30 minutes per document depending on the number of applications being processed. 1-2 weeks for those which are in conflict with approved Land and Water Use and those that are considered hazardous to their immediate environment. 1-3 weeks for a few special cases such as those causing adverse effects to its neighboring environment and with complaints like industrial activities, which need to pass through Sangguniang Panlungsod and other concerned agencies for further consultation/decision/approval. Processing time may be extended for another one day depending on the instruction/approval of City Mayor's Office. Further, the processing time will start when the requirements are completed.)*



### 3. SECURING SITE ZONING CLASSIFICATION CERTIFICATION

Site Zoning Classification Certification is requested for record and reference purposes.

The Zoning Classification is based on the City of Balanga Comprehensive Land and Water Use Plan (CLWUP), which was last updated during the year 2012.

<b>Office or Division</b>	<b>City Planning and Development Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C- Government to Citizen</b>			
<b>Who may avail:</b>	<b>Students, Developers and Public/Private Agencies</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. One (1) Original Letter request addressed to the Zoning Administrator / City Planning and Development Coordinator			Applicant	
2. One (1) Photocopy of Transfer Certificate of Title (TCT)			Registered Lot Owner/Registry of Deeds	
3. One (1) Photocopy of Tax Declaration of Real Property			Registered Lot Owner/City Assessor's Office	
4. One (1) Photocopy of Latest Tax Receipt (Real Property Tax)			Registered Lot Owner/ City Treasurer's Office	
5. In case the applicant is not the registered owner of the lot, any one of the following: a) One (1) Duly notarized copy of contract of lease b) One (1) Duly notarized copy of the deed of absolute sale c) One (1) Duly notarized copy of written consent d) One (1) Duly notarized copy of Special Power of Attorney			Applicant	
6. For student's thesis purposes, only numbers 1, 2, and 3 are required to submit.			Applicant	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit letter request together with the requirements.	1. Receive and check the completeness of the requirements.	None	3 minutes	Senior Admin. Asst. II Zoning Officer II Project Dev't. Officer III
	1.1 Review and verify submitted requirements.	None	2 hours	Senior Admin. Asst. II Zoning Officer II Project Dev't. Officer III CPDC/Zoning Administrator



	<p>1.2 Prepare zoning certificate and assess the clearance fee to be paid.</p> <p>1.3 Transmit to Zoning Administrator for signature</p> <p>1.4 Approves Zoning Certificate.</p>	<p>Below one (1) ha. – P720.00</p> <p>Over one (1) ha. – P720.00 /ha.</p> <p>None</p>	<p>10 minutes</p> <p>10 minutes</p>	<p>Project Evaluation Assistant</p> <p>City CPDO</p> <p>Senior Admin. Asst. II CPDC/Zoning Administrator</p>
<p>2. Secure Order of Payment from City Planning and Development Office.</p> <p>Pay the amount indicated in the Order of Payment at the City Treasurer's Office.</p>	2. Receive payment and release official receipt	None	5 minutes	Counter F or G – One Stop Shop (CTO Cashier)
<p>3. Return to CPDO-Zoning Administration Unit and submits the Official Receipt (OR) together with the Order of Payment for recording purposes.</p> <p>Receive Approved Clearance</p>	3. Receive Official Receipt and Order of Payment; separates file copy; records OR number and date and releases the approved locational/zoning clearance.	None	4 minutes	<p>Project Evaluation Assistant</p> <p>Administrative Aide III</p> <p>City CPDO</p>
	<b>TOTAL:</b>	<p><b>Below one (1) ha. -P720.00</b></p> <p><b>Over one (1) ha-P720.00/ha</b></p> <p>* Computation of Legal Research Fee remains at 1% every fee charged but shall in no case be lower than P12.00</p>	<b>2 HOURS &amp; 32 MINUTES</b>	

*(Processing Time may exceed 30 minutes per document depending on the number of applications being processed. Further processing time will start when the requirements are completed. Processing time may exceed one day, if the applied documents are subject to ocular inspection.)*



#### 4. SECURING DATA FROM CPDO

Information about the city and its development plans are available at CPDO.  
This includes:

- a. Socio-economic Profiles/Data
- b. Land and Water Use Plan
- c. Economic Development Data
- d. Development Plans
- e. Other City Data
- f. City/Barangay Maps

<b>Office or Division</b>	<b>City Planning and Development Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C- Government to Citizen</b>			
<b>Who may avail:</b>	<b>Students, Developers and Public/Private Agencies/Individuals</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. For students: letter request from the state universities and colleges signed by the authority (i.e. Dean, Instructors, Head of Office) (1, Original)		Authorized School Personnel		
2. For Private individuals: letter request from the authority (1, Original)		Authorized Personnel		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inquiry: Approach/ Request the personnel in charge of the document/data being requested.	1. Verify if information requested is available  1.1 Access information if data is available. Refer and/or suggest other probable sources of information.  1.2 Verify and review the data/ information before handling over to clients or researchers.	None	10 minutes  (May exceed to 10 minutes, depending on the number of information/ data requested)	Project Development Officer IV  Project Development Assistant  Senior Administrative Asst. II  City CPDO





<p><b>2.A. For Hard Copy Documents:</b></p> <p>Leave ID card to the person in charge and is permitted to Photocopy the Document/s</p> <p>Or</p> <p>Request for a machine copy of documents (or certified true copy) of map/ Land Water Use Plan</p>	<p>2. Release the document/s to be borrowed.</p> <p>2.1 Prepare/Print the document/map/ Land Use Plan/ Development Plans and endorse to the signing officer to certify the document.</p> <p>2.2 Assess the fee/s to be paid and prepare the Order of Payment.</p>	<p>The cost of the photo copying will be borne by the clients.</p> <p><u>Certified true/ Machine copy</u> Bond paper size – ₱ 5.00/pc</p> <p><u>Printed Copy of other documents</u> ₱ 25.00 minimum of 5 pages (additional charge of ₱ 1.00/page in excess of 5 pages)</p>	<p>2 minutes</p> <p>10 minutes (May exceed to 10 minutes, depending on the number of documents requested)</p>	<p>Project Development Officer IV</p> <p>Project Development Assistant</p> <p>Senior Administrative Asst. II</p> <p>City CPDO</p>
<p><b>If Photocopy:</b></p> <p>Return the borrowed documents and log in the record book.</p> <p>or</p> <p>If request for Machine copy:</p> <p>Secure order of payment (then proceed to # 3)</p>	<p>Advise the client/researcher to register in the log book.</p>		<p>1 minute</p> <p>5 minutes</p>	<p>Project Development Officer IV</p> <p>Project Development Assistant</p> <p>Senior Administrative Asst. II</p> <p>Counter F or G – One Stop Shop, City Treasurer's Office for payment</p>



<b>2.B. For Soft Copy Documents:</b>  Request for a e-copy of documents  Secure order of payment (then proceed to # 3)	2.1 Copy the file of the documents to the disc or flash drive (USB) provided by the client or researcher.	Copy to Personal USB/ CD - P 30.00/ document	20 minutes  (May exceed 20 minutes, depending on the number of documents requested)	Project Development Officer IV  Project Development Assistant  Senior Administrative Asst. II  City CPDO
	2.2 Assess the fee/s to be paid and prepare the Order of Payment.			
	2.3 Receive payment and issue official receipt		5 Minutes	Counter F or G – One Stop Shop, City Treasurer's Office for payment.
3. Present the receipt.	3. Receive Official Receipt and Order of Payment; separates file copy; records OR number and date and hand over the requested documents/file to the requester	None	2 minutes	Project Development Officer IV  Project Development Assistant  City CPDO
	<b>TOTAL:</b>	<b>Depends on the request</b>	<b>Hard Copy (Photo Copy) 13 Minutes</b>  <b>Hard (Machine Copy) &amp; e-file 27 minutes</b>	

*(50% discount for students in fees and charges provided they present a request letter signed by the dean of their university/college and present their current school I.D.)*



## 5. A. SECURING DEVELOPMENT PERMIT

A registered owner or developer of a parcel of land who wishes to convert the same into a subdivision project shall apply to the City Planning and Development Office for the approval of subdivision Development Permit (DP). The owner / developer shall subsequently apply for Certificate of Registration (CR) and License to Sell (LS) with the Housing and Land Use Regulatory Board (HLURB) prior to the selling of lots or units/houses.

Subdivision Project – shall mean a tract or a parcel of land registered under Act No. 496 which is partitioned primarily for residential purposes into individual lots with or without improvements thereon, and offered to the public for sale, in cash or in installment terms. It shall include all residential, commercial, industrial and recreational areas, as well as open spaces and other community and public areas in the project.

<b>Office or Division</b>	<b>City Planning and Development Office</b>
<b>Classification:</b>	<b>Highly Technical</b>
<b>Type of Transaction:</b>	<b>G2C- Government to Citizen</b>
<b>Who may avail:</b>	<b>A registered owner or developer of a parcel of land who wishes to convert the same into a subdivision project</b>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
<p>A. For optional application for approval of subdivision plan:</p> <ol style="list-style-type: none"> <li>At least 2 sets of Site Development Plan (Schematic Plan) at a scale ranging from 1:200 to 1:2,000 showing the proposed layout of streets, lots, parks and playgrounds and other features in relation to existing conditions in the area, prepared, signed and sealed by any licensed and registered architect, environmental planner, civil engineer, or geodetic engineer. (Amended per Board Resolution No. 794, Series of 2006)</li> <li>One (1) set of the following documents duly signed and sealed by a licensed geodetic engineer. <ol style="list-style-type: none"> <li>Vicinity map indicating the adjoining Land and Water Uses, access, as well as existing facilities and utilities at least within 500 meters from the property boundaries of the project, drawn to any convenient scale.</li> <li>Topographic Plan to include existing conditions as follows:</li> </ol> </li> </ol>	<p>Owner/Developer</p> <p>Owner/Developer</p>



<p>(1) Boundary Lines: bearings, distances tie point or reference point, geographic coordinates of the tie point or Bureau of Lands Locational Monument (BLLM);</p> <p>(2) Streets, easements, width and elevation of road right-of-way within the project and adjacent subdivisions/ areas;</p> <p>(3) Utilities within and adjacent to the proposed subdivision project; location, sizes and invert elevations of sanitary and storm or combined sewers; location or gas lines, fire hydrants, electric and telephone poles and streetlights, if any. If water mains and sewers are not within or adjacent to the subdivision, indicate the direction and distance to and size of nearest one, showing invert elevations of sewers, if applicable.</p> <p>(4) Ground elevation of the subdivision: for ground that slopes less than 2%, indicate spot elevations at all breaks in grade, along all drainage channels and at selected points not more than 25 meters apart in all directions: for ground that slopes more than 2%, either indicate contours with an interval of not more than 0.5 meter if necessary due to irregular land or need for more detailed preparation of plans and construction drawings.</p> <p>(5) Water courses, marshes, rock and wooded areas, presence of preservable trees in caliper diameter of 200 millimeters, houses, barns, shacks, and other significant features.</p> <p>(6) Proposed public improvements: highway or other major improvements planned by public authorities for future construction within/adjacent to the subdivision</p> <p>c. Survey Plan of the lot(s) as described in TCT(s).</p>	
<p>3. One (1) Original and Two (2) photocopies of Certified True Copy of Transfer Certificate of Title (TCT)</p>	<p>Owner/Developer</p>
<p>4. One (1) Original and Two (2) photocopies of Certified True Copy of Tax Declaration of Real Property covering the property(ies) subject of the application for the immediately preceding –</p>	<p>Owner/Developer</p>



5. Three (3) photocopies of Latest Tax Receipt (Real Property Tax)	Owner/Developer
6. In case the applicant is not the registered owner of the lot – three (3) photocopies each documents, whichever is applicable: a) Duly notarized copy of contract of lease b) Duly notarized copy of the deed of absolute sale c) Duly notarized copy of written consent d) Duly notarized copy of Special Power of Attorney e) Duly notarized copy Joint Venture Agreement f) Duly notarized copy Extra Judicial Settlement	Owner/Developer
7. Three (3) photocopies of Right to use or deed of sale of right-of-way for access road and other utilities when applicable, subject to just compensation for private land	Owner/Developer
8. One (1) Letter request addressed to the Zoning Administrator/City Planning and Development Coordinator	Owner/Developer
9. Three (3) photocopies of Barangay Resolution of No Objection	Barangay Hall
B. For application for subdivision development permit  1. Three (3) sets of all requirements for application for preliminary subdivision development plan 2. Three (3) sets of Subdivision Development Plan consisting of the site development plan at any of the following scales: 1:200; 1:1,000; or any scale not exceeding 1:2,000; showing all proposals including the following: a. Roads, easements or right-of-way and roadway width, alignment, gradient, and similar data for alleys, if any. b. Lot numbers, lines and areas and block numbers. c. Site data such as number of residential and saleable lots, typical lot size, parks and playgrounds and open spaces.  ** The subdivision development plan shall be prepared, signed and sealed by any licensed and registered ENVIRONMENTAL PLANNER, CIVIL ENGINEER, GEODETIC ENGINEER OR ARCHITECT. (amended per Board Resolution No. 794, series of 2006)	Owner/Developer



<p>3. Civil and Sanitary Civil and Sanitary Works Design Engineering plans/construction drawings based on applicable engineering code and design criteria to include the following:</p> <p>a. At least three (3) sets of road (geometric and structural) design/plan duly signed and sealed by a licensed civil engineer.</p> <p>(1) Profile derived from existing topographic map, showing the vertical control, designed grade, curve elements and all information needed for construction.</p> <p>(2) Typical roadway sections showing relative dimensions of pavement, sub-base and base preparation, curbs and gutters, sidewalks, shoulders benching and others.</p> <p>(3) Details of roadway and miscellaneous structures such as curb and gutter (barrier, mountable and drop), slope protection wall, rip rapping and retaining wall.</p> <p>b. At least three (3) sets of storm drainage and sanitary sewer system duly signed and sealed by a licensed sanitary engineer or civil engineer.</p> <p>(1) Profile showing the hydraulic gradients and properties of sanitary and storm drainage line including structures in relation with the road grade line.</p> <p>(2) Details of sanitary and storm drainage lines and miscellaneous structures such as various types of manholes, catch basins, inlets (curb, gutter, and drop), culverts and channel linings.</p> <p>c. At least three (3) sets of site grading plan with the finished contour lines superimposed on the existing ground the limits of earthwork embankment slopes, cut slopes, surface drainage, drainage outfalls and others, duly signed and sealed by a licensed civil engineer.</p>	<p>Owner/Developer</p>
<p>4. At least three (3) sets of water system layout and details duly signed and sealed by a licensed sanitary engineer or civil engineer. Should a pump motor have a horsepower (HP) rating of 50 HP or more, its</p>	<p>Owner/Developer</p>



pump rating and specifications shall be signed and sealed by a professional mechanical engineer.	
5. Three (3) photocopies of Environmental Compliance Certificate (ECC) or Certificate of Non-coverage (CNC), whichever is applicable, duly issued by the DENR with barcode.	DENR – EMB
6. Three (3) photocopies of NIA Certificate (if needed)	National Irrigation Administration
7. Three (3) photocopies of Zoning Certificate from DHSUD Regional Office, if for other uses and in preparation of DAR Conversion Order.	Department of Human Settlements and Urban Development Regional Office
8. Three (3) photocopies of Reclassification Ordinance/Resolution	Sangguniang Panlungsod
9. Three (3) photocopies of DAR Conversion Order if agricultural	Department of Agrarian Reform
10. At least three (3) photocopies of project description for projects having an area of one (1) hectare and above to include the following:  a. Project profile indicating the cost of raw land and its development (total project cost), amortization schedule, sources of financing, cash flow, architectural plan, if any, and work program; b. Audited financial statement for the last three (3) preceding years; c. Income Tax Return for the last three (3) preceding years; d. Certificate of Registration from Securities and Exchange Commission (SEC); e. Articles of Incorporation or partnership; f. Corporation by-laws and all implementing amendments; and g. For new corporations (3 years and below) statement of capitalization and sources of income and cash flow to support work program.	Owner/Developer
11. Three (3) photocopies of each document such as Plans, specifications, bills of materials and cost estimates duly signed and sealed by the appropriate licensed professionals.	Owner/Developer
12. Three (3) photocopies of each document such as application for permit to drill from the National Water Resources Board (NWRB).	NWRB





13. Three (3) photocopies of each document such as Traffic Impact Assessment (TIA) for projects 30 hectares and above.	Owner/Developer
14. Three (3) photocopies of the special/temporary permit from the Professional Regulation Commission (PRC) and of the separate permit from the Department of Labor and Employment (DOLE) for foreign professionals who signed the plans and other similar documents under the Implementing Rules and Regulations of PD 957. (Board Resolution No. 839, series of 2009)	Owner/Developer
15. List of names of duly licensed professionals who signed the plans and other similar documents in connection with application filed indicating the following information: a. SURNAME; b. FIRSTNAME; c. MIDDLE NAME; d. MAIDEN NAME, in case of married women professional; e. PROFESSIONAL LICENSE NUMBER, VALIDITY AND DATE OF ISSUE; f. PROFESSIONAL TAX RECEIPT; g. TAXPAYER'S IDENTIFICATION NUMBER	Owner/Developer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the list of requirements.	1. Orient client regarding the service and its requirements.	None	20 minutes	Zoning Officer II Project Dev't. Officer III CEO– Architect II
2. Submit all requirements to the CPDO – Zoning Administration Unit.	2. Receive and check the completeness of the requirements.	None	30 minutes	Zoning Officer II Project Dev't. Officer III CEO– Architect II
	2.1 Review plans/ documents and verify submitted requirements.  <i>All the documents submitted by the applicants are subject to evaluation to check their conformity with the Implementing Rules and Regulation for Subdivision (P.D. 957, BP 220,</i>	None	14 days	Zoning Officer II  Project Dev't. Officer III  CPDC/Zoning Administrator  OIC-City Engineer





	<i>EO 648, RA 7279) and other related laws and with the Comprehensive Land and Water Use Plan (CLWUP)</i>			CEO – Architect II
	2.2 Conduct site inspection and prepare Evaluation Report	None	3 days	CPDC/Zoning Administrator OIC-City Engineer Zoning Officer II Project Dev't. Officer III CEO – Architect II
	2.3 Submit report with recommendation to the Sangguniang Panlungsod.	None	10 minutes	CPDC/Zoning Administrator OIC-City Engineer Zoning Officer II CEO – Architect II
	<b>TOTAL:</b>	<b>NONE</b>	<b>17 DAYS AND 1 HOUR</b>	

*(Processing Time may exceed 30 minutes per document depending on the number of applications being processed. 1-2 weeks for those which are in conflict with approved Land and Water Use and those that are considered hazardous to their immediate environment. 1-3 weeks for a few special cases such as those causing adverse effects to its neighboring environment and with complaints like industrial activities, which need to pass through Sangguniang Panlungsod and other concerned agencies for further consultation/decision/approval. Processing time may be extended for another one day depending on the instruction/approval of City Mayor's Office. Further, the processing time will start when the requirements are completed.)*



## 5. B. SECURING DEVELOPMENT PERMIT

A registered owner or developer of a parcel of land who wishes to convert the same into a subdivision project shall apply to the City Planning and Development Office for the approval of subdivision Development Permit (DP). The owner / developer shall subsequently apply for Certificate of Registration (CR) and License to Sell (LS) with the Department of Human Settlement and Urban Development (DHSUD) prior to the selling of lots or units/houses.

Subdivision Project – shall mean a tract or a parcel of land registered under Act No. 496 which is partitioned primarily for residential purposes into individual lots with or without improvements thereon, and offered to the public for sale, in cash or in installment terms. It shall include all residential, commercial, industrial and recreational areas, as well as open spaces and other community and public areas in the project.

Office or Division	City Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	A registered owner or developer of a parcel of land who wishes to convert the same into a subdivision project			
Note: Upon receipt of the issued SP resolution recommending approval of development permit by the Local Chief Executive				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Prepare and process the decision on the application.	None	10 minutes	Zoning Officer II  Project Development Assistant  City CPDO
	Secure signature/initial of Zoning Administrator.	None	15 minutes	CPDC/Zoning Administrator
	Transmit the decision to the City Mayor’s Office for their final approval.	None	5 minutes	Zoning Officer II  Zoning Inspector
	CPDO waits for the instruction/final approval and signature of the City Mayor.	None	2 days	City Mayor Secretary to the SP



1. Secure Order of Payment to SP and pay the amount indicated in the Order of Payment at the City Treasurer's Office.	1. Receive payment and release official receipt	None	5 minutes	Counter F or G – One Stop Shop (CTO Cashier)
2. Return to CPDO- Zoning Administration Unit and submits the Official Receipt (OR) together with the Order of Payment for recording purposes.  Receive Development Permit	2. Receive Official Receipt and Order of Payment; separates file copy; records OR number and date and releases the approved development permit.	None	5 minutes	Zoning Officer II  City CPDO
	<b>TOTAL:</b>	<b>NONE</b>	<b>2 DAYS 40 MINUTES</b>	

*(Processing Time may exceed 30 minutes per document depending on the number of applications being processed. 1-2 weeks for those which are in conflict with approved Land and Water Use and those that are considered hazardous to their immediate environment. 1-3 weeks for a few special cases such as those causing adverse effects to its neighboring environment and with complaints like industrial activities, which need to pass through Sangguniang Panlungsod and other concerned agencies for further consultation/decision/approval. Processing time may be extended for another one day depending on the instruction/approval of City Mayor's Office. Further, the processing time will start when the requirements are completed.)*



## **Office of the Public Employment Service**

### **External Services**



## 1. SPECIAL PROGRAM FOR EMPLOYMENT OF STUDENTS (SPES)

This program is intended to help poor but deserving students and out of school youth from age's 15-30 ages' years old to pursue through employment during summer or Christmas vacations, while those enrolled in tertiary, vocational or technical education, maybe employed at any time of the year. The employment period shall be twenty (20) to fifty-two (52) working days.

<b>Office or Division</b>	<b>Public Employment Service Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Students and out-of-school youth from ages 15-30 years old</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>3pcs of Passport size picture</li> <li>Birth Certificate (2, Photocopy)</li> <li>Certified True Copy of Report of grade (2, Photocopy)</li> <li>Latest Income Tax Return (ITR) both parents, the combined annual net income of both parents must not exceed the poverty threshold; or certification issued by BIR that LIVING parents are exempted from payment of tax. (BIR Certificate of Tax Exemption); (2, Photocopy)</li> <li>If necessary <ul style="list-style-type: none"> <li>-Affidavit of Support or Guardianship</li> <li>-Affidavit of Separation of Parents (2, Photocopy)</li> <li>-Solo parent ID (2, Photocopy)</li> </ul> </li> </ul> <p><b>For out of school youth</b></p> <ul style="list-style-type: none"> <li>Certification as OSY (1, Original and 1, Photocopy)</li> </ul>			<ul style="list-style-type: none"> <li>Client/Photo Studio</li> <li>Client</li> <li>School</li> <li>Concerned Agency/BIR</li> <li>Notary Public</li> <li>Client</li> <li>Concerned Barangay Hall/ City Social Welfare and Development Office</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all requirements at the City Public Employment Service Office	1. Evaluate and authenticate the required documents submitted	None	2 minutes	Clerk Clerk II Clerk IV Computer Operator I Peso Manager



2. Accomplish Registration Form, Employment Contract (SPES 02), and Oath of Undertaking	2. Administer the signing of the beneficiary to the employment contract (SPES 02), once qualified	None	15 minutes	Clerk Clerk III Clerk IV Computer Operator I and DOLE Representative
	2.1 Sign the contract for authentication	None	1 minute	PESO Manager
	2.2 Schedule the orientation	None	1 minute	Clerk Clerk III Clerk IV Computer Operator I
3. Wait for the schedule of orientation and work assignment	3. Conduct of orientation	None	2 hours per barangay	Peso Manager and DOLE Representative
	<b>TOTAL:</b>	<b>NONE</b>	<b>2 HOURS AND 19 MINUTES</b>	



## 2. ONLINE REGISTRATION OF OCCUPATIONAL PERMIT (NEW AND RENEWAL)

Profiling and Skills registration serves as the primary tool of PESO in conducting in skills inventory of the city.

<b>Office or Division</b>	<b>Public Employment Service Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>All Employee/Jobseeker in Balanga City</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Fill- up COB Jobs form for No internet Access		Public Employment Service Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
(NEW) No Internet Access				
1.Proceed to Peso Office and Fill- up COB Jobs form	1. Provide COB Jobs form for accomplishment	None	1 minute	Clerk Computer Operator I
With Internet Access				
1.Visit Online Registration of Occupational Permit	1.1Review of completeness of information	None	2 minutes	Clerk Computer Operator I
1.1. Fill- up the information needed	1.3 Encoding of Information to occupational permit online and Issued of QR code	None	5 minutes	Clerk Computer Operator I
2.Present the QR code and Community Tax Certificate, or Cedula to Counter F at the City Treasurers Office for payment	2.Scanning of QR code for payment and collect payment and issue official receipt.	100 Permit Fee	4 minutes City Treasurer's Charter	Revenue Collection Clerk III City Treasurer's Office
3. Present the QR code and Official Receipt to Counter C and wait for the printing of Occupational Permit	3.Print and issue Occupational permit	None	1 minute	License Inspector I City License, Permit & Franchising Office



(RENEWAL) No Internet Access				
1.Proceed to Peso Office and Fill- up COB Jobs form	1. Review client's information	None	2 minutes	Clerk Computer Operator I
With Internet Access				
1.Visit Online Registration of Occupational Permit	1.1 Update client information if necessary and print issue QR code	None	3 minutes	Clerk Computer Operator I
1.1. Fill-up the information needed				
2.Present the QR code and Community Tax Certificate, or Cedula to Counter F at the City Treasurers Office for payment	2.Scanning of QR code for payment and collect payment and issue official receipt.	100 Permit Fee	4 minutes City Treasurer's Charter	Revenue Collection Clerk III City Treasurer's Office
3. Present the QR code and Official Receipt to Counter C and wait for the printing of Occupational Permit	3.Print and issue Occupational permit	None	1 minute	License Inspector I City License, Permit & Franchising Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>NEW – 13 MINUTES RENEWAL - 10 MINUTES</b>	





### 3. FACILITATION OF EMPLOYMENT

One of the core functions of the Public Employment Service Office (PESO) is to provide employment assistance to jobseekers through counseling and referral

<b>Office or Division</b>	<b>Public Employment Service Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>All Jobseeker</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Resume (1, Original)</li> <li>• Credential (1, Photocopy)</li> <li>• Diploma (1, Photocopy)</li> </ul>		<ul style="list-style-type: none"> <li>• Client</li> <li>• School/Former Agency</li> <li>• School</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit documents/ credentials at the City Public Employment Service Office	1. Present checklist of requirements and evaluate the authenticity of requirements	None	5 minutes	Clerk III
2. Fill up and submit SRS Form 1	2. Provide application form (NSRS Form)	None	2 minutes	Clerk III
	2.1 Input the name of the applicant in the database (SRS)	None	5 minutes	Clerk III
	2.2 Do job matching based on skills, competence and qualifications of applicant via job available	None	5 minutes	Clerk III
3. Awaiting SMS and referral	3. Notify the applicant thru text to come to PESO office for exam or interview to be conducted by the hiring agency (local or overseas)	None	1 minute	Clerk III
	<b>TOTAL:</b>	<b>NONE</b>	<b>18 MINUTES</b>	City Public Employment Service Office



#### 4. SPECIAL RECRUITMENT ACTIVITY AND LOCAL RECRUITMENT ACTIVITY

Provide assistance to Overseas Placement Agencies, Local establishments, sub-contractor agencies, or companies in conducting special recruitment/local recruitment activity

<b>Office or Division</b>	<b>Public Employment Service Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2B - Government to Business</b>			
<b>Who may avail:</b>	<b>All Company</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Local Recruitment Activity: -Business Permit -Company Profile -Job Vacancy (1, Photocopy) -Company Profile -Company TIN# -Letter of Intent (1, Original)		Business Permit and Licensing Office, BIR		
Special Recruitment Activity: -Business Permit -Company Profile -Job Vacancy -Company Profile (1, Photocopy) -Company TIN# -Letter of Intent -POEA License -Approved job Order from POEA -PERMIT from POEA to conduct recruitment (1 original)		SEC, POEA, Business Permit and Licensing Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit or Send the letter of intent and requirements at the City Public Employment Service Office	1. Evaluate the authenticity of requirements	None	10 minutes	Clerk III Computer Operator I
	1.1 Notify the company on the approval of the Recruitment Activity	None	3 minutes	Clerk III Computer Operator I  City Public Employment Service Office



2. Conduct Recruitment Activity	1.2 Perform job matching on employee profile database based on education, skills and working experience	None	10 minutes	Clerk III
	1.3 Invite potential qualified jobseeker thru text to come for exam or interview to be conducted by hiring agency (Local or Overseas)	None	2 minutes	Clerk III Computer Operator I
	2. Assist the Employer and Applicants	None	7 hours	Clerk Clerk III Clerk IV Computer Operator I  City Public Employment Service Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>7 HOURS AND 25 MINUTES</b>	



## 5. JOB FAIR

Jobs Fair is an employment facilitation strategy aimed to fast-track the meeting of jobseekers and employers/overseas recruitment agencies in one venue at a specific date to reduce cost, time and effort particularly on the part of the applicants. This is open to all unemployed, skilled and unskilled workers, fresh college graduates, graduates of training institutions, displaced workers and employees seeking advancement. During the Jobs Fair, applicants select vacancies suited to their qualifications and employers could interview and hire on the spot qualified workers to provide assistance to Overseas Placement Agencies, Local establishments, sub-contractor agencies, or companies.

<b>Office or Division</b>	<b>Public Employment Service Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2B – Government to Business</b>			
<b>Who may avail:</b>	<b>All Company</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Local Company</b> -Business Permit -Company Profile -Job Vacancy (1, Photocopy) -Company Profile -Company TIN# -Letter of Intent (1, Original)		Business Permit and Licensing Office, BIR		
<b>Overseas (1, Photocopy)</b> -Business Permit -Company Profile -Job Vacancy -Company Profile (1, Photocopy) -Company TIN# -Letter of Intent -POEA License -PERMIT from POEA to conduct recruitment (1, Original)		Client		
		SEC, POEA, Business Permit and Licensing Office		
		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit or Send the letter of intent and requirements	1. Evaluate the completeness and authenticity of requirements	None	5 minutes	Clerk Clerk III Clerk IV Computer Operator I



	1.1 Notify the company on the approval of the Recruitment Activity	None	3 minutes	Clerk Clerk III Clerk IV Computer Operator I
	1.2 Perform job matching on employee profile database based on education, skills and working experience	None	10 minutes	Clerk III Computer Operator I
	1.3 Invite potential qualified jobseeker thru text to come for exam or interview to be conducted by hiring agency (Local or Overseas)	None	2 minutes	Clerk III Computer Operator I  City Public Employment Service Office
2. Conduct Recruitment Activity	2. Assist the Employer and Applicants in the recruitment day	None	8 hours	Clerk Clerk II  City Public Employment Service Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>8 HOURS AND 10 MINUTES</b>	



## 6. JOB POSTING

This is a process wherein it encourages employers to submit to the PESO on a regular basis a list of job vacancies in their respective establishments in order to facilitate the exchange of labor market information services to job seekers and employers by providing employment services to job seeker, both for local and overseas employment, and recruitment assistance to employers

<b>Office or Division</b>	<b>Public Employment Service Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2B - Government to Business</b>			
<b>Who may avail:</b>	<b>All Company</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Local Company</b> -Business Permit -Company Profile -Job Vacancy (1, Photocopy) -Company Profile -Company TIN# -Letter of Intent (1, Original)		Business Permit and Licensing Office, BIR		
<b>Overseas Company</b> -Business Permit -Company Profile -Job Vacancy -Company Profile(1, Photocopy) -Company TIN# -Letter of Intent -POEA License -Approved job Order from POEA		Client		
		SEC, POEA, Business Permit and Licensing Office		
		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit or Send the letter of intent and requirements	1. Acknowledge the receipt of the request.	None	1 minute	Clerk III
	1.1 Evaluate the completeness and authenticity of the submitted requirements	None	10 minutes	Clerk III
	1.2 Encode and lay out the vacancy details	None	5 minutes	City PESO
	<b>TOTAL:</b>	<b>NONE</b>	<b>23 MINUTES</b>	



## 7. TULONG PANGHANAP BUHAY SA ATING DISADVANTAGE/DISPLACE WORKER

Emergency Employment Program or Tulong pang hanap buhay sa ating Disadvantaged/Displaced Worker (TUPAD) is a community-based (municipality/barangay) package of assistance that provides emergency employment for displaced workers, underemployed and seasonal workers, for a minimum period of 10 days, but not exceed a maximum of 30 days, depending on the nature of work to be performed.

<b>Office or Division</b>	<b>Public Employment Service Office</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>Resident of Balanga</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• 2pcs 1x1 picture</li> <li>• One (1) Original copy of Cedula</li> <li>• One (1) Duly accomplished Tupad Form A</li> </ul>		<ul style="list-style-type: none"> <li>• Client/Photo Studio</li> <li>• Respective Barangay/ Balanga City Hall One Stop – Shop</li> <li>• PESO Office</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Filled up TUPAD Form A / PESO Office at the City Public Employment Service Office	1. Distribution of TUPAD form	None	1 minute	Clerk/Clerk III Clerk IV/ Computer Operator I
2. Submit TUPAD Form A / PESO Office	2. Evaluate, Profiling and interview of the beneficiaries	None	10 minutes	Clerk/Clerk III Clerk IV/ Computer Operator I Peso Manager
	2.1 Encode and Register to GSIS	None	2 minutes /person	Clerk/Clerk III Clerk IV/Computer Operator I Peso Manager
	2.2 Submit the list of beneficiaries to the Department of Labor and Employment (DOLE)	None	30 minutes	Clerk IV Computer Operator I



3. Prepare for the scheduled orientation and contract signing	3. Conduct orientation and Signing of Contract	None	4 hours	Clerk/Clerk III Clerk IV/ Computer Operator I Peso Manager and DOLE Representative
	3.1 Distribution of Uniform and tools	None	5 minutes/ person	Clerk/Clerk III/ Clerk IV/ Computer Operator I Peso Manager and DOLE Representative
4. Secure work assignment and ID	4. Prepare work assignment for various TUPAD workers and Coordinate with the Barangay and City Department.	None	1 day	Clerk/Clerk III Clerk IV/ Computer Operator I Peso Manager and DOLE Representative
5. Report to designated workplace and abide by the rules and regulation of LGU/ Barangays where assigned	5. Monitor activity and attendance of beneficiary	None	Minimum of 20 days – maximum of 52 days	Clerk/Clerk III/ Clerk IV Computer Operator I Peso Manager
6. Perform work assignment during the entire duration of the contract	6. Continue monitoring the activity of beneficiary	None	3 minutes/ person	Beneficiaries/ Barangay
7. Submit Daily Time Record (DTR) and Accomplishment Report	7. Acknowledgment of submitted DTR and Accomplishment Report for Payroll	None	3 days	Clerk IV Computer Operator I
8. Wait for the announcement of	8. Collate and submit the DTR and Accomplishment	None	1 hour	Clerk IV Computer Operator I





check release from DOLE	Report to the Department of Labor and Employment			
9. Present 1 valid ID	9. Distribution of Salary	None	3 minutes/ person	City Treasury/DOLE
	<b>TOTAL:</b>	<b>NONE</b>	<b>4 DAYS, 5 HOURS AND 54 MINUTES</b>	

## 8. CAREER GUIDANCE\LEGS LABOR EDUCATION FOR GRADUATING STUDENTS

Career Guidance advocacy was implemented to help our students to have proper career planning and preference based on their skills and interest. While labor education, it is a program helped graduating students to become familiar with PESO and DOLE services regarding on employment facilitation, workers protection and social security coverage in order for these soon-to-be-employees will come prepared for the world of work.

<b>Office or Division</b>	<b>Public Employment Service Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government G2B- Government to Business</b>			
<b>Who may avail:</b>	<b>Schools</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter (1, Original)		Requesting School/Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request letter to the City Mayor's Office	1. Acknowledge the receipt of the letter request with instruction from the City Administrator	None	3 minutes	Clerk III
	1.1 Evaluate the request and schedule.	None	5 minutes	Clerk IV Peso Manager
	1.2. Inform the client on the status of the request	None	3 minutes	Clerk III
2. Wait for the Approval of the City Mayor/City Administrator	2. Conduct of Career Guidance	None	4 hours	Peso Manager
	<b>TOTAL:</b>	<b>NONE</b>	<b>4 HOURS AND 13 MINUTES</b>	



## 9. REFERRAL LETTER

The term referral letter is used to describe a document sent to an employer that outlines the observed skills and work experience of a candidate. Referral letters are written recommendation from the office endorsing the jobseeker for possible employment.

<b>Office or Division</b>	<b>Public Employment Service Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>All Jobseeker</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request slip (1, Original) Jobseeker credentials (1, Photocopy) Resume Transcript of Records Diploma Certificate of trainings		PESO  Client School School Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the office at the City Public Employment Service Office	1. Give the Log Book to the Client	None	1 minute	Clerk/ Clerk III City Public Employment Service Office
2. Fill out the Request Slip and submit to the PESO staff	2. Provide the Request Slip to fill out	None	1 minute	Clerk/ Clerk III
	2.1 Review the completeness of Information and evaluate the applicants' credentials.	None	2 minutes	Clerk/ Clerk III  City Public Employment Service Office
	2. Prepare the referral letter and print	None	4 minutes	Clerk/ Clerk III
3. Receive the referral letter	3. Release of the referral letter	None	1 minutes	Clerk/ Clerk III
<b>TOTAL:</b>		<b>NONE</b>	<b>9 MINUTES</b>	



## 10. SKILLS TRAINING

Undertake employability enhancement trainings for jobseekers, OSY and other marginalized sectors as well as those would like to change career or enhance their employability. This function is presently supervised by TESDA and conducted by other training;

<b>Office or Division</b>	<b>Public Employment Service Office</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>G2C – Government to Citizen, G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>All Balanga City Residents</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>- 2 pcs 1x1 photo</li> <li>- Birth Certificate (1, Photocopy)</li> <li>- Diploma (1, Photocopy)</li> <li>- Barangay Clearance (1, Original)</li> </ul>		<ul style="list-style-type: none"> <li>- Photo Studio</li> <li>- Local Civil Registry/client</li> <li>- Client</li> <li>- Barangay</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements to the PESO Staff at the City Public Employment Service Office	1. Acknowledge and check if the requirements are complete	None	3 minutes	Clerk/ Clerk III
	1.1 Collate all interested applicants	None	Depends on the applicant's submission	Clerk/ Clerk III
	1.2 Prepare the final list of applicants that will undergo skills training	None	5 minutes	Clerk IV Computer Operator I
	1.3 Submit the final list of applicants that will undergo skills training to the Technical Education and Skills Development Authority (TESDA)	None	30 minutes	Clerk IV Computer Operator I  City Public Employment Service Office



2. Wait for the schedule of orientation and Skills Training	2.1 Shortlisting of participants	None	3 minutes	Clerk Clerk III Clerk IV Computer Operator I Peso Manager/TESDA
	2.2 Inform the applicants on the qualification and schedule of orientation	None	2 minutes/per applicant	Clerk Clerk III Clerk IV Computer Operator I Peso Manager/TESDA
	<b>TOTAL:</b>	<b>NONE</b>	<b>43 MINUTES</b>	



## **City Public Safety Office**

### **External Services**



## 1. CLIENT'S COMPLAINT'S

The City Public Safety Office (CPSO) is committed to delivering high quality services that respond to the community's needs. CPSO values the benefits of effective complaint handling. We believe our clients should be able to provide feedback (both positive and negative) about our services and the way we provide them. The complaint desk is strategically located near the main entrance of the CPSO Building attended by our assigned Desk Officer.

<b>Office or Division</b>	<b>City Public Safety Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>All Complainant</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Duly Accomplished Complaint Form		City Public Safety Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out a Complaint Form at the City Public Safety Office or Complaint via CPAOO Google Account. (publicsafety.cob@gmail.com)	1. The Desk Office of the day shall provide the Complaint Form	None	1 minute	Desk Officer on duty City Public Safety Office
2. Submit Complaint Form to the Desk Officer	2. Acknowledge and Evaluate the completion of the Complaint Form	None	2 minutes	Desk Officer on duty City Public Safety Office
	2.1 Prepare the complainant Blotter of Complaint	None	2 minutes	Desk Officer on duty
	2.2 Interview and conduct Investigation of complaint	None	5 minutes	Operations Office City Public Safety Office
	2.3 Evaluate the case and prepare analysis report	None	15 minutes	OIC-City PSO
3. Wait for the update	3. Update the complainant on the status of complaint or Send-out the result of complaint thru e-mail account.	None	5 minutes	Desk Officer on duty City Public Safety Office
<b>TOTAL</b>		<b>NONE</b>	<b>30 MINUTES</b>	



## 2. ROAD TRAFFIC, MOTORCADE, VIP ESCORT & PUBLIC SECURITY ASSISTANCE

Covers activities that protect the community from dangers threatening their general welfare and safety, such as accidents, disaster, and some situations relative to traffic and road conditions which may pose a risk to motorists, passengers, and pedestrians.

<b>Office or Division</b>	<b>City Public Safety Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>All Citizen</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Request (1, Original)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare letter of request address to the City Mayor	1. Receives the request letter with instructions from the City Administrator.	None	2 minutes	Clerk City Mayor's Office
2. Submit the request to the City Mayor's Office	2. Evaluate the request and prepare instruction.	None	5 minutes	OIC-City PSO
3. Wait for the update on the approval of the request.	3. Prepare tasking of personnel for the assistance needed.	None	5 minutes	Operations Officer City Public Safety Office
	3.1 Coordinate with the client regarding the details of the request.	None	2 minutes	CCTV Operator City Public Safety Office
	3.2 Implement and oversee the success of the assistance.	None	N/A	Asst Operations Officer City Public Safety Office
	<b>TOTAL</b>	<b>NONE</b>	<b>15 MINUTES</b>	



### 3. RELEASING OF IMPOUNDING MOTOR VEHICLE AND/ OR Driver's Balangueño I.D

It is a legal process of placing a vehicle into an impoundment lot or tow yard, which is a holding place for vehicles until they are placed back in the control of the owner. Prior to the release of the impounded motor vehicle only those who pay the fine will be issued an "Official Receipt" which is required in the release of the impounded vehicle.

<b>Office or Division</b>	<b>City Public Safety Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>All Citizen</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Official Receipt of payment of fines and penalties 2. Certificate of Registration (CR) of the motor vehicle (1, Original and 1, Photocopy) 3. Official Receipt (OR) of the motor vehicle (1, Original and 1, Photocopy) 4. Release Order (1, Original) 5. Valid ID's of owner (1, Original and 1, Photocopy)		1. One-Stop-Shop, Balanga City Hall 2. City License, Permit and Franchising Office - Balanga City Hall 3. Land Transportation Office 4. City License, Permit and Franchising Office 5. Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to One-Stop-Shop at City Hall Main lobby to pay the corresponding fines and penalties.	1. Advises the client to pay the fee at One-Stop-Shop and provide Release Order from CLPFO including OR/CR and valid ID's of owner	Charged fine according to the nature of offense	2 minutes	Security Guard City Public Safety Office
Proceed to CLPFO for the issuance of Release Order	1.1 Acknowledgement of Official Receipt of Payment together with all other pertinent documents	None	5 minutes	Security Guard City Public Safety Office
2. Proceed to Releasing Officer at CPSO for approval of the release of impounded motor vehicle.	2. Verifies records and prepares the clearance for the releases of impounded vehicle	None	5minutes	Security Guard City Public Safety Office





Present Release Order at for the release of impounded vehicle	2.1 Releases impounded vehicle	None	3 minutes	Security Guard City Public Safety Office
	<b>TOTAL</b>	<b>DEPENDS ON THE OFFENSE</b>	<b>15 MINUTES</b>	

### ☒ **FEE: CONFISCATED LICENSE (LPFO CHARTER)**

- A. Operating without franchise Motorized Tricycle operator's Permit (MTOP), no Body Number, No Plate Number and violating the Number Code.**

#### **FOR THE OPERATOR**

- 1<sup>st</sup> Offense:** impoundment for 7 days or fine amounting to P 1,000.00  
**2<sup>nd</sup> Offense:** impoundment for 14 days and penalty or fine amounting P2, 000.00  
**3<sup>rd</sup> Offense:** impoundment for 30 days and penalty or fine amounting to P 4,000.00

#### **FOR THE DRIVER:**

Confiscation of Driver Balangueño I.D. and/or Driver's License and  
 Voluntary Community Service of 40 hours in 5 working days.

- B. Colorum or operating with forged sticker and forged plate number, the unit shall be impounded until such time that the corresponding penalty is paid.**

- P2000.00 or 5 days impoundment
- P3000.00 or 10 days impoundment
- P5000.00 or 20 days impoundment

- C. Driving without LTO registration and/or Balangueño I.D. impoundment of the tricycle unit until such time that the driver could secure and/or present a valid driver's license and a Balangueño I.D. and P500.00 or 8 hours voluntary community service.**

- D. Driving with expired license or without license**

- 1<sup>st</sup> Offense:** P2000.00  
**2<sup>nd</sup> Offense:** P3000.00  
**3<sup>rd</sup> Offense:** P5000.00

In case the violator will choose voluntary community, service the unit will be impounded until completion of the same.

- E. Over charging of fare**

- 1<sup>st</sup> Offense:** the penalty of impoundment for 1 day or a fine in the amount of P500.00 or voluntary community service of 8 hours  
**2<sup>nd</sup> Offense:** P1000.00  
**3<sup>rd</sup> Offense:** P2000.00

- F. No tariff fare is posted inside the tricycle**

- 1<sup>st</sup> Offense:** P200.00  
**2<sup>nd</sup> Offense:** P500.00  
**3<sup>rd</sup> Offense:** P1000.00

- G. No trash can**

- 1<sup>st</sup> Offense:** P200.00  
**2<sup>nd</sup> Offense:** P500.00  
**3<sup>rd</sup> Offense:** P1000.00

- H. No interior Light**

- 1<sup>st</sup> Offense:** P200.00  
**2<sup>nd</sup> Offense:** P500.00  
**3<sup>rd</sup> Offense:** P1000.00

- I. Not in proper attire or wearing sando, shorts, step-in**

- 1<sup>st</sup> Offense:** P200.00  
**2<sup>nd</sup> Offense:** P500.00  
**3<sup>rd</sup> Offense:** P1000.00

- J. Refusal to transport passengers**

- 1<sup>st</sup> Offense:** the penalty of impoundment for 1 day or a fine in the amount of P500.00  
**2<sup>nd</sup> Offense:** P1000.00  
**3<sup>rd</sup> Offense:** P2000.00

- K. Other Traffic Violations**

P100.00



#### 4. RETREIVAL OF VIDEO/ PICTURES EVIDENCE

This procedure is designed to enable police technical staff to select the most appropriate retrieving recorded video from a digital CCTV system. Having received a request for assistance, a technician is required to assess the request against the functionality provided by the CCTV system. All requests for video footage from other agencies or any individual must be in writing stating therein the reasons and justifications.

<b>Office or Division</b>	<b>City Public Safety Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>All Citizen</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Retrieval Form (1, Original)		CPSO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. All clients will report their concern/s to the City Public Safety Office	1. Acknowledge receipt of request	None	1 minute	Desk Officer on duty City Public Safety Office
2. Filling of CCTV Playback Request Form	2. Execute retrieved operations  *** Any footage obtained shall be restricted for the office only and shall only serve as guide in any CPSO assistance and/or police station	None	1 hour	CCTV Operator on duty City Public Safety Office
3. Wait for the update on the request	3. Update the requestor on its result of assistance	None	4 minutes	CCTV Operator on duty City Public Safety Office
	<b>TOTAL</b>	<b>NONE</b>	<b>1 HOUR 5 MINUTES</b>	



## 5. TECHNICAL ASSISTANCE (CCTV/Radio/Wi-Fi Internet Connection)

It is a deployment of our technician to specific area for repairing & maintaining CCTV System including assessment and evaluation of materials needed and provide technical support to end users covering all software and hardware related issues.

<b>Office or Division</b>	<b>City Public Safety Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>All Public Schools and 25 Barangay's within the City of Balanga</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Request (1 Original)			City Mayor's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Prepare and submit the letter of request s to the City Mayor Office and wait for the schedule of the request	1. Receives the request letter with instructions from the City Administrator.	None	2 minutes	Clerk City Mayor Office
	1.1 Act on the instruction to be given by the Department Head.	None	5 minutes	OIC-City PSO
	1.2 Prepare tasking of available technician for the technical assistance needed	None	5 minutes	Comm. Eqpt. Tech. on duty City Public Safety Office
	1.3 Conduct Inspection and Evaluation on the location site	None	1 hour	Comm. Eqpt. Tech. on duty
2. Provide materials need for repair if needed	2. Prepare and submit Assessment or Report to the Barangay Chairman (if in the Barangay) and Division Head (if in the schools)	None	30 minutes	Comm. Eqpt. Tech. on duty City Public Safety Office
	2.2 Conduct schedule for the Request letter from Barangay's and Schools.	None	5 minutes	Comm. Eqpt. Tech. on duty City Public Safety Office
	2.3 Conduct repair on the location site	None	the estimated time is according to the damage to be repaired	Comm. Eqpt. Tech. on duty City Public Safety Office
	<b>TOTAL</b>	<b>NONE</b>	<b>1 HOUR AND 47 MINUTES</b>	



## 6. LOST AND FOUND SERVICES

Lost and Found provides for the care, restitution, destruction of unclaimed, lost, or abandoned property. The goal of Lost and Found is to ensure all lost items are returned to their rightful owner in a timely and efficient manner.

<b>Office or Division</b>	<b>City Public Safety Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>All Citizen</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For the claimant Any Valid I.D (present the Original)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>FOR THE FINDER:</b>  1. The finder must fill up the necessary information provided in the lost & found form including their complete name, signature, contact number, and the date the item was found.  2. The finder is encouraged to indicate a short description of the found item.	1. Once we received a lost property, immediately blotter report with a complete detail on a logbook. ***If owner's identification (name, phone number, etc.) is available from the found property, record the owner's information in the logbook and contact the owner when information is available indicating when and where the property may be picked up. ***If owner's identification is unavailable from the found property said items should be under the safekeeping of the office for safety purposed and if somebody is pretending to be the legal owner of the said property, a brief verification & investigation must be made to establish the lawful owner of the property.	None	5 minutes	Desk Officer on duty City Public Safety Office



<p><b>FOR THE CLAIMANT:</b></p> <p>1. The claimant must specifically describe the lost item or may show any proof of ownership.</p> <p>2. The claimant must fill up the necessary information provided in the lost &amp; found form before claiming the item.</p> <p>3. Present any Valid I.D for verification and identification of the legal owner of the said property</p>	<p>***If an owner is successfully contacted, or a claimant contact the office to claim lost property, CPSO must request the owner to describe the item(s) in sufficient detail (appearance, when and where lost and other identifying characteristics).</p>			
	1. The assigned Desk Officer will instruct and assist the finder and the claimant in the entire process.	None	5 minutes	Desk Officer on Duty City Public Safety Office
	2. Verify item ownership	None	5 minutes	Desk Officer on Duty
	3. Claimants may claim their lost property from Monday to Friday & required to produce ID & contact information, and sign the logbook to indicate they have claimed the lost item(s).	None	5 minutes	Desk Officer on Duty City Public Safety Office
	<p>**** Any unclaimed property consist of money &amp; other personal assets are considered lost or abandoned when an owner cannot be located after a specified period of time should be kept under the CPSO for safety purposes.</p>			
	<b>TOTAL</b>	<b>NONE</b>	<b>20 MINUTES</b>	



# **Office of the Social Welfare and Development**

## **External Services**



## 1. MEDICAL / BURIAL ASSISTANCE

City Residents can avail of medical and burial assistance from the Office of the City Mayor especially those who are financially incapable of bearing the cost of treatment/hospitalization and burial expenses.

<b>Office or Division</b>	<b>City Social Welfare and Development Office</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Person with Disability, Solo Parent, Senior Citizens, Indigent Residents, Unemployed people and sick people who are undergoing long term medication</b>			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<b>FOR MEDICAL / BURIAL:</b> <ol style="list-style-type: none"> <li>1. Medical Certificate / Death Certificate (1, Original or photocopy)</li> <li>2. Medical prescription and hospital bill / funeral bill / contract (1, Original)</li> <li>3. Birth Certificate / Marriage Contract (1, Photocopy)</li> <li>4. Barangay Certificate of Indigency (1, Original)</li> <li>5. Letter addressed to the City Mayor (1, Original)</li> <li>6. Voter's ID/COMELEC Certificate (1, Photocopy)</li> <li>7. CSWD Certificate of Indigency</li> </ol>		<ul style="list-style-type: none"> <li>• Attending physician / Hospital signed by the attending physician</li> <li>• Attending physician / hospital / funeral home</li> <li>• Local City Registry Office / Philippine Statistics Office</li> <li>• Barangay hall</li> <li>• Client</li> <li>• COMELEC Office</li> <li>• City Social Welfare Office</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to the CSWD.	1. Review the completeness of the submitted documents. Issue CSWD Indigency certificate, and interview. Advise the client to return after three to five days for the release of assistance.	None	30 minutes	Day Care Worker II  Sr. Admin. Asst.  City Social Welfare and Development Office



2. Submit documents issued by the CSWD to the receiving staff	2. Log the received documents from CSWD	None	5 minutes	Administrative Assistant VI (City Mayor's Office)
	2.1. Approve the amount of financial assistance based on the assessment from CSWD	None	5 minutes	Executive Assistant IV (City Mayor's Office)
	2.2. Preparation of vouchers	None	5 minutes	Administrative Assistant VI (City Mayor's Office)
	2.3. Sign the voucher	None	5 minutes	Executive Assistant IV (City Mayor's Office)
	2.4. Process voucher at Budget, Accounting & Treasurer's Office	None	5 working days (Check Payment), 3 working days (Petty Cash)	Budgeting Aide (CBO), Admin Officer IV (CAIAO), Ticket Checker (CTO), Supervising Admin Officer (CAIAO)
3. Claim Stub	3. Issuance of stub	None	5 minutes	Administrative Assistant VI (City Mayor's Office)
4. Receive cash for the financial assistance	4. Release of financial assistance	None	5 minutes	Treasurer's Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>5 DAYS AND 1 HOUR</b>	





## 2. REVIEW ASSISTANCE

College graduates and city residents who are first timers of taking board/bar exam can avail of review assistance from the Office of the City Mayor

<b>Office or Division</b>	<b>City Social Welfare and Development Office</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>College graduates and city residents who are first timers of taking board/bar examination</b>			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<b>FOR REVIEW:</b> <ol style="list-style-type: none"> <li>1. Certification from Review Center (1, Original)</li> <li>2. Handwritten letter addressed to Mayor requesting review assistance (1, Original)</li> <li>3. Barangay Certificate of Indigency (1, Original)</li> <li>4. CSWD Certificate of Indigency (1, Original)</li> <li>5. Transcript of Records/Diploma (1, Photocopy)</li> <li>6. Birth Certificate (1, Photocopy)</li> <li>7. Certificate of Tax Exemption (1, Original)</li> <li>8. Voter's ID/COMELEC Certificate (Photocopy)</li> </ol>			<ol style="list-style-type: none"> <li>1. Review Center</li> <li>2. Client</li> <li>3. Concerned Barangay Hall</li> <li>4. City Social Welfare Office</li> <li>5. School</li> <li>6. Local City Registry Office / Philippine Statistics Office</li> <li>7. BIR</li> <li>8. COMELEC Office</li> </ol>	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to the CSWD.	1. Review the completeness of the submitted documents. Issue CSWD Indigency certificate, and interview. Advise the client to return after three to five days for the release of assistance.	None	30 minutes	Day Care Worker II  Sr. Admin. Asst.  City Social Welfare and Development Office



2. Submit documents issued by the CSWD to the receiving staff	2. Log the received documents from CSWD	None	5 minutes	Administrative Assistant VI (City Mayor's Office)
	2.1. Approve the amount of financial assistance based on the assessment from CSWD	None	5 minutes	Executive Assistant IV (City Mayor's Office)
	2.2. Preparation of vouchers	None	5 minutes	Administrative Assistant VI (City Mayor's Office)
	2.3. Sign the voucher	None	5 minutes	Executive Assistant IV (City Mayor's Office)
	2.4. Process voucher at Budget, Accounting & Treasurer's Office	None	5 working days	Budgeting Aide (CBO), Admin Officer IV (CAIAO), Ticket Checker (CTO), Supervising Admin Officer (CAIAO)
3. Claim Stub	3. Issuance of stub	None	5 minutes	Administrative Assistant VI (City Mayor's Office)
4. Receive cash for the financial assistance	4. Release of financial assistance	None	5 minutes	Treasurer's Office
	<b>TOTAL</b>	<b>NONE</b>	<b>5 DAYS AND 1 HOUR</b>	



### 3. PROCESSING OF APPLICATION FOR SOCIAL CASE STUDY REPORT

A case study is a research methodology that has commonly used in social sciences. It is based on an in-depth investigation of a single individual, group or event to explore the causes of underlying principles. Furthermore, a Social Case Study Report (SCSR) is a description of socio-economic condition of the client that justifies his/her eligibility to avail assistance such as medical, financial, burial, transportation, and educational assistance from government, non-government, or civil society organizations. It is also used to assess the current plight of a client which can be a basis on the formulation of a helping plan or treatment plan.

Office or Division	City Social Welfare & Development Office		
Classification:	Complex		
Type of Transaction:	G2C - Government to Citizen		
Who may avail:	Indigent resident of Balanga City who are under the following circumstances: a. Repatriated OFW b. Trafficked Persons c. Children in Conflict with the Law (CICL) d. Children in Need of Special Protection (CNSPs/Abused) e. Applying for financial assistance due to hospitalization/medication/long term treatment/burial f. Drug Rehabilitation		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
FOR REPATRIATED OFW <ul style="list-style-type: none"><li>General Intake Sheet (1, Original)</li><li>Certificate of Residency (1, Original)</li><li>Repatriation Certificate from POLO (1, Original)</li><li>DSWD’s Intake Sheet for Airport Assistance (1, Original)</li><li>Referral Letter (1, Original)</li></ul>		<ul style="list-style-type: none"><li>CSWD</li><li>Barangay where the client resides</li><li>Philippine Overseas Labor Office</li><li>DSWD’s International Social Services Office (ISSO)</li><li>DSWD</li></ul>	
FOR TRAFFICKED PERSONS <ul style="list-style-type: none"><li>General Intake Sheet (1, Original)</li><li>Certificate of Residency (1, Original)</li><li>Referral Letter (1, Original)</li><li>DSWD’s Intake Sheet for Airport Assistance (1, Original)</li></ul>		<ul style="list-style-type: none"><li>CSWD</li><li>Barangay where the client resides</li><li>DSWD</li><li>DSWD’s International Social Services Office (ISSO)</li></ul>	
FOR CICL <ul style="list-style-type: none"><li>General Intake Sheet (1, Original)</li><li>Birth Certificate (1, Original)</li><li>Police Report/Referral (1, Original)</li><li>Medico Legal (1, Original)</li></ul>		<ul style="list-style-type: none"><li>CSWD</li><li>CICL’s Parents</li><li>PNP</li><li>Attending Physician/Hospital</li></ul>	



<b>FOR CNSP</b> <ul style="list-style-type: none"> <li>• General Intake Sheet (1, Original)</li> <li>• Birth Certificate (1, Original)</li> <li>• Police Report/Referral (1, Original)</li> <li>• Medico Legal (1, Original)</li> </ul>		<ul style="list-style-type: none"> <li>• CSWD</li> <li>• CNSP's Parents</li> <li>• PNP</li> <li>• Attending Physician/Hospital</li> </ul>		
<b>FOR FINANCIAL ASSISTANCE</b> <ul style="list-style-type: none"> <li>• General Intake Sheet (1, Original)</li> <li>• Certificate of Indigency (1, Original)</li> <li>• Medical Certificate (1, Original)</li> <li>• Hospital Bill/Promissory Note/ Estimated Treatment Protocol of Dialysis/Chemotherapy/Death Certificate (1, Photocopy)</li> <li>• Referral Letter/Slip (1, Original)</li> </ul>		<ul style="list-style-type: none"> <li>• CSWD</li> <li>• Barangay where the client resides</li> <li>• Attending Physician/Hospital</li> <li>• Attending Physician/Hospital</li> </ul>		
<b>FOR VOLUNTARY CONFINEMENT (DRUG CASE)</b> <ul style="list-style-type: none"> <li>• General Intake Sheet (1, Original)</li> <li>• Court Order (1, Photocopy)</li> <li>• Certificate of Indigency (1, Original)</li> <li>• Admission Certificate (1, Photocopy)</li> <li>• Referral Letter (1, Original)</li> </ul>		<ul style="list-style-type: none"> <li>• CSWD</li> <li>• Trial Court</li> <li>• Barangay where the client resides</li> <li>• Rehabilitation Center</li> <li>• Requesting Agency</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit all required documents to CSWD	1.Verify the submitted documents and its completeness	None	10 minutes.	Registered Social Worker
2. Interview with the Social Worker	2.Prepare SCSR base on the interview with the client.	None	1 hour	Registered Social Worker
	2.1 Facilitate the Assessment Tool for CICL for the determination Discernment (For CICL cases only)	None	6 days	Registered Social Worker City Social Welfare and Development Office
3.Wait for the Home Visitation and Collateral	3.Validates the information supplied by the client during the interview	None	10 minutes	Registered Social Worker



Interview of the SW (case to case basis)          4. Receive the Social Case Study Report and Final Instruction on how the SCSR will be submitted to the requesting agency.	3.1 Submit the SCSR to SWO 3 for review prior to the approval and signature of the CSWDO	None	10 minutes	Social Welfare Officer III
	3.2 Submit the SCSR to CSWDO for approval and signature	None	10 minutes	City Government Department Head I
	4. Provide the client with his/her copy	None	2 minutes	Registered Social Worker
	4.1 Instruct the client with the final steps on how to submit the SCSR to the requesting agency.	None	3 minutes	Registered Social Worker  City Social Welfare and Development Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>6 DAYS, 1 HOUR &amp; 45 MINUTES</b>	



#### 4. ISSUANCE OF SOLO PARENT I.D.

Republic Act 8972 averred that the state shall promote the family as the foundation of the nation, strengthen its solidarity and ensure its total development. Towards this end, it shall develop a comprehensive program of services for solo parents and their children to be carried out by the Department of Social Welfare and Development (DSWD), the Department of Health (DOH), the Department of Education, Culture and Sports (DECS), the Department of the Interior and Local Government (DILG), the Commission on Higher Education (CHED), the Technical Education and Skills Development Authority (TESDA), the National Housing Authority (NHA), the Department of Labor and Employment (DOLE) and other related government and nongovernment agencies.

<b>Office or Division</b>	<b>City Social Welfare &amp; Development Office</b>
<b>Classification:</b>	<b>Highly Technical</b>
<b>Type of Transaction:</b>	<b>G2C-Government to Citizen</b>
<b>Who may avail:</b>	<p>Resident of Balanga City who is under the following circumstances:</p> <ul style="list-style-type: none"> <li>• A woman who has given birth (and has decided to keep and raise the child) as a result of rape and other crimes against chastity even without a final conviction of the offender.</li> <li>• A parent left with the sole responsibility of parenthood due to: <ul style="list-style-type: none"> <li>❖ Death of a spouse</li> <li>❖ A court or church declaration of annulment or nullity of marriage and he or she is entrusted with the children custody</li> <li>❖ De facto separation or legal separation from spouse for at least one (1) year so long as he or she is entrusted with custody of the children</li> <li>❖ A public medical practitioner certifies the physical and/or mental incapacity of a spouse</li> <li>❖ Spouse serving a sentence for a criminal conviction for at least one (1) year.</li> </ul> </li> <li>• An unmarried parent who has decided to keep his or her child or children instead of giving them up to a welfare institution or other caregivers</li> <li>• Any other person solely providing parental care and support to a child or children</li> <li>• Any family member who assumes the responsibility of providing parental care and support in place of the head of the family as a result of: <ul style="list-style-type: none"> <li>❖ Prolonged absence,</li> <li>❖ Disappearance,</li> <li>❖ Abandonment, or</li> <li>❖ Death of the parents or solo parent</li> </ul> </li> </ul>



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> <li>• Application Form (1, Original)</li> <li>• Barangay Certificate of Residency</li> <li>• Appropriate documentation/evidence that applicant is a solo parent e.g. (Death Cert. of Spouse, Affidavit of 3 Disinterested Persons, Annulment/Divorced) (1, Photocopy)</li> <li>• Income Tax Return or any Document that will Establish income level of the solo parent (1, Photocopy)</li> <li>• Birth Certificate of the children 17 years old and below (1, Photocopy)</li> <li>• 2 copies of 1x1 latest picture</li> </ul>		<ul style="list-style-type: none"> <li>• CSWD Staff</li> <li>• Barangay where the applicant resides for the last 1 year</li> <li>• Applicant/Lawyer of the Applicant</li> <li>• Employer of the Applicant</li> <li>• PSA/Applicant</li> <li>• Applicant</li> </ul>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all required documents to CSWD	1. Verify the submitted documents and its completeness	None	1 hour	Public Services Officer II
2. Interview with the Public Services Officer I	2. Encode the record in the system	None	10 days	Public Services Officer II
3. Wait for the Home Visitation and Collateral Interview of the Public Services Officer I (Case to case basis)	3. Submit the application to CSWDO for her approval  3.1 Prepare the Solo Parent ID for signature of the CSWDO and the City Mayor	None	5 days	Public Services Officer II/CSWDO  Public Services Officer II/CSWDO/ City Mayor
4. Receive the Solo Parent ID	4. Inform and release the Solo Parent ID of the client	None	5 minutes	Public Services Officer II
	<b>TOTAL:</b>	<b>NONE</b>	<b>15 DAYS 1 HOUR AND 5 MINUTES</b>	





## 5. ISSUANCE OF PERSON WITH DISABILITY (PWD) I.D.

Republic Act 10754 averred that the State shall give full support to the improvement of well-being and integration into mainstream society of persons with disability. It is the objective of Republic Act No. 10754 to provide persons with disability the opportunity to participate fully into the mainstream of society by granting them at least twenty (20%) discount and exemption from the value added tax on the sale of certain goods and services identified under Republic Act No. 9442 for the exclusive use, enjoyment or availment of persons with disability.

<b>Office or Division</b>	<b>City Social Welfare &amp; Development Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Any resident of Balanga City with the following disabilities:</b> <ul style="list-style-type: none"> <li>• Psychosocial Disability</li> <li>• Disability due to Chronic Illness</li> <li>• Learning Disability Mental/Intellectual</li> <li>• Visual Disability Orthopedic (Musculoskeletal)</li> <li>• Disability Hearing Disability</li> <li>• Speech Impairment</li> <li>• Multiple Disabilities</li> </ul>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• Application Form (1, Original)</li> <li>• Medical Certificate (1, Photocopy)</li> <li>• Barangay Certificate of Residency and/or Voters ID(1, Original)</li> <li>• Four 1x1 picture</li> </ul>			<ul style="list-style-type: none"> <li>• CSWD Staff</li> <li>• Attending Physician/Hospital</li> <li>• Barangay / COMELEC</li> <li>• Applicant</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all required documents to CSWD	1. Verify the submitted documents and its completeness	None	10 minutes	CSWD Staff
2. Interview with the CSWD Staff	1. Prepare the PWD ID for signature of the City Mayor	None	2 days	CSWD Staff/City Mayor's Office
2.1 Wait for the PWD ID release	2.1 Submit the PWD ID to Mayor's Office for signature of the Mayor and wait for its release	None	5 minutes	CSWD Staff
3. Receive the PWD ID	3. Inform and release the PWD ID to the client			CSWD Staff
	<b>TOTAL:</b>	<b>NONE</b>	<b>2 DAYS AND 15 MINUTES</b>	





## 6. ISSUANCE OF SENIOR CITIZEN I.D.

Article XIII, Section 11 of the Philippine Constitution provides that the State shall adopt an integrated and comprehensive approach to health development which shall endeavor to make essential goods, health and other social services available to all the people at affordable cost. There shall be priority for the needs of the underprivileged, sick, **elderly**, disabled, women and children. Article XV, Section 4 of the Constitution further declares that it is the duty of the family to take care of its elderly members while the State may design programs of social security for them.

Hence, Republic Act No. 9994, Section 4 averred that senior citizens may avail the stated privileges or his/her duly authorized representative by presenting a senior citizen ID or other documents that will establish the citizenship and age of the senior citizen as further provided in the implementing rules and regulations of RA 9994

<b>Office or Division</b>	<b>City Social Welfare &amp; Development Office</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Any Senior Citizen who is a resident of Balanga City</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Application Form (1, Original)</li> <li>• Birth Certificate/or any proof that the applicant is a Senior Citizen (1, Photocopy)</li> <li>• Barangay Certificate of Residency (1, Original)</li> <li>• One 1x1 picture</li> </ul>		<ul style="list-style-type: none"> <li>• CSWD Staff</li> <li>• Applicant</li> <li>• Barangay where the applicant resides</li> <li>• Applicant</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Submit all required documents to CSWD	1. Verify the submitted documents and its completeness	None	10 minutes	CSWD Staff
	1.1. Forward the verified application documents to MISO for SC ID processing <ul style="list-style-type: none"> <li>• 1 day processing for renewal of ID</li> <li>• 1 wk. processing for new SC ID application</li> </ul>	None  (P100 for replacement or renewal)	6 days	CSWD Staff/ MISO Staff
2.Receive the PWD ID	2. Inform and release the PWD ID to the client	None	5 minutes	CSWD Staff
	<b>TOTAL:</b>	<b>NONE</b>	<b>6 DAYS AND 15 MINUTES</b>	

(Processing time may exceed depending on the availability of the ID template)



## 7. ISSUANCE OF CERTIFICATE OF INDIGENCY TO AVAIL PAO's SERVICES

Under R. A. 9406, the PAO shall independently discharge its mandate to render, free of charge, *legal* representation, *assistance* and counselling to *indigent* persons in criminal, civil, labor, administrative and other quasi-*judicial* cases. Certificate of Indigency shall be issued by the Local Social Welfare Office upon verification that the client is an indigent.

<b>Office or Division</b>	<b>City Social Welfare &amp; Development Office</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Indigent resident of Balanga City who is in need of FREE legal counsel</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• General Intake Sheet (1, Original)</li> <li>• Referral Slip from PAO (1, Original)</li> <li>• Barangay Certificate of Residency (1, Original)</li> </ul>		<ul style="list-style-type: none"> <li>• CSWD Staff</li> <li>• PAO</li> <li>• Barangay where the applicant resides</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all required documents to CSWD	1. Verify the submitted documents and its completeness	None	10 minutes	CSWD Staff
2. Interview with the CSWD Staff	2. Conducts background checking and collateral interview in the community to establish that the client is indigent  2.1 If client is found to be indigent, Certificate of Indigency will be released to the client	None	7 days	CSWD Staff  City Social Welfare & Development Office
3. Receive the Certificate of Indigency	3. Inform and release the Certificate of Indigency to the client	None	5 minutes	CSWD Staff
	<b>TOTAL:</b>	<b>NONE</b>	<b>7 DAYS AND 15 MINUTES</b>	



## 8. ISSUANCE OF POINT OF SERVICE-FINANCIALLY INCAPABLE CERTIFICATE TO AVAIL PHILHEALTH SERVICES

The POS is a program provided in the Government Appropriations Act (GAA) for the current year, to cover all Filipinos under the National Health Insurance Program (NHIP), including the unregistered and inactive registered members especially those who are financially incapable.

Filipino Citizens who will be covered under the POS Program, must be admitted in a ward type of accommodation and classified as financially incapable to pay his/her Philhealth contribution according to the DOH classification on indigents. Members availing of this program shall be included in the Philhealth membership database for possible inclusion in the list of indigent beneficiaries whose premiums are to be shouldered by the National Government

<b>Office or Division</b>	<b>City Social Welfare &amp; Development Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Indigent resident of Balanga City who is in need assistance for their hospital bill</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>General Intake Sheet (1, Original)</li> <li>Referral Slip from Philhealth (1, Original)</li> <li>Barangay Certificate of Indigency (1, Original)</li> <li>ID</li> </ul>		<ul style="list-style-type: none"> <li>CSWD Staff</li> <li>Philhealth</li> <li>Barangay where the applicant resides</li> <li>Applicant</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all required documents to CSWD	1. Verify the submitted documents and its completeness	None	10 minutes	CSWD Staff
2. Interview with the CSWD Staff	2. Conducts background checking and collateral interview in the community to establish that the client is indigent  2.1 If client is found to be indigent, POS-FI will be release to the client	None	1 day	CSWD Staff  City Social Welfare & Development Office
3. Receive the POS-FI	3. Inform and release the POS-FI	None	5 minutes	CSWD Staff
	<b>TOTAL:</b>	<b>NONE</b>	<b>1 DAY AND 15 MINUTES</b>	



## 9. APPLICATION OF SELF EMPLOYMENT ASSISTANCE

Philippine Constitution Article 12 Section 1 avers that the goals of the national economy are a more equitable distribution of opportunities, income, and wealth; a sustained increase in the amount of goods and services produced by the nation for the benefit of the people; and an expanding productivity as the key to raising the quality of life for all, especially the underprivileged. In the pursuit of this goal, all sectors of the economy and all regions of the country shall be given optimum opportunity to develop.

<b>Office or Division</b>	<b>City Social Welfare &amp; Development Office</b>			
<b>Classification:</b>	<b>Highly Technical</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Indigent Resident of Balanga City</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ul style="list-style-type: none"> <li>• SEA Intake Form (1, Original)</li> <li>• Brgy. Capt.'s Guarantee Letter (1, Original)</li> <li>• One 2X2 photo</li> <li>• Business Proposition (1, Original)</li> </ul>			<ul style="list-style-type: none"> <li>• CSWD Staff</li> <li>• Barangay where the applicant resides</li> <li>• Applicant</li> <li>• Applicant</li> </ul>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all required documents to CSWD	1. Verify the submitted documents and its completeness	None	8 minutes	CSWD Staff
2. Interview with the PSO I and wait for the advice on the availability of the request	2. Upon verification that the Business Proposition is feasible, Project Proposal and voucher shall be prepared	None	2 days	CSWD Staff
	2.1 Processing of Voucher and Proposal	None	8 days	Budget Office Accounting Office Administrator's Office
3. Receive the Self Employment Assistance	3. Inform and release the Self Employment Assistance	None	2 minutes	Office Mayor's Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>10 DAYS AND 10 MINUTES</b>	



## 10. ONE TIME CASH INCENTIVE TO 90-99 YRS OLD SENIOR CITIZEN

City Ordinance No. 23 Series of 2019 avers that Senior Citizens who are permanent residents of the City and age 90-99 years old shall receive a one-time-cash incentive worth P20,000 as recognition to their vital roles and contribution to the development of the City of Balanga.

<b>Office or Division</b>	<b>CITY SOCIAL WELFARE &amp; DEVELOPMENT OFFICE</b>			
<b>Classification:</b>	<b>Complex</b>			
<b>Type of Transaction:</b>	<b>G2C-Government to Citizens</b>			
<b>Who may avail:</b>	<b>Resident of Balanga City</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Senior Citizen's ID</li> <li>• Birth Certificate of SC/Passport</li> <li>• Valid Government ID</li> <li>• Barangay Certificate of Residency</li> <li>• Certification of FSCAP President</li> <li>• Picture with the date of the latest newspaper (Tabloid/broadsheet)</li> </ul>		<ul style="list-style-type: none"> <li>• Client/CSWD</li> <li>• Local Civil Registrar/DFA</li> <li>• Client</li> <li>• Barangay Concerned</li> <li>• FSCAP Office</li> <li>• Client</li> </ul>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all required documents to CSWD	1. Verify the submitted documents and its completeness	None	10 minutes	CSWD Staff
	1.1 Collation of minimum number of submitted SCs requirements	None	8 days	CSWD Staff
	1.2 Preparation of voucher and payroll	None	45 minutes	CSWD Staff
	1.3 Processing of voucher	None	5 days	Budget Office Accounting Office Administrator's Office Mayor's Office
2. Wait for the advice on the release of cash incentive	2. Inform the client on the availability of the cash incentive	None	5 minutes	CSWD Staff
	<b>TOTAL:</b>	<b>NONE</b>	<b>14 DAYS</b>	

(CSWD needs to consolidate minimum number of SCs (6), prior to payroll preparation)



## **City Treasurer's Office External Services**



## 1. PAYMENT OF REAL PROPERTY TAXES

Real Property Taxes (RPT) or amelyar are taxes paid for all lands, buildings, and machineries annually. The tax shall be due on the first day of January and payable until March 31 without interest. The same way, however, at the discretion of the taxpayer, may be paid without interest or penalty in four (4) equal installments: on or before March 31, June 30, September 30 and December 31.

<b>Office or Division</b>	<b>City Treasurer's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>All Real Property Owners</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Any of the following document: a. Official Receipt (OR) of payment in the previous year or quarter (1 Original or Photocopy); OR b. Tax Declaration (1 Original or Photocopy); OR c. Real Property Tax Order of Payment (RPTOP) (1 Original or Photocopy)			Client's file  City Assessor's Office City Assessor's Office	
2. During General Revision or Changes in Ownership or Assessed Value: RPTOP and Latest OR (1 Original) and Latest OR (1 Original or Photocopy)			City Assessor's Office Client's file	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present any of the requirements to Counter J or K at the City One Stop Shop	1. Receive and review the requirements from the applicant and have them seated.	1% of the assessed value plus additional 1% on the assessed value of real property for Special Education Fund (SEF).	1 minute	Ticket Checker, Revenue Collection Clerk I, Revenue Collection Clerk III  City Treasurer's Office
	1.1 Verify the last payment	Tax Discount for prompt	1 minute	Ticket Checker, Revenue Collection Clerk I, Revenue Collection Clerk III



		<p>payment: The taxpayer shall be entitled to a discount of ten percent (10%), if the basic real property and additional SEF tax are paid in full for the whole taxable year on or before March 31.</p> <p>The above-mentioned discount shall only be granted to properties without any delinquency.</p>		
	1.2 Compute the RPT payable amount.	Interest on Unpaid Real Property tax: 2% interest per month on the unpaid amount or a fraction thereof until the delinquent tax is full paid.	4 minutes	<p>Ticket Checker, Revenue Collection Clerk I, Revenue Collection Clerk III</p> <p>City Treasurer's Office</p>
2. Receive the order of payment and pay the taxes due at Counter I or L.	2. Collect payment and issue official receipt.	Refer to the above fees.	5 minutes	<p>Ticket Checker, Revenue Collection Clerk III, Local Revenue Collection Officer I, Local Revenue Collection Officer II</p> <p>City Treasurer's Office</p>
	<b>TOTAL</b>	<b>REFER TO ABOVE FEES</b>	<b>11 MINUTES</b>	

*(Processing time may exceed 11 minutes per real property unit depending on the (1) number of real property units being paid for, especially during peak seasons of January to March 31 and end of quarters: and (2) Date of the last payment of the real property unit)*





## 1.1 ONLINE PAYMENT OF REAL PROPERTY TAXES

Real Property Taxes (RPT) or amelyar are taxes paid for all lands, buildings, and machineries annually. The tax shall be due on the first day of January and payable until March 31 without interest. The same way, however, at the discretion of the taxpayer, may be paid without interest or penalty in four (4) equal installments: on or before March 31, June 30, September 30 and December 31.

<b>Office or Division</b>	<b>City Treasurer's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>All Real Property Owners</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. ANY of the following documents: a. Official Receipt (OR) of payment in the previous year or quarter (scanned copy); b. Copy of Proof of successful fund transfer/GCash/Paymaya c. Tax Declaration (scanned copy) d. Real Property Tax Order of Payment (RPTOP) (scanned copy)			Client's file  City Assessor's Office	
2. During General Revision or Changes in Ownership or Assessed Value: RPTOP and Latest OR (scanned copy)			City Assessor's Office/Client's file	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Send the request for order of payment at <a href="mailto:ctobalanga.rpt@gmail.com">ctobalanga.rpt@gmail.com</a> or click the link found at Balanga Treasury facebook account. Upload any of the requirements (see checklist)	1. Check email or google form responses for order of payment requests.	1% of the assessed value plus additional 1% on the assessed value of real property for Special Education Fund (SEF).	30 seconds	Ticket Checker/ Revenue Collection Clerk I/ Revenue Collection Clerk III
	1.1 Review the requirements received.	Tax Discount for prompt payment: The taxpayer shall be entitled to a discount of ten percent (10%), if the basic real property and additional SEF tax	1 minute	City Treasurer's Office
	1.2 Compute the RPT payable amount.		4 minutes	



	1.3 E-mail the order of payment together with the payment link.	are paid in full for the whole taxable year on or before March 31. The above-mentioned discount shall only be granted to properties without any delinquency.  Interest on Unpaid Real Property tax: 2% interest per month on the unpaid amount or a fraction thereof until the delinquent tax is fully paid.	2 minutes	
2. Pay the RPT amount payable through any of the ff. payment channels: GCash/Paymaya/ Bank Transfer. Click the payment link provided by CTO and upload copy/ies of proof of successful fund transfer/ GCash/Paymaya	2. Check email or google form responses for proof of payment uploads.  2.1 Verify payment.  2.2 Issue official receipt (OR).  2.3 Send the scanned copy of official receipt/s to the taxpayer.	Refer to the above fees.	30 seconds  2 minutes  5 minutes  2 minutes	Ticket Checker/ Revenue Collection Clerk III/ Local Revenue Collection Officer I/ Local Revenue Collection Officer II
3. Receive acknowledgment of payment and claim Official Receipt			1 minute	Ticket Checker/ Revenue Collection Clerk III/ Local Revenue Collection Officer I/ Local Revenue Collection Officer II
	<b>TOTAL</b>	<b>REFER TO ABOVE FEES</b>	<b>18 MINUTES</b>	

*(Processing Time will start on checking of email or google application form. The requests or payments made may be checked the following working day.)*



## 2. ISSUANCE OF CERTIFICATE OF RPT PAYMENT

Certificate of payments are requested by clients for documentary purposes.

<b>Office or Division</b>	<b>City Treasurer's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Taxpayers</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Official Receipt (OR) of payment in the previous year or quarter (1 Original or Photocopy); OR 2. Tax Declaration (1 Original or Photocopy); OR 3. Real Property Tax Order of Payment (RPTOP) (1 Original or Photocopy)			Client's file  City Assessor's Office City Assessor's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present any of the requirements to Counter J or K. at the City One Stop Shop	1. Receive the requirement from the client.	None	1 minute	Revenue Collection Clerk III / Revenue Collection Clerk I / Ticket Checker  City Treasurer's Office
	1.1 Verify records.	None	2 minutes	Revenue Collection Clerk III / Revenue Collection Clerk I / Ticket Checker
	1.2 Prepare Order of Payment	None	1 minute	Revenue Collection Clerk III / Revenue Collection Clerk I / Ticket Checker
2. Pay applicable fees and/or charges at Counter F or G.	2. Collect corresponding payment and issue official receipt.	Certification and clearances – P100 per document / property	3 minutes	Revenue Collection Clerk III  City Treasurer's Office



	2.1 The collector will hand over the official receipt and requirements to the assigned personnel for the preparation of certification or documents.	None	3 minutes	Revenue Collection Clerk III / Revenue Collection Clerk I / Ticket Checker  City Treasurer's Office
	2.2 Review and sign the certification.	None	2 minutes	Local Revenue Collection Officer II / Assistant Treasurer / City Treasurer
3. Receive the certification	3. Issue the certification.	None	1 minute	Revenue Collection Clerk III / Revenue Collection Clerk I / Ticket Checker
	<b>TOTAL</b>	<b>Certification and clearances – P100 per document / property</b>	<b>13 MINUTES</b>	

*(Processing time of 13 minutes covers computerized records only. Above processing time may be exceeded if verification of documents will be done manually.)*



### 3. ISSUANCE OF CERTIFICATE OF CANCELLATION OF WARRANT OF LEVY

Certificate of payments are requested by clients for documentary purposes.

<b>Office or Division</b>	<b>City Treasurer's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Taxpayers</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Official Receipt (OR) of payment for the current year (1 Original or Photocopy)			Client's file	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the requirement to Counter J or K at the City One Stop Shop	1. Receive the requirement from the client.	None	1 minute	Revenue Collection Clerk III/Revenue Collection Clerk I/ Ticket Checker  City Treasurer's Office
	1.1 Verify records.	None	2 minutes	Revenue Collection Clerk III/Revenue Collection Clerk I/ Ticket Checker
	1.2 Prepare Order of Payment	None	1 minute	Revenue Collection Clerk III/Revenue Collection Clerk I/ Ticket Checker
2. Pay applicable fees and/or charges at Counter F or G.	2. Collect corresponding payment and issue official receipt (OR). Forward OR to assigned personnel in Counter J or K.	Certification and clearances – P100 per document  Cost of Levy – P958 per property	4 minutes	Revenue Collection Clerk III City Treasurer's Office
	2.1. Preparation of certification or documents.	None	7 minutes	Local Revenue Collection Officer II City Treasurer's Office



	2.2 Review and sign the certification.	None	1 minute	Assistant Treasurer / City Treasurer
3. Receive the certification at Counter J or K.	3. Issue the certification.	None	1 minute	Local Revenue Collection Officer II City Treasurer's Office
	<b>TOTAL</b>	<b>Certification and clearances – P100 per document</b>  <b>Cost of Levy – P958 per property</b>	<b>17 MINUTES</b>	

#### 4. ISSUANCE OF CERTIFIED PHOTOCOPY OF OFFICIAL RECEIPTS AND OTHER DOCUMENTS

Certified photocopy of official receipts and other documents are requested by clients for documentary purposes.

<b>Office or Division</b>	<b>City Treasurer's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Taxpayers</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
One (1) Photocopy of document/s to be certified			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present requirements to the concerned personnel at the City One Stop Shop	1. Receive request of client.	None	1 minute	Ticket Checker/ Revenue Collection Clerk I / Revenue Collection Clerk III City Treasurer's Office
a. Counter H for Community Tax and Transfer Tax concerns b. Counter J or K for RPT concerns	1.1 Verify records	None	2 minutes	Ticket Checker / Revenue Collection Clerk I / Revenue Collection Clerk III City Treasurer's Office



c. Counter G for other payment concerns	1.2 Prepare Order of Payment	None	1 minute	Ticket Checker/ Revenue Collection Clerk I/ Revenue Collection Clerk III
2. Pay applicable fees and/or charges at Counter F or G.	2. Collect corresponding payment and issue official receipt.	Certified photocopy – 50 per document Verification fee – 50 per document / property	3 minutes	Revenue Collection Clerk III City Treasurer's Office
	2.1 The collector will hand over the official receipt to the assigned personnel for the preparation of client's request.	None	3 minutes	Ticket Checker / Revenue Collection Clerk I / Revenue Collection Clerk III City Treasurer's Office
	2.2 Review and sign the certification.	None	1 minute	Assistant Treasurer / City Treasurer
3. Receive the certification	3. Issue the certification.	None	1 minute	Ticket Checker / Revenue Collection Clerk I / Revenue Collection Clerk III / Local Revenue Collection Officer I  City Treasurer's Office
	<b>TOTAL</b>	<b>Certified photocopy – 50 per document Verification fee – 50 per document / property</b>	<b>12 MINUTES</b>	

*(Processing time of 12 minutes covers computerized records only. Above processing time may be exceeded if verification of documents will be done manually.)*



## 5. PAYMENT OF BUSINESS TAX

Business Tax is imposed on persons or entities who are regularly engaged on trade or commercial activity as a means of livelihood or with a view of profit. The tax shall be paid once within the first thirty-one (31) days of January or in quarterly installments on or before January 31, April 30, July 31 and October 31 of each year.

<b>Office or Division</b>	<b>City Treasurer's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2B - Government to Business</b>			
<b>Who may avail:</b>	<b>All business establishment owners including ambulant vendors.</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Business Permit Application Form (1 Original); or Order of Payment (1 Original)			LPFO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Order of Payment to Counter F or G at the City One Stop Shop	1. Receive order of payment and enter Electronic Business Permit & Licensing System (eBPLS) ID or scans eBPLS barcode.	None	1 minute	Revenue Collection Clerk III City Treasurer's Office
2. Pay the taxes due	2. Collect corresponding payment and issue official receipt.	Refer to LPFO table of fees	2 minutes	Revenue Collection Clerk III City Treasurer's Office
	<b>TOTAL</b>	<b>REFER TO LPFO TABLE OF FEES</b>	<b>3 MINUTES</b>	

*(Processing Time may exceed 3 minutes per business depending on the number of taxpayers, especially during the month of January.)*





## 5.1 ONLINE PAYMENT OF BUSINESS TAX

Business Tax is imposed on persons or entities who are regularly engaged on trade or commercial activity as a means of livelihood or with a view of profit. The tax shall be paid once within the first thirty-one (31) days of January or in quarterly installments on or before January 31, April 30, July 31 and October 31 of each year.

<b>Office or Division</b>	<b>City Treasurer's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2B - Government to Business</b>			
<b>Who may avail:</b>	<b>All business establishment owners including ambulant vendors.</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
eBPLS e-Payment module confirmation or acknowledgement receipt email			COB website or at <a href="http://app.cityofbalanga.gov/ebpls/login.asp">app.cityofbalanga.gov/ebpls/login.asp</a>	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Pay the taxes due thru City of Balanga Electronic Business Permit and Licensing System (COB eBPLS) or GCash or Paymaya Online Bills Payment Facility	1. Check eBPLS e-Payment module or email for online payments.	Refer to LPFO table of fees	3 minutes	Local Revenue Collection Officer III / Local Revenue Collection Officer I
	1.1 Check payment details in Merchant Portal and in Financial Management Information System (Treasury Module)		4 minutes	Local Revenue Collection Officer III / Local Revenue Collection Officer I
	1.2 Issue Official Receipt for complete payment or inform client of shortage if any.		1 minute	Local Revenue Collection Officer III / Local Revenue Collection Officer I
	1.3 Verify payment in eBPLS e-Payment module and record OR details in e-payment logbook.		2 minutes	Local Revenue Collection Officer III / Local Revenue Collection Officer I



	1.4 Forward the OR to CLPFO Staff for renewal of business permit payment or file quarterly / semi-annual payments OR.		1 minute	Local Revenue Collection Officer III / Local Revenue Collection Officer I
2. Receive acknowledgment of payment and claim Business Permit and/or Official Receipt				LPFO Staff / Local Revenue Collection Officer III / Local Revenue Collection Officer I
	<b>TOTAL</b>	<b>REFER TO LPFO TABLE OF FEES</b>	<b>11 MINUTES</b>	

*(Processing Time will start on checking of email or portal. Email or portal payment may be checked the following working day after payment. Batch processing may also be done.)*

## 6. PAYMENT OF COMMUNITY TAX CERTIFICATE

Community Tax, Residence Certificate, or Cedula is used for documentation purposes.

<b>Office or Division</b>	<b>City Treasurer's Office</b>
<b>Classification:</b>	<b>Simple</b>
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>
<b>Who may avail:</b>	<b>Every inhabitant of the Philippine eighteen (18) years of age or over who has been regularly employed on a wage or salary basis for at least thirty (30) working days during any calendar year;</b>
	<b>Who is engaged in business or occupation;</b>
	<b>Who owns real property with an aggregate assessed value of one thousand pesos (P 1,000.00) or more; or</b>
	<b>Who is required by law to file an income tax return</b>
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Filled-up data form (1 Original)	Counter H



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the completed data form to Counter H at the City One Stop Shop	1. Encode the applicant's information	None	2 minutes	Revenue Collection Clerk I / Revenue Collection Clerk III City Treasurer's Office
2. Pay the taxes due, sign and receive the community tax certificate.	2. Collect payment and issue community tax certificate.	Refer to the fees below	1 minute	Revenue Collection Clerk I / Revenue Collection Clerk III City Treasurer's Office
	<b>TOTAL</b>	<b>Refer to the fees below</b>	<b>3 MINUTES</b>	

**FEES:** An annual community tax of P5.00 and an annual additional tax of One Peso (P 1.00) for every One Thousand Pesos (P1, 000.00) of income regardless of whether from business, exercise of profession or from property. A minimum amount of P45.00 is charged as an additional tax on the assumption that the individual earned a minimum wage for 133 days of work per year while the actual prevailing daily minimum wage for Region III is P389.00 based on DOLE Wage Order No. RBIII -21 as of June 28, 2018. It shall be paid not later than the last day of February of each year.

Penalty and Interest: 2% interest per month.

*(Processing time may exceed 3 minutes depending on the number of taxpayers securing CTC especially during the month of January)*



## 7. PAYMENT OF TRANSFER TAX

Transfer Taxes are paid for transactions involving transfer of ownership of real property.

<b>Office or Division</b>	<b>City Treasurer's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Individuals who are transferring real property ownership of title.</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Certificate Authorizing Registration (CAR) (1 Original and 1, Photocopy) 2. Deed of Sale, Donation, Exchange, Judicial or Extra Judicial Settlement, Affidavit of Consolidation (1 Original and 1, Photocopy) 3. Tax Declaration (1 Photocopy) 4. Transfer Certificate of Title (1 Photocopy) 5. Updated Real Property Tax Payment			BIR  Notary Public  City Assessor's Office Owner or Register of Deeds City Treasurers' Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the requirements to Counter H. at the City One Stop Shop	1. Collect and review the requirements from the applicant and have them seated.	None	2 minutes and 30 seconds	Revenue Collection Clerk I / Revenue Collection Clerk III City Treasurer's Office
	1.1 Compute the transfer tax.	None	8 minutes	Revenue Collection Clerk I / Revenue Collection Clerk III
	1.2 Review and encode the order of payment.	None	5 minutes	Revenue Collection Clerk III / Local Revenue Collection Officer I / Local Revenue Collection Officer III
2. Pay the taxes due	2. Collect payment and issue official receipt.	<b>Fees:</b> 82.5% of 1% of selling price, market or zonal value. The Certification costs P100.00	2 minutes	Revenue Collection Clerk III City Treasurer's Office



	2.1 The collector will hand over the official receipt and requirements to the assigned personnel for the preparation and printing of certification.	None	3 minutes	Revenue Collection Clerk I / Revenue Collection Clerk III City Treasurer's Office
	2.2 Review and sign the certification.	None	2 minutes	Local Revenue Collection Officer I / Local Revenue Collection Officer III; Assistant City Treasurer/City Treasurer
3. Receive the certification	3. Issue the certification	None	30 seconds	Revenue Collection Clerk I / Revenue Collection Clerk III City Treasurer's Office
	<b>TOTAL</b>		<b>23 MINUTES</b>	
	<p><b>Fees:</b> 82.5% of 1% of selling price, market or zonal value whichever is higher, to be paid within sixty (60) days upon execution of deed of sale, etc., and within sixty (60) days from time of death in case of extra judicial settlement. The Certification costs P100.00.</p> <p><b>Penalty and Interest:</b> 25% penalty for delay in payment of transfer tax plus 2% interest each month for a maximum of three (3) years.</p>			

*(Processing time may exceed 23 minutes depending on the (1) number and complexity of the properties being transferred; and (2) number of taxpayers being processed.)*



## 8. PAYMENT OF OTHER TAXES, PERMIT, FEES, AND SERVICE CHARGES

All payments are made in the cashier.

<b>Office or Division</b>	<b>City Treasurer's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Taxpayers</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Order of Payment (1 Original)		from concerned department		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Order of Payment to Counter F and G at the City One Stop Shop	2. Receive order of payment.	None	1 minute	Revenue Collection Clerk III City Treasurer's Office
2. Pay the taxes due	3. Collect corresponding payment and issue official receipt. 4.	Refer to the concerned department's list of services	3 minutes	Revenue Collection Clerk III City Treasurer's Office
	<b>TOTAL</b>	<b>Refer to the concerned department's list of services</b>	<b>4 MINUTES</b>	



## 9. ISSUANCE OF CERTIFICATE OF PAYMENT OR NON-PAYMENT

Certificate of payments are requested by clients for documentary purposes.

<b>Office or Division</b>	<b>City Treasurer's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Taxpayers</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Request (1 Original) 2. Sworn Affidavit of Requestor (1 Original), if applicable			Client Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Request to the concerned personnel at the City One Stop Shop a. Counter H for Community Tax and Transfer Tax concerns b. Counter G for other payment concerns c. Cash Division for check payment or non- payment	1. Receive request of client.	None	1 minute	Revenue Collection Clerk I / Revenue Collection Clerk III Computer Operator III City Treasurer's Office
	1.1 Verify records	None	2 minutes	Revenue Collection Clerk III / Local Revenue Collection Officer I / Computer Operator III
	1.2 Prepare Order of Payment	None	2 minutes	Revenue Collection Clerk III / Local Revenue Collection Officer I / Computer Operator III
2. Pay applicable fees and/or charges at Counter F or G.	2. Collect corresponding payment and issue official receipt.	Certification and clearances – 100 per document / property Certified photocopy – 50 per document Verification fee – 50 per document / property	3 minutes	Revenue Collection Clerk III  City Treasurer's Office
	2.1 The collector will hand over the	None	3 minutes	Revenue Collection Clerk III/



	official receipt to the assigned personnel for the preparation of certification or documents.			Local Revenue Collection Officer I / Computer Operator III City Treasurer's Office
	2.2 Review and sign the certification.	None	2 minutes	Assistant Treasurer / City Treasurer
3. Receive the certification	3. Issue the certification.	None	1 minute	Revenue Collection Clerk / Revenue Collection Clerk III / Computer Operator III City Treasurer's Office
	<b>TOTAL</b>	<b>Certification and clearances – 100 per document / property Certified photocopy - 50 per document Verification fee – 50 per document / property</b>	<b>14 MINUTES</b>	

*(Processing time of 14 minutes covers computerized records only. Above processing time may be exceeded if verification of documents will be done manually.)*





## 10. PAYMENT OF MARKET FEES AND CASH TICKETS

Market fees are paid on all goods and merchandize including marine and agricultural yields or marginal farmers and fishermen intended for sale at the Balanga City Public Market. Cash Tickets are issued and paid to every vehicle who shall park at designated pay parking areas at the City Public Market.

**✓FEE:** *(Subject to change without prior notice)*

A. Market Entrance Fee on Fruits & Vegetables		
a. Tricycle	P 50.00	
b. Jeep/XLT net capacity of 1,250	P150.00 to 250.00	
o With top load (additional of)	P 50.00	
o With extension (additional of)	P 50.00	
c. Elf		
o 4 wheels	P150.00 to 250.00	
o 6 wheels	P300.00 to 400.00	
With extension (additional of)	P100.00	
d. Closed Van		
o 4 wheels	P250.00 to 400.00	
o 6 wheels	P500.00 to 700.00	
o More than 6 wheels	P1,000.00	
B. On Frozen, Grocery and Variety Products		
	Minimum (half load)	Maximum (full load)
a. Closed Van		
o 4 wheels	P150.00	P250.00
o 6 wheels	P200.00	P300.00
o More than 6 wheels	P500.00	P700.00
C. On Rice		
o 4 wheels	P300.00	
o 6 wheels	P400.00	
D. Liquor		
o 4 wheels	P300.00	
o 6 wheels	P600.00	
E. Consignacion	½ of 1% of total gross sales of fish delivered	
F. Cash Tickets (Pay Parking Fee)		
o Single Motors	P5.00 for first 2hours plus 10.00 for Every succeeding hour	
o Tricycle/4 wheels	P10.00 for first 2hours plus 10.00 for every succeeding hour	



<b>Office or Division</b>	<b>City Treasurer's Office – Market Division</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2B - Government to Business</b>			
<b>Who may avail:</b>	<b>Vegetable Dealers, Fish Dealers/Vendors, Permanent Stallholders, Transient Peddlers, Private Vehicles, Etc.</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Any motorized vehicles with permit to deliver (annual fixed tax sticker). 2. All motorized vehicles who shall park at designated pay parking areas.			On duty collectors, Bayad na Center and/or Collection Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Pay fees to collection officer at the City Treasurer's Office – Market Division	1. Collect payment and issue official receipts  1.1 Collect payment and issue cash tickets	<ul style="list-style-type: none"> <li>Market entrance fee</li> <li>Pay parking fee</li> </ul>	2 minutes   1 minute	Revenue Collector Ticket checker/pay parking collectors  City Treasurer's Office
	<b>TOTAL:</b>	<b>REFER TO THE ABOVE FEES</b>	<b>1 or 2 MINUTES</b>	



## 11. PAYMENT OF STALL RENTALS

Stall Rental is the amount charged to the stall lessees who occupy a space inside the City Public Market and are collected on a per stall basis monthly, weekly or daily. Stallholders are advised to pay their stall rentals at the Bayad na Center or Collection Office on/or before the 20<sup>th</sup> day of the month.

<b>Office or Division</b>	<b>City Treasurer's Office – Market Division</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2B - Government to Business</b>			
<b>Who may avail:</b>	<b>All Stallholders</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
No requirement, please approach record custodian or data encoder		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Verify monthly rental due at the Bayad na Center or CTO Market Division (font size only)	1. Confirm monthly rental due	None	5 minutes	Record custodian or data encoder Office for Local Economic Enterprises
2. Pay monthly stall rental.	2. Collect payment and issue official receipts	Market stall rentals	2 minutes	Revenue Collector City Treasurer's Office
	<b>TOTAL:</b>	<b>FEES</b>	<b>7 MINUTES</b>	
		1. Grocery/Dry Goods	P 4,356.00/stall	
		2. Fish	P 1,306.80/stall	
		3. Meat	P 2,722.25/stall	
		4. Food Kiosk	P 1,815.00/stall	
		5. Variety Kiosk	P 3,630.00/stall	
		6. Food Court	P 9,680.00/stall	
		7. Vegetable (Papag)	P 816.75/stall	
		8. Grocery Expansion	P 2,178.00/stall	
		9. Chick	P 1,960.20/stall	
		10. Consignacion	P 6,050.00/stall	
		11. Commercial Frontage	P16,335.00/stall	
		12. Commercial Inner	P 5,445.00/stall	
		13. Carinderia	P1,452.00/stall	
		14. Coconut	P1,089.00/stall	



## 12. PAYMENT OF STALL RESERVATION FEE

Description of the Service: Stall Reservation fee is paid whenever an applicant wants to apply for a certain vacant stall for application at the City Public Market.

<b>Office or Division</b>	<b>City Treasurer's Office – Market Division/CLEEO Public Market Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2B - Government to Business</b>			
<b>Who may avail:</b>	<b>Any of the applicants</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID (1, Photocopy)		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Verify if there is a desired vacant stall at the City Public Market Office	1. Check if there is a vacant stall for application	None	2 minutes	CLEEO Office Personnel
2. Proceed to collection officer for payment	2. Collect payment and issue official receipts	P500.00 Reservation Fee	2 minutes	Revenue Collector City Treasurer's Office
3. Present the receipt to CLEEO office personnel	3. Record the payment of reservation fee and contact number of the applicant for notification of scheduled raffle	None	3 minutes	CLEEO Office Personnel
	<b>TOTAL:</b>	<b>P500.00 Reservation Fee</b>	<b>7 MINUTES</b>	



### 13. SECURING MARKET CLEARANCE AND CERTIFICATION

Market Clearance is a certificate issued that verifies that an entity is paid of all its tax dues and/or liabilities. Stallholders are advised to pay in full their stall rental due and penalty for violations if there is any before securing Market Clearance or Certification.

<b>Office or Division</b>	<b>City Treasurer's Office – Market Division &amp; Office for Local Economic Enterprises (Public Market)</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2B - Government to Business</b>			
<b>Who may avail:</b>	<b>Stallholders, market vendors, bargain stallholders, ambulant vendors and business establishments within the vicinity of public market.</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
No requirement, please approach record custodian or data encoder		None		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Verify monthly rental due and record of violations at the City Public Market Office	1. Confirm monthly rental due and record of violation	a. Market Stall rental	5 minutes	Record custodian or data encoder Office for Local Economic Enterprises
2. Pay monthly rental due and penalty for violation if there is any and the market clearance or certification.	2. Collect payment and issue official receipts	b. Penalty for violation committed	2 minutes	Revenue Collector City Treasurer's Office
3. Present the Official Receipt of payment for clearance or certification	3. Issue Market Clearance and/or Certification	c. Fee for Market Clearance or Certification	5 minutes	Office Clerk, Supervisor at the Office for Local Economic Enterprises
	<b>TOTAL:</b>	<b>Market Clearance -P 100.00 Market Certification -P 100.00 1<sup>st</sup> Offence -P 1,500 2<sup>nd</sup> Offence -P 3,000 3<sup>rd</sup> Offence -Revocation or Cancellation of Awards and/or Cancellation and Closure of Business</b>	<b>12 MINUTES</b>	



## 14. PAYMENT OF FEE FOR TESTING AND SEALING AND LICENSING OF WEIGHTS AND MEASURE

All instruments for determining weights and measures in all consumer and consumer related transactions shall be tested and sealed every six (6) months by the official sealer who shall be the City Treasurer or his duly authorized representative upon payment of fees required under the Revenue Code of Balanga City.

<b>Office or Division</b>	<b>City Treasurer's Office – Market Division</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2B - Government to Business</b>			
<b>Who may avail:</b>	<b>Stallholders, ambulant vendors and other business using measurements and weighing scales.</b>			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Present the weighing scale to Market Supervisor Revenue Collector			City Public Market Collection Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the Weighing Scale at the City Public Market Office	1. Test the weight and seal if accurate and not defective	Fee for Sealing of Weighing Scale <ul style="list-style-type: none"> <li>• With capacity of not more than 10kg - P100.00</li> <li>• 10kg but not more than 300kg -P200.00</li> <li>• 300kg but not more than 3,000kg - P300.00</li> <li>• digital /electronic – P300.00</li> </ul>	10 minutes	Market Supervisor Office for Local Economic Enterprises
2. Pay the sealing and licensing fee to Collection Officer	2. Collect payment and issue official receipts		2minutes	Revenue Collector City Treasurer's Office
	<b>TOTAL:</b>	<b>Fees depend on the Capacity of Weighing Scale</b>	<b>12 MINUTES</b>	



## 15. PAYMENT OF SLAUGHTER AND CORRAL FEES

Slaughter and corral fees are paid before any animal is slaughtered for public consumption upon determination of the City Veterinarian that the animal is fit for human consumption.

<b>Office or Division</b>	<b>City Treasurer's Office – Market Division</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2B - Government to Business</b>			
<b>Who may avail:</b>	<b>Meat Dealers, Hog Raisers, Large Cattle Raisers, Backyard Raisers</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Meat Inspection Certificate		City Veterinary Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the requirement to the collector at the City Slaughterhouse	1. Verify fees to be collected from City Slaughterhouse's logbook.	Permit Fee Ante Mortem & Post Mortem Fees Coral Fee	3 minutes	Revenue Collector City Treasurer's Office
2. Pay the permit fees	2. Collect payment and issue official receipts	Delivery Fee Branding of Ownership	3 minutes	
	<b>TOTAL:</b>		<b>6 MINUTES</b>	
<b><input checked="" type="checkbox"/> FEE: (Subject to change without prior notice)</b>				
<b><u>A. For Hogs</u></b>		<b><u>C. For Large Cattle (Cow, Carabao, Horse)</u></b>		
1. Slaughter Fees include:		1. Slaughter Fees include:		
<input type="checkbox"/> Permit Fee - P100.00 for the 1 <sup>st</sup> 80kls. Addl. P1.50/kilo in excess of 80kls.		<input type="checkbox"/> Permit Fee - P150.00 for the 1 <sup>st</sup> 100kls. Addl. P1.50/kilo in excess of 100kls.		
<input type="checkbox"/> Ante Mortem Fee 25.00/head		<input type="checkbox"/> Ante Mortem Fee 25.00/head		
<input type="checkbox"/> Post Mortem Fee 4.00/head		<input type="checkbox"/> Post Mortem Fee 4.00/head		
<input type="checkbox"/> Coral Fee 100.00/head		<input type="checkbox"/> Coral Fee 150.00/head		
2. Delivery Fee 60.00		2. Delivery Fee 100.00/head		
<b><u>B. For Goat/Sheep/Deer</u></b>		3. Branding of Ownership		
1. Slaughter Fees include:		<input type="checkbox"/> Ownership P100.00/head		
<input type="checkbox"/> Permit Fee - P100.00 for the 1 <sup>st</sup> 20kls. Addl. P1.50/kilo in excess of 20kls.		<input type="checkbox"/> Transfer 100.00/head		
<input type="checkbox"/> Ante Mortem Fee 25.00/head		<input type="checkbox"/> Large Cattle Share 2.00/head		
<input type="checkbox"/> Post Mortem Fee 4.00/head				
<input type="checkbox"/> Coral Fee 100.00/head				
2. Delivery Fee 60.00				



## 16. REQUISITION OF ACCOUNTABLE FORMS

Accountable form is a document used for acknowledging collections and shall be issued to bonded officers only in sufficient quantities based on their actual needs but not to exceed three (3) months.

<b>Office or Division</b>	<b>City Treasurer's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>Barangays</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Latest RCD (1 Original), Requisition and Issue Slip (2 Original), Purchase Order (1 Original)		Barangay		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the requirements at the City Treasurer's Office	1. Check the remaining balance of accountable forms	None	1 minute	Accounting Assistant / Accountant I City Treasurer's Office
	1.1 Review and approve the issuance of accountable forms	None	1 minute	Local Treasury Operations Officer II City Treasurer's Office
2. Pay the applicable fees and or charges at counter F or G	2. Collect corresponding payment and issue official receipt (OR). Forward OR to assigned personnel.	AF51: ₱192.00/ pad Cash Tickets: ₱156.00/ pad (price may vary based on the prevailing price of National Printing Office)	4 minutes	Revenue Collection Clerk III City Treasurer's Office
3. Receive and check the completeness of accountable forms requested and sign in the record book	3. Get the requested accountable forms, assign a control number in Requisition and Issue Slip and log in the Record Book of Accountable Forms	None	4 minutes	Accounting Assistant / Accountant I City Treasurer's Office
	<b>TOTAL:</b>	<b>₱156.00 or ₱192.00 per pad</b>	<b>10 MINUTES</b>	

(Price may vary based on the prevailing price of National Printing Office)





## 17. DISBURSEMENT THROUGH PETTY CASH

Petty cash are used for non-recurring, emergency and petty expenses of the Local Government Unit. Payments out of petty cash shall be made through the use of Petty Cash Voucher duly supported by official receipts and other required documents.

<b>Office or Division</b>	<b>City Treasurer's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen G2G - Government to Government G2B - Government to Business</b>			
<b>Who may avail:</b>	<b>Payee or Claimant</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID (1 Original or Photocopy) Claim Stub <i>(For Financial Assistance)</i> (1 Original) Official Receipt(1 Original)		Payee or Claimant Mayor's Office  Payee or Claimant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the requirements at the City Treasurer's Office	1. Verify if the voucher is available and ready for release	None	1 minute	Bookbinder IV City Treasurer's Office
2. Sign on Box B of Petty Cash Voucher	2. Assign a control number in the voucher and ask the client to sign on the voucher	None	1 minute	Bookbinder IV City Treasurer's Office
3. Receive the cash and issue official receipt <i>(if necessary)</i>	3. Release the cash to the client, attach the official receipt in the voucher and stamp it as 'PAID'	None	1 minute	Bookbinder IV City Treasurer's Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>3 MINUTES</b>	



## 18. DISBURSEMENT THROUGH CHECK

Upon receipt of the Disbursement Voucher for payment, the Local Treasurer shall verify the propriety of the certifications and approvals required therein. The Local Treasurer shall then draw a check in payment therefor.

<b>Office or Division</b>	<b>City Treasurer's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen G2G - Government to Government G2B - Government to Business</b>			
<b>Who may avail:</b>	<b>Payee or Claimant</b>			
<b>Checklist Of Requirements</b>		<b>WHERE TO SECURE</b>		
1 Valid ID Official Receipt (for suppliers) Claim Stub (for Financial Assistance)		Personal (from client) Personal (from client) Mayor's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ask for the availability of check	1. Verify if the check is available and ready for release	None	1 minute	Ticket Checker, Disbursing Officer II, Administrative Assistant IV
2. Give the necessary requirements	2. Have the client sign on the document and attach the necessary requirements	None	1 minute	Ticket Checker, Disbursing Officer II, Administrative Assistant IV
	2.1 Mark the check issued as released in the Treasury System	None	1 minute	Disbursing Officer II
3. Claim the check and sign on the following: - Duplicate copy of check - Box D of DV - Check Register	3. Release check to claimant and stamp it as 'PAID'	None	4 minutes	Ticket Checker, Administrative Assistant IV
	<b>TOTAL:</b>	<b>NONE</b>	<b>7 MINUTES</b>	



## **City Treasurer's Office**

### **Internal Services**



## 1. DISBURSEMENTS THROUGH CASH

Cash payments shall be made only on duly approved Payrolls/Disbursement Voucher/Liquidation Voucher out of regular cash advances. The regular cash advances are those granted to cashiers and/or disbursing officers for payment of salaries and wages, commutable allowances, honoraria and other similar payments to officials and employees and petty operating expenses consisting of small payments for MOOE which cannot be paid conveniently by check

<b>Office or Division</b>	<b>City Treasurer's Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>Employees of City Government of Balanga and attached agencies</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID (1 Original or Photocopy) Authorization Letter (1 Original) ID of Authorized Person (1 Photocopy) <i>(if the person cannot personally claim)</i>		Personal (from client)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the ID or Authorization Letter at the City Treasurer's Office	1. Check the ID or Authorization Letter	None	1 minute	Assistant City Treasurer, Cashier IV  City Treasurer's Office
2. Sign the payroll	2. Look for the name of the client in the payroll and have it signed	None	1 minute	Assistant City Treasurer, Cashier IV
3. Claim and count the money	3. Count and release the money to the client	None	1 minute	Assistant City Treasurer, Cashier IV
<b>TOTAL:</b>		<b>NONE</b>	<b>3 MINUTES</b>	



## **City Tourism Offices**

### **External Services**



## 1. DATA PROVISION

Information about the City and its Tourism plans are available at City Tourism Office. This includes:

- Tourist Destinations Brochures
- Tourist Arrival Data
- Tourism Developmental Plans
- List of Monthly Events
- History of Barangays

<b>Office or Division</b>	<b>City Tourism Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Tourists, Students, LGU's, Public/Private Agencies</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter addressed to the Mayor (1, Original) 2. E-mail sent to City Tourism Office		1. Head of Affiliated Offices or Organizations		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Write, E-mail or Verbally request for data or information, needed for various reasons to the City Tourism Office	1. Acknowledge and accept requests	None	1 minute	All Tourism Personnel
2. Sign on the logbook, for walk- in visitors	2. Have the requestor/s sign on the logbook provided at the office	None	1 minute	Senior Tourism Operations Officer Admin. Assistant I Artist /Illustrator I Administrative Aide II Tour Guide
3. Wait for the data or information to be given	3. Evaluate and approve the request	None	3 minutes	Department Head
	3.1 Prepare requested data	None	5 minutes	All Tourism Personnel
4. Receive data	4. Release data	None	1 minute	All Tourism Personnel
	<b>TOTAL:</b>	<b>NONE</b>	<b>11 MINUTES</b>	



## 2. TOUR GUIDING SERVICES

Explore the City of Balanga's scenic spots and tourist destinations with our experienced guides. Learn about the City's past, its current status and future direction as we embark on a historical journey towards understanding Balanga, its culture and people.

<b>Office or Division</b>	<b>City Tourism Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Tourists, Students, LGU's, Public/Private Agencies</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Letter addressed to the Mayor(1, Original) 2. E-mail sent to Tourism Office		1. Head of Affiliated Offices or Organizations		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required letter with proposed itinerary to the City Tourism Office	1. Receive the required letter	None	1 minute	Tourism Operations Assistants/ Admin. Asst. I
2. Wait for the evaluation of request	2. Evaluate and check the availability of requested date	None	5 minutes	Department Head
3. Wait for the approved schedule.	3. Schedule the date of tour and coordinate with the requestor and tour guide	None	1 hour	Operations Assistants
4. Avail of approved tour guiding services	4. Provide the approved tour guide service requested	None	Depends on the tour	Tour Guide
	<b>TOTAL:</b>	<b>NONE</b>	<b>1 HOUR AND 6MINS</b>	

*All fees collected shall be used for enhancement and preservation of the City of Balanga's eco-tourism site.*

### **On Site Entrance Fees:**

Students – P5.00  
 COB residents – P10.00  
 Visitors from outside Bataan – P30.00  
 Foreigners – P50.00  
 Photo-shoot – P1, 000/day  
 Environmental Fee – P10.00/person



### 3. EVENTS MANAGEMENT

Save yourself the hassle of going through rigors of planning activities for special events. Rest easy and allow us to line up activities that will play to your audience's preferences.

<b>Office or Division</b>	<b>City Tourism</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Tourists, Students, LGU's, Public/Private Agencies</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Proposal Letter (1, Original)		1. Respective Offices		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the required letter with proposal and program to the City Tourism Office	1. Receive the required letter	None	1 minute	All Tourism Personnel
2. Wait for the evaluation of request.	2. Evaluate the request	None	5 minutes	OIC/Department Head
	2.1 Coordinate or provide the necessary services or logistical requirements to concerned offices.	None	10 minutes	OIC/Senior Tourism Operations Officer  Administrative Assistant I  Artist /Illustrator I
3. Wait for the service to be provided by the concerned offices	3. Assess and plan the type of service/ assistance needed.	None	2 days	Administrative Aide II/ Tour Guide
	<b>TOTAL:</b>	<b>NONE</b>	<b>2 DAYS AND 16 MINUTES</b>	





## **City Tourism Offices**

### **Internal Services**



## 1. PREPARATION OF CUSTOMIZED TOKENS

Enjoy the taste of Balanga's finest products as we regale your guest with the distinct taste and flavor of the best foods the City has to offer.

<b>Office or Division</b>	<b>City Tourism</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>City Government Departments</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Admin – approved request letter (1, Original) 2. PR/OBR (Original)		1. City Administration office 2. Respective departments		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Ask for Token Request Slip	1. Give Token Request Slip	None	1 minute	City Tourism Office Administrative Assistant I
2. Submit the required documents to the City Tourism Office	2. Receive the required documents	None	1 minute	Administrative Assistant I
	2.1 Advise the concerned department for the preparation of PR/OBR	None	5 minutes	Concerned Department
	2.2 Processing of the PR/OBR	None	2 days	Administrative Assistant I
3. Wait for the tokens to be prepared.	3. Prepare the tokens (Subject to availability of products)	None	3 hours	Administrative Assistant I
	<b>TOTAL:</b>	<b>NONE</b>	<b>2 DAYS, 3 HOURS AND 7 MINUTES</b>	



## **City Veterinary Office**

### **External Services**



## 1. ANTI RABIES VACCINATION

The Anti-Rabies Vaccination is a type of service if the City Veterinary Office wherein dogs and cats are injected with a live attenuated rabies vaccine as part of Zero Rabies Campaign of the City Government of Balanga to ensure that this zoonotic disease will be prevented and promote responsible pet ownership

<b>Office or Division</b>	<b>City Veterinary Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Residents of Balanga</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Verbal or written request (Original/Soft Copy thru email)</b>		<b>Client</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a formal request letter or verbal request to City Veterinary Office (personal or through phone communication)  2. Wait for the schedule	1. Call or interview the client for assessment and scheduling	None	15 minutes	City Veterinarian Office Personnel  City Veterinary Office
	2. Home visitation for ARV	None	20 minutes	Slaughterhouse Master
	2.1 Walk in client vaccination	None	2 minutes	Livestock Inspector
	2.1 Recording of data	None	1 minute	Animal Keeper Farm Supervisor Farm Foreman
<b>TOTAL:</b>		<b>NONE</b>	<b>38 MINUTES</b>	



## 2. NEUTERING OF DOGS AND CATS

Neutering is a type of service if the City Veterinary Office wherein dogs and cats are spayed or castrated. Our female pet will live a longer, healthier life. Spaying helps prevent uterine infections and breast cancer, which is fatal in about 50 percent of dogs and 90 percent of cats. Spaying your pet before her first heat offers the best protection from these diseases. Neutering provides major health benefits for your male. Besides preventing unwanted litters, neutering your male companion prevents testicular cancer.

<b>Office or Division</b>	<b>City Veterinary Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Residents of Balanga</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Verbal or written request (1, Original/Soft Copy thru email)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a formal request letter or verbal request to City Veterinary Office (personal or through phone communication)	1. Assessment of request and scheduling	None	10 minutes	Livestock Inspector City Veterinary Office
2. Wait for the schedule of neutering	2. Actual neutering (spaying/castration)	None	30 minutes	City Veterinarian
	2.1 Recording of data to official record book/folder	None	1 minute	Livestock Inspector City Veterinarian Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>41 MINUTES</b>	



### 3. VETERINARY EXTENSION SERVICES

Deworming of Ruminants- To prevent parasite infestation and avoid diseases such as anemia and intestinal parasitism.

Treatment of diseased animals- The City Veterinary Office also offers free treatment to pet owners, livestock raisers and farmers wherein clients are visited personally in their house or farms to visit their animals and provide necessary medical intervention.

<b>Office or Division</b>	<b>City Veterinary Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C -Government to Citizen</b>			
<b>Who may avail:</b>	<b>Residents of Balanga</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Verbal or written request (Original/Soft Copy thru email)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a formal request letter or verbal request to City Veterinary Office (personal or through phone communication)  2. Wait for the schedule of treatment	1. Assessment and scheduling for treatment	None	10 minutes	City Veterinarian Livestock Inspector  City Veterinary Office
	2. Assessment of animals for signs and symptoms including medical history	None	10minutes	City Veterinarian Livestock Inspector
	2.1 Providing medical intervention	None	5 minutes	City Veterinarian Livestock Inspector
	2.2 Recording of data	None	1 minute	Livestock Inspector
<b>TOTAL:</b>		<b>NONE</b>	<b>26 MINUTES</b>	



#### 4. VETERINARY HEALTH CERTIFICATE

The VHC shall be issued by City Veterinary Office for all livestock and poultry. To cite an example, a pig for slaughter in Balanga Slaughterhouse was being inspected prior to VHC issuance. Fowls and other livestock owners residing in Balanga who will transport a certain animal to other province shall be required to secure an animal health certificate from the office.

<b>Office or Division</b>	<b>City Veterinary Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Residents of Balanga</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Verbal or written request (Original/Soft Copy thru email)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a formal request letter or verbal request to City Veterinary Office (personal or through phone communication)	1. Assessment and interview of owner	None	15 minutes	Slaughterhouse Master City Veterinary Office
2. Wait for the schedule of inspection	2. Visitation of farm and actual inspection	None	20 minutes	City Veterinarian Slaughterhouse Master Farm Supervisor Farm Foreman
3. Receive the Veterinary Health Certificate for apparently healthy livestock and poultry	3. Issuance of Veterinary Health Certificate for apparently healthy livestock and poultry	None	5 minutes	City Veterinarian Slaughterhouse Master  City Veterinary Office
	3.1 Recording of data	None	1 minute	Farm Foreman Farm Supervisor City Veterinary Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>41 MINUTES</b>	



## 5. MEAT INSPECTION CERTIFICATE

The Meat Inspection Certificate is being issued to all meat dealers after being slaughtered in abattoir (Pork, Beef, and Chicken) that is deemed fit and was inspected by a qualified meat inspector, veterinarian or slaughterhouse master

<b>Office or Division</b>	<b>City Veterinary Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Residents of Balanga</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Pigs-Veterinary Health Certificate (1, Original) -ASF Free Certification (1, Original) -Backyard Piggery Inspection Report (1, Original) Cattle-Certificate of ownership (1, Original)		Client/Farm Source NMIS/BAI/DA RFO III City Vet Office/Provincial Vet Office  Barangay where the cattle came from		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the requirements to City Veterinary Office and bring their food animal until slaughtered in Balanga Slaughterhouse	1. Receive and check the completeness of the documents and proceed for Ante Mortem Inspection	P 25.00	10 minutes	City Veterinarian /Meat Inspector/ Slaughterhouse Master
1.1 Pay the corresponding fee to the collector on duty	1.1 Carcass and entrails inspection	None	10 minutes	City Veterinarian/ Meat Inspector/ Slaughterhouse Master
1.2 Wait until their food animal for public consumption was slaughtered and inspected in Balanga Slaughterhouse	1.2 Post Mortem Inspection	P 4.00	10 minutes	
2. Receive the Meat Inspection Certificate	2. Issuance of Meat Inspection Certificate	None	5 minutes	City Veterinarian/ Meat Inspector/ Slaughterhouse Master
	2.1 Recording of data	None	1 minute	City Veterinary Office
	<b>TOTAL:</b>	<b>P 29.00 Mortem Fee</b>	<b>36 MINUTES</b>	





## 6. CERTIFICATE OF MEAT REINSPECTION

The Certificate of Meat Re-inspection is a certificate issued by the City Veterinary Office to all frozen and processed meat dealers coming from outside the City of Balanga. The dealer must submit their conveyance vehicle and meat products (processed or frozen) to re-inspection prior to delivery in their respective end destinations.

<b>Office or Division</b>	<b>City Veterinary Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>All</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
-Certificate of Meat Inspection (1, Original) -Shipping Permit (1, Original) -Delivery Receipt (1, Original)		-National Meat Inspection Service -Bureau of Animal Industry -Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the meat/meat products for re-inspection in the City Veterinary Office prior to delivery and final distribution	1. Examination of documents	None	5 minutes	City Veterinarian/ Slaughterhouse Master/ Meat Inspector
2. Wait until the re-inspection was accomplished	2. Actual inspection based on documents submitted	None	10 minutes	City Veterinarian/ Slaughterhouse Master/ Meat Inspector
3. Receive the certificate of meat re-inspection if there was no finding	3. Preparation of Certificate of meat re-inspection for frozen and processed meats showing no signs of adulteration	None	5 minutes	City Veterinarian/ Slaughterhouse Master/ Meat Inspector
If there was a finding, comply or rectify the concern prior to the issuance of certificate	3.1 Recording of data	None	1 minute	City Veterinarian/ Slaughterhouse Master/ Meat Inspector  City Veterinarian Office
<b>TOTAL:</b>		<b>NONE</b>	<b>21 MINUTES</b>	



## 7. CERTIFICATE OF MEAT CONDEMNATION

The Certificate of CONDEMNATION is a certificate issued by the City Veterinary Office to all live animals, fresh, frozen and processed meat where signs of adulteration has been observed indication that it is not fit for human consumption.

<b>Office or Division</b>	<b>City Veterinary Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>All</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Pigs-Veterinary Health Certificate (1, Original)		City Veterinary Office/Provincial Veterinary Office		
ASF Free Certification (1, Original)		-Department of Agriculture/BAI/RFO III		
Cattle-Certificate of ownership (1, Original)		-Barangay where the cattle came from		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit all the requirements and bring the food animal/carcass/ meat products/ visceral organs to the City Veterinary Office for inspection	1. Receive and check the completeness of the requirements.	None	2 minutes	Slaughterhouse Master/ Meat Inspector  City Veterinary Office
2. Wait until slaughtered or inspected	2. Thorough Inspection and assessment	None	30 minutes	Slaughterhouse Master/ Meat Inspector
	2.1 Condemnation of parts/whole carcass. Adulterated parts shall be removed and a certificate of condemnation shall be issued	None	5 minutes	Slaughterhouse Master/ Meat Inspector
3. Receive the certificate of meat condemnation	3. Preparation of certificate of meat condemnation	None	5 minutes	Slaughterhouse Master/ Meat Inspector
	3.1. Recording of data	None	1 minute	
	<b>TOTAL:</b>	<b>NONE</b>	<b>43 MINUTES</b>	



## 8. FLY CONTROL CLEARANCE

The Fly Control Clearance is a certificate given to broiler farm owners as one of the component of for the renewal of their business permit.

<b>Office or Division</b>	<b>City Veterinary Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2B - Government to Business</b>			
<b>Who may avail:</b>	<b>Broiler Farm Owners in Balanga</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Verbal or written request (Original or soft copy thru email)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Request letter or verbal request for inspection to City Veterinary Office	1. Evaluate and schedule the request for Farm Inspection by Farm Supervisor	None	30 minutes	Farm Supervisor City Veterinary Office
2. Wait for the schedule of farm inspection	2. Facilitate the farm inspection; If all measures for fly control in the farm is in place a certificate shall be issued	None	5 minutes	City Veterinarian  City Veterinary Office
	2.1 If there are recommendations the farm supervisor shall discuss with the farm manager for rectification	None	20 minutes	Farm Supervisor City Veterinarian  City Veterinary Office
	2.2 Recording of data	None	1 minute	Farm Supervisor City Veterinary Office
<b>TOTAL:</b>		<b>NONE</b>	<b>56 MINUTES</b>	



## 9. CITATION TICKET FOR VIOLATION OF ORDINANCE FOR THE CONTROL OF STRAY DOGS

The ticket is being issued to all owners who has their dog impounded in the impounding area of the city in compliance with our City ordinance for the control of stray dogs.

<b>Office or Division</b>	<b>City Veterinary Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Residents of Balanga</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Verbal or written request</b> (Original or soft copy thru email)		<b>Client</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to City Veterinary Office to confirm if their dog was impounded	1. The animal keeper shall verify the dog through picture in our database.	None	3 minutes	Animal Keeper Livestock Inspector  City Veterinary Office
2. Pay the issued a citation ticket to be paid in City Treasurer's Office	2. If the owner confirmed that it was his dog, he will be issued a citation ticket to be paid in City Treasurer's Office	First Offense- P 1,000 Second- P2,000 Third- P3,000	3 minutes	Animal Keeper  City Veterinary Office
3. Give the copy of the Official Receipt to the City Veterinary Personnel	3. Releasing of dog after payment	None	5 minutes	Animal Keeper
	3.1 Anti-Rabies Vaccination before releasing	None	2 minutes	Animal Keeper
	3.2 Recording of data	None	1 minute	Animal Keeper
	<b>TOTAL:</b>	<b>First Offense- P 1,000 Second-P2,000 Third-P3,000 Fine and Penalty</b>	<b>14 MINUTES</b>	



## 10. CERTIFICATION FOR BUTCHERS

The Certification for butcher is being given to any registered butcher of Balanga Slaughterhouse.

<b>Office or Division</b>	<b>City Veterinary Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Balanga Registered Butchers</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Verbal or written request (Original or soft copy thru email)</b>		<b>Client</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to office for formal request to City Veterinary Office	1. The Slaughterhouse Master shall assess the requesting personnel for the purpose of certification being requested.	None	10mins	Slaughterhouse Master City Veterinary Office
2. Wait for the certification	2. The Slaughterhouse Master shall prepare a certification to be signed by the City Veterinarian and himself.	None	5 minutes	Slaughterhouse Master City Veterinarian City Veterinary Office
	2.1 Recording of data	None	1 minute	Slaughterhouse Master
	<b>TOTAL:</b>	<b>NONE</b>	<b>16 MINUTES</b>	



## 11. BACKYARD PIGGERY INSPECTION REPORT

The backyard piggery inspection report is an attachment to the veterinary health certificate of pigs. It is given after a thorough farm inspection to ensure that the whole herd is healthy and that the biosecurity protocol of the piggery is in place.

<b>Office or Division</b>	<b>City Veterinary Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Residents of Balanga</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Verbal or written request</b> (Original or soft copy thru email)		<b>City Veterinary Office</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a formal request letter or verbal request to City Veterinary Office (personal or through phone communication)	1. Interview the owner and schedule the inspection	None	15minutes	Farm Supervisor  City Veterinary Office
2. Wait for the schedule the inspection	2. Inspection Proper	None	15 minutes	City Veterinarian Slaughterhouse Master Farm Foreman
3. Receive the Certificate for compliant farms	3. Preparation and releasing of Certificate for compliant farms	None	5 minutes	City Veterinarian Slaughterhouse Master Farm Foreman
	3.1 Discussion of concerns if there are findings that needs rectification	None	10 minutes	City Veterinarian Slaughterhouse Master
	3.2 Recording of data	None	1 minute	Farm Supervisor  City Veterinary Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>46 MINUTES</b>	



## 12. MONTHLY SUMMARY REPORT FOR SLAUGHTERED ANIMAL

This is a summary report submitted to Provincial Veterinary Office as part of monitoring and evaluation of all Accredited Slaughterhouses and Locally Registered Meat Establishments in Bataan

<b>Office or Division</b>	<b>City Veterinary Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>Provincial Veterinary Office</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Verbal or written request</b> (Original or soft copy thru email)		<b>Provincial Veterinary Office</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a formal request letter or verbal request to City Veterinary Office (personal or through phone communication)	1. Prepare a summary report for swine, cattle, equine and other ruminants that was slaughtered in Balanga Slaughterhouse for the whole month	None	30 minutes	Meat Inspector  City Veterinary Office
	1.1 Signing of data by meat inspector, slaughterhouse master and city veterinarian	None	1 minute	Slaughterhouse Master City Veterinarian Meat Inspector
2. Wait for the summary report	2. Submission and recording of data	None	5 minutes	Meat Inspector City Veterinary Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>36 MINUTES</b>	



### 13. CERTIFICATE OF ANIMAL DISPERSAL RECIPIENT

This is a certificate being issued to local farmers intending to raise a fowl or livestock as a source of additional income.

<b>Office or Division</b>	<b>City Veterinary Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Residents of Balanga</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Verbal or written request</b> (Original or soft copy thru email)		<b>Client</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a formal request letter or verbal request to City Veterinary Office (personal or through phone communication)	1. Interview the owner and assess the capability in animal husbandry	None	15 minutes	Farm Supervisor Farm Foreman  City Veterinary Office
2. Wait for the assessment of the City Vet	2. If the farmer has the capacity on animal husbandry, he shall be lined up for animal dispersal (Cattle, carabao, chicken, goat)	None	2 minutes	Farm Supervisor Farm Foreman  City Veterinary Office
	2.1 If he has not the full capacity, he shall be enrolled to series of seminars and trainings to equipped with skills and knowledge	None	10 minutes	Farm Supervisor Farm Foreman  City Veterinary Office
	2.2 Recording of data	None	1 minute	Farm Supervisor Farm Foreman
	<b>TOTAL:</b>	<b>NONE</b>	<b>28 MINUTES</b>	





## 14. WAIVER FOR SURRENDERING A DOG

This is an official waiver signed by the owner and a representative from City Veterinary Office indicating that the owner has no capability in nurturing a dog and he voluntarily submits his pet under the custody of CVO.

<b>Office or Division</b>	<b>City Veterinary Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Residents of Balanga</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Verbal or written request</b> (Original or soft copy thru email)		<b>Client</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a formal request letter or verbal request to City Veterinary Office (personal or through phone communication)	1. Interview the owner and assess the capability in nurturing his dog.	None	20 minutes	Animal Keeper City Veterinarian Office  City Veterinary Office
2. Wait for the assessment of the City Vet	2. If the owner willfully intends to surrender his dog, he shall sign a waiver prepared by the office	None	1 minute	Animal Keeper  City Veterinary Office
	2.1 Recording of data	None	1 minute	Animal Keeper
	<b>TOTAL:</b>	<b>NONE</b>	<b>22 MINUTES</b>	



## 15. NECROPSY REPORT

This is an official report by the City Veterinarian after examining a dead body of an animal which states the cause of death. This report is for animals purchased by the city for proper accounting and documentation purposes.

<b>Office or Division</b>	<b>City Veterinary Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2G - Government to Government</b>			
<b>Who may avail:</b>	<b>Accounting Office, General Services Office, Commission on Audit</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Verbal or written request (Original or soft copy thru email)		Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Inform the City Veterinary Office	1. Split the body of a dead animal for inspection and evaluation	None	1 hour	City Veterinarian City Veterinary Office
	1.1 Preparation of report and recording of findings	None	5 minutes	City Veterinarian City Veterinary Office
	1.2 Submission and file keeping	None	1 minute	City Veterinarian
	<b>TOTAL:</b>	<b>NONE</b>	<b>1 HOUR AND 6 MINUTES</b>	



## 16. LIVESTOCK INSURANCE FORM

Livestock such as swine, cattle, carabao, goats and sheep can be insured for free in the Philippine Crop Insurance Corporation. This is in partnership with the Local Government Unit to ensure that in case of natural calamities, maladies or other unforeseen circumstances that resulted to death of a livestock, a farmer can be indemnified by the government.

<b>Office or Division</b>	<b>City Veterinary Office</b>			
<b>Classification:</b>	<b>Simple</b>			
<b>Type of Transaction:</b>	<b>G2C - Government to Citizen</b>			
<b>Who may avail:</b>	<b>Residents of Balanga</b>			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Verbal or written request</b> (Original or soft copy thru email)		<b>Client</b>		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Client will request for insurance application to City Veterinary Office	1. The City Veterinary Office together with a representative from PCIC shall personally visit the farmer for interview and assessment	None	30 minutes	Farm Supervisor Farm Foreman  City Veterinary Office
2. Wait for the assessment of the City Vet	2. Enrollment in PCIC insurance. (To be handled by representative from PCIS)	None	21 days	PCIC representative
	2.1 Safekeeping of records	None	1 minute	Farm Supervisor City Veterinary Office
	<b>TOTAL:</b>	<b>NONE</b>	<b>21 DAYS AND 31 MINUTES</b>	



## VI. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	<p>Answer the Client Feedback Form which covered with Commendation, Complaint and Suggestion and drop it at the designated box in the left front of City Public Assistance and Complaints Desk Officer.</p> <p>Contact info: 047-237-0720 or 047-237-0721 Email: <a href="mailto:admooffice.cob@gmail.com">admooffice.cob@gmail.com</a> or <a href="mailto:hrmo.cob@gmail.com">hrmo.cob@gmail.com</a></p>
How feedback is processed?	<p>Every Friday, the Public Assistance Officer opens the drop box and compiles all feedback submitted. Records of all feedback were forwarded to the human resource officer at City Human Resource and Management Office.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the concerned office will be relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact us at: 047-237-0720 or 047-237-0721; or email us at: <a href="mailto:admooffice.cob@gmail.com">admooffice.cob@gmail.com</a> or <a href="mailto:hrmo.cob@gmail.com">hrmo.cob@gmail.com</a></p>
How to file a complaint?	<p>Answer the Client Feedback Form and drop it at designated box at City Public Assistance and Complaint Desk Office.</p> <p>Complaints can also be filed via telephone. Kindly make sure to provide the following information.</p> <ul style="list-style-type: none"> <li>*Name of the person being complained and his/her department</li> <li>*Incident</li> <li>*Evidence</li> </ul> <p>For inquiries and follow-ups, clients may contact us at: 047-237-0720 or 047-237-0721; or email us at: <a href="mailto:admooffice.cob@gmail.com">admooffice.cob@gmail.com</a> or <a href="mailto:hrmo.cob@gmail.com">hrmo.cob@gmail.com</a></p>



<p>How complaints are processed</p>	<p>The Public Assistance Officer opens the feedback drop box every Friday and evaluates each complaint.</p> <p>Complaints are properly evaluated and investigated by the Human Resource Management Office and require concerned offices to answer within three (3) days of the receipt of the complaint.</p> <p>The answer of the concerned office will be relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact us at: 047-237-0720 or 047-237-0721; or email us at: <a href="mailto:admooffice.cob@gmail.com">admooffice.cob@gmail.com</a> or <a href="mailto:hrmo.cob@gmail.com">hrmo.cob@gmail.com</a></p>
<p>Contact Information of City Government of Balanga</p>	<p>City Mayor's Office contact us at: (047) 237-2969; 237 35-10; 237-2256</p> <p>2<sup>nd</sup> Floor City Hall Bldg., City Hall Road, Poblacion, Balanga City Bataan</p> <p>or email us at: <a href="mailto:admooffice.cob@gmail.com">admooffice.cob@gmail.com</a> or <a href="mailto:hrmo.cob@gmail.com">hrmo.cob@gmail.com</a></p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: 8-478-5093 <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a></p> <p>PCC: <a href="mailto:pcc@malacanang.gov.ph">pcc@malacanang.gov.ph</a> 8888</p> <p>CCB: <a href="mailto:email@contactcenterngbayan.gov.ph">email@contactcenterngbayan.gov.ph</a> 0908-881-6565</p>



## VII. LIST OF OFFICES

Office	Address	Contact Information
Office of the City Mayor	2 <sup>nd</sup> Floor City Hall Bldg., City Hall Road, Poblacion, Balanga City Bataan 2100	(047) 237-2969; 237 35-10; 237-2256
Office of the Sangguniang Panlungsod	2 <sup>nd</sup> Floor City Hall Bldg., City Hall Road, Poblacion, Balanga City Bataan 2100	(047) 237-1837
Office of the City Administrator	2 <sup>nd</sup> Floor City Hall Bldg., City Hall Road, Poblacion, Balanga City Bataan 2100	(047) 237-0721
City Legal Office	2 <sup>nd</sup> Floor City Hall Bldg., City Hall Road, Poblacion, Balanga City Bataan 2100	(047) 237-2969
Human Resource and Management Office	2 <sup>nd</sup> Floor City Hall Bldg., City Hall Road, Poblacion, Balanga City Bataan 2100	(047) 237-0720
City Accounting and Internal Audit Office	2 <sup>nd</sup> Floor City Hall Bldg., City Hall Road, Poblacion, Balanga City Bataan 2100	(047) 237-1161
City Agriculture Office	G/F City Hall, Poblacion, Balanga City Bataan 2100	(047) 237-0699
City Assessor Office	G/F City Hall, Poblacion, Balanga City Bataan 2100	(047) 237-2710
City Environment and Natural Resources	G/F City Hall, Poblacion, Balanga City Bataan 2100	(047) 237-0699
City Budget Office	Mezzanine Floor, City Hall City of Balanga, Bataan	(047) 237-5801
City Health Office	Doña Francisca. Balanga City, Bataan	(047) 237-4333
City Planning and Development Office	Mezzanine Floor, City Hall City of Balanga, Bataan	(047) 237-0697
City Social Welfare and Development Office	G/F City Hall, Poblacion, Balanga City Bataan 2100	(047) 237-0716
General Services Office	Phase 3 Talisay, Balanga City Bataan	(047) 237-6041
City Treasurer's Office	G/F City Hall, Poblacion, Balanga City Bataan 2100	(047) 237-3404; 237-0704
City Cooperative Office	Doña Francisca. Balanga City, Bataan	(047) 237-1894
City Economic Investment & Development Office	Doña Francisca. Balanga City, Bataan	(047) 237-0473
License Permit and Franchising Office	G/F City Hall, Poblacion, Balanga City Bataan 2100	(047) 6136128
Public Safety Office	Ibayo, Balanga City, Bataan	(047) 237-4477
Local Civil Registry Office	G/F City Hall, Poblacion, Balanga City Bataan 2100	(047) 237-7686



City Engineering Office	G/F City Hall, Poblacion, Balanga City Bataan 2100	(047) 237-0712
Management Information Services Office	Mezzanine Floor, City Hall City of Balanga, Bataan	(047) 237-3113
City Veterinary Office	San Jose Balanga City Bataan	(047) 791-3274
City Disaster Risk and Management Office	Ibayo, Balanga City Bataan	(047) 237-0687
City Education and Excellence Office	2 <sup>nd</sup> Floor City Hall Bldg., City Hall Road, Poblacion, Balanga City Bataan 2100	(047) 237-0053
City Tourism Office	G/F City Hall, Poblacion, Balanga City Bataan 2100	(047) 237-0719
City Public Employment Service Office	G/F City Hall, Poblacion, Balanga City Bataan 2100	(047) 237-0718
Secretary to the SP	2 <sup>nd</sup> Floor City Hall Bldg., City Hall Road, Poblacion, Balanga City Bataan 2100	(047) 237-0715



## **CITIZEN/CLIENT'S SATISFACTION PROCESS**

Pursuant to RA 9485 known as the Anti-Red Tape Act of 2007, the City Government of Balanga, in its unwavering commitment to justness and sincerity in public service, established the Feedback and Complaint Mechanism.

This tool increases transparency and eliminates corruption and red tape in the bureaucracy. City Officials and employees are held accountable for the information and services that they provide leading to rationalized and highly dependable governance.

### **A. DESCRIPTION OF THE METHODOLOGY OF THE CITIZEN/CLIENT SATISFACTION SURVEY USED FOR EACH REPORTED SERVICE.**

#### **I. Scope and Period Covered of the Citizen/Client Satisfaction Survey**

The Client Satisfaction Survey is developed to measure the client's satisfaction level in relation with the frontline services offered by the City Government of Balanga. This is used to obtain feedback from clients and also will aid in determining how the services of the city employees are efficiently carried out. The provided feedback form intends to give clients the liberty to express their personal concerns and insights. The result of the survey will provide an outline and courses of action to improve the services offered by the organization.

This instrument aims to measure the satisfaction level of clients with regards to the services provided by the City Government of Balanga. The survey will help the management understand the customers' needs, preferences and expectations with the offered services. The suggestions and responses gained from the clients will provide an avenue for the organization to improve the service standards and at the same time, help inform the employees of their overall performance in providing the required response time for each service.

The survey form is recommended to be accomplished by each client after transacting with any of the City Government's offered frontline services. This is to provide them with opportunity to give commendation to a good service received, complaints for any unsatisfactory service and recommendation for further improvement of the service.

The client's satisfaction forms are replenished regularly to ensure availability and capture client's feedback on a daily basis. Collation of accomplished forms are done weekly and immediately encoded to keep updated records of all feedbacks from clients.

For complaints, the case will be forwarded to concerned department on the same day of filling for their comment and immediate action for improvement of process and service delivery.

For commendations, the PACD Officer will review the collected feedbacks and consequently, the information is forwarded to the City HRMO. Concerned Department Head will be advised and the commended personnel will be endorsed to the PRAISE Committee for appropriate recognition.





Lastly, for recommendation for any service improvement, the department will be advised to implement immediate action. The review of all suggestions are done weekly and the department is advised for appropriate action.

## **II. Methodology of the Citizen/Client Satisfaction Survey**

Client Satisfaction Survey is a paper-pencil tool and answerable by client's personal opinions regarding the service provided by the front liner. For a deeper understanding of citizen/client perception of the services, the city has provided questions based on the service quality dimension pertaining to the importance of attributes or agreements to statements. A 5-point Likert scale is recommended to be used depending on the question/s asked. The results of the survey shall be analyzed by service, and by applicable service quality dimensions. The CCSS report shall show the overall agency rating in the service quality dimensions and the overall agency citizen/client satisfaction score.

Commendation, Complaint and Suggestion were also a part in the Survey Instrument/ Questionnaire in order to determine the effectiveness of implemented ease of transaction and process improvements.

The following are the steps and methodology being observed in the accomplishment of the Client's Satisfaction Survey:

**a. Score per quality dimensions-** Clients are advised to score each quality dimension based on their experience in the service they received.

**b. Commendation** – to be filled out if the client has positive or negative comment with the services provided by the frontliners.

1. Client will be asked by the frontline officer to answer the feedback form after the service was given by the frontliner to their appropriate needs.
2. The client will be advised to specify the name or department of commended personnel and write his/her comment.
3. After answering the feedback form, the client will place the accomplished feedback form in the designated drop box located at the Public Assistance and Complaint Desk.
4. The PACD Officer will collate all the feedback form daily to review the information and prepare report for proper action.

**c. Complaint** – to be filled out if the client has personal concerns and problems in dealing with the services offered by the frontliners. The client was advised to write all the information and situation happened inside the City Government of Balanga.

1. The client will be asked by the PACD Officer to answer the feedback form after receiving the needed service from the frontliner. The client will have to check the appropriate box for Complaint.



2. The client will write their complaint for service that they found unsatisfactory. There is box provided in the form where they can put the details of the incident.
  3. The PACD officer will ask the client if he/she wants to first discuss it with the person in charge of the availed services or frontliner being complained of.
    - a. If after the discussion, the client appeared to be satisfied with the action offered by the Officer in Charge of the frontliner being complained of, the client will be asked if he/she still wanted to pursue his/her complaint;
    - b. If the client is not satisfied, then the client will be advised that his/her complaint will be forwarded to the concerned head department for immediate action;
    - c. If the client is still not satisfied with the action provided by the head of the department, the complaint will be directed to the Redress Committee and shall be subjected to investigation and immediate action.
  4. Once the case is filed, both parties were heard and evidences were presented, decision will be recommended by the Redress Committee and shall be served to the concerned personnel. The client will be furnished with the copy of the decision for his/her reference.
- d. Suggestion – to be filled out if the client has any recommendations for further improvement of any frontline services in City Government of Balanga.**
1. The client will be asked to answer the feedback form after receiving the needed service from the frontliner.
  2. The client will be asked to write recommendations or desired action for the improvement of the organization.
  3. The department will be advised about the suggestions given by the client and will be requested to submit the action taken based on the submitted recommendation within 15 days upon receipt of the feedback.

#### **v. Collation Procedure**

The questionnaire can be scored based on 5-point Likert scale if the client experience, expectations, and satisfaction in the delivered public service with the specified service quality dimensions. The information which will be obtained will be treated as a primary data which will be collected by the Public Assistance and Complaint Desk Officer **weekly**. The gathered data will be forwarded to the HRMO **monthly** and net satisfaction rating is measured **quarterly**. The data will be recorded and maintained at the City HRMO.



## vi. Formula of Net Satisfaction Rating

The formula to be used to measure the client satisfaction is

$$\text{CLIENT SATISFACTION} = \text{Total service per quality dimension} / \text{Number of respondents}$$

Where;

$$\text{Rating per service quality dimension} = \text{Total client rating} / \text{Total number of respondents}$$

## vii. CITIZEN/CLIENT SATISFACTION FORM/

**CITY GOVERNMENT OF BALANGA  
FEEDBACK FORM**

PANGALAN: \_\_\_\_\_  
PETA: \_\_\_\_\_  
DEPARTMENT: \_\_\_\_\_  
PANGALAN NG EMPLOYADO: \_\_\_\_\_  
CONTACT #: \_\_\_\_\_

MAARI LAMANG PO NA LAGYAN NG NAAYON NA MARKA ANG MGA SUMUSUNOD  
NA TANONG BASE SA SERBISYONG IYONG NATANGGAP.

1- SOBRANG HINDI NASIYAHAN (VERY DISSATISFIED)  
2- HINDI NASIYAHAN (DISSATISFIED)  
3- NEUTRAL NA PAKIRAMDAM (NEUTRAL FEELING)  
4- NASIYAHAN (SATISFIED)  
5- SOBRANG NASIYAHAN (VERY SATISFIED)

1. May kusa at maagap ang pagseserbisyo sa tao.  
2. Mabilis at maayos ang proseso.  
3. Komportable ang lokasyon at malinaw ang mga nakalagay na palatandaan.  
4. Maayos magpaliwanag at nakikinig sa hinaing ng tao.  
5. Mabilis at makatuwiran ang paraan ng pagbabayad at pag proseso ng bayarin.  
6. Tapat, katiwa-tiwala, at patas ang pag seserbisyo sa tao.  
7. Alam at naiintindihan ng mabuti ang trabaho at ang pangangailangan ng tao.  
8. Maayos na natugunan ang serbisyong kailangan.

Maglagay ng komento ukol sa aming serbisyo:

Ikaw ba ay may reklamo ukol sa aming serbisyo? Maari lamang na ilagay ang detalye ng pangyayari:

Mga mungkahi para sa maganda at mabilis na serbisyo:

*Salamat po sa inyong pakikita sa aming layarin!*



## **E. SERVICE PLEDGE**

**B** – eing able to serve

**A** – ccurately will leave and create

**L** – oyalty and satisfaction from client

**A** – ccountability of every frontliner with their job will surely meet the

**N** – eeds of each client which will lead to

**G** – rowth and

**A** – dvancement of City Government of Balanga.

## **F. AMENDMENTS**

Changes and modification to the methodologies of the Client's Satisfaction Survey are not restricted nor prohibited if such case were already obsolete and needed a new approach of implementing the system.



## SP RESOLUTION



Republic of the Philippines  
Sangguniang Panlungsod  
City of Balanga, Bataan

EXCERPT FROM THE MINUTES OF THE REGULAR SESSION OF THE  
SANGGUNIANG PANLUNGSOD OF BALANGA, HELD ON MAY 04, 2022 AT  
THE CITY OF BALANGA, BATAAN

PRESENT:

Hon. Vianca Lita Venzon-Gozon	Presiding Officer
Hon. Noel Joseph L. Valdecañas	Member
Hon. Jovy Z. Banzon	Member
Hon. Christian Laurence Z. Manalaysay	Member
Hon. Victor A. Baluyot Jr.	Member
Hon. Ma. Liza A. Vasquez	Member
Hon. Hubert B. Pizarro	Member
Hon. Ricardo M. Magpantay	Member
Hon. Jorescel S. Panganiban	Member
Hon. Pedro T. Yuzon, Jr.	Member
Hon. Benigno P. Meriño	Member
Hon. Ernesto D. Nisay	Member/ABC President
Hon. Jose Michael M. Espinosa	Member/SK Federated President

ABSENT:

None

RESOLUTION NO. 124 S. 2022

RESOLUTION APPROVING THE CITIZEN'S CHARTER 2022 (3RD EDITION)  
OF THE CITY GOVERNMENT OF BALANGA, BATAAN

WHEREAS, before this Council is the request the Honorable City Mayor Francis Anthony S. Garcia to pass a resolution approving the Citizen's Charter 2022 (3<sup>rd</sup> edition) of the City Government of Balanga, Bataan;

WHEREAS, the 1997 Constitution of the Philippines declares that public office is a public trust and that public officers and employees shall serve with the highest degree of responsibility, integrity, loyalty, and efficiency, and remain at all times accountable to the people;

WHEREAS, Republic Act No. 11032, or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018," requires local government units to set up their respective Citizen's Charter which will reflect the most current and updated service standards to render fast, efficient, convenient and reliable service;





Res. 124, S. 2022  
page 2 of 3

x-----x

WHEREAS, it is the policy of the City Government of Balanga to promote integrity, accountability, proper management of public affairs, and public property, and establish effective practices, aimed at efficient delivery of government services, including the prevention of graft and corruption within its walls;

WHEREAS, with the updated Citizen's Charter, the City Government of Balanga maintains the honesty and responsibility of its officials and employees, strengthens transparency in each Department with regards to the manner of transacting with the public, and provides simplified requirements and procedures aim to avoid red tape and expedite transactions in the City;

NOW, THEREFORE, finding the Citizen's Charter 2022 (3<sup>rd</sup> edition) in order, BE IT RESOLVED, AS IT IS HEREBY RESOLVED, to pass this RESOLUTION APPROVING THE CITIZEN'S CHARTER 2022 (3RD EDITION) OF THE CITY GOVERNMENT OF BALANGA, BATAAN.

RESOLVED FURTHER, to let a copy of this Resolution be furnished to the Honorable City Mayor Francis Anthony S. Garcia for his final approval, and once approved, to furnish the City Human Resource and Management Office for guidance, and all concern for reference.

ADOPTED AND APPROVED

x-----x

I hereby certify the adoption of Resolution No. 124 S. 2022.



CELITO J. TUAZON, MPA  
Secretary to the Sanggunian

ATTESTED:

HON. VIANCA LITA VENZON-GOZON  
Presiding Officer

HON. NOEL JOSEPH L. VALDECAÑAS  
Member

HON. JOVY Z. BANZON  
Member

HON. CHRISTIAN LAURENCE Z.  
MANALAYSAY  
Member

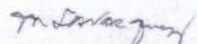
HON. VICTOR A. BALUYOT JR.  
Member

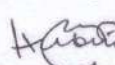


Res. 124, S. 2022

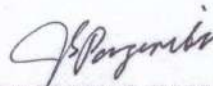
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HON. MA. LIZA A. VASQUEZ  
Member


  
HON. HUBERT B. PIZARRO  
Member

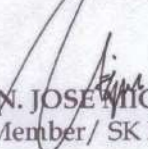
  
HON. RICARDO M. MAGPANTAY  
Member

  
HON. JORESCSEL S. PANGANIBAN  
Member

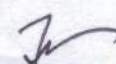
  
HON. PEDRO T. YUZON, JR.  
Member

  
HON. BENIGNO P. MERIÑO  
Member

  
HON. ERNESTO D. NISAY  
Member/ ABC President

  
HON. JOSE MICHAEL M. ESPINOSA  
Member/ SK Federated President

APPROVED:

  
HON. FRANCIS ANTHONY S. GARCIA  
City Mayor



**I HEREBY APPROVED THE FINAL VERSION OF THE CITY GOVERNMENT OF  
BALANGA CITIZENS CHARTER**

**FRANCIS ANTHONY S. GARCIA  
CITY MAYOR  
March 23, 2022**