



BAGONG PILIPINAS

CITY GOVERNMENT OF MALAYBALAY

CITIZEN'S CHARTER

2024 Edition



CITY GOVERNMENT OF MALAYBALAY

CITIZEN'S CHARTER

I



I. Mandate

The RA7160 also known as the Local Government Code of 1991 gives the local government powers to ensure the preservation and enhancement of culture, promotion of health and safety, right of the people to a balance ecology, development of technological capabilities, improvement of public moral, economic prosperity and social justice, full employment of residents, peace and order, and the convenience of inhabitants.

II. Vision

We envision Malaybalay City as a flourishing agri-ecotourism site of Bukidnon with healthy, fair, secured, and innovative community who are sustainably managing an ecologically-balanced and resilient environment supported by vibrant economy largely based on prime agri-industries promoting inclusive growth and government by leaders with propriety, accountability and transparency.

III. Mission

Provide basic services, encourage business enterprises, promote social justice and ensure effective management and utilization of its natural resources.

IV. Service Pledge

S.H.I.E.L.D:

- **S** Ensuring Security, Public Order and Safety (Living in safe and secure community)

Security and safety in the community impacts the way people live and interact. It is not just about crime prevention or the reduction of injury; it is more about building strong, vibrant and participatory members of the community. Community-based security and safety programs can significantly address the issues that might hinder the goal of having a “...healthy, fair, secured, and innovative community...”

- **H** Expanded Health, Sanitation and Social Services (Bringing services closer to the people)

There is no better way to bring about inclusive growth than bringing the very basic services the government can provide closer to the people it services. At the core of this priority thrust is the health sector which must be given enough attention as the city will try to move on after the COVID-19 pandemic. Even without the COVID-19 pandemic or the pre-pandemic as it is commonly called, the health sector was considered to be a priority. To accomplish the vision of a Health community.



- **I** Integrity in Governance and Public Service (Transparent, Accountable and People-centered governance)
Transparency, Accountability and People-centered governance is a must. There is no better way to express this than citing the Philippine Constitution itself. Article XI, Section 1 of the Philippine Constitution clearly states that: Public office is a public trust. Public officers and employees must, at all times, be accountable to the people, serve them with utmost responsibility, integrity, loyalty, and efficiency; act with patriotism and justice, and lead modest lives.
- **E** Environment and Culture Protection (Strengthening relationship with Indigenous Peoples as Guardian Partners of Biodiversity)
To achieve our vision of sustainably managing an ecologically balanced and resilient environment and promoting inclusive growth, we must not exclude our Indigenous People (IP). Preserving the environment becomes synonymous to preserving our heritage. Our aspirants for progress must not alienate our IP's. Only then will the meaning of INCLUSIVE growth will be realized.
- **L** Leading change (Transformation to Eco-Agri Tourism Economy)
There will be uncertainties if we move forward towards a new paradigm. However, the city must venture into new avenues where it can maintain its growth and its future. While we venture into this transformation, the leaders will exercise prudence to keep in mind sustainability for the sake of the city's future as well.
- **D** Local Development (Through Infrastructure Investments, Digital Solutions and Executive-Legislative Complementation)



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CITY ACCOUNTANT'S OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)



CITY ACCOUNTANT'S OFFICE



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1. Pre-Audit for Disbursement Voucher

Description of Service	Examination, Control and Audit of Disbursement Vouchers before issuance of checks to safeguard assets and authorize accurate & reliable disbursements in compliance with Generally-Accepted Accounting Principles and Commission on Audit Rules and Regulations.		
Office and Division	City Accountant's Office – City Financial Auditing Services		
Classification	Complex and Highly Technical (CIP)	Total Processing Time	4 Hours
Type of Transaction	Government to Government/Business/Client	Total Fees	None
Who May Avail	City Treasurer's Office/Payrolls or Suppliers/ Employees or City Mayors Office/Admin/City Budget Office	Period of Extension	Within 1 day after the return of lacking vouchers

Documentary Requirements	Where to Secure
Three (3) Original Copies of Obligation Request Two (2) Original Copies of Purchase Request Original/Digitalized Copies of Purchase Order All Original Copies of Canvass All Original Copies of Abstract of Canvass All Original Charge Invoice All Original Official Receipts Three (3) Original Copies of Inspection and Acceptance Report	City Budget Office – City Budget Operations Division End User or Requesting Offices Bids and Awards Committee – Procurement Service Unit A Bids and Awards Committee – Procurement Service Unit B Bids and Awards Committee – Procurement Service Unit B Suppliers or Purchasers Suppliers or Purchasers City General Service Office – Records, Property & Inventory Division



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Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Forwards to CAO City Financial Auditing Services Division all necessary vouchers/payrolls for pre-audit.	1.1. Receives Vouchers/Payroll through Transaction Protocol Manual and forwards to City Internal Audit Division for coding and VAT Computation.	None	30 Minutes	<i>Record Officer III/Admin Support Services</i>	0969 298 8264
	1.2. Assigns accounting code, VAT computations and pre-audits Vouchers	None	30 Minutes	<i>MAA IV/City Financial Auditing Services</i>	0969 298 8264
	1.3. Pre-audits Payroll and processing of employee's refund.	None	1 Hours	<i>MAA IV/City Financial Auditing Services</i>	0969 298 8264
	1.4. Assigns SL Account number for Semi-Expandable Inventory [pursuant to COA Cir 2022-004]	None	1 Hours	<i>Accountant IV/City Financial Accounting Services</i>	0969 298 8264
	1.5. Certifies the completeness of the documentary compliance attached to a Voucher	None	1 Hours	<i>City Accountant</i>	0969 298 8264
Total		None	4 Hours		
End of Transaction					



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2. Issuance of Accountant's Advice

Description of Service	Accountant's advice is required to be given to Servicing Banks to guarantee that checks are authorized and issued by the City Government of Malaybalay and that the agency has sufficient funds to which checks are charged against. Checks that are not included in the list of accountant's advices may be denied by the bank due to lack of guarantee from the accountant of the City Government of Malaybalay		
Office and Division	City Accountant's Office - City Financial Transactions Services Division – City Subsidiary Recap Section		
Classification	Simple	Total Processing Time	3 Hours
Type of Transaction	Government to Government	Total Fees	None
Who May Avail	Landbank/Suppliers/City Treasurer's Office	Period of Extension	None

Documentary Requirements	Where to Secure
Two (2) Original and Approved Disbursement Vouchers Checks Original Issued Accountant's Advice (in case of request for Corrective Accountant's Advice)	City Mayor's Office – Internal Affairs Division City Treasurer's Office – Administrative Support Unit City Treasurer's Office (Duly signed by City Mayor and City Treasurer or authorized alternative specimen) – Cash Receipt Division City Accountant's Office – Subsidiary Recap Section

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Request for Accountant's advice	1.1 Receives approved disbursement vouchers, supporting documents and checks from City Treasurer's Office	None	30 Minutes	<i>Record Officer III/Admin Support Services</i>	0969 298 8264



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	1.2 Assigns Disbursement Voucher number. Other than General Fund, this step can be done concurrently with Step 4.	None	15 Minutes	<i>Accountant IV/City Financial Accounting Services</i>	0969 298 8264
	1.3 Records Disbursement Voucher to Landbank Electronic Accountant Advice portal	None	20 Minutes	<i>Accountant IV/City Financial Accounting Services</i>	0969 298 8264
	1.4 Records Journal Entry Voucher in the Electronic – New Government Accounting System	None	45 Minutes	<i>Accountant IV/City Financial Accounting Services</i>	0969 298 8264
	1.5 Approves Accountant's Advice via electronic and hardcopies attached to be submitted to City Treasurer's Office	None	30 Minutes	<i>City Accountant</i>	0969 298 8264
	1.6 Forwards/Submits Accountant Advice to Landbank of the Philippines via electronic transfer	None	25 Minutes	<i>MAA IV/City Financial Auditing Services</i>	0969 298 8264
	1.7 Forwards Disbursement Vouchers, Supporting Documents and Checks to the CMO for Approval	None	15 Minutes	<i>Record Officer III</i>	0969 298 8264
	Total	None	3 Hours		
End of Transaction					



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3. Issuance of Certificate of Net Take-Home Pay

Description of Service	Certificates of Net Take-Home Pay are important documents testifying that regulatory deductions are reflected in an employee's salary earned for the period. Such documents are normally required from an employee/service provider/worker in case of application for loans in certain establishments such as lending companies, GOCCs (SSS, HDMF, GSIS, etc.), and others, or they may ask for it for other personal and commercial purposes.		
Office and Division	City Accountant's Office and City Financial Accounting Services Division – Subsidiary Recap Section		
Classification	Simple	Total Processing Time	2 Hours
Type of Transaction	Government to Client	Total Fees	None
Who May Avail	Government to Government (Current and Previously employed) and Job Orders and Contract of Services	Period of Extension	None

Documentary Requirements	Where to Secure
Original Government IDs One (1) Original and Approved Letter of Authority	Government Agencies Authorizing Employee/Client

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Verbal Request for Two (2) Original Copies of Certificate of Net-Take Home Pay	1.1 Receives request for certification	None	15 Minutes	<i>Record Officer III/ Admin Support Services</i>	0969 298 8264
	1.2 Printing of Certification	None	1 Hour	<i>City Accountant or designated Officer-in-Charge</i>	
	1.3 Approval of Certification, Received by the requesting person.	None	45 Minutes		
Total		None	2 Hours		
End of Transaction					



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4. Issuance of Tax Certificate (Value Added Tax, Income, etc.)

Description of Service	As a withholding agent of the BIR, the accounting office is required to issue tax certification for the various tax withheld from suppliers, employees and other stakeholders.		
Office and Division	City Accountant's Office and City Financial Accounting Services Division – Subsidiary Recap Section		
Classification	Simple	Total Processing Time	1 Hour and 30 Minutes
Type of Transaction	Government to Client, Government to Business	Total Fees	None
Who May Avail	Employees, Job Orders, Contract of Services, Suppliers	Period of Extension	None

Documentary Requirements	Where to Secure
Two (2) Original and Approved Disbursement Voucher	City Accountant's Office – City Financial Services Division

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Requests for Certification	1.1 Receives request for certification	None	15 Minutes	<i>Accountant IV/CFASD</i>	0969 298 8264
	1.2 Printing of Certification	None	45 Minutes	<i>Accountant IV/CFASD</i>	0969 298 8264
	1.3 Approval of Certification, Received by the requesting client.	None	30 Minutes	<i>City Accountant or designated Officer-in-Charge</i>	0969 298 8264
	Total	None	1 Hour and 30 Minutes		

End of Transaction



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5. Computation and Processing of Cash Advance for Travelling Allowance

Description of Service	Cash Advance for travelling allowance must be processed and computed first in the accounting department before issuance of checks and release to end users so that it would be ensured that no unauthorized and suspicious transactions would be allowed access to Cash advances. Travelling allowances are normally allowed on employees on Official Business Trips and transactions.		
Office and Division	City Accountant's Office and City Financial Auditing Services Division – City Financial Accounts Section		
Classification	Simple	Total Processing Time	3 Hours
Type of Transaction	Government to Client / Government to Government	Total Fees	None
Who May Avail	Officials, Authorized Employees, Barangay Officials	Period of Extension	None

Documentary Requirements	Where to Secure
One (1) Original/Printed Invitation Letter / Communications Three (3) Copies of Original Itinerary of Travel Original Copy of the Memorandum One (1) Original issued Certificate of No Outstanding Cash Advance Two (2) Original and Approved Disbursement Voucher Three (3) Original and Approved Obligation Request	Event Organizer/Sponsoring Organization End User/Office concerned City Mayor's Office – Internal Affairs Division City Accountant's Office City Financial Accounting Services assigned End User End User

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Forwards Itinerary of Travel and travel communication to City Accountant's	1.1 Receives Itinerary of Travel along with memo and communication	None	30 Minutes	<i>Management and Audit Analyst IV IV/CFAudSD</i>	0969 2988 264
Office- City Financial Auditing Services Division	1.2 Computes allowable travelling allowance and initials itinerary of travel and Certificate of no Cash Advance	None	2 Hours	<i>Management and Audit Analyst IV/CFAudSD</i>	0969 2988 264



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	1.3 Forwards Itinerary of Travel to City Mayor's Office for Approval	None	30 Minutes	<i>Management and Audit Analyst IV/CFAudSD</i>	0969 2988 264
Total		None	3 Hours		
End of Transaction					



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6. Remittance of different agencies (Government Service Insurance System, Bureau of Internal Revenue, Philhealth, Pag-Ibig, Etc.)

Description of Service	Amounts withheld/deducted from Employee/Service provider (Job Order)'s payroll are to be remitted to pertinent Government Agencies of Private Institutions as payment or remittance from the employer directly to payee or serving institution (Social Security System, Pag-ibig, BUGEMCO, etc.) for the employee to be able to enjoy the privileges of being a member or debtor of such institutions/agencies.		
Office and Division	City Accountant's Office and City Financial Accounting Services Division		
Classification	Highly Technical	Total Processing Time	10 Days
Type of Transaction	Government to Government, Government to Business	Total Fees	None
Who May Avail	Employees, Government Owned and Controlled Corporation	Period of Extension	None

Documentary Requirements	Where to Secure
Two (2) Original and Approved Disbursement Voucher (& check)	City Treasurer's Office – Cash Receipt Division
Original List of Employees with corresponding amount withheld	Payroll Officer/ CHRMO – Personnel Transactions and Services Division

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submits inquiry together with supporting documents	1.1 Prepares listing of employee's deductions	None	3-5 Days	Accountant IV/CFASD	0969 298 8264
	1.2 Prepares vouchers and journal entry	None	2 Days		None
	1.3 Remits to the different governmental agencies;	None	1-3 Days		
	1.4 Prepare monthly error report (to every office, 3-5 days every after remittance)	None	2-3 Days		
Total		None	10 Days		
End of Transaction					



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7. Barangay Transactions

Description of Service	The City Accounting Office – Barangay Section leads in recording financial transactions and maintaining records of 46 barangays in accordance with Generally-Accepted Accounting Principles & Commission on Audit rules and regulations.		
Office and Division	City Accountant's Office and Barangay Financial Accounting Services Division		
Classification	G2G	Total Processing Time	2 hours
Type of Transaction	Highly Technical	Total Fees	None
Who May Avail	Barangays within Malaybalay city: Treasurers & Other Officials	Period of Extension	None

Documentary Requirements	Where to Secure
Two (2) Original Copies of Disbursement Vouchers	Barangay
Three (3) Original Copies of Barangay Payroll	Barangay
All Original Copies of Purchase Request	Barangay
All Original Copies of Quotation	Barangay (data filled out by suppliers)
All Original Copies of Abstract of Quotation	Barangay
All Original Copies of Purchase Order	Barangay
Original Copies of Charge Invoice	Supplier
Three (3) Original Copies of Inspection Report	Barangay
1 Original Copy of the Punong Barangay Certification	Punong Barangay
All Original Official Receipts	Barangay Treasurer



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All Original Deposit Slips	Depository Bank
All Original Copies of Summary of Collection	Barangay
Two (2) Approved Copies of PPMP	Barangay
Original Copy of the Training Design	Barangay
Original Copies of the Approved Travel Order	Punong Barangay/Mayor or Kagawad
All Original Copies of Cash Advance	Barangay
All Original Copies of Communication	Barangay

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submits necessary documents	1.1 Receives documents and assign entry on disbursement vouchers	None	15 Minutes	<i>Accountant IV/BFASD</i>	0969 298 8264
	1.2 Check and reviews transactions as to authority	None	1 Hour		None
	1.3 Signs the Punong Barangay Certifications	None	30 Minutes		None
	1.4 Records Collection in excel forms before entry to NGAS	None	15 Minutes		None
Total		None	2 hours		
End of Transaction					



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8. Bank Reconciliation – City and Barangay Transactions

Description of Service	Preparation of Bank Reconciliation reconciles the difference between the Cash in the books versus the actual balances in the Depository Bank. Various circumstances account for such differences which include errors, unrecorded transactions and time differences in recording various transactions. These factors should be clearly pointed out and plotted in the Statement of Bank Reconciliation.		
Office and Division	City Accountant's Office – City and Barangay Financial Accounting Services Divisions – Subsidiary Recap Section		
Classification	Highly Technical	Total Processing Time	10 Days / 20 Days
Type of Transaction	Government to Government/Business/Client	Total Fees	None
Who May Avail	Government, Barangays & Interested parties	Period of Extension	None

Documentary Requirements	Where to Secure
Original Copy of the Bank Statements	Bank
Printed Subsidiary Ledger	New Government Accounting System, office records
Original Copies of the Credit and Debit Memos	Bank

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Request for Bank reconciliation for city	1.1 Prepares bank reconciliation (monthly)	None	9 Days	Accountant IV/BFASD	0969 298 8264
	1.2 Prepares journal entry	None	1 Day		None
2. Request Bank reconciliation for Barangay	2.1 Prepares bank reconciliation (monthly)	None	19 Days		None
	2.2 Prepares journal entry	None	1 Day		None
Total		None	10 Days / 20 Days		
End of Transaction					



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9. Preparation of Financial Statements – City

Description of Service	Financial Statements are the End Product of Accounting. These are the reports that show the whole outcome of the accounting procedure. Financial Statements include most commonly the Statement of Financial Position, Condition, Cash Flows, Changes in Equity and Notes to Financial Statements. Schedules of individual amounts may also be included/required.		
Office and Division	City Accountant's Office and City Financial Accounting Services Division – City Financial Accounts Section		
Classification	Highly Technical	Total Processing Time	20 Days
Type of Transaction	Government to Government	Total Fees	None
Who May Avail	Government, interested parties	Period of Extension	None

Documentary Requirements	Where to Secure
One (1) Copy of Statement of Financial Position/Condition	City Accountant's Office – Financial Accounting Services Division
One (1) Copy of Statement of Financial Performance	City Accountant's Office – Financial Accounting Services Division
One (1) Copy of Statement of Cash Flows	City Accountant's Office – Financial Accounting Services Division City Treasurer's Office – Monitoring and Evaluation Division
One (1) Copy of Cash Analysis	City Accountant's Office – Financial Accounting Services Division
One (1) Copy of Schedule of Receivables	City Accountant's Office – Financial Accounting Services Division
One (1) Copy of Schedule of Payables	City Accountant's Office – Financial Accounting Services Division
One (1) Copy of Notes to Financial Statement	City Accountant's Office – Financial Accounting Services Division
One (1) Copy of Comparison Statement of Budgeted and Actual Amounts	City Accountant's Office – Financial Accounting Services Division City Budget Office – City Budget Operations Division



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Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Request for Financial Statements	1.1 Prepare adjusting journal entries	None	3 Days	<i>Accountant IV/CFASD</i>	0969 298 8264
	1.2 Prepare schedule of Depreciation	None	2 Days	<i>Accountant IV/CFASD</i>	None
	1.3 Closing of Books	None	5 Days		None
	1.4 Prepares Income Statement, Balance Sheet, Cash Flows	None	4 Days		None
	1.5 Prepares Schedules and Notes to Financial Statement	None	3 Days		None
	1.6 Approves Financial Statement and related reports	None	2 Days	<i>City Accountant</i>	None
	1.7 Submits reports to Commission on Audit, City Mayors Office, Provincial Treasurer's Office, City Treasurer's Office, City Budget Office, Sanguniang Panglunsod Office, Sanguniang Panglalawigan	None	1 Day	<i>Accountant IV/CFASD</i>	None
Total		None	20 Days		
End of Transaction					



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10. Preparation of Financial Statements – Barangays

Description of Service	Barangay Division assist the 46 barangays of the city in the preparation of Financial Statements in accordance with Generally-Accepted Accounting Procedures & Commission on Audit rules and regulations.		
Office and Division	City Accountant's Office and Barangay Financial Accounting Services Division – Financial Accounting Section		
Classification	Simple	Total Processing Time	30 Days
Type of Transaction	Government to Government	Total Fees	None
Who May Avail	Barangays, Government, interested parties	Period of Extension	None

Documentary Requirements	Where to Secure
One (1) Copy of Statement of Financial Position/Condition	City Accountant's Office; Barangay Financial Accounting Services Division
One (1) Copy of Statement of Financial Performance	City Accountant's Office; Barangay Financial Accounting Services Division
One (1) Copy of Statement of Cash Flows	City Accountant's Office; Barangay Financial Accounting Services Division
One (1) Copy of Cash Analysis	City Accountant's Office; Barangay Financial Accounting Services Division
One (1) Copy of Schedule of Receivables	City Accountant's Office; Barangay Financial Accounting Services Division
One (1) Copy of Schedule of Payables	City Accountant's Office; Barangay Financial Accounting Services Division
One (1) Copy of Notes to FS	City Accountant's Office; Barangay Financial Accounting Services Division
One (1) Copy of Comparison Statement of Budgeted and Actual Amounts	City Accountant's Office; Barangay Financial Accounting Services Division



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Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Request for Barangay Financial Statements	1.1 Prepares adjusting/correcting entries for erroneous accounting entries noted.	None	5 Days	<i>Accountant IV/BFASD</i>	0969 298 8264
	1.2 Prepare schedule of Depreciation	None	3 Days		None
	1.3 Closing of Books	None	5 Days		None
	1.4 Prepares Income Statement, Balance Sheet, Cash Flows	None	5 Days	<i>Accountant IV/BFASD</i>	None
	1.5 Reviews and prints Financial Statements, schedules and notes to Financial Statement	None	4 Days		None
	1.6 Transmits printed Financial Statements, schedules and notes to Financial Statement to respective Punong Barangays and Barangay Treasurers for reconciliation and approval	None	3 Days		None
	1.7 Approves Financial Statements, schedules and Notes to Financial Statement	None	2 Days	<i>City Accountant</i>	None
	1.8 Consolidates approved Financial Statements.	None	2 Days	<i>Accountant IV/BFASD</i>	None
Total		None	30 Days		
End of Transaction					



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1. News and Announcement Data (NADA)					
Description of Service		Disseminate News and Announcement Data			
Office and Division		City Administrator's Office – Information Services Division (ISD)			
Classification		Simple	Total Processing Time		5 Hours
Type of Transaction		G2G – Government to Government	Total Fees		None
Who May Avail		All Division Offices of the City Government of Malaybalay	Period of Extension		3 Hours
Documentary Requirements			Where to Secure		
None			None		
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person-in-Charge (Position/Unit/Division)	Contact Number
1. Coordinators Email New and Announcement Data to Information Support Division	1.1 Receive and process NADA	None	2 Hours	<i>Information Services Division</i>	088-813-4707
	1.2 Post information/advisories to official Facebook page and CGM website		3 Hours		
Total			5 Hours		
End of Transaction					



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2. Banweg Newsletter

Description of Service	Gather News article for the publication of the of the quarterly newsletter				
Office and Division	City Administrator's Office – Information Services Division (ISD)				
Classification	Highly Technical	Total Processing Time		85 Days	
Type of Transaction	G2G – Government to Government G2C – Government to Citizen	Total Fees		None	
Who May Avail	All Government Agencies, LGUs and other Government Instrumentalities, and citizens who want to have a copy	Period of Extension		5 Days	
Documentary Requirements			Where to Secure		
None			None		
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person-in-Charge (Position/Unit/Division)	Contact Number
1. Email News and Announcement Data to Information Services Division	1.1 Consolidate NADA (News and Announcement Data) from different offices in a given period	None	60 Days	City Administrator Information Officer IV Information Officer III Admin Support Staff	088-813-4707
	1.2 Layout newsletter		10 Days		
	1.3 Proofread and edit news		5 Days		
	1.4 Produce Newsletter		5 Days		
	1.5 Distribute the Newsletter to different offices and 46 barangays and all CGM Offices		5 Days		
Total		None	85 Days		
End of Transaction					



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3. Banwag sa Dakbayan						
Description of Service		A pre-recorded studio guesting designed to broadcast information, education and communication campaign through social media, featuring the regularly scheduled calendar of programs, projects, and activities for each department and relevant agencies.				
Office and Division		City Administrator's Office – Information Services Division (ISD)				
Classification		Highly Technical		Total Processing Time		
Type of Transaction		G2G – Government to Government G2C – Government to Citizen		Total Fees		
Who May Avail		All Government Agencies, LGUs and other Government Instrumentalities, and citizens who want to have a copy		Period of Extension		
Documentary Requirements			Where to Secure			
None			None			
Client Action (Detailed Steps)		Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person-in-Charge (Position/Unit/Division)	Contact Number
1. Accept the letter of invitation and confirm the schedule of the interview		1.1 Prepare a letter of invitation and Schedule of interview	None	10 Minutes	City Administrator Information Officer IV Information Officer III Admin Support Staff	088-813-4707
		1.2 Send letter of invitation and Schedule of interview		8 Hours		
		1.3 Wait for confirmation		20 Minutes		
		1.4 Set up a studio for the recording of the interview		30 Minutes		
		1.5 conduct interview		2 Days and 10 Minutes		
		1.6 develop video production				
		1.7 Publish/upload the video to the CGM FB Page				
Total			None	2 Days, 9 Hours & 40 Min.		
End of Transaction						



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4. Development of IEC Materials					
Description of Service		Involved in creating various materials such as pamphlets, posters, presentations and multimedia content to effectively educate and inform the target audience on specific topics.			
Office and Division		City Administrator's Office – Information Services Division (ISD)			
Classification		Complex	Total Processing Time		7 Days
Type of Transaction		G2G – Government to Government	Total Fees		None
Who May Avail		All Division Offices of the City Government of Malaybalay	Period of Extension		3 Days
Documentary Requirements			Where to Secure		
Request Letter (1 copy Original)			Requesting Office		
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person-in-Charge (Position/Unit/Division)	Contact Number
1. Provide Data	1.1 Sourced all data from the focal person	None	2 Days	<i>Information Services Division (ISD) and Administrative Support Staff</i>	088-813-4707
	1.2 Design a layout		2 Days		
	1.3 Edit or do dummy printing for checking		2 Days		
	1.4 Produce of IEC Material		1 Day		
Total			7 Days		
End of Transaction					



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5. Video Documentation					
Description of Service	To provide video and photo documentation to different City Government of Malaybalay activities				
Office and Division	City Administrator's Office – Information Services Division (ISD)				
Classification	Complex	Total Processing Time	11 Days		
Type of Transaction	G2G – Government to Government	Total Fees	None		
Who May Avail	All Division Offices of the City Government of Malaybalay	Period of Extension	5 Days		
Documentary Requirements		Where to Secure			
Request Letter (1 copy Original)		Requesting Office			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person-in-Charge (Position/Unit/Division)	Contact Number
1. Submit a request letter approved by the City Administrator and wait for the agreed schedule of the photo shoot or video shoot	1.1 Calls for discussion/meeting with office focal person. If video production, write a script, storyboard	None	1 Day	<i>Information Services Division (ISD) and Administrative Support Staff</i>	088-813-4707
	1.2 Conduct photoshoot video shoot		3 Days		
	1.3 Develop video production		5 Days		
	1.4 Archive photo/video files		1 Day		
2. Provide Flash Disk for owners file copy	2.1 Provide Photo/video files to requesting party		1 Day		
Total		None	11 Days		
End of Transaction					



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6. 8888 Citizens' Complaint Hotline					
Description of Service	Act as a Permanent Action Team responsible for the collaboration efforts, interconnection, and integration of public feedback mechanisms with other offices and agencies				
Office and Division	City Administrator's Office – Information Services Division (ISD)				
Classification	Highly Technical	Total Processing Time	72 hours		
Type of Transaction	G2G – Government to Government	Total Fees	None		
Who May Avail	All Government Agencies, LGU's and other Government Instrumentalities, and citizens who lodged their concern to 8888 portal	Period of Extension	May exceed if highly technical but provides report on action taken		
Documentary Requirements		Where to Secure			
None		None			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person-in-Charge (Position/Unit/Division)	Contact Number
1. 8888 portal referral	1.1 Checks notification 8888 portal	None	5 Minutes	<i>Information Officer IV</i> <i>Information Officer III</i>	088-813-4707
	1.2 Prepares first endorsement		10 Minutes		
	1.3 Route pertinent documents to the concerned agency/entity accordingly based on the complaint		8 Hours		
	1.4 Wait for the response of the concerned agency/entity		63 Hours and 30 Minutes		
	1.5 Receive a reply from the respondent via email or hard copy		5 Minutes		
	1.6 Transmit reply to 8888 portal		10 Minutes		
End of Transaction			72 Hours		



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7. Software Development					
Description of Service		Provide IT solutions through system development on various needs of different offices			
Office and Division		City Administrator's Office - Management Information System			
Classification		Highly Technical	Total Processing Time		6 Months and 10 Minutes
Type of Transaction		G2G – Government to Government	Total Fees		None
Who May Avail		All Division Offices of the City Government of Malaybalay	Period of Extension		1 Month
Documentary Requirements			Where to Secure		
Approved Request Letter (1 copy original)			Requesting Party		
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person-in-Charge (Position/Unit/Division)	Contact Number
1. Submit a request letter approved by the City Administrator	1.1 Receive approved request letter Approval of request letter and assign to a certain programmer/s	None	10 Minutes	Software Section – Management Information System Division	088-813-4707
	1.2 Analyze and design Gathering of data and constructing a sketch for Graphic User Interface (GUI)		1 Month		
	1.3 Programming Creating database and coding to perform functionalities		4 Months		
	1.4 Implement and debug Testing and deployment		1 Month		
Total		None	6 Months and 10 Minutes		
End of Transaction					



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8. Computer Software Services					
Description of Service		Provide technical software services to requesting office or barangay			
Office and Division		City Administrator's Office - Management Information System			
Classification		Simple	Total Processing Time		6 Hours and 34 minutes
Type of Transaction		G2G – Government to Government	Total Fees		None
Who May Avail		All Divisions of the City Government of Malaybalay and Requesting LGU Barangays of Malaybalay City	Period of Extension		2 Hours
Documentary Requirements			Where to Secure		
Job request form			Management Information System Division		
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person-in-Charge (Position/Unit/Division)	Contact Number
1. Fill – up job request form. Off-site job requests should be approved by the City Administrator	1.1 Receive the request form duly accomplished by the client and assign the job to the responsible personnel	None	2 Minutes	Management Information System Division	088-813-4726
	1.2 Record the receipt of the computer unit/Attend to the requesting office		2 Minutes		
	1.3 Conduct a thorough virus scanning of the unit		3 Hours		
	1.4 Install the application as per request by the client		3 Hours		
	1.5 Write recommendations and record the release of the unit		30 Minutes		
Total		None	6 Hours and 34 Minutes		
End of Transaction					



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9. Computer Hardware Services

Description of Service	Provide technical hardware services to requesting office or barangay		
Office and Division	City Administrator's Office - Management Information System		
Classification	Simple	Total Processing Time	7 Hours and 45 Minutes
Type of Transaction	G2G – Government to Government	Total Fees	None
Who May Avail	All Divisions of the City Government of Malaybalay and LGU Barangays of Malaybalay City	Period of Extension	5 Hours

Documentary Requirements	Where to Secure
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Request Form	Management Information System Division
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Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person-in-Charge (Position/Unit/Division)	Contact Number
1. Fill – up the job request form	1.1 Issue service request form to clients	None	1 Minute	<i>Hardware Section - Management Information System Division</i>	088-813-4726
	1.2 Receive the service request form dully accomplished by the client and assign the job to the responsible personnel		2 Minutes		
	1.3 Record the receipt of the computer unit		2 Minutes		
	1.4 Conduct thorough computer hardware cleaning with the use of a vacuum cleaner (disassembly/assembly)		1.5 Hours		
	1.5 Troubleshoot the computer's hardware peripherals		3 Hours		
	1.6 Conduct of burn-in testing		3 Hours		
	1.7 Write recommendations and record the release of unit		10 Minutes		



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	Total	None	7 Hours and 45 Minutes	
End of Transaction				



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10. Network Wiring Services					
Description of Service	Provide wiring installation and troubleshooting to existing/proposed information technology infrastructure of the City Government				
Office and Division	City Administrator's Office - Management Information System				
Classification	Simple	Total Processing Time	4 Hours and 4 Minutes		
Type of Transaction	G2G – Government to Government	Total Fees	None		
Who May Avail	All Division Offices of the City Government of Malaybalay	Period of Extension	2 Hours		
Documentary Requirements		Where to Secure			
Request Letter		Requesting Party			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person-in-Charge (Position/Unit/Division)	Contact Number
1. Submit the approved request letter	1.1 Receive approved request letter	None	2 Minutes	<i>Hardware Section - Management Information System Division</i>	088-813-4726
2. Fill – up job request form	2.1 Receive the request form duly accomplished by the client and assign the job to the responsible personnel		2 Minutes		
	2.2 Survey the proposed installation area		1 Hour		
	2.3 Prepare the needed wirings and equipment		30 Minutes		
	2.4 Conduct actual installation/Troubleshooting		2 Hours		
	2.5 Conduct network checking (e.g., network signal testing) and finalize the installation		30 Minutes		
Total		None	4 Hours and 4 Minutes		
End of Transaction					



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11. Server Maintenance					
Description of Service		Provide 100% uptime of all servers as much as possible and secure for the best environmental condition of operation			
Office and Division		City Administrator's Office - Management Information System			
Classification		Simple	Total Processing Time		5 Hours and 11 minutes
Type of Transaction		G2G – Government to Government	Total Fees		None
Who May Avail		All Division Offices of the City Government of Malaybalay	Period of Extension		3 Hours
Documentary Requirements			Where to Secure		
None			None		
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person-in-Charge (Position/Unit/Division)	Contact Number
1. None	1.1 Create a backup of the database and store it in external storage	None	30 Minutes	<i>Management Information System Division</i>	088-813-4726
	1.2 Perform virus scanning		2 Hours		
	1.3 Perform defragmentation of Hard Disk		2 Hours		
	1.4 Turn off server computer and unplug wires from UPS, Network hub, and another component		10 Minutes		
	1.5 Remove the Server from the Rack		10 Minutes		
	1.6 Remove the server cover		1 Minute		
	1.7 clean away dust and molds using a vacuum and a soft brush		20 Minutes		
Total		None	5 Hours and 11 Minutes		
End of Transaction					



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12. Representation to Local Bodies and Committees

Description of Service	RA 7160 mandates the City Administrator to assist in the coordination of the work of all the officials of the local government unit, under the supervision, direction, and control of the city mayor, and for such purpose, he/she may convene the chiefs of offices and other officials of the local government unit				
Office and Division	City Administrator's Office				
Classification	Simple	Total Processing Time		None	
Type of Transaction	G2G – Government to Government	Total Fees		None	
Who May Avail	All Division Offices of the City Government of Malaybalay	Period of Extension		None	
Documentary Requirements			Where to Secure		
Administrative Order or Executive Order			City Mayor's Office		
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person-in-Charge (Position/Unit/Division)	Contact Number
1. The City Mayor authorizes the City Administrator to represent on his behalf to organize and facilitate coordination meetings	1.1 Organize and facilitate coordination meetings for working committees and groups, and local special bodies as assigned by the City Mayor	None	None	City Administrator Information Services Division	088-813-4707
Total		None	None		
End of Transaction					



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13. Commemoration, Observance, and Awareness of Special Events and City Government of Malaybalay Activities					
Description of Service	Facilitate the commemoration of special events and other City Government of Malaybalay activities				
Office and Division	City Administrator's Office				
Classification	Simple	Total Processing Time		None	
Type of Transaction	G2G – Government to Government	Total Fees		None	
Who May Avail	All Government Agencies, LGU's, and other Government Instrumentalities	Period of Extension		None	
Documentary Requirements			Where to Secure		
Administrative Order or Executive Order			City Mayor's Office		
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person-in-Charge (Position/Unit/Division)	Contact Number
1. The City Mayor authorizes the City Administrator's Office to facilitate the commemoration, observance, and awareness of special events and CGM activities	1.1 Assist in the preparation and facilitation of Special events and other City Government of Malaybalay activities.	None	None	City Administrator Information Services Division Administrative Support Section Management Information Systems Division	088-813-4707
	1.2 Make proposals for activities and forward them to the City Mayor for approval.				
Total		None	None		
End of Transaction					



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14. Approval of Official Documents

Description of Service	Approval of official documents (disbursement voucher, leave applications, Activity Designs, Daily Time Record (DTR) of Department Heads and other communications)		
Office and Division	City Administrator's Office – Administrative Support Section		
Classification	Simple	Total Processing Time	1 Hour and 50 Minutes
Type of Transaction	G2G – Government to Government, G2C – Government to Citizen G2B – Business	Total Fees	None
Who May Avail	All Government Agencies, LGU'S, other Government Instrumentalities, citizens and Businesses	Period of Extension	1 Hour

Documentary Requirements		Where to Secure			
Obligation Requests, Disbursement vouchers, PR, Leave applications, Activity Design, DTR (Daily Time Record), etc.		Malaybalay City Government departments and divisions			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person-in-Charge (Position/Unit/Division)	Contact Number
1. Forwards documents to the City Administrator's Office using the Document Tracking System (DTS)	1.1 Receives documents through DTS	None	20 Minutes	Administrative Support Staff	088-813-4707
	1.2 Forward to the City Administrator or authorized representative for approval		20 Minutes		
	1.3 Approved Documents		50 Minutes	City Administrator	
	1.4 Forwards approved documents to various offices & reflect in DTS the documents forwarded		90 Minutes	Administrative Support Staff	
Total		None	None		
End of Transaction					



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15. CGM Official Identification Card					
Description of Service		Issuance of Official CGM Identification Card for CGM Employees			
Office and Division		City Administrator's Office – Administrative support Section			
Classification		Simple	Total Processing Time		25 Minutes
Type of Transaction		G2G – Government to Government	Total Fees		PHP 100.00 for re-issuance
Who May Avail		All employees of the City Government of Malaybalay	Period of Extension		15 Minutes
Documentary Requirements			Where to Secure		
Identification Card number			City Human Resource and Management Office – Personnel Transaction		
Appointment of Employment			City Human Resource and Management Office		
Memorandum of Office Assignment			City Human Resource and Management Office		
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person-in-Charge (Position/Unit/Division)	Contact Number
1. Fill up the Request Form for Identification Card and forward to the City Administrator's Office or Identification Card Printing section	1.1 Receive Identification Card form from CHRMO	None for the first issuance, PHP 100.00 for re-issuance and change of office assignment	20 Minutes per Client	<i>Administrative Support Staff</i>	088-813-4707
2. Have a Photo Taken for Identification Card	1.2 Take a photo for Identification Card				
	1.3 Data entry				
Total		None for the first issuance, PHP 100.00 for re-issuance and change of office assignment	20 Minutes per Client		
End of Transaction					



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16. Senior Citizens Pocket Identification Card					
Description of Service		Issuance of Senior Citizen Pocket Identification Card			
Office and Division		City Administrator's Office – Administrative Support Section			
Classification		Simple	Total Processing Time		20 Minutes
Type of Transaction		G2G – Government to Government	Total Fees		None
Who May Avail		All Senior Citizens of the City of Malaybalay	Period of Extension		10 Minutes
Documentary Requirements			Where to Secure		
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person-in-Charge (Position/Unit/Division)	Contact Number
1. Fill up the Request Form for the Identification Card	1.1 Receive the Senior Citizen Identification Card form from OSCA	None	20 Minutes per Client	Office of the Senior Citizen Association & City Admin Support Staff	088-813-4707
2. Proceed to the Photo Booth for the Identification Card Picture	2.1 Take a Photo for the Identification Card				
	2.2 Entry Data				
3. Provide Identification Card e-signature or Thumb mark	3.1 Input E-signature / Thumb Mark				
4. Review the data being input by the staff	4.1 Preview Data				
	4.2 Print Plastic Identification Card				
5. Receive Identification Card	5.1 Release Identification Card				
Total		None	20 Minutes		
End of Transaction					



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17. Tarpaulin Printing					
Description of Service		Provide free printing of tarpaulin to all CGM Offices in line with the LGU's activities			
Office and Division		City Administrator's Office- Administrative Support Section			
Classification		Simple	Total Processing Time		None
Type of Transaction		G2G – Government to Government	Total Fees		None
Who May Avail		All Division Offices of the City Government of Malaybalay	Period of Extension		None
Documentary Requirements			Where to Secure		
Request Letter			Requesting Office		
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person-in-Charge (Position/Unit/Division)	Contact Number
1. Submit a request letter approved by the City Administrator	1.1. Received approved request letter	None	2 Minutes	Administrative Support Staff	088-813-4707
2. Provide a soft copy of the design to be printed	1.2. Print		30 Minutes per Client		
Total		None	32 Minutes		
End of Transaction					



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18. IPABX Support					
Description of Service	Provide internal and external communication support to different offices				
Office and Division	City Administrator's Office – Management Information System				
Classification	Simple	Total Processing Time		4 Minutes	
Type of Transaction	G2G – Government to Government G2C - Government to Citizen, G2B – Government to Business	Total Fees		None	
Who May Avail	All Government Agencies, LGU's, and other Government Instrumentalities	Period of Extension		2 Minutes	
Documentary Requirements			Where to Secure		
None			None		
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person-in-Charge (Position/Unit/Division)	Contact Number
1. Dial the Telephone Number	1.1 Receive phone call	None	2 Minutes	<i>Management Information System Division</i>	088-813-4726
	1.2 Forward the call to the appropriate office or person		2 Minutes		
Total		None	4 Minutes		
End of Transaction					



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19. Service Request Form Data Input for Hardware, Software, and Network					
Description of Service		Encoding of service request form to the in-house information system			
Office and Division		City Administrator's Office – Management Information System			
Classification		Simple	Total Processing Time		4 Minutes
Type of Transaction		G2G – Government to Government	Total Fees		None
Who May Avail		All Division Offices of the City Government of Malaybalay	Period of Extension		2 Minutes
Documentary Requirements			Where to Secure		
Request letter					
Client Action (Detailed Steps)		Agency Action (Detailed Steps)		Fees to be Paid	Processing Time
1. Fill up Job request form		1.1 Receive job request form		None	2 Minutes
		1.2 Encode service request form			2 Minutes
		Total			4 Minutes
End of Transaction					



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20. Barcode Generation, Printing and Release					
Description of Service		Provide important components to the established information system of the Document Tracking System.			
Office and Division		City Administrator's Office – Management Information System			
Classification		Simple	Total Processing Time		35 Minutes
Type of Transaction		G2G – Government to Government	Total Fees		None
Who May Avail		All Division Offices of the City Government of Malaybalay	Period of Extension		15 Minutes
Documentary Requirements			Where to Secure		
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person-in-Charge (Position/Unit/Division)	Contact Number
1. Ask for printed barcodes	1.1 Generate Barcode	None	3 Minutes	<i>Management Information System Division</i>	088-813-4726
	1.2 Print Barcode		30 Minutes		
	1.3 Record outgoing barcodes		2 Minutes		
Total		None	35 Minutes		
End of Transaction					



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21. Biometric enrollment					
Description of Service		To add information to biometric machine for new employees assigned to different offices			
Office and Division		City Administrator's Office – Information Services Division (ISD)			
Classification		Complex	Total Processing Time		4 Minutes
Type of Transaction		G2G – Government to Government	Total Fees		None
Who May Avail		All Division Offices of the City Government of Malaybalay	Period of Extension		None
Documentary Requirements			Where to Secure		
Identification Card No. of Employee			City Human Resources and Management Office (CHRMO) – Personnel Transaction		
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person-in-Charge (Position/Unit/Division)	Contact Number
1. The client must be already enrolled in HRMIS (Human Resources Management Information System) and provide an identification Card number given by the CHRMO	1.1 Fingerprint enrollment in the Biometric machine	None	2 Minutes	<i>Management Information System Division</i>	088-813-4726
	1.2 Download and upload finger data		2 Minutes		
Total		None	4 Minutes		
End of Transaction					



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22. Purchase Order Delivery Inspection					
Description of Service	Inspect supplies/equipment delivered to the office of City General Services. Information Technology units is examined with regard to approved Purchase Order and as indicated with the supplier's Cash Invoice or Delivery Receipt concerning the right specification.				
Office and Division	City Administrator's Office – Management Information System				
Classification	Simple	Total Processing Time		25 Minutes	
Type of Transaction	G2G – Government to Government	Total Fees		None	
Who May Avail	All Government Agencies, LGU's and other Government Instrumentalities	Period of Extension		10 Minutes	
Documentary Requirements			Where to Secure		
Approved Purchased Order			General Services Office		
Suppliers Delivery Receipts/Cash Invoice			General Services Office		
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person-in-Charge (Position/Unit/Division)	Contact Number
1. Present Supplies/Items	1.1 Receive a call from the office of the City General Services for Inspection	None	2 Minutes	<i>Management Information System Division</i>	
	1.2 Collect all pertaining documents for reference		2 Minutes		
	1.3 Inspect the supplies delivered		20 Minutes		
	1.4 Sign Charge Invoice/Delivery Receipt if all materials/equipment is achieved with accuracy or conformed to specification.		1 Minute		
Total		None	25 Minutes		
End of Transaction					



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23. Policy Recommendation

Description of Service	The City Administrator is mandated to provide coordination and assistance to all departments and personnel for guidance, consistency, accountability, efficiency, effectiveness, and clarity on how the City Government of Malaybalay operates and performs.				
Office and Division	City Administrator's Office – Organization Development Division				
Classification	Highly Technical	Total Processing Time	3 Months		
Type of Transaction	G2G – Government to Government	Total Fees	None		
Who May Avail	All Division Offices of the City Government of Malaybalay	Period of Extension	None		
Documentary Requirements		Where to Secure			
Request Letter/Memorandum Order/Office Order (1 photocopy)		Requesting Office			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person-in-Charge (Position/Unit/Division)	Contact Number
1. Submit a request Letter/ Memorandum Order/Office Order approved by the City Administrator	1.1 Research and draft policy	None	3 Months	<i>Development Officer I</i>	088-813-4707
	1.6 Does the 1 st review of the drafted policy 1.2.1 Edit if with comments / Finalize copy if without comments upon 1st or 2nd submission.			<i>City Administrator</i>	088-813-4707
	1.3 Does the 2 nd review of the drafted policy 1.3.1 Edit if with comments / Finalize copy if without comments upon 1st or 2nd submission			<i>City Legal Officer</i>	088-813-4706
	1.4 Does the 3 rd and final review and approve the policy 1.4.1 Edit if with comments / Finalize copy if without comments upon 1 st or 2 nd submission			<i>City Mayor</i>	088-813-4726



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	1.5 Print the final copy of the policy for the signature of the City Mayor.			<i>Development Officer I</i>	088-813-4707
	1.6 Issue AO (Administrative Order)/EO (Executive Order) for the adaption and implementation of policy			<i>City Mayor</i>	088-813-4726
	1.7 Distribute of approved Policy for implementation. 1.7.1 Disseminate copies of AO (Administrative Order)/EO (Executive Order) with attachment approved Policy to all Divisions/LGU's			<i>Development Officer I</i>	088-813-4707
	1.8 Publish of approved policy. 1.8.1 Provide soft copy to Information Services Division (ISD) for publication of AO/EO for newly approved Policy.			<i>Development Officer I</i> <i>Information Officer IV</i>	088-813-4707
	Total	None	3 Months		
End of Transaction					



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24. Programs and Activities					
Description of Service		Programs are created to ensure that efficiency, effectiveness, accountability, standard delivery of service to citizens, and ethical norms and standards are practiced by all officials and personnel of the City Government of Malaybalay to guarantee quality performance of public service. Moreover, Republic Act 7160 mandates the establishment and maintenance of a sound personnel program for the local government unit designed to promote career development and uphold the merit principle in the local government service.			
Office and Division		City Administrator's Office – Organization Development Division			
Classification		Technical	Total Processing Time		8 Days, 30 Minutes
Type of Transaction		G2G – Government to Government	Total Fees		None
Who May Avail		All Division Offices of the City Government of Malaybalay	Period of Extension		3 Days
Documentary Requirements			Where to Secure		
Request Letter/Memorandum/Office Order (1 original copy)			City Administrator Local Chief Executive		
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person-in-Charge (Position/Unit/Division)	Contact Number
1) Submit a request Letter/ Memorandum Order/Office Order approved by the City Administrator	1.1 Conduct planning requested programs	None	1 Day (<i>Days may vary depending on the complexities of request</i>)	Development Officer I	088-813-4707
	1.2 Conduct Need Analysis / Assessment		5 Days	Development Officer I	
	1.3 Present programs for comments and/or approval		6 Hours	Development Officer I City Administrator	
	1.4 Prepare draft of Activity Design		2 Hours	Development Officer I	



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	1.5 Printing of draft Activity Design for City Administrators review and comments. 1.5.1 Edit if with comments / Finalize copy if without comments upon 1st or 2nd submission		30 Minutes	<i>Development Officer I</i>	
	1.6 Print final of Activity Design for signature of the City Administrator and/or City Mayor with attached approved PPMP.		1 Day	<i>Development Officer I</i> <i>Administrative Officer III</i>	
	Total	None	8 Days, 30 Minutes		
End of Transaction					



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25. Organizational Development					
Description of Service		Republic Act 7160 mandates the office of the City Administrator to conduct continuing organizational development with the end in view of instituting effective administrative reforms			
Office and Division		City Administrator's Office – Organization Development Division			
Classification		Technical	Total Processing Time		7 Days, 7 Hours and 20 Minutes
Type of Transaction		G2G – Government to Government	Total Fees		None
Who May Avail		All Departments under the City Government of Malaybalay	Period of Extension		None
Documentary Requirements			Where to Secure		
Request Letter/Memorandum/Office Order (1 Original copy)			Requesting Office City Administrator		
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person-in-Charge (Position/Unit/Division)	Contact Number
1. Request Letter/Memo (Requested seminar from other Division/Office)	1.1 Receive approved letter and prepare organizational development programs	None	2 days	Organizational Development Officer I	
	1.2 Conduct and implement development programs based on the schedule (date/time/location) provided by the requesting Office/Division	None	1 Day	Organizational Development Officer I	
2. When the request comes from a direct order from the City	2.1 Request booking for the availability of the venue for the	None	10 Minutes	Organizational Development Division	



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Administrator to conduct organizational develop	organizational development programs			<i>City Mayor's Office</i>	
	2.2 Prepare draft Activity Design for the proposed organizational development programs	None	3 Hours	<i>Organizational Development Officer I</i>	
	2.3 Print draft Activity Design for City Administrator's review and comments. 2.3.1 Edit if with comments / Finalize copy if without comments upon 1st or 2nd submission	None	4 Hours	<i>Organizational Development Officer I City Administrator</i>	
	2.4 Print and submit the final Activity Design for approval/signature of the City Administrator and/or City Mayor with the attached approved PPMP.	None	1 Day	<i>City Administrator City Mayor</i>	
3) Prepare Certificate for Participants/Attendees	3.1 Prepare draft layout of Certificate of attendance for the scheduled seminar.	None	2 Days	<i>Organizational Development Division</i>	
	3.2 Print draft certificate for Organizational Development Officer and City Administrator's Approval. 3.2.1 Edit if with comments/Finalize copy if without comments upon 1st or 2nd submission	None	10 Minutes	<i>City Administrator City Mayor</i>	



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	3.3 Print final copies of Certificates for the City Administrator and City Mayor signatures	None	1 Day		
	Total	None	7 Days, 7 Hours and 20 Minutes		
End of Transaction					



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1. Provision of Hybrid Corn and Open Pollinated Variety White Corn Seeds and Fertilizers

Description of Service	<p>The program is under the Department of Agriculture-RFO 10 & LGU Corn Production Support Services. It aims to increase the production and income of the farmers by providing readily available hybrid corn seeds and Open Pollinated Variety (OPV) White Corn seeds and/or with complete inorganic fertilizers.</p> <p>The farmer will closely coordinate with the Corn Growers' Associations and their assigned Agricultural Extension Officer in his/her barangay regarding the availability of the program. Sometimes, the Corn Project Coordinators and Agricultural Extension Officer in Corn will recommend Corn Growers Association to avail the said project and will help facilitate in hauling it to the barangay.</p>				
Office and Division	City Agriculture Office/ Field Operation Division (Crops Section)				
Classification	Simple	Total Processing Time		30 Minutes	
Type of Transaction	Government to Citizen	Total Fees to be Paid		None	
Documentary Requirements			Where to Secure		
Original Valid Government Issued ID/Residence Certificate			LTO, COMELEC, BARANGAY, SSS, GSIS, POST OFFICE, PHILHEALTH, NBI, POLICE, PSA, LGU, DSWD (Senior, 4Ps), ETC		
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Inquire to the Agricultural Extension Office assigned in the barangay about the availability of seeds and/or to Corn Growers Association Presidents	1.1 Inform the farmer of its availability 1.2 Requires the farmer to show an original valid ID. 1.3 Verify name in the Registry System for Basic Sector in Agriculture (RSBSA) farmer's master list	None	5 Minutes	Corn Team Agricultural Extension Officer assigned per barangay	09351148421
2. Fill up the required forms	2.1 Check if the form is properly filled out	None	5 Minutes	Agricultural Extension Office assigned in the barangay/ Corn Team	09351148421



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3.1 Withdraw seeds and/or fertilizers at the designated dropping point	3.1 Releases seeds with fertilizers	None	20 Minutes	City Agriculture Office Warehouseman/ Corn Team	09351148421
TOTAL		None	30 Minutes		



2. Provision of Hybrid and Certified Inbred Rice Seeds with Fertilizer Discount Voucher

Description of Service	<p>The program is under the Department of Agriculture-RFO 10 Rice Production Support Services. It aims to increase the production and income of the farmers by providing free and readily available hybrid and certified inbred rice seeds and fertilizer to the Registry System for Basic Sector in Agriculture (RSBSA) - registered rice farmers.</p> <p>The farmer will closely coordinate with the Agricultural Extension Office (AEO) assigned in the respective barangay regarding the availability of the seeds. AEOs are required to facilitate the dissemination of information to the barangays of all PPAs implemented and to be implemented by the office.</p>		
Office and Division	City Agriculture Office/ Field Operation Division (Crops Section)		
Classification	Simple	Total Processing Time	20 Minutes
Type of Transaction	Government to Citizen	Total Fees to be Paid	None
Who may avail	Farmers	Period of Extension	None

Documentary Requirements	Where to Secure
Original Valid Government Issued ID/Residence Certificate	LTO, COMELEC, BARANGAY, SSS, GSIS, POST OFFICE, PHILHEALTH, NBI, POLICE, PSA, LGU, DSWD (Senior, 4Ps)

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Inquire from Agricultural Extension Office assigned in the barangay about the availability of seeds and fertilizer	1.1 Inform the farmer of the available seeds and fertilizer 1.2 Requires farmer to show original valid ID and or residence certificate 1.3 Verify name in the Registry System for Basic Sector in Agriculture (RSBSA) farmer's master list	None	5 Minutes	Rice Team Agricultural Extension Office assigned per barangay	09539277088
2. Fill out the Acknowledgement Receipt Form	2.1 Check if the form properly filled out	None	5 Minutes	Agricultural Extension Office assigned in the	09759173914



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				barangay	
3. The Client withdraws seeds and fertilizer at the designated dropping point	3.1 Releases seeds and fertilizer (Voucher if available)	None	10 Minutes	City Agriculture Office Warehouseman/ Rice Team	09758845587
	TOTAL	None	20 Minutes		



3. Provision of Bio-N Fertilizer for Rice and Corn

Description of Service
 The Bio-N Fertilizer is a microbial fertilizer for rice and corn that has the ability to fix Nitrogen from the air making it available for plant growth that can drastically reduce Nitrogen fertilizer input and enhance the yield of rice and corn. The Bio-N Fertilizer is produced by the City Agriculture Office Bio-N Mixing Plant initiated by UPLB and supported by LGU Malaybalay to make the Bio-N Fertilizer readily available for rice and corn farmers at a reasonable price.
 The farmers will visit the office to avail the project and sometimes incorporated to Rice and Corn Seeds Distribution Program of the Department of Agriculture that the farmer will pay in addition to the seeds they availed.

Office and Division	City Agriculture Office/ Integrated Agricultural Laboratories (Bio N Mixing Plant)		
Classification	Simple	Total Processing Time	17 Minutes
Type of Transaction	Government to Citizen	Total Fees to be Paid	Php 60.00/sachet
Who may avail	Farmers/Non-Farmers	Period of Extension	None

Documentary Requirements	Where to Secure
None	None

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Buy Bio-N and pay to the Collection Officer in the Admin Section of the main building	1.1 Receives payment and issues receipt	60.00 per sachet	5 Minutes	<i>Administrative Officer II</i>	0916-111-5646
2. Bring the official receipt to the Bio-N Mixing Plant	2.1 Records the official receipt, brief farmer on the usage and importance of Bio-N	None	10 Minutes	Bio-N Incharge	0997-5188-776
3.1 Receives the Bio-N 3.2 Signs the acknowledgment receipt in the logbook		None	2 Minutes	Bio-N Incharge	0997-5188-776
TOTAL		Php 60.00	17 Minutes		

4. Soil Analysis Services

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Description of Service

The City Agriculture Office Soil Testing Laboratory was established to make readily available for farmers to analyze their farm's soil to determine the level of soil nutrient availability thereby providing fertilizer recommendations as to the type of commodity or plant the farmers will produce.

The farmer will bring their soil sample (air-dried and pulverized) to the City Soil Testing Laboratory following the exact instructions on how to collect the soil sample. The Agricultural Extension Office assigned in the barangay may bring the soil sample and the farmer will get the result thereafter.

Office and Division	City Agriculture Office/Integrated Agricultural Laboratories Section (City Soil Testing Laboratory)		
Classification	Complex	Total Processing Time	9 Days and 7 Minutes
Type of Transaction	Government to Citizen	Total Fees to be Paid	Php 250.00- Outside Malaybalay City Php 150.00- student outside the City Php 100.00- farmers and students within the City
Who may avail	Farmers	Period of Extension	None

Documentary Requirements	Where to Secure
Original Identification Card showing their residence	Any entities

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Bring and submit to City Soil Testing Laboratory one kilo air-dried, well-pulverized soil sample with a complete label	1.1 Receives soil sample 1.2 Records pertinent information 1.3 Label sample with laboratory control number	None	5 Minutes	City Soils Lab In-Charge- <i>Agriculturist II</i>	0917-8801-384
2. Pays soil analysis	2.1 Receives payment and issues official receipt	Php 250.00- Outside Malaybalay City Php 150.00- student outside the City	2 Minutes	<i>Administrative Officer II</i>	0916-1115-646



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		Php 100.00- farmers and students within the City			
	2.2 Analyzes of soil pH, % Organic Matter Content, Extractable Phosphorus, Exchangeable Potassium Formulates fertilizer recommendation afterward	None	9 Working Days for air-dried samples	City Soils Lab In-Charge-Agriculturist II	0917-8801-384
	2.3 Approves the Fertilizer recommendation	None		City Agriculturist	0917-5599-950
	2.4. Informs the farmer to pick up the Soil Analysis result	None		City Soils Lab In-Charge-Agriculturist II	0917-8801-384
	2.5 Releases fertilizer recommendation report to the client	None	3 Minutes	City Soils Lab In-Charge/Agriculturist II	0917-8801-384
	TOTAL	Php 250.00- Outside Malaybalay City Php 150.00- student outside the City Php 100.00- farmers and students within the City	9 Days & 10 Minutes		



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5. Provision of Tissue Cultured- Banana/ Abaca Plantlets

Description of Service	The City Plant Tissue Culture Laboratory was established to produce disease-free and readily available tissue-cultured banana and abaca plantlets for the farmers in the city. The farmer can visit the office to avail the banana and abaca plant-tissue cultured plantlets. The office will distribute during Hatud Serbisyo Program, Farmers' Forum and other activities for free to promote the products.		
Office and Division	City Agriculture Office/Field Operation Div-Integrated Agricultural Laboratories (Plant Tissue Culture Laboratory)		
Classification	Simple	Total Processing Time	26 Minutes
Type of Transaction	Government to Client	Total Fees to be Paid	Php 15.00/Banana plantlet Php 10.00/ Abaca Plantlet
Who may avail	Farmers	Period of Extension	None

Documentary Requirements	Where to Secure
None	None

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Inquires about the availability of banana/abaca plantlets	1.1 Check the available banana/abaca plantlets ready for release in the nursery	None	3 Minutes	Nursery In-charge	09976954388

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Pays the tissue cultured banana/abaca plantlets to the collection officer of Admin Section in the main building	2.1 Receives payment and issues official receipt	Php 15.00/ Banana plantlet Php 10.00/ Abaca plantlet	2 Minutes	<i>Administrative Officer II</i>	09161115646
3. Present the official receipt to the Nursery In-charge	3.1 Records sales in the logbook and requires client for signature	None	3 Minutes	Nursery In-charge	09658123435
4. Signs the Logbook for record purposes	4.1 Loading of plantlets to clients' vehicle	None	3 Minutes	Nursery In-charge	09658123435
			15 Minutes/1000 plantlets	Farm Worker II	Not Available
TOTAL		Php 15.00/ Banana plantlet Php 10.00/ Abaca plantlet	26 Minutes		



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6. Provision of Tilapia Fingerlings

Description of Service	<p>The City Agriculture Office promotes increasing the number of tilapia fingerlings in the city to support food security. The program is collaborated by the Bureau of Fisheries and Aquatic Resources-10 at Kisolon Hatchery where the source of the tilapia fingerlings is located.</p> <p>The Inland Fisheries Section of the Office will haul the number of tilapia fingerlings and directly delivered to the barangay depending on the fisherfolks requests and schedules.</p>		
Office and Division	City Agriculture Office/Field Operation Division (Inland Fisheries Section)		
Classification	Highly Technical	Total Processing Time	12 Days and 50 Minutes
Type of Transaction	Government to Citizen	Total Fees to be Paid	Php 35.00/cellophane pack
Who may avail	Fisherfolks	Period of Extension	None

Documentary Requirements	Where to Secure
Original Valid Government Issued ID/Residence Certificate	LTO, COMELEC, BARANGAY, SSS, GSIS, POST OFFICE, PHILHEALTH, NBI, POLICE, PSA, LGU, DSWD (Senior, 4Ps), ETC
2 copies of Letter Request	Barangay, Barangay Fisherfolks' Association

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Inquires about the availability of fingerlings	1.1 Checks if listed in the Fisherfolk Registration (Fish R)	None	5 Minutes	Inland Fisheries <i>Senior Aquaculturist/Aquaculturist II</i>	09179683913
2. Submits a letter request for fingerlings dispersal to the office or Agricultural Extension Office assigned	2.1 Receives/acknowledges clients' request and conduct interview	None	30 Minutes	Inland Fisheries <i>Senior Aquaculturist/Aquaculturist II</i>	09302334897
	2.2 Conduct field validation/inspection	None	1 Day	<i>Aquaculturist II</i>	09179683913
	2.3 Request BFAR Kisolon Hatchery for fingerling allocation	None	1 Week	Inland Fisheries <i>Senior Aquaculturist/Aquaculturist II</i>	09178340694



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	2.4 Schedule the delivery of fingerlings	None	5 Minutes	Inland Fisheries <i>Senior Aquaculturist/Aquaculturist II</i>	09178340694
3. Receives information from the City Agri the schedule of delivery of requested fingerlings (thru text/letter)	3.1 Deliver tilapia fingerlings		5 Minutes(text)/letter (1 day)	Inland Fisheries <i>Senior Aquaculturist/Aquaculturist II</i>	09178340694
		None	1 day	Inland Fisheries <i>Senior Aquaculturist/Aquaculturist II</i>	09179683913
4. Pay the amount of number of cellophane packs containing the fingerlings received	4.1 Receive payment upon delivery	P 35.00/ cellophane pack	1 day	Inland Fisheries <i>Senior Aquaculturist/Aquaculturist II</i>	09302334897
5. Signs acknowledgment receipt and record book	5.1 Records the number of fingerlings received	None	1 day	Inland Fisheries <i>Senior Aquaculturist/Aquaculturist II</i>	09302334897
TOTAL		Php 35.00/pack	12 Days and 50 Minutes		



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Provision of Extension Services, Education, Trainings and Seminars to Various Commodities.

Description of Service	<p>One of the mandates of the Office is to provide Extension Services, Education, Training, and Seminars (ESETS) to the farmers. It aims to increase the knowledge and level of adoption of the farmers to the technology developed by the Department of Agriculture and will be delivered/conducted through Extension Services/Technical Assistance, Education, Trainings and Seminars by the Agricultural Extension Officers and Project Coordinators trained and capacitated by the Department on various technologies for agriculture and fisheries development.</p> <p>A group of farmers or organizations/associations will request training or seminars. Sometimes the Agricultural Extension Officer assigned to the barangay will initiate training or seminars based on the needs of the farmers or rural-based organizations/farmer associations.</p>		
Office and Division	City Agriculture Office/Field Operations Division		
Classification	Highly Technical	Total Processing Time	17 Days
Type of Transaction	Government Citizen	Total Fees to be Paid	None
Who may avail	Farmers	Period of Extension	None

Documentary Requirements	Where to Secure
3 Original Copies of Board Resolution/Letter Request	Agricultural and Fishery Council & Rural Based Organizations

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submits board resolution/letter request for the conduct of what kind of training/seminar to office	1.1 Approves request and coordinate with Project Coordinators and schedule date of training/seminar	None	None	Field Operation Division, Admin Section and <i>City Agriculturist</i>	09539277088
	1.2 Prepares Training design and budgetary requirement and source of funds for recommending approval of City Agriculturist	None	1 Week	Project Development Section Chief and PMED Head	09176715256
	1.3 Forwards to City Mayor for approval	None	1 Week	Admin Messenger	09067818544



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	1.4 Follows-up Training Design	None	2 Days	Project Coordinator/Admin In-charge	09353547540
2. Receives technology/training inputs	2.1 Conduct Training/Seminar with scheduled date and time	None	1 Day to 5 Months	Project Coordinators/ Facilitators under Field Operation Division	09177173265
	TOTAL	None	17 Days		



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8 Establishment of Farmers Field School Technology Demonstrations and Farm Demonstrations.

Description of Service	<p>One of the mandates of the Office is the transfer of technology from Research Development Division of the Department of Agriculture and other line agencies and/or Private Companies. It aims to showcase the improved technology versus farmers practices to increase the production and quality of all crops, inland fisheries, agri-livestock and food processing technologies by establishing a Technology/Farm Demonstrations to a selected and identified farmer cooperator/farm owner.</p> <p>The Department of Agriculture and other line agencies will inform the City Agriculture Office the Technology/Farm Demonstration to be established and conduct one-fay field day/harvest day to showcase the result of the techno demo with farmers invited for information, education campaign and dissemination.</p>		
Office and Division	City Agriculture Office/Field Operations Division		
Classification	Highly Technical	Total Processing Time	105 Days
Type of Transaction	Government Citizen	Total Fees to be Paid	None
Who may avail	Farmers	Period of Extension	None

Documentary Requirements	Where to Secure
Invitation Letter to Farmers	City Agriculture Office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Response to Invitation of the Upcoming Field/Harvest Day	1.1 Establishment of Technology/Farm Demonstration.	None	3-4 months	Field Operation Division, and <i>City Agriculturist</i>	09539277088
	1.2 Prepares Training design and budgetary requirement and source of funds for recommending approval of City Agriculturist	None	1 Week	Project Development Section Chief and PMED Head	09176715256



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	1.3 Forwards to City Mayor for approval	None	1 Week	Admin Messenger	09067818544
	1.4 Follows-up Training Design	None	2 Days	Project Coordinator/Admin In-charge	09353547540
	1.5 Prepares Program & Invitation	None	2 days	Field Operation Division/AEO	088-813-1254
2. Participates and attend the Field/Harvest Day	2.1 Conduct of Field/Harvest Day Program and Farm Demo Tour	None	1 Day	Project Coordinators/Facilitators under Field Operation Division	09177173265
TOTAL		None	105 Days		



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Crop Insurance Registration and Pesticide Assistance

Description of Service	<p>The mandate of the office is to secure food for the populace of the City of Malaybalay. There are times, our small farmers need our assistance through registration to crop insurance in coordination with the Philippine Crop Insurance Corporation (PCIC) when calamities and pest infestations will occur. Provision of pesticides assistance for rodents, plant diseases and insect pests are intended upon crop damage reported by the farmer.</p> <p>The Agricultural Extension Officer assigned will facilitate the farmers registration to PCIC with prescribed registration forms and submitted to PCIC. Upon occurrence of calamities or plant diseases or insect pests infestations, the farmer will report to the office. Pesticides stocked in the office will be provided but since it is limited, only those with heavily affected by the infestation will be prioritized.</p>		
Office and Division	City Agriculture Office/ Field Operation Division (Crops Section)		
Classification	Simple	Total Processing Time	1.5 Days and 15 Minutes
Type of Transaction	Government to Citizen	Total Fees to be Paid	None
Who may avail	Farmers with crop damage report	Period of Extension	None

Documentary Requirements	Where to Secure
Crop Damage Report	None

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Report crop damage to AEO or report directly to the office	1.1 Interviews the client 1.2 Conduct ocular inspection of the crop damage; 1.3 Prepares crop damage report and submits to project coordinator 1.4 Submits Crop Indemnity Report to PCIC.	None	1.5 Days	Agricultural Extension Office Assigned in the Barangay	09916210174
	1.5 Gives recommendation, and issues	None	10 Minutes	Agricultural Extension	09916210174



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	withdrawal slip			Office Assigned in the Barangay	
2. Bring withdrawal slip to the pesticides in-charge in the Warehouse	2.1 Release pesticides and files withdrawal slip for recording	None	5 Minutes	Crops section/Pesticide Program Coordinator	09667049579
TOTAL			1.5 Days and 15 Minutes		



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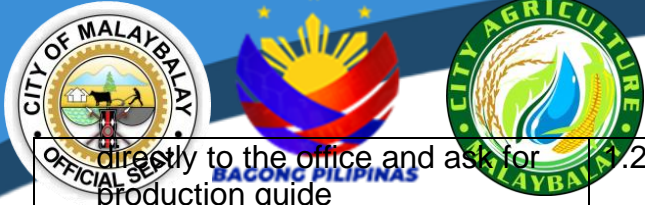
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10. Provision of Vegetable Seeds and Industrial Crops Seedlings

Description of Service	<p>The Program is funded by the Department of Agriculture-RFO 10 under the High Valued Crop Development Program on Crop Production Support Services. The vegetable seeds are packed by kind and shall be readily available to the farmers upon delivery of the DA-RFO 10 to the Office.</p> <p>The farmer will visit the office to avail of the vegetable seeds. Sometimes, the Agricultural Extension Officer/Project Coordinator will recommend providing it to schools, vegetable farmer associations, and industrial crop growers.</p>		
Office and Division	City Agriculture Office/Field Operation division/ High Valued Commercial Crop Development Program (HVCDP) Section		
Classification	Simple	Total Processing Time	1 Day and 40 Minutes
Type of Transaction	Government to Client	Total Fees to be Paid	None
Who may avail	Farmers/ Schools/ Other Institution Private and Public	Period of Extension	None

Documentary Requirements	Where to Secure
Letter Request	Farmers/ Schools/ Other Institution Private and Public

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submits letter request for vegetable seed to Agricultural Extension Officer in barangay or	1.1 Inspect and validates clients' farm area and submit list of farmers qualified to avail of vegetable seeds to Agricultural Extension Officer Assigned in the Barangay	None	1 Day	High Valued Commercial Crop	09163484833



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<p>directly to the office and ask for production guide</p>	<p>1.2 Identifies volume of seed requirement, variety of seeds needed, extends additional information on vegetable production to clients, facilitates delivery and distribution of seeds</p>	<p>None</p>	<p>30 Minutes</p>	<p>Coordinator</p>	<p>09976954388</p>
<p>2. Fill-up form for the liquidation of seeds</p>	<p>1.3 Release seeds to farmer and signs acknowledgement receipt</p>	<p>None</p>	<p>10 Minutes</p>	<p>Vegetable Seeds Distribution In-Charge</p>	<p>09976954388</p>
<p>TOTAL</p>		<p>None</p>	<p>1 Day and 40 Minutes</p>		



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44 Usage of Farmers Training Center

Description of Service	<p>The Farmers Training Center is designed to provide a venue and location for farmers where training and seminars, farmers consultations, meetings, and forums will be conducted. The Training Center is equipped with chairs, tables, visual aids, and proper ventilation (air-conditioning) to promote a conducive environment for learning and various activities.</p> <p>A group of farmers, organizations, institutions, agencies, and offices may visit or call our office telephone number at 813-1254 to avail of the Farmer's Training Center.</p>		
Office and Division	City Agriculture Office/ Administrative Services Unit		
Classification	Simple	Total Processing Time	9 Minutes
Type of Transaction	Government to Government/Government to Citizen	Total Fees to be Paid	None
Who may avail	Group of farmers, Organizations, Institutions, Agencies, and Offices	Period of Extension	None

Documentary Requirements	Where to Secure
Letter Request	None

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Inquire of the availability of Farmers Training Center and submit letter request stating specific schedule of use to the Admin Staff	1.1 Receives request and checks availability and endorses to City Agriculturist for approval	None	3 Minutes	Marivic S. Dio	09656618034
	1.2 The City Agriculturist approves the request when it is available	None	3 Minutes	City Agriculturist	09175599950
	1.3 Informs client approval of request and record in the logbook for schedule	None	3 Minutes	Admin Staff	09161115646
2. Use of the Training Center	2.1 Assists any needs for the usage of the facility	None	1 Minute	Admin Staff	09161115646



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TOTAL	None	9 Minutes	
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12. Provision of Agri Reading Materials and E-Learning of the Farmers’ Information and Technology Services Center

Description of Service	<p>The Department of Agriculture through the Agricultural Training Institute is mandated to increase the farmers’ knowledge and learning on agriculture and fishery technology by developing a Farmer’s Information Technology Services Center or FITS Center. It is located at the City Agriculture Office Compound and the center will provide reading materials, pamphlets, and an internet connection using the e-learning software so that farmers, students, and clients can readily access information and technologies through the internet.</p> <p>The farmers, students, and clients can visit the office to avail themselves of the reading materials. The Office will also distribute the reading materials during the Hatud Serbisyo Program and other Farmer’s product displays and activities.</p>		
Office and Division	City Agriculture Office/ Field Operations Division (Institutional Development Section)		
Classification	Simple	Total Processing Time	45 Minutes
Type of Transaction	Government to Citizen	Total Fees to be Paid	None
Who may avail	Farmers	Period of Extension	None

Documentary Requirements	Where to Secure
None	None

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processin Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Inquire the Farmer’s Information Technology Services Center or FITS Center staff about the needed Information Education Campaign (IEC) materials and or research documents or production, post-production, and processing technologies,	1.1 Prepares the requested Information Education Campaign (IEC) materials and records in the logbook and provides clients with the Information Education	None	30 Minutes	IDS Head/FITS Coordinator	09913096873



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specific technical information (on crop production techniques, insect pests etc.), and economic statistics.	Campaign (IEC) materials				
2. Inquires using e-learning software	2.1 Guide the client on how to access the e-learning software	None	10 Minutes	IDS Head/FITS Coordinator	09913096873
3. Receives Information Education Campaign (IEC) material and signs the logbook	3.1 Keep record/logbook for future reference	None	5 Minutes	IDS Staff	09913096873
TOTAL		None	45 Minutes		



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13. Issuance of Registry System for Basic Sector in Agriculture (RSBSA) Certification, Endorsement for Loans, and other Certifications

Description of Service	<p>The SIKAT-SAKA, Agricultural Competitiveness Enhancement Fund (ACEF) & Rice Competitiveness Enhancement Fund (RCEF) Loan Program are funded by the Department of Agriculture that aims to provide necessary credit to rice farmers (SIKAT-SAKA/RCEF) and to rice, corn, vegetables, and industrial crop farmers and fisherfolks (ACEF Loan) and cooperatives/registered associations and to micro and small enterprises to increase productivity. The Local Government Unit will assist and facilitate the farmer-clienteles to avail of the program. The office will also certify if the farmer is registered to the Registry System for Basic Sector in Agriculture (RSBSA). Requests for production data from other agencies and private companies are also catered through the issuance of certification based on the data gathered.</p> <p>The Monitoring and Evaluation Section will spearhead the program in providing endorsements/certifications upon validating the area of the farmers and must be included in the list under RSBSA. The Agricultural Extension Officer assigned per barangay will assist the farmers in completing the necessary requirements of the program.</p>		
Office and Division	City Agriculture Office/ Planning, Monitoring and Evaluation Division (Monitoring and Evaluation Section)		
Classification	Simple	Total Processing Time	21 mins excluding 3-5 days if farmer is not in the masterlist
Type of Transaction	Government to Citizen	Total Fees to be Paid	Php 50.00
Who may avail	Farmers	Period of Extension	None

Documentary Requirements		Where to Secure			
None		None			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Request for Certification/ Endorsement	1.1 Check the farmers name at the RSBSA Master List. If not listed, inform the farmer to return after 3-5 days for their farm to be validated by the Agricultural Extension Office per commodity assigned and to bring Barangay	None	5 Minutes	Monitoring and Evaluation Section/ <i>Senior Agriculturist</i>	09564661582



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	Certification Irrigator's Association Certification for SIKATSAKA				
	1.2 Agricultural Extension Office validation activity (if not listed)	None	3-5 Days	Assigned Agricultural Extension Officer	09564661582
2. Return to the office to follow up after 5 days	2.1 Receives the Barangay Certification and informs the result of the validation.	None	3 Minutes	Monitoring and Evaluation Section	093520273381
3. Pays for the Certification	3.1 Checks the Barangay Certification and Application Form	Php 50.00	5 Minutes	Admin Staff	09161115646
4. Present the OR of payment	4.1 Inform the client to wait for Signatories for the Certification	None	5 Minutes	Monitoring and Evaluation Section	
	4.2 Approves Certificates/Endorsement	None	3 Minutes	<i>City Agriculturist</i>	
	TOTAL	Php 50.00	21 Minutes excluding 3-5 Days if farmer is not in the masterlist		

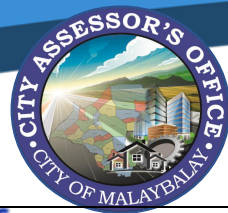


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CITY ASSESSOR'S OFFICE



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Preparation and Issuance of Tax Declaration for New and Conform

Description of Service	*The updated tax declaration is issued to the new owner of real property.*				
Office and Division	City Assessor's Office – Appraisal & Assessment Services Division – Transfer Section				
Classification	Simple	Total Processing Time	1 Day and 20 Minutes		
Type of Transaction	G2C - Government to Citizen	Total Fees to be Paid	None		
Who may avail	General Public	Period of Extension			
Documentary Requirements		Where to Secure			
New Land (Case A)					
1.) Electronic Copy of Title (Original Copy and 1 Photocopy)		Land Registration Authority (LRA)			
2.) Update Real Property Tax (Receipt or Tax Clearance)		City Treasurer's Office (windows # 1 to 14)			
3.) Tax Identification Number (TIN) (Original Copy or Photocopy)		Bureau of Internal Revenue (BIR)			
New Land (Case B)					
1.) Application for Free Patent/ for "alienable and disposable" certification and technical description, order of issuance, barangay Certification (Original and 1 Photocopy)		City Environment & Natural Resources Office (CENRO) & Provincial Environment and Natural Resources Office (PENRO)			
2.) Update Real Property Tax (Receipt or Tax Clearance) (Original Copy or Photocopy)		City Treasurer's Office (windows # 1 to 14)			
3.) Tax Identification Number (TIN) (Original Copy or Photocopy)		Bureau of Internal Revenue (BIR)			
Conform					
1.) Electronic Copy of Title (Original Copy and 1 Photocopy)		Land Registration Authority (LRA)			
2.) Update Real Property Tax (Receipt or Tax Clearance) (Original Copy or Photocopy)		City Treasurer's Office (windows # 1 to 14)			
3.) Tax Identification Number (TIN) (Original Copy or Photocopy)		Bureau of Internal Revenue (BIR)			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number



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1. Approach the officer of the day and registers on the client's logbook	1.1 Provide routing slip for endorsement.	None	5 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division)</i>	0936-148-9604
	1.2 Tax Mapping Division Chief identify / verify the previous tax declaration.	None	1 Hour	<i>Tax Mapper IV (Tax Mapping Division)</i>	0936-148-9604
2. Present required Documents.	2.1 Assessment Division chief Interview/Evaluate all documentary requirements.	None	30 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division)</i>	0936-148-9604
	2.2 Compute Real Property Tax (if not yet paid)	Assessed Value x 2% (AV x 2%)	20 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division)</i>	0936-148-9604
3. Pay the Real Property Tax to the City Treasurers Office	3.1 Issue Official receipt	Assessed Value x 2% (AV x 2%)	1 Hour	<i>Revenue Collection Operations Officer –IV (Local Revenue Collection Division)</i>	0997-452-5920
4. Client Submits official receipt for processing.	4.1 Appraisal and Assessment Division endorse to the Records Section for History. (Previous tax declaration)	None	1 Hour	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division)</i>	0936-148-9604
			1	<i>Tax Mapper IV</i>	0936-148-9604



BAGONG PILIPINAS



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	4.2 Appraisal and Assessment Division endorse all documents to Tax Mapping Division for Field Appraisal Assessment Sheet.	None	Hour	<i>(Tax Mapping Division)</i>	
	4.3 Assessment Division will continue encoding all entries in the Field Appraisal Assessment Sheet and print for checking	None	1 Hour	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division)</i>	0936-148-9604
	4.4 Records Section review and attached prepared history and affix initial in the Field Appraisal Assessment Sheet.	None	10 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division)</i>	0936-148-9604
	4.5 Records section forward to Tax Mapping Division for review and check and affix initial or signed on the Field Appraisal Assessment Sheet.	None	30 Minutes	<i>Tax Mapper IV (Tax Mapping Division)</i> <i>Local Assessment Operations Officer III</i>	0936-148-9604



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	<p>Tax Mapping Division forward to Assessment Division for review and check and affix initial or signed on the Field Appraisal Assessment Sheet and print Tax Declaration</p>	None	15 Minutes	<p><i>(Appraisal and Assessment Services Division)</i></p> <p>City Assessor</p>	0936-148-9604
	<p>4.7 Assessment Division endorse all documents with Field Appraisal Assessment Sheet and Tax Declaration to the Asst. City Assessor/ City Assessor for approval</p>	None	15 Minutes	<p>Local Assessment Operations Officer III <i>(Appraisal and Assessment Services Division)</i></p>	0936-148-9604
	<p>4.8 Records Section prepare Notice of Assessment and Tax Bill</p>	None	15 Minutes	<p>City Assessor</p>	0936-148-9604
	<p>4.9 Records Section endorse Notice of Assessment and Tax Bill to the City Assessor for approval</p>	None	15 Minutes	<p>City Assessor</p>	0936-148-9604
<p>5. Receive approved Tax Declaration and Notice of Assessment and Tax Bill</p>	<p>5.1 Records Section release approved Tax Declaration and Tax Bill</p>	None	30 Minutes	<p>Local Assessment Operations Officer III <i>((Appraisal and Assessment Services</i></p>	0936-148-9604



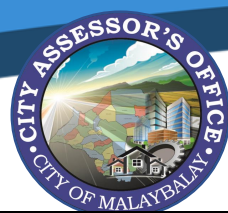
BAGONG PILIPINAS



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			<i>Division-Records Section)</i>	
TOTAL TIME			1 day and 20 minutes	
Policy: Supporting papers and other requirements are based on MRPAO (Manual on Real Property Appraisal and Assessment Operation)				
Note: Transaction time for this service may vary depending on the volume of request.				



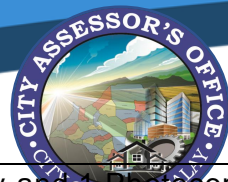
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Conduct Appraisal of Newly Discovered Real Property Building and Machinery (Including Re-Appraisal , Depreciation and Demolished /Moved out)

Description of Service	The updated tax declaration is issued to the new owner of the real property.		
Office and Division	City Assessor's Office – Appraisal & Assessment Services Division – Appraisal Section		
Classification	Highly Technical	Total Processing Time	7 Days and 3 Minutes
Type of Transaction	G2C - Government to Citizen	Total Fees to be Paid	₱100.00 Transfer/Request or Inspection
Who may avail	General Public (All)	Period of Extension	

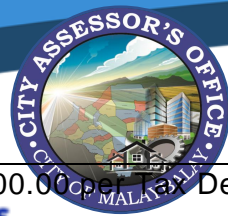
Documentary Requirements	Where to Secure
New Building	
1.) Letter Request	Applicant
2.) Building Permit (Original Copy and 1 Photocopy), Occupancy Permit(Original Copy and 1 Photocopy) *If no Building Permit - Sworn Statement (Notarized) (Original) *For Non-land owner - Authorization from land owner (Original Copy and 1 Photocopy)	City Engineer's office/City Assessors' Office
3.) Tax Identification Number (TIN) (Original or 1 Photocopy)	Bureau of Internal Revenue (BIR)
4.) Inspection Fee Receipt = ₱100.00 per Tax Declaration (Original Copy or Photocopy)	City Treasurer's Office (Windows 1 to 12)
5.) Picture of the building	
Re-Appraisal of Building	
1.) Letter Request	Applicant



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2.) Building Permit (Original Copy and 1 Photocopy), Occupancy Permit (Original Copy and 1 Photocopy) *If no Building Permit - Sworn Statement (Notarized) (Original)	Applicant
3.) Tax Identification Number (TIN) (Original Copy or Photocopy)	Bureau of Internal Revenue (BIR)
4.) Updated Real Property Tax Payment Receipt (Original Copy or Photocopy)	City Treasurer's Office (Windows 1 to 12)
5.) Inspection Fee Receipt= ₱100.00 per Tax Declaration (Original Copy or Photocopy)	City Treasurer's Office (Windows 1 to 12)
6.) Picture of the building	Owner
New Machinery	
1.) Letter Request	Applicant
2.) Acquisition Cost / Official Receipt with sworn statement (notarized) * If owner of the machinery is not the owner of the building, memorandum of agreement (MOA) is required. (Photocopy)	Applicant
3.) Tax Identification Number (TIN) (Original and 1 Photocopy)	Bureau of Internal Revenue (BIR)
4.) Updated Real Property Tax Payment	City Treasurer's Office (window 1-14)
5.) Inspection Fee = ₱100.00 per Tax Declaration	City Treasurer's Office (window 1-12)
6.) Picture of the machinery	Applicant
Depreciation	
1.) Letter Request	Applicant
2.) Updated Real Property Tax Payment (Original Copy or Photocopy)	City Treasurer's Office (window 1-14)
3.) Inspection Fee Receipt = ₱100.00 per Tax Declaration (Original Copy or Photocopy)	City Treasurer's Office (window 1-12)
Demolish/Move Out	
1.) Letter Request	Applicant
2.) Updated Real Property Tax Payment (Original)	City Treasurer's Office (window 1-14)
3.) Business Processing & Licensing Office Certificate (Original)	Business Processing & Licensing Office
4.) Barangay Certificate (Original)	Barangay Office



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5.) Inspection Fee Receipt = ₱100.00 per tax Declaration (Original & Photocopy) City Treasurer's Office (window 1-12)

6.) Picture of the building/machinery Applicant

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Approach the Officer of the Day and registers on the Client's Logbook	1.1 Provide routing slip for endorsement.	None	5 Minutes	Local Assessment Operations Officer III (Appraisal and Assessment Services Division)	0936-148-9604
2. Present required Documents.	2.1 Assessment Division chief Interview/Evaluate all documentary requirements.	None	30 Minutes	Local Assessment Operations Officer III (Appraisal and Assessment Services Division)	0936-148-9604
3. Pay the required fees to the City Treasurer's Office	3.1 Issue Official receipt (For processing fee)	Php100.00/ tax declaration	1 Hour	Revenue Collection Operations Officer –IV (Local Revenue Collection Division)	0997-452-5920
4. Client Submits official receipt for processing.	4.1 Appraisal Section Chief issues mission order for inspection.	None	30 Minutes	Local Assessment Operations Officer III (Appraisal and Assessment Services Division)	0936-148-9604
	4.2 City Assessor/Asst. City Assessor approved the mission order.	None	15 Minutes	City Assessor	0936-148-9604



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	<p>Conduct on site ocular field inspection</p>	None	1 Day	<p><i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division)</i></p>	0936-148-9604
	<p>4.4 Inspector prepares the Field Report (Building sketch with pictures and the computed market value).</p>	None	4 Hours	<p><i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division)</i></p>	0936-148-9604
	<p>4.5 Appraisal Section endorse the Field Report to Tax Mapping Division for PIN Verification and preparation of Field Appraisal Assessment Sheet.</p>	None	1 Hour	<p><i>Tax Mapper IV (Tax Mapping Division)</i></p>	0936-148-9604
	<p>4.6 Tax Mapping Division endorse Field Appraisal Assessment Sheet to Appraisal Section and continue encoding Field Appraisal Assessment Sheet.</p>	None	2 Hours	<p><i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division)</i></p> <p><i>Local Assessment Operations Officer III</i></p>	0936-148-9604



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	Appraisal Section endorse Field Appraisal Assessment Sheet to Records Section to check and affix initials	None	10 Minutes	<i>(Appraisal and Assessment Services Division)</i>	0936-148-9604
	4.8 Records section endorse Field Appraisal Assessment Sheet to Tax Mapping Division for review and check and affix initial	None	30 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i>	0936-148-9604
	4.9 Tax Mapping Division endorse Field Appraisal Assessment Sheet to Appraisal Section for review and check and affix initial	None	2 Hours	<i>Tax Mapper IV (Tax Mapping Division) Local Assessment Operations Officer III (Appraisal and Assessment Services Division)</i>	0936-148-9604
	4.10 Field Appraisal Assessment Sheet. forwarded to the City Assessor and Asst. City Assessor for Checking	None	30	<i>Tax Mapper IV (Tax Mapping Division) Local Assessment Operations Officer III</i>	0936-148-9604



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CITY ASSESSOR'S OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

			Minutes	(Appraisal and Assessment Services Division) City Assessor	
5. Client will affix signature over printed name on the tax declaration (Conforme)	5.1 Appraisal Section Print Tax Declaration for owners signature	None	1 Day	Local Assessment Operations Officer III (Appraisal and Assessment Services Division)	0936-148-9604
	5.2 Assistant City Assessor Recommend approval of Tax Declaration	None	15 Minutes	Assistant City Assessor	0936-148-9604
	5.3 City Assessor Approved Tax Declaration	None	15 Minutes	City Assessor	0936-148-9604
	5.4 Records Section prepare Notice of Assessment and Tax Bill	None	15 Minutes	Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)	0936-148-9604
			30	City Assessor	



BAGONG PILIPINAS



CITY ASSESSOR'S OFFICE HOURS

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	Records Section endorse Notice of Assessment and Tax Bill to the City Assessor for Approval	None	Minutes		0936-148-9604
6. Receive approved Tax Declaration and Notice of Assessment and Tax Bill	6.1 Release approved Tax Declaration and Notice of Assessment and Tax Bill to the client	None	30 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i>	0936-148-9604
TOTAL TIME			7 Days and 3 Minutes		
Policy: Supporting papers and other requirements are based on MRPAO (Manual on Real Property Appraisal and Assessment Operation)					
Note: Transaction time for this service may vary depending on the volume of request.					



CITY ASSESSOR'S OFFICE HOURS

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Preparation and Issuance of Tax Declaration for Transfer, Segregation, Consolidation and Re-Classification (With actual inspection)			
Description of Service	*The updated tax declaration is issued to the new owner upon transfer of ownership of real property from the previous owner. *		
Office and Division	City Assessor`s Office – Appraisal and Assessment Services Division		
Classification	Highly Technical	Total Processing Time	5 Days 2 Hours and 40 Minutes
Type of Transaction	G2C - Government to Citizen	Total Fees to be Paid	₱100.00
Who may avail	General Public (All)	Period of Extension	
Documentary Requirements		Where to Secure	
For Transfer (General)			
1.) Electronic Copy of Title (Original Copy and 1 Photocopy)		Land Registration Authority (LRA)	
2.) Deed of Conveyance (Sale, Extra-judicial Settlement, Donation and etc.) (Original Copy & 1 Photocopy) *If seller is a corporation, secretary's certificate is needed. *If seller is a representative, special power of attorney (SPA) is needed		Land Registration Authority (LRA)	



CITY ASSESSOR'S OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

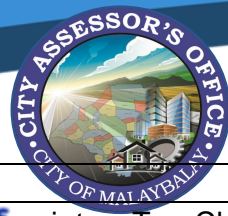
<p>Of seller is the only heir, affidavit (self attestation) is needed. (Original Copy and 1 Photocopy)</p>	
3.) Certificate Authorizing Registration (Owners Copy and 1 Photocopy)	Bureau of Internal Revenue (BIR)
4.) Copy of Approved Subdivision Plan (segregation/consolidation) (Original Copy and 1 Photocopy)	Department of Environment and Natural Resources (DENR) Region X
5.) Update Real Property Tax (Receipt or Tax clearance) (Original Copy or Photocopy)	City Treasurer's Office (windows # 1 to 14)
6.) Transfer Tax Receipt (Photocopy) (Original Copy or Photocopy)	City Treasurer's Office (windows # 1 to 12)
7.) Tax Identification Number (TIN) (Original Copy or Photocopy)	Bureau of Internal Revenue (BIR)
8.) Processing Fee Receipt ₱100.00 per Tax Declaration (Original)	City Treasurer's Office (windows # 1 to 12)
For Transfer Case A (Department of Agrarian Reform Title)	
1.) Electronic Copy of Title (Original Copy and 1 Photocopy)	Land Registration Authority (LRA)
2.) Department of Agrarian Reform Certificate of land covered by Comprehensive Agrarian Reform Program (Original Copy and 1 Photocopy)	City Agrarian Reform Office (CARO)
3.) Copy of Approved Subdivision Plan (segregation/consolidation) (Original Copy and 1 Photocopy)	Department of Environment and Natural Resources Region X
4.) Update Real Property Tax (Receipt or Tax Clearance) (Original Copy or Photocopy)	City Treasurer's Office (windows # 1 to 14)
5.) Tax Identification Number (TIN) (Original Copy or Photocopy)	Bureau of Internal Revenue (BIR)
6.) Processing Fee Receipt ₱100.00 per Tax Declaration (Original Copy or Photocopy)	City Treasurer's Office (windows # 1 to 12)
For Transfer Case B (Department of Environment and Natural Resources Title)	
1.) Electronic Copy of Title (Original Copy and 1 Photocopy)	Land Registration Authority (LRA)
2.) Application for Free Patent / for "alienable and disposable" certification and technical description & All supporting documents (Original Copy and 1 Photocopy)	City Environment & Natural Resources Office (CENRO) & Provincial Environment & Natural Resources Office (PENRO)
3.) Affidavit / Waiver of Rights etc. (Original Copy and 1 Photocopy)	Attorney (notary public)



CITY ASSESSOR'S OFFICE HOURS

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4.) Update Real Property Tax (Receipt or Tax Clearance) (Original Copy or Photocopy)	City Treasurer's Office (windows # 1 to 14)
5.) Transfer Tax Receipt (Photocopy) (Original Copy or Photocopy)	City Treasurer's Office (windows # 1 to 12)
6.) Tax Identification Number (TIN) (Original Copy or Photocopy)	Bureau of Internal Revenue (BIR)
7.) Processing Fee Receipt ₱100.00 per Tax Declaration (Original Copy or Photocopy)	City Treasurer's Office (windows # 1 to 12)
Segregation/Consolidation	
1.) Electronic Copy of Title (Original Copy and 1 Photocopy)	Land Registration Authority (LRA)
2.) Copy of Approved Subdivision Plan (segregation/consolidation) (Original Copy and 1 Photocopy)	Department of Environment and Natural Resources Region X
3.) Deed of Partition (in cases of co-ownership) (Original Copy and 1 Photocopy)	Land Registration Authority (LRA)
4.) Update Real Property Tax (Receipt or Tax Clearance) (Original Copy or Photocopy)	City Treasurer's Office (windows # 1 to 14)
5.) Tax Identification Number (TIN) (Original Copy or Photocopy)	Bureau of Internal Revenue (BIR)
Building (Transfer)	
1.) Deed of Conveyance (Affidavit of Waiver/ Waiver of Rights/ Waiver) building only – need contract of lease as expiration date stated. (Original Copy and 1 Photocopy)	Land Registration Authority (LRA)
2.) Update Real Property Tax (Receipt or Tax Clearance) (Original Copy or Photocopy)	City Treasurer's Office (windows # 1 to 14)
3.) Transfer Tax Receipt (Photocopy)	City Treasurer's Office (windows # 1 to 12)
4.) Tax Identification Number (TIN) (Original Copy or Photocopy)	Bureau of Internal Revenue (BIR)
5.) Processing Fee Receipt ₱100.00 per Tax Declaration (Original Copy or Photocopy)	City Treasurer's Office (windows # 1 to 12)
Reclassification	
1.) Electronic Copy of Title (Original Copy and 1 Photocopy)	Land Registration Authority (LRA)
2.) Approved Subdivision Plan (Original Copy and 1 Photocopy)	Department of Environment and Natural Resources Region X



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3.) Letter Request	Applicant
4.) Update Real Property Tax (Receipt or Tax Clearance) (Original)	City Treasurer's Office (windows # 1 to 14)
5.) Tax Identification Number (T.I.N) (Photocopy)	Bureau of Internal Revenue (BIR)

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Approach the officer of the day and registers on the client's logbook	1.1 Provide routing slip for endorsement.	None	5 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division)</i>	0936-148-9604
	1.2 Tax Mapping Division Chief identify / verify the previous tax declaration.	None	1 Hour	<i>Tax Mapper IV (Tax Mapping Division)</i>	0936-148-9604
2. Present required Documents.	2.1 Appraisal and Assessment Division chief Interview/Evaluate all documentary requirements.	None	30 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division)</i>	0936-148-9604
	2.2 Computation of Transfer tax and Real Property Tax (if not yet paid)	Transfer tax = 0.75% of Market Value or Consideration whichever is higher	30 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division)</i>	0936-148-9604



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CITY ASSESSOR'S OFFICE HOURS

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		Computation of Assessed Value = Market Value x Assessment Level			
3. Pay the required fees to the City Treasurers Office (windows # 1 to 12)	3.1 Issue Official receipt (For processing fee)	₱100.00/ tax declaration	1 Hour	<i>Revenue Collection Operations Officer –IV (Local Revenue Collection Division)</i>	0997-452-5920
4. Client Submits official receipt for processing.	4.1 Appraisal and Assessment Division endorse to the Records Section for History.	None	1 Hour	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division)</i>	0936-148-9604
	4.2 Conduct on site ocular field inspection	None	1 Day	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division)</i>	0936-148-9604
	4.3 Appraisal and Assessment Division endorse all documents to Tax Mapping	None	3 Day	<i>Tax Mapper IV (Tax Mapping Division)</i>	0936-148-9604



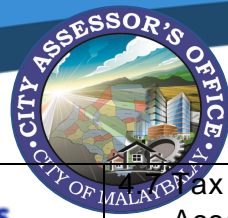
CITY ASSESSOR'S OFFICE HOURS

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	<p>Division for Field Assessment Appraisal Sheet</p>				
	<p>4.4 Appraisal and Assessment Division will continue encoding all entries in the Field Assessment Appraisal Sheet and print for checking</p>	<p>None</p>	<p>2 Hours</p>	<p><i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division)</i></p>	<p>0936-148-9604</p>
	<p>4.5 Records Section review and attached prepared history and affix initial in the Field Assessment Appraisal Sheet.</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division)</i></p>	<p>0936-148-9604</p>
	<p>4.6 Records section forward to Tax Mapping Division for review and check and affix initial or signed on the Field Assessment Appraisal Sheet</p>	<p>None</p>	<p>1 Hour and 30 Minutes</p>	<p><i>Tax Mapper IV (Tax Mapping Division)</i></p>	<p>0936-148-9604</p>
		<p>None</p>	<p>1 Hour and 30 Minutes</p>	<p><i>Local Assessment Operations Officer III</i></p>	<p>0936-148-9604</p>



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	<p>4.7 Tax Mapping Division forward to Assessment Division for review and check and affix initial or signed on the Field Assessment Appraisal Sheet and print Tax Declaration</p>	None	20 Minutes	<p>(Appraisal and Assessment Services Division) City Assessor</p>	0936-148-9604
	<p>4.8 Appraisal & Assessment Division endorse all documents with Field Assessment Appraisal Sheet and Tax Declaration to the Asst. City Assessor/ City Assessor for approval</p>	None	15 Minutes	<p>Local Assessment Operations Officer III (Appraisal and Assessment Services Division)</p>	0936-148-9604
	<p>4.9 Records Section prepare Notice of Assessment and Tax Bill</p>	None	20 Minutes	City Assessor	0936-148-9604
	<p>4.10 Records Section endorse Notice of Assessment and Tax Bill to the City Assessor for approval</p>				



BAGONG PILIPINAS

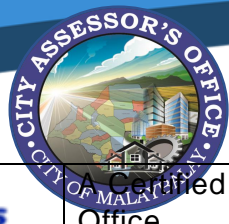


CITY ASSESSOR'S OFFICE HOURS

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					0936-148-9604
5. Receive approved Tax Declaration and Notice of Assessment and Tax Bill	5.1 Records Section release approved Tax Declaration and Tax Bill	None	30 minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i>	0936-148-9604
TOTAL TIME			5 Days 2 Hours and 40 Minutes		
Policy: Supporting papers and other requirements are based on MRPAO (Manual on Real Property Appraisal and Assessment Operation)					
Note: Transaction time for this service may vary depending on the volume of request.					

Issuance of Certified True Copy of Tax Declaration, with/No Improvement



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(except on holidays)

Description of Service	A Certified true copy of tax declaration and Field Assessment Appraisal Sheet (FAAS) may be requested from the City Assessor's Office		
Office and Division	City Assessor's Office– Assessment Services Division - Records Section		
Classification	Simple	Total Processing Time	1 Hour and 50 Minutes
Type of Transaction	G2C - Government to Citizen	Total Fees to be Paid	₱100.00/ parcel
Who may avail	General Public (All)	Period of Extension	

Documentary Requirements		Where to Secure			
For Non Owners					
1.) Certification Fee Receipt ₱100.00/parcel (Original)		City Treasurer's Office (Windows 1-12)			
2.) Authorization from property owners		Property owner			
3.) Special Power of Attorney (Original or Photocopy)		Attorney/Notary Public			
4.) Deed of Sale, Extrajudicial, Deed of Donation and other supporting documents (for buyers) (Original or Photocopy)		Attorney/Notary Public			
5.) Photocopy of identification card of land owner		Property owner			
6.) Photocopy of identification card of the bearer		Applicant			
7.) Marriage Contract (Photocopy)		Applicant/City Civil Registrar			
8.) Birth Certificate (Photocopy)		Applicant/City Civil Registrar			
For Owners					
1.) Certification Fee Receipt ₱100.00/parcel (Original)		City Treasurer's Office (Windows 1-12)			
2.) Photocopy of identification card		Bearer			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1.) Approach the Officer of the Day and registers on the Client's Logbook	1.1 Provide routing slip for endorsement.	None	5 Minutes	Local Assessment Operations Officer III	0936-148-9604



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				<i>(Appraisal and Assessment Services Division-Records Section)</i>	
2.) Proceed to Records Section.	2.1 Receive the routing and interview the client.	None	15 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i>	0936-148-9604
	2.2 Verify the property and issue payment slip.	None	15 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i>	0936-148-9604
3.) Pay the required fees to the City Treasurers Office	3.1 Issue the Official Receipt.	₱100.00php	1 Hour	<i>Revenue Collection Operations Officer –IV (Local Revenue Collection Division)</i>	0936-148-9604
4.) Submits Official Receipt to the assign staff.	4.1 Prepare the Certified True Copy	None	15 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services)</i>	0936-148-9604



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	4.2 Check and sign the Certified True Copy	None	5 Minutes	Division-Records Section)	
5.) Receive approved Certified True Copy and sign logbook.	5.1 Release approved certified true copy to the client	None	5 Minutes	Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)	0936-148-9604
TOTAL TIME			1 Hour and 50 Minutes		

Note: Transaction time for this service may vary depending on the volume of request.

Verifying History of Tax Declaration

Description of Service	The history of a certain property (e.g. Ownerships, Improvements, Assessment etc.)
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CITY ASSESSOR'S OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

Office and Division: City Assessor's Office – Appraisal & Assessment Services Division- Records Section

Classification	Simple	Total Processing Time	2 Hours and 55 Minutes
Type of Transaction	G2C - Government to Citizen	Total Fees to be Paid	₱100.00
Who may avail	General Public (All)	Period of Extension	

Documentary Requirements	Where to Secure
For Non Owner/s	
1.) Certification Fee Receipt ₱100.00/parcel (Original)	City Treasurer's Office (Windows 1-12)
2.) Authorization from property owners (Original or Photocopy)	Property owner
3.) Special Power of Attorney (Original or Photocopy)	Attorney/Notary Public
4.) Deed of Sale, Extrajudicial, Deed of Donation and other supporting documents (for buyers) (Original or Photocopy)	Attorney/Notary Public
5.) Photocopy of identification card of land owner	Property owner
6.) Photocopy of identification card of the bearer	Bearer
7.) Marriage Contract (Photocopy)	Applicant/City Civil Registrar
8.) Birth Certificate (Photocopy)	Applicant/City Civil Registrar
For Owner/s	
1.) Certification Fee Receipt ₱100.00/parcel (Original)	City Treasurer's Office (Windows 1-12)
2.) Photocopy of identification card	Bearer
For Government Owned Properties	
1.) Request letter form the Agency duly signed by the Head (Original)	Agency concerned
2.) Photocopy of Identification Card of the Head	Agency concerned
3.) Certification Fee Receipt ₱100.00/parcel (Original)	City Treasurer's Office (Windows 1-12)

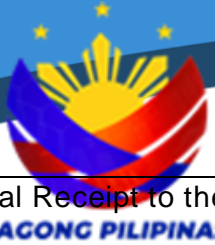
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
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CITY ASSESSOR'S OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

<p>1.) Approach the Officer of the Day and registers on the Client's Logbook.</p>	<p>Provide routing slip for endorsement.</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i></p>	<p>0936-148-9604</p>
<p>2.) Proceed to the Administrative Section Chief for submission of Letter Request.</p>	<p>2.1 Receive the routing slip and act upon the request</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i></p>	<p>0936-148-9604</p>
	<p>2.2 Check the property and issue payment slip.</p>	<p>None</p>	<p>15 Minutes</p>	<p><i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i></p>	<p>0936-148-9604</p>
<p>3.) Pay the required fees to the City Treasurer's Office</p>	<p>3.1 Issue the Official Receipt.</p>	<p>₱100.00php</p>	<p>1 Hour</p>	<p><i>Revenue Collection Operations Officer –IV (Local Revenue Collection Division)</i></p>	<p>0997-452-5920</p>



CITY ASSESSOR'S OFFICE HOURS

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(except on holidays)

<p>4.) Submits Official Receipt to the assessor staff.</p>	<p>4.1 Prepare the Records Verification Form/History</p> <p>4.2 Check and sign the Records Verification Form/History</p>	<p>None</p> <p>None</p>	<p>1 Hour</p> <p>15 Minutes</p>	<p><i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i></p> <p><i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i></p>	<p>0936-148-9604</p> <p>0936-148-9604</p>
<p>5.) Receive approved Records Verification Form/History and sign logbook.</p>	<p>5.1 Release approved Records Verification Form/History to the client</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i></p>	<p>0936-148-9604</p>
<p>TOTAL TIME</p>			<p>2 Hours and 55 Minutes</p>		
<p>Note: Transaction time for this service may vary depending on the volume of request.</p>					

Issuance of Total Landholding Certificate for Estate Tax and DAR Clearance.



CITY ASSESSOR'S OFFICE HOURS

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(except on holidays)

Description of Service	A certification of various property holdings or No-improvements thereon may be requested.		
Office and Division	City Assessor's Office – Appraisal & Assessment Services Division - Records Section		
Classification	Simple	Total Processing Time	2 Hours & 25 Minutes
Type of Transaction	G2C - Government to Citizen	Total Fees to be Paid	₱100.00
Who may avail	General Public (All)	Period of Extension	

Documentary Requirements	Where to Secure
For Non Owner/s	
1.) Certification Fee Receipt ₱100.00/parcel (Original)	City Treasurer's Office (Windows 1-12)
2.) Authorization from property owners (Original)	Property owner
3.) Special Power of Attorney (Original)	Attorney/Notary Public
4.) Deed of Sale, Extrajudicial, Deed of Donation and other supporting documents (for buyers) (Original and Photocopy)	Attorney/Notary Public
5.) Photocopy of identification card of land owner	Property owner
6.) Photocopy of identification card of the bearer	Bearer
7.) Marriage Contract (Photocopy)	Bearer/City Civil Registrar's Office
8.) Birth Certificate (Photocopy)	Bearer/City Civil Registrar's Office
For Owner/s	
1.) Certification Fee Receipt ₱100.00/parcel (Original)	City Treasurer's Office (Windows 1-12)
2.) Photocopy of identification card	Bearer

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1.) Approach the Officer of the Day and registers on the Client's Logbook.	1.1 Provide routing slip for endorsement.	None	5 Minutes	Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)	0936-148-9604



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2.) Proceed to the Administrative Section Chief for submission of Letter Request.	2.1 Receive the routing slip and act upon the request	None	15 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i>	0936-148-9604
	2.2 Check the property and issue payment slip.	None	15 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i>	0936-148-9604
3.) Pay the required fees at the City Treasurer's Office	3.1 Issue the Official Receipt.	₱100.00	1 Hour	<i>Revenue Collection Operations Officer –IV (Local Revenue Collection Division)</i>	0997-452-5920
4.) Submits Official Receipt to the assigned staff.	4.1 Prepare the Certified True Copy	None	30 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i>	0936-148-9604



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	4.2 Check and sign Certified True Copy	None	15 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i>	0936-148-9604
5.) Receive approved Certified True Copy, Certification and sign logbook.	4.3 Release approved Certified True Copy, Certification to the client	None	5 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i>	0936-148-9604
TOTAL TIME			2 Hours and 25 Minutes		

Note: Transaction time for this service may vary depending on the volume of request.

Annotating or Cancelling Loans or Mortgages and Bail Bonds on Tax Declaration



CITY ASSESSOR'S OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
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Description of Service	This service is requested to annotate or cancel documents for loan and mortgage purposes.		
Office and Division	City Assessor's Office – Appraisal & Assessment Services Division - Records Section		
Classification	Simple	Total Processing Time	2 Hours
Type of Transaction	G2C - Government to Citizen	Total Fees to be Paid	Annotation: Depends up the Amount of Mortgage Cancellation and Bail b ₱100/parcel
Who may avail	General Public (All)	Period of Extension	

Documentary Requirements	Where to Secure
1.) Annotation Fee Receipt (Rate stated below) (Original)	City Treasurer's Office (Windows 1-12)
2.) Real Estate Mortgage/Release of Mortgage (Original & Photocopy)	Land Registration Authority/Bank
3.) Realty Tax Receipt (Original)	City Treasurer's Office (Windows 1-12)
4.) Electronic copy of Title (Annotated Real Estate Mortgage/release of mortgage) (Original)	Land Registration Authority
5.) Special Power of Attorney (For no Owner/s) (Original or Photocopy)	Property owner/Notary Public

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1.) Approach the Officer of the Day and registers on the Client's Logbook.	1.1 Provide routing slip for endorsement.	None	5 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i>	0936-148-9604



CITY ASSESSOR'S OFFICE HOURS

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<p>2.) Proceed to Records Section assigned personnel.</p>	<p>Check annotation requirements.</p>	<p>None</p>	<p>30 Minutes</p>	<p><i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i></p>	<p>0936-148-9604</p>
<p>3.) Proceed to City Treasurer's to pay the required Fees</p>	<p>3.1 Issue official receipt</p>	<p>₱75,000 – below = ₱100 ₱75,001 - to ₱150,000 = ₱150 ₱150,001 - to ₱300,000 = ₱200 ₱300,001 - to ₱500,000 = ₱400 ₱500,001 - to ₱1,000,000 = ₱600 ₱1,000,001 Above = ₱1,000 Additional amount of ₱100 shall be collected in every excess of ₱1,000,000 when the value of consideration exceeded the amount of ₱2,000,000.00</p>	<p>1 Hour</p>	<p><i>Revenue Collection Operations Officer –IV (Local Revenue Collection Division)</i></p>	<p>0936-148-9604</p>



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CITY ASSESSOR'S OFFICE HOURS

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4.) Submit Official Receipt to Records Section	4.1 Annotate and sign Tax Declaration	None	15 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i>	0936-148-9604
5.) Receive annotated tax declaration and sign logbook.	5.1 Release annotated tax declaration to the client.	None	10 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i>	0936-148-9604
TOTAL TIME			2 Hours		

Note: Transaction time for this service may vary depending on the volume of request.



CITY ASSESSOR'S OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

Issuance of Total Landholding Certificate (Exempt)

Description of Service	A certification of various property holdings or No-improvements thereon may be requested		
Office and Division	City Assessor's Office – Appraisal & Assessment Services Division – Records Section		
Classification	Simple	Total Processing Time	50 Minutes
Type of Transaction	G2C - Government to Citizen	Total Fees to be Paid	Exempt
Who may avail	General Public	Period of Extension	

Documentary Requirements	Where to Secure
For Non Owner/s	
1.) Authorization from property owners (Original)	Property owner
2.) Special Power of Attorney (Original or Photocopy)	Attorney/Notary Public
3.) Deed of Sale, Extrajudicial, Deed of Donation and other supporting documents (for buyers) (Original or Photocopy)	Attorney/Notary Public
4.) Photocopy of identification card of land owner	Property owner
5.) Photocopy of identification card of the bearer	Bearer
6.) Marriage Contract (Photocopy)	City Civil Registrar's Office
7.) Birth Certificate(Photocopy)	City Civil Registrar's Office
For Owner/s	City Civil Registrar's Office
Photocopy of identification card	Bearer

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1.) Approach the Officer of the Day and registers on the Client's Logbook.	1.1 Provide routing slip for endorsement.	None	5 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services)</i>	0936-148-9604



BAGONG PILIPINAS



CITY ASSESSOR'S OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

				<i>Division-Records Section)</i>	
2.) Proceed to the Administrative Section Chief for submission of Letter Request.	2.1 Receive the routing slip and act upon the request	None	15 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i>	0936-148-9604
3.) Submits the routing slip to the staff assigned.	3.1 Prepare the certification	None	15 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i>	0936-148-9604
	3.2 Check and sign the certification	None	10 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i>	0916-335-5178
4.) Receive approved Certification and sign Logbook	4.1 Release approved certification to the client	None	5 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services</i>	0936-148-9604

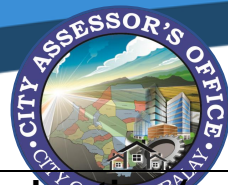


CITY ASSESSOR'S OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

				<i>Division-Records Section)</i>	
TOTAL TIME			50 Minutes		

Note: Transaction time for this service may vary depending on the volume of request.



CITY ASSESSOR'S OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

Verifying History of Tax Declaration (requested by Government Agency/ies).

Description of Service	The history of a certain property (e.g. Ownerships, Improvements, Assessment etc.)		
Office and Division	City Assessor's Office – Appraisal & Assessment Services Division - Records Section		
Classification	Simple	Total Processing Time	1 Hour & 35 Minutes
Type of Transaction	G2G - Government to Government	Total Fees to be Paid	Exempted
Who may avail	General Public (All)	Period of Extension	

Documentary Requirements		Where to Secure			
1.) Request letter form the Agency duly signed by the Head		Agency concerned			
2.) Photocopy of Identification Card (1 copy)		Agency concerned			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1.) Approach the Officer of the Day and register on the Client's Logbook.	1.1 Provide routing slip for endorsement.	None	5 Minutes	Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)	0936-148-9604
2.) Proceed to the Administrative Section Chief for submission of Letter Request.	2.1 Receive and endorse letter to the City Assessor.	None	5 Minutes	Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)	0936-148-9604
	2.2 Assign the Records Section Chief to act upon the request.	None	5 Minutes	City Assessor	0936-148-9604



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CITY ASSESSOR'S OFFICE HOURS

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	2.3 Prepare the history.	None	1 Hour	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i>	0936-148-9604
	2.4 Check and sign the history.	None	15 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i>	0936-148-9604
3.) Receive approved Records Verification Form/History and sign logbook.	5.1 Release approved Records Verification Form/History to the client	None	5 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i>	0936-148-9604
TOTAL TIME			1 Hour & 35 Minutes		
Note: Transaction time for this service may vary depending on the volume of request.					



CITY ASSESSOR'S OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

Issuance of Total Landholding and Certified True Copy (Requested by Government Agency/ies).

Description of Service	A certification of various property holdings or No-improvements thereon may be requested		
Office and Division	City Assessor's Office – Appraisal & Assessment Services Division – Records Section		
Classification	Simple	Total Processing Time	1 Hour and 15 Minutes
Type of Transaction	G2G - Government to Government	Total Fees to be Paid	Exempt
Who may avail	General Public (All)	Period of Extension	

Documentary Requirements		Where to Secure			
1.) Request letter form the Agency duly signed by the Head		Agency concerned			
2.) Photocopy of Identification Card (1 copy)		Agency concerned Bearer			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1.) Approach the Officer of the Day and registers on the Client's Logbook.	1.1 Provide routing slip for endorsement.	None	5 Minutes	Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)	0936-148-9604
2.) Proceed to the Administrative Section Chief for submission of Letter Request.	2.1 Receive and endorse letter request to the City Assessor.	None	15 Minutes	Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)	0936-148-9604
	2.2 Assign the Records Section Chief to act upon the request.	None	15 Minutes	City Assessor	0936-148-9604



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CITY ASSESSOR'S OFFICE HOURS

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	2.3 Prepare the certification.	None	30 Minutes	Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)	0936-148-9604
	2.4 Sign and check the certification.	None	15 Minutes	Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)	0936-148-9604
3.) Receive approved total landholding and certified True Copy and sign logbook.	3.1 Release approved total landholding and certified True Copy to the client	None	5 Minutes	Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)	0936-148-9604
TOTAL TIME			1 Hour and 15 Minutes		
Note: Transaction time for this service may vary depending on the volume of request.					



CITY ASSESSOR'S OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

Verifying Property Location

Description of Service	This service enables clients to identify a real property, its ownership and location in the tax map at the Tax Mapping Operations Division. Transaction time for this service may vary depending on the volume of request.		
Office and Division	City Assessor's Office -Tax Mapping Division		
Classification	Simple	Total Processing Time	19 Minutes
Type of Transaction	G2C – Government to Citizen	Total Fees to be Paid	None
Who may avail	General Public (All)	Period of Extension	

Documentary Requirements		Where to Secure			
1.) Electronic Copy of Title (Original and 1 Photocopy)		Land Registration Authority (LRA)			
2.) Official receipt		City Treasurer's Office (Windows 1-12)			
4.) Copy of Approved Subdivision Plan (segregation/consolidation) (Original and 1 Photocopy)		Department of Environment and Natural Resources Region X / Private Surveyor			
5.) Tax Identification Number (TIN from BIR) Latest owner (Photocopy 1 copy)		Bureau of Internal Revenue (BIR)			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Approach the officer of the day and register in the client's logbook	1.1 Provides routing slip for endorsement	None	3 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i>	0916-335-5178
2. Proceed to Tax-mapping operations Division	2.1 Interview the client for the desired transaction	None	3 Minutes	<i>Tax Mapper IV (Tax Mapping Division)</i>	0916-335-5178



CITY ASSESSOR'S OFFICE HOURS

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	Identify and locate the property per real property unit	None	10 Minutes	<i>Tax Mapper IV (Tax Mapping Division)</i>	0916-335-5178
	2.3 Give the appropriate information needed.	None	3 Minutes	<i>Tax Mapper IV (Tax Mapping Division)</i>	0916-335-5178
TOTAL TIME			19 Minutes		
End of Transaction					



CITY ASSESSOR'S OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

LAND IDENTIFICATION AND VERIFICATION PER LIST

Description of Service	This service enables clients to identify and verify the real property, its ownership and location in the tax map at the Tax Mapping Operations Division per list provided. Transaction time for this service may vary depending on the number of real property in the list.		
Office and Division	City Assessor's Office Tax Mapping Division		
Classification	Complex	Total Processing Time	5 Days & 35 Minutes
Type of Transaction	G2C – Government to Citizen	Total Fees to be Paid	None
Who may avail	General Public (All)	Period of Extension	

Documentary Requirements		Where to Secure			
1.) Electronic Copy of Title (Original and 1 Photocopy)		Land Registration Authority (LRA)			
2.) Copy of Approved Subdivision Plan (segregation/consolidation) (Original and 1 Photocopy)		Department of Environment and Natural Resources Region X / Private Surveyor			
3.) Letter request with list attached (title #, lot #, survey # & barangay name)		Applicant			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Approach the officer of the day and register in the client's logbook	1.1 Provide routing slip for endorsement	None	3 Minutes	Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)	0916-335-5178
2. Proceed to the Administrative section and submit the letter request	2.1 Receive the letter request and present it to the City Assessor for endorsement	None	3 Minutes	Tax Mapper IV (Tax Mapping Division)	0916-335-5178



CITY ASSESSOR'S OFFICE HOURS

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3. Proceed to the Tax Mapping Division	3.1 Interview the client for verification of the request	None	5 Minutes	<i>Tax Mapper IV (Tax Mapping Division)</i>	0916-335-5178
	3.2 Start processing the request (research per record in the office)	None	5 days	<i>Tax Mapper IV (Tax Mapping Division)</i>	0916-335-5178
	3.3 Forward to Administrative Section for the response letter after finishing the job.	None	14 Minutes	<i>City Assessor Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i>	0916-335-5178
4. Receive approved list of ownership and location Map & sign logbook	4.1 Release approved list of ownership and location map to client	None	10 Minutes	<i>Tax Mapper IV (Tax Mapping Division)</i>	0916-335-5178
TOTAL TIME			5 Days and 35 Minutes		

Note: transaction time for this service may vary depending on the number of real property in the list.



CITY ASSESSOR'S OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

Issuance of Tax Maps

Description of Service	This service enables clients to identify and verify the real property, its ownership and location in the tax map at the Tax Mapping Operations Division per list provided. Transaction time for this service may vary depending on the number of real property in the list.		
Office and Division	Tax Mapping Division		
Classification	Simple	Total Processing Time	1 Hour and 40 Minutes
Type of Transaction	G2C – Government to Citizen	Total Fees to be Paid	₱100/Tax Map
Who may avail	General Public (All)	Period of Extension	

Documentary Requirements	Where to Secure
1.) Electronic Copy of Title (Original and 1 Photocopy)	Land Registration Authority (LRA)
2.) Copy of Approved Subdivision Plan (segregation/consolidation) (Original and 1 Photocopy)	Department of Environment and Natural Resources Region X / Private Surveyor
3.) Letter request with list attached (Title Number, Lot number, Survey number, and barangay name)	Real Property Owner/ Corporation

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Approach the officer of the day and register in the client's logbook	1.1 Provides routing slip for endorsement	None	3 Minutes	Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)	0916-335-5178
2. Proceed to the Tax Mapping Operations Division	2.1 Interview the client for verification of the request	None	3 Minutes	Tax Mapper IV (Tax Mapping Division)	0916-335-5178



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CITY ASSESSOR'S OFFICE HOURS

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	Identify and locate the property	None	10 Minutes	<i>Tax Mapper IV (Tax Mapping Division)</i>	0916-335-5178
	2.3 Fill up request form from Tax Mapping Operations Division	None	5 Minutes	<i>City Assessor Admin. Officer</i>	0916-335-5178
3. Pay the required fees to the City Treasurer's Office.	3.1 Issue official receipt	₱100.00	30 Minutes	<i>Revenue Collection Operations Officer –IV (Local Revenue Collection Division)</i>	
4. Submits Official Receipt to Tax Mapping Operations Division	4.1 Lay out tax map per real property unit	None	30 Minutes	<i>Tax Mapper IV (Tax Mapping Division)</i>	0916-335-5178
	4.2 Approve Tax map	None	9 Minutes	<i>City Assessor Tax Mapper IV (Tax Mapping Division)</i>	0916-335-5178
5. Receive approved list of ownership and location Map and sign logbook	5.1 Release approved ownership and location map to client	None	10 Minutes	<i>Tax Mapper IV (Tax Mapping Division)</i>	0916-335-5178
TOTAL TIME			1 Hour & 40 Minutes		

Note: transaction time for this service may vary depending on the number of real property in the list.



CITY ASSESSOR'S OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

Ocular Field Inspection for Land Verification

Description of Service	This service enables clients to request for land reclassification and adjustment per actual use. Transaction time for this service may vary depending on the location of the subject property.		
Office and Division	Tax Mapping Division		
Classification	Complex	Total Processing Time;	1 Day & 100 Minutes
Type of Transaction	G2C – Government to Citizen	Total Fees to be Paid:	₱100/Tax Declaration
Who may avail	General Public (All)	Period of Extension	

Documentary Requirements		Where to Secure			
1. Electronic copy of the title/s, if titled (Original and 1 Photocopy)		Land Registration Authority (LRA)			
2. Approved subdivision plan/s (Original and 1 Photocopy)		D.E.N.R.			
3. Letter request		Real Property Owner/Authorized person			
4. Latest Real Property tax receipt or tax clearance (Original or Photocopy)		City Treasurer's Office (Windows 1-12)			
5. Contact number		Real Property Owner/Authorized person			
6. Personal identification/ID (Photocopy 1 copy)		Real Property Owner/Authorized person			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Approach the officer of the day and register in the client's logbook	1.1 Provides routing slip for endorsement	None	3 Minutes	Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)	0916-335-5178
2. Proceed to the Administrative section and submit the letter request	2.1 Receive the letter request and present it to the City Assessor for endorsement	None	3 Minutes	Local Assessment Operations Officer III (Appraisal and Assessment Services)	0916-335-5178



BAGONG PILIPINAS



CITY ASSESSOR'S OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
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				<i>Division-Records Section)</i>	
3. Proceed to the Tax Mapping Operations Division	3.1 Interview the client for verification of the request	None	3 Minutes	<i>Tax Mapper IV (Tax Mapping Division)</i>	0916-335-5178
4. Pay the required fees (Inspection Fee)	4.1 Issue official receipt	₱100.00	30 Minutes	<i>Revenue Collection Operations Officer –IV (Local Revenue Collection Division)</i>	0916-335-5178
5. Submits Official Receipt to Tax Mapping Operations Division	5.1 Conduct ocular field inspection	None	1 Day	<i>Tax Mapper IV (Tax Mapping Division)</i>	0916-335-5178
	5.2 Return to Station, prepares inspection report and endorses to Tax Mapper IV	None	30 Minutes	<i>City Assessor Tax Mapper IV (Tax Mapping Division)</i>	0916-335-5178
	5.3 Recommend and approve inspection report	None	14 Minutes	<i>Tax Mapper IV (Tax Mapping Division)</i>	0916-335-5178
5. Follow-up transaction through phone or in person	5.1 Update client for the status of the requested transaction	None	5 Minutes	<i>Tax Mapper IV (Tax Mapping Division)</i>	0916-335-5178
TOTAL TIME			1 Day & 100 Minutes		
End of transaction					



CITY ASSESSOR'S OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

Issuance of Tax Maps

Description of Service	This service enables clients to identify and verify the real property, its ownership and location in the tax map at the Tax Mapping Operations Division per list provided. Transaction time for this service may vary depending on the number of real property in the list.		
Office and Division	Tax Mapping Division		
Classification	Simple	Total Processing Time	5 Days and 2 hours
Type of Transaction	G2G – Government to Government	Total Fees to be Paid	Exempt
Who may avail	General Public (All)	Period of Extension	

Documentary Requirements		Where to Secure			
1.) Electronic Copy of Title (Original and 1 Photocopy)		Land Registration Authority (LRA)			
2.) Copy of Approved Subdivision Plan (segregation/consolidation) (Original and 1 Photocopy)		Department of Environment and Natural Resources Region X / Private Surveyor			
3.) Authorization letter/SPA /Deed of Conveyance/Secretary`s certificate (Original and 1 Photocopy)		Real Property Owner/ Corporation			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Approach the officer of the day and register in the client's logbook	1.1 Provides routing slip for endorsement	None	5 Minutes	<i>Local Assessment Operations Officer III (Appraisal and Assessment Services Division-Records Section)</i>	0916-335-5178
2. Proceed to the Tax Mapping Operations Division	2.1 Receive the letter request and present it to the City Assessor for endorsement.	None	5 Minutes	<i>Tax Mapper IV (Tax Mapping Division)</i>	0916-335-5178



CITY ASSESSOR'S OFFICE HOURS

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	Interview the client for verification of the request.	None	30 Minutes	Tax Mapper IV (Tax Mapping Division)	0916-335-5178
3. Submits Official Receipt to Tax Mapping Division	3.1 Start processing the request(research per record in the office)	None	5 Days	Tax Mapper IV (Tax Mapping Division)	0916-335-5178
	3.2 Lay out tax map per real property unit	None		Tax Mapper IV (Tax Mapping Division)	
	3.3 Approve Tax map	None	10 Minutes	City Assessor Tax Mapper IV (Tax Mapping Division)	
4. Receive approved Tax Map and sign logbook	4.1 Release approved tax map to client	None	10 Minutes	Tax Mapper IV (Tax Mapping Division)	0916-335-5178
TOTAL TIME			5 Days and 2 Hours		
End of Transaction					



CITY BUDGET OFFICE HOURS
Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)



CITY BUDGET OFFICE



CITY BUDGET OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

1. Obligation for Payment of Utilities, Payrolls, Monetization's, Perdiems, Financial Assistance

Description of Service	Processing of documents from different offices for obligation of transactions such as payrolls, payment of bills, monetization and similar services.		
Office and Division	City Budget Office		
Classification	Simple	Total Processing Time	25 Minutes
Type of Transaction	G2B - Government to Business Entity G2G - Government to Government G2C - Government to Citizen	Total Fees to be Paid	None
Who May Avail	Business establishments, and employees	Period of Extension	4 Hours

Documentary Requirements		Where to Secure			
Vouchers (2copies), Obligation Request (3 copies), Payrolls - Accomplishment report, DTR Monetization - Approved letter request, Approved application, Per diem - Certificate of appearance, Tickets and receipts. Invitation, IT and Memo Financial Assistance – statement of account, letter request, bills,		From business entity and/or originating offices concerned			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit Obligation request, vouchers, and similar documents through TPM from previous office	1.1 Document is forwarded to person-in-charge for obligation after thorough review of supporting attachments and appropriate signatures.	None	10 Minutes	Budget Officer III	For verification
	1.2 For approval of City Budget Officer or OIC		5 Minutes	City Budget Officer	



CITY BUDGET OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
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	1.3 For recording and assigning of OBRE numbers		5 Minutes	City Budget Officer	
	1.4 Forward to City Accountants office through TPM		5 Minutes	Budget Officer III	
	Total	None	25 Minutes		
End of transaction					



CITY BUDGET OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

2. OBLIGATION AND PROCESSING OF PURCHASE REQUEST

Description of Service	Obligation of Purchase Requests form all offices concerned		
Office and Division	City Budget Office		
Classification	Simple	Total Processing Time	25 Minutes
Type of Transaction	G2G – Government to Government	Total Fees to be Paid	NONE
Who may avail	Business Establishments, and Employees	Period of Extension	2 days
Documentary Requirements		Where to Secure	
Approved PPMP, approved activity design (for meals), Approved program of works (for projects)		Requesting office concerned	
Purchase request			

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
Submit Purchase Requests for office supplies, materials, spare-parts, meals, repair materials, request for services physical supplies and professional services	1.1 Document is forwarded to person-in-charge for obligation after thorough review of supporting attachments and appropriate signatures.	None	10 Minutes	Budget Officer III	
	1.2 For approval of City Budget Officer or Officer-in-Charge	None	5 Minutes	City Budget Officer	
	1.3 For recording of Purchase Request details	None	5 Minutes	Budget Officer III	
	1.4 Forward to the BAC office through the Document Tracking System	None	5 Minutes	City Budget Officer	



CITY BUDGET OFFICE HOURS

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End of Transaction	Total	None	25 Minutes		
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3. OBLIGATION FOR PURCHASE ORDERS

Description of Service	Processing of documents from different offices for obligation of transactions such as payrolls, payment of bills, monetization and similar services.		
Office and Division	CITY BUDGET OFFICE		
Classification	Simple	Total Processing Time	25 minutes
Type of Transaction	G2B – Government to Business Entity G2G – Government to Government	Total Fees to be Paid	None
Who may avail	Business establishments, general public and employees	Period of Extension	4 hours

Documentary Requirements	Where to Secure
Purchase request, PO, Disbursement vouchers, Obligation request, Approved PPMP, Abstract, Request for Quotations, Pre & Post inspection report, approved activity design *additional requirements* MEALS – attendance and documentary photos Projects –program of works statement of work accomplishment, documentary photos, contracts, bidding documents,	From business entity and/or originating offices concerned

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
Submit Purchase Orders through TPM from BAC/GSO office	1.1 Document is forwarded to person-in-charge for obligation after thorough review	None	10 minutes	Budget Officer III	For verification



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	<p>of supporting attachments and appropriate signatures.</p> <p>1.2 For approval of City Budget Officer or Officer-in-Charge</p> <p>1.3 For OBRE Numbering</p> <p>1.4 Forward to City Mayors Office for approval of Purchase Order</p> <p>-Forward to BAC for approved Purchase Order but not the conforme</p> <p>-Forwarded to City Accountants office for payment</p> <p>*Forwarded through Document Tracking System</p>		<p>5 minutes</p> <p>5 Minutes</p> <p>5 Minutes</p>	<p>City Budget Officer</p> <p>Budget Officer III</p> <p>Budget Officer III</p>	
Total		None	25 Minutes		
End of Transaction					



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4. BARANGAY BUDGET REVIEW

Description of Service	Barangay & SK Annual and Supplemental Budget submission to the City Budget Office for review as to computation, correctness and compliance for transactions		
Office and Division	CITY BUDGET OFFICE		
Classification	Highly Technical	Total Processing Time	3 weeks 1hr and 40 mins.
Type of Transaction	G2G – Government to Government	Total Fees to be Paid	NONE
Who may avail	Barangay officials and its constituents	Period of Extension	5 days
Documentary Requirements		Where to Secure	
Budget proposal, Barangay Development Plan, Annual Investment Plan, Barangay Disaster and Risk Reduction Management Plan, GAD Plan, Budget forms, Barangay Resolutions and Ordinances, Transmittals,		Barangay Concerned	

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submission for pre-review of annual and supplemental budget	Receive and review proposed barangay budget as to its computation, breakdown and statutory obligation by assigned barangay in charge.	NONE	45 minutes/ barangay	Budget Officer IV	For verification



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Submission of final annual and supplemental budget	For review of supporting documents, attachments and approvals and for preparation technical review sheet with findings, and appropriate recommendations for approval of the LCE	NONE	45 minutes/ barangay	City Budget Officer	
	Forward 1 set copy to the Sangunian Panglunsod for Legislative Authorization	NONE	3 weeks	City Vice Mayor	
	Provide approved copies of annual and supplemental budgets to barangay concerned	NONE	10 mins	Budget Officer III	
Total			3 weeks 1hr and 40 minutes		
End of Transaction					



CITY BUDGET OFFICE HOURS

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5. Budget Preparation of the City			
Description of Service	Submission of budget proposals from all offices for annual budget preparation.		
Office and Division	CITY BUDGET OFFICE		
Classification	Highly Technical	Total Processing Time	7 Weeks and 4 days
Type of Transaction	G2G – Government to Government	Total Fees to be Paid	None
Who may avail	Offices	Period of Extension	7 days
Documentary Requirements		Where to Secure	
Form 1 – 3 year comparative data of Income Estimates		From originating offices	
Form 2 – Proposed budget budget message, Local Expenditure Program, Budget Expenditure & source of Financing			

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submission of Budget Proposals	1.1 Receive budget proposals	None	2 weeks	All Department Heads	For verification
	1.2 Preparation of Income estimates	None	3 weeks	City Mayor City Planning & Dev't. Coordinator City Budget Officer City Accountant License Officer CEEDMO Officer City Veterinarian	
	1.3 Budget Call Issuance	None	3 Days	City Mayor City Budget Officer	



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	1.4 Consolidation of Budget Proposals submitted	None	2 Weeks	City Budget Officer
	1.5 Technical Budget Hearing	None	1 Day	City Mayor City Budget Officer City Councilor – Finance Committee All Department Heads
	1.6 Make necessary action and correction	None	1 Week	Department Heads
	1.7 Consolidation of approved proposals	None	1 Week	City Budget Officer
	1.8 Preparation of budget message, local expenditure program, budget of expenditures and sources of fund and other supporting documents.	None	3 Weeks	City Budget Officer
	1.9 Reproduction of documents	None	3 Days	City Budget Officer
	2.0 Submission of executive budget to Sangguniang Panlungsod.	None	1 Day	City Mayor City Budget Officer
	2.1 Submit to reviewing authority	None	1 day	City Mayor City Budget Officer
Total		None	7 Weeks and 4 days	
End of Transaction				



CITY CIVIL REGISTRY OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)



CITY CIVIL REGISTRY OFFICE



CITY CIVIL REGISTRY OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

1. Registration of Certificate of Divorce PD 1083, Article 178

Description of Service	Registration of Divorce Effect of Conversion to Islam on Marriage. The conversion of non-Muslim spouses to Islam shall have the legal effect of ratifying their marriage as if the same had been performed in accordance with the provisions of this code or Muslim law, provided that there is no legal impediment to the marriage under Muslim law		
Office and Division	City Civil Registrar (Records Division)		
Classification	Simple	Total Processing Time	1 Hour & 30 Minutes
Type of Transaction	Government to Citizen	Total Fees	Certified True Copy PPH 10.00/page Revocation of Marriage PHP 500.00 Issuance Annotated Certificate of Marriage PHP 100.00 Processing Philippine Statistics Authority Copy PHP 200.00
Who May Avail	All	Period of Extension	None

Documentary Requirements	Where to Secure
Court decree/Court Decision from Shariah Court Certificate of Divorce Certificate of Finality Conversion to Islam both husband and wife Certificate of Registration Certificate of Authenticity	Place where the divorce was executed/filed
Joint Affidavit of Ratification (4 sets certified photocopy of each supporting documents)	
Certificate of Marriage (COM) Philippine Statistics Authority copy	Owner's copy/ Philippine Statistics Authority



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Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit All Documentary Requirements With 4 Sets Certified Photocopy	1.1. Examine the court decree/certificate of divorce/judgement/decree with certificate of finality/authenticity/joint affidavit of ratification/Conversion to Islam duly certified from the Shariah court where the decision was granted	None	15 Minutes	<i>Records Officer III / Records Officer IV</i>	
2. Pay Prescribed Amount at the City Treasurer's Office (City Treasurer's Office) and Present/Submit Official Receipt	2.1. Instruct Client to Pay at The City Treasurer's Office and record official receipt	Certified True Copy PHP10.00 Per Page Revocation of marriage PHP 500.00 Issuance of Annotated COM PHP 100.00 Processing Fee for SECPA Request PHP 200.00	None	City Treasurers Office Windows 5-12	
3. Wait for Processing	3.1. Record approved divorce documents in the registry book 3.2. Research and annotate the Certificate of Marriage 3.3. Certify all submitted documents for signature by the City Civil Registrar 3.4. Prepare transmittal of the approved divorce for the issuance of the annotated Philippine Statistics Authority Copy of the Certificate of Marriage	None	45 Minutes	<i>Records Officer III / Records Officer IV</i>	



CITY CIVIL REGISTRY OFFICE HOURS

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4. Read/review the annotated certificate of marriage	4.1. Advise client to review entries in the annotated cert. Of marriage 4.2. Instruct client to secure/request Annotated Certificate of Marriage PSA Copy from Philippine Statistics Authority (PSA) after 60 - 90 days	None	15 Minutes	<i>Records Officer III / Records Officer IV</i>	
5. Receive the annotated Certificate of Marriage and all supporting documents	5.1. Segregate & release the annotated certificate of marriage	None	15 Minutes	<i>Records Officer III / Records Officer IV</i>	
Total		Php 800.00 P 10/page certification fee	1 Hour & 30 Minutes		
End of Transaction					



2. Petition of Correction of Clerical Error in the Day and Month in the Date of Birth or Sex/Gender of a Person Under RA 10172

<p>Description of Service</p> <p>The petitioner affected by error in sex/gender shall file the petition with the civil registry office where the birth certificate was registered. The verified petition shall be filed, with the City/Municipal Civil Registry of the city/municipal or the Philippine Consulate, as the case may be, where the record containing the entry of sex in the birth certificate to be corrected is registered.</p>	<p>Republic Act No. 10172 An act authorizing the City/Mun Civil Registrar or the Consul General to correct clerical/typographical errors in the day and month, in the date of birth and/or sex of person appearing in the civil register without need of judicial order. Amending for this purpose Republic Act 9048.</p> <p>Republic Act No. 9048 An act authorizing the City/Mun. Civil Registrar of the Consul General to correct clerical or typographical error in the entry/or change of first name or nickname in the civil register without need of a judicial order, amending for this purpose, Art. 376 and 412 of the civil code of the Philippines.</p> <p>Correction in the Entry of Sex</p> <ul style="list-style-type: none"> ➤ Sex refers to the biological and physiological characteristics that define men and women ➤ The petition for the correction in the entry of sex shall be filed personally with the CCRO/Philippine Consulate where the record sought to be corrected is recorded. ➤ If the document owner is a minor or physically or mentally incapacitated, the petition may be filed on his/her behalf by his/her spouse, or any of his/her children, parents, brothers, sisters, grandparents, guardians, or persons duly authorize by law. However, appearance of the document owner shall be required. ➤ No Petition for correction of sex can be filed for deceased persons under RA 10172. The case may be filed in the proper court. ➤ For cases involving wrong entry indicated in the item for sex such as a female child marked as “male”, or a male child mark as “female”, the petition can be filed through RA10172. ➤ For cases involving change of first name and correction of entry in the item for sex in the same document, the petition for change of first name shall be filed separately. However, there shall be only one filing fee amounting to P 3,000.00 to cover both petitions. <p>Day and Month of Birth</p> <ul style="list-style-type: none"> ➤ Refers to the entry in the month and/or day of birth of the petitioner/document owner which is sought to be corrected 		
<p>Office and Division</p>	<p>City Civil Registrar (Records Division)</p>		
<p>Classification</p>	<p>Simple</p>	<p>Total Processing Time</p>	<p>1 Hour & 43 Minutes</p>
<p>Type of Transaction</p>	<p>Government to Citizen</p>	<p>Total Fees</p>	<p>Php 3000 Filing Fee Php 260 Mailing (2 way)</p>
<p>Who May Avail</p>	<p>ALL</p>	<p>Period of Extension</p>	<p>None</p>
<p>Documentary Requirements</p>		<p>Where to Secure</p>	



CITY CIVIL REGISTRY OFFICE HOURS

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Correction of Sex/Mandatory requirements:

- Certificate of live birth PSA Copy (4 photocopies of COLB)
 - Employers Clearance of No Pending Administrative Case or Criminal Case (If Employed) / Affidavit of Non-Employment (IF Unemployed)
 - Newspaper Publication at least once a week for two (2) consecutive weeks
 - o Affidavit of Publication from Publisher
 - o Copy of Newspaper Clippings
 - Earliest School Records (Form 137/Elementary)
 - Medical Certificate from accredited government physician attesting to the fact that the Petitioner/Document Owner has not undergone sex change or sex transplant
 - A Clearance or Certification that the document owner has No Pending Administrative, Civil or Criminal Record, which shall be obtained from the following: (Indicate Purpose: For Correction of Gender)
 - o NBI Clearance
 - o Police Clearance
 - Medical Records
 - Baptismal Certificate
 - Community Tax Clearance (Cedula)
 - Certificate of Authenticity (Issued by C/MCR)
- (3 photocopy of each supporting documents)*

Philippine Statistics Authority

Primary/School Record
Any accredited government physician

Additional Requirements:

- At least three (3) of the following public/private documents showing the correct entries to support petition:
- Voter's Affidavit/Certification
 - Driver's License
 - Valid Identification Cards
 - Certificate of Marriage
- (3 photocopy of each supporting documents)*

Commission on Election (COMELEC)
Land Transportation Office (LTO)
Government Issued ID
Local Civil Registrar/Philippine Statistics Authority Copy/owner's copy

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
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CITY CIVIL REGISTRY OFFICE HOURS

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<p>1. 1 Present Philippine Statistic Authority Copy of Birth to be corrected. 1.2 Secure list of requirements before applying</p>	<p>1.1. Verify PSA Copy to be corrected 1.2. Give the checklist of requirements needed for petition/correction of gender</p>	<p>None</p>	<p>20 Minutes</p>	<p><i>Records Officer III / Records Officer IV</i></p>	
<p>2. Return to City Civil Registry Office & submit all required documents for verification and file petition for correction of gender</p>	<p>2.1. Check/review the supporting documents submitted as to completeness and correctness of data</p>	<p>None</p>	<p>25 minutes</p>	<p><i>Records Officer III / Records Officer IV</i></p>	
<p>3. Pay prescribed amount at the City Treasurer's Office (City Treasurer's Office) and present/submit official receipt</p>	<p>3.1. Instruct client to pay the Filing Fee corresponding to the fee under RA 10172 at the City Treasurer's Office. Record Official Receipt If the client is indigent, instruct client to secure certification from CSWDO</p>	<p>PHP 3,000.00 Filing fee None</p>	<p>2 Minutes</p>	<p><i>Records Officer III / Records Officer IV</i></p>	
<p>4. Proceed to designated waiting area while the document is being prepared</p>	<p>4.1. Prepare petition/verification for review & signature of the petitioner 4.2. Issue certification on the authenticity of the certification issued by the accredited government physician certifying that the petitioner/document owner has not undergone sex change or sex transplant</p>	<p>None</p>	<p>40 Minutes</p>	<p><i>Records Officer III / Records Officer IV</i></p>	



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<p>5. Verify and sign petition form for correction of gender</p>	<p>5.1. Inform client on the conformity with the required 10 days posting period & 7 working days Action taken by the MCR after 2 consecutive weeks publication. 5.2. Advice client to publish any general circulation from Newspaper 5.3. Collect amount for mailing to OCRG-Manila (2 way) through courier</p>	<p>PHP 260.00 (2-way)</p>	<p>3 Minutes</p>	<p><i>Records Officer III / Records Officer IV</i></p>	
<p>6. Return to City Civil Registry Office/submit copy of newspaper clippings & affidavit of publication from the publisher</p>	<p>6.1. Receive the Affidavit of Publication & Copy of Newspaper Clippings 6.2. Advise client to follow up after 3-6 months for the action taken by the Civil Registrar General 6.3. Mail the petition to the Office of the Civil Registrar General and keep the receipt of the forwarder/courier 6.4. Wait for the Return of the Documents from OCRG Manila</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Records Officer III / Records Officer IV</i></p>	
<p>7. Return to City Civil Registry Office and get the Affidavit Petition (Owner's Copy)</p>	<p>7.1. Release/ issue the affirmed petitions together with the annotated documents to the owner of the document.</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Records Officer III / Records Officer IV</i></p>	
<p>Total</p>		<p>Php 3,260</p>	<p>10 Days posting period 3-6 Months waiting time 1 Hour and 43 Minutes</p>		



CITY CIVIL REGISTRY OFFICE HOURS

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End of Transaction

**3. Migrant Petition of Change of First Name (CFN) Under RA 9048**

Description of Service	<p>Republic Act No. 9048 An act authorizing the City/Municipal Civil Registrar of the Consul General to correct clerical or typographical error in the entry/or change of first name or nickname in the civil register without need of a judicial order, amending for this purpose, Art. 376 and 412 of the civil code of the Philippines.</p> <p>Migrant Petition for Change of First Name shall be published in a newspaper of general circulation (Local or National Newspaper) If the Petition is Affirmed, mail again to Philippine Statistics Authority (Sta. Mesa Manila & Quezon City) the Certificate of Finality, Record Sheet and Annotated COLB, COM & COD together with the endorsement letter.</p> <p>If the Petition is Impugned, file through the Municipal Civil Registrar/City Civil Registrar a motion for reconsideration within 15 days from the receipt of the impugned petition and wait for the reconsideration and approval of the impugned petition</p>		
Office and Division	City Civil Registrar (Records Division)		
Classification	Simple	Total Processing Time	1 Hour & 30 Minutes
Type of Transaction	Government to Citizen	Total Fees	PHP 4000.00
Who May Avail	The petitioner, nearest kin or authorized representative with Special Power of Attorney (SPA)	Period of Extension	None

Documentary Requirements	Where to Secure
Mandatory Requirements: PSA Copy of documents to be corrected Certificate of Employment w/ no pending case (if employed) Affidavit of Non-employment (if Unemployed) Police Clearance NBI Clearance (<i>Certification/clearance that the owner of the document has no pending administrative, civil or criminal record, for the purpose of Change of First Name</i>) Newspaper Publication at least once a week for 2 consecutive weeks (3 photocopy of each supporting documents)	Philippine Statistics Authority



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<p>Any three private/public document showing the first name of the petitioner that is habitually being used: Certificate of Marriage (if the petitioner is married) Baptismal Certificate Voter's Certificate School Record (Diploma/TOR/School ID) Employment Record (ID/Service Record/Certificate of Employment) Medical Record Driver's License National ID SSS Record/GSIS Record <i>(3 photocopy of each supporting documents)</i></p>	<p>Owner's Copy (LCR/PSA Copy) Religious Institution Comelec School Record Where the petitioner is currently employed Medical Institution Land Transportation Office (LTO) SSS/GSIS Office</p>
<p>CSWD Indigent Certification (if the petitioner is Indigent) <i>(3 photocopy of each supporting documents)</i></p>	<p>City Social Welfare Development Office (CSWDO)</p>
<p>Special Power of Attorney (SPA) if the petitioner is not the owner of the document</p>	<p>Any private/public legal offices</p>

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Present PSA copy of the certificate of live birth to be corrected	1.1. Determine if the documents are not within the jurisdiction of the city (the birth is not registered in the city)	none	10 minutes	<i>Records Officer III / Records Officer IV</i>	
2. Secure the list of requirements before filing	2.1. Give the checklist of requirements with justification 2.2. Advise the client to return after complying with the requirements	None	10 Minutes	<i>Records Officer III / Records Officer IV</i>	
3. Return to CCRO and submit completed requirements for verification and filing	3. Check/verify the supporting documents submitted as to completeness and correctness of data	None	10 minutes	<i>Records Officer III / Records Officer IV</i>	



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<p>1. Pay the prescribed amount at the City Treasurer's Office (CTO) and submit the Official Receipt</p>	<p>a. Instruct the client to pay the Service Fee at the City Treasurer's Office (CTO). Record the Official Receipt b. If the client is indigent, instruct client to secure certification from City Social Welfare & Development Office</p>	<p>PHP 1,000.00</p>	<p>2 minutes</p>	<p>None</p>	
<p>2. Proceed to designated waiting area while the document is being prepared</p>	<p>a. Prepare petition/verification for review & signature of the petitioner.</p>	<p>None</p>	<p>18 minutes</p>	<p><i>Records Officer III / Records Officer IV</i></p>	
<p>3. Review/sign the Petition Form</p>	<p>a. Inform client on the conformity with the required 10 days posting period & 5 working days Action taken by the MCR & additional 10 days & 2 consecutive weeks publication posting period for the City Civil Registry decision</p>	<p>None</p>			
<p>4. Pay the amount for migrant filing fee, newspaper publication fee and courier (2 way) to OCRG Manila</p>	<p>a. Collect amount for payment of migrant petition b. Collect amount for Local/National News Paper Publication (Mandatory) c. Collect amount for mailing to OCRG Manila (2 way) through courier d. Advise the client to follow-up result after 3-6 months for the action taken by the Civil Registrar – General e. Assign migrant petition number f. Attach Affidavit of Publication & Copy of Newspaper Clippings g. Mail the petition to the Office of the City/Municipal Civil Registrar where the document was registered and keep the receipt of the forwarder/courier</p>	<p>Php 3,000.00 Php 1,500.00 PHP 260.00</p>	<p>3-6 Months (waiting Period)</p>		



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	h. Wait for the return of the documents from Office of the Civil Registrar General (OCRG) for 3-6 months waiting period				
5. Return to City Civil Registry Office after 3-6 Months	<p>a. Release approved petition if the petition filed Change of First Name (CFN) is affirmed.</p> <p>b. If the petition is impugned, advise client to submit needed documents as required by the Philippine Statistics Authority and file motion for reconsideration</p>	None		<i>Records Officer III / Records Officer IV</i>	
	Total	<p>Php 3,000.00</p> <p>Php 1,500.00</p> <p>PHP 260.00</p>	<p>10 Days posting period</p> <p>3-6 Months waiting time</p> <p>1 hour & 30 Minutes</p>		
End of Transaction					



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4. Issuance of Extracted Copy of Certificate of Live Birth (Form 1a), Certificate of Marriage (Form 3A) and Certificate of Death (Form 2A)

Description of Service	Issuance of Certified/Extracted Copy of Certificate of Live Birth (COLB), Certificate of Marriage (COM), Certificate of Death (COD) and Certified Transcription from the Register of Birth (LCR Form 1A), Register of Marriage (LCR Form 3A) and Register of Death (LCR Form 2A) Issuance of Extracted Copy of Form 1A (Birth), Form 2A (Death) and Form 3A (Marriage) registered within the City of Malaybalay for personal, public and other legal purposes.		
Office and Division	City Civil Registrar (Records Division)		
Classification	Simple	Total Processing Time	24 Minutes
Type of Transaction	Government to Citizen	Total Fees	Php 100 Local Php 200 Abroad
Who May Avail	Owner of the document, nearest kin or authorized representative with Special Power of Attorney (SPA)	Period of Extension	None
Documentary Requirements		Where to Secure	
Proof of Identification of Client (Original)		Client	
Special Power of Attorney (SPA) /Authorization letter with proof of Identification		Client	

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Fill-Up Information Sheet	1.1. Instruct Client to fill-Up information sheet 1.2. Research the requested document through the Cris/PhiCris System. 1.3. If not found, manually research in the registry of books	None	4 Minutes	Admin. Asst. III/ Records Officer III/Records Officer IV	
2. Pay Prescribed Amount at The City Treasurer's Office and submit official receipt	2.1. If the requested document is found, instruct client to pay at the City Treasurer's Office and record official receipt	Local Php100 Abroad Php200	2 minutes	Admin. Asst. III/ Records Officer III/Records Officer IV	
3. Proceed to designated waiting area	3.1. Prepare the extracted document and verify the entries from the original file for accurate transcription and for approval by the City Civil Registry Office	None	15 minutes	Records Officer III/Records Officer IV	



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4. Receive the extracted document	4.1. Release the extracted document to the client	None	3 Minutes	<i>Records Officer III/Records Officer IV</i>	
Total		Local Php100 Abroad Php200	24 Minutes		
End of Transaction					

**5. Petition of Change of First Name (CFN) Under RA 9048**

Description of Service	Republic Act No. 9048 An act authorizing the City/Mun. Civil Registrar of the Consul General to correct clerical or typographical error in the entry/or change of first name or nickname in the civil register without need of a judicial order, amending for this purpose, Art. 376 and 412 of the civil code of the Philippines. Petition for Change of First Name shall be published in a newspaper of general circulation If the Petition is Affirmed, mail again to PSA (Sta. Mesa Manila & QC) the Certificate of Finality, Record Sheet and Annotated Certificate of Live Birth, Certificate of Marriage & Certificate of Death together with the endorsement letter If the Petition is Impugned, file through the Municipal Civil Registrar/City Civil Registrar a motion for reconsideration within 15 days from the receipt of the impugned petition and wait for the reconsideration and approval of the impugned petition		
Office and Division	City Civil Registrar (Records Division)		
Classification	Simple	Total Processing Time	15 Days, 2 Weeks Publication 1 Hour & 27 Minutes
Type of Transaction	Government to Citizen	Total Fees	PHP 3000.00 Php 260 Mailing (2 way)
Who May Avail	The petitioner, nearest kin or authorized representative with Special Power of Attorney (SPA)	Period of Extension	2 Weeks Newspaper Publication

Documentary Requirements	Where to secure
Mandatory Requirements: PSA Copy of documents to be corrected Certificate of Employment w/ no pending case (if employed) Affidavit of Non-employment (if Unemployed) Police Clearance NBI Clearance (<i>Certification/clearance that the owner of the document has no pending administrative, civil or criminal record, for the purpose of Change of First Name</i>) Newspaper Publication at least once a week for 2 consecutive weeks (3 photocopy of each supporting documents)	Philippine Statistics Authority



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Any three private/public document showing the first name of the petitioner that is habitually being used: Certificate of Marriage (if the petitioner is married) Baptismal Certificate Voter's Certificate School Record (Diploma/TOR/School ID) Employment Record (ID/Service Record/Certificate of Employment) Medical Record SSS Record/GSIS Record Driver's License <i>(3 photocopy of each supporting documents)</i>	Owner's Copy (LCR/PSA Copy) Religious Institution Comelec Educational Institution Where the petitioner is currently employed Medical Institution SSS/GSIS Office Land Transportation Office (LTO)
CSWD Indigent Certification (if the petitioner is Indigent) <i>(3 photocopy of each supporting documents)</i>	City Social Welfare Development Office
Special Power of Attorney (SPA) if the petitioner is not the owner of the document	Any private/public legal offices

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Present PSA copy of the certificate of live birth to be corrected	1. Determine if the documents is not within the jurisdiction of the city (the birth is not registered in the city)	None	10 Minutes	<i>Records Officer III / Records Officer IV</i>	
2. Secure the list of requirements before filing	2.1. Give the checklist of requirements with justification 2.2. Advise the client to return after complying with the requirements		15 minutes	<i>Records Officer III /Records Officer IV</i>	
3. Return to CCRO and submit completed requirements for verification and filing	3.1. Check/verify the supporting documents submitted as to completeness of requirements and correctness of data	None	15 minutes	<i>Records Officer III / Records Officer IV</i>	



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<p>4. Pay the prescribed amount at the City Treasurer's Office and submit the Official Receipt</p>	<p>4.1. Instruct the client to pay the filing fee at the City Treasurer's Office (CTO) & Record Official Receipt</p> <p>4.2. If the client is indigent, instruct client to secure certification from City Social Welfare and Development Office (CSWDO)</p>	<p>PHP 3,000.00</p>	<p>2 minutes</p>	<p><i>Records Officer III / Records Officer IV</i></p>	
<p>5. Proceed to designated waiting area while the document is being prepared</p>	<p>5.1. Prepare petition/verification for review & signature of the petitioner and issue notice of publication (to be presented to the publisher for publication for change of first name.</p> <p>5.2. Assign petition number</p>	<p>None</p>	<p>25 Minutes</p>	<p><i>Records Officer III / Records Officer IV</i></p>	
<p>6. Review/sign the Petition Form</p>	<p>6. Inform client on the conformity with the required 10 days posting & 7 working days Action taken by the CCR after the 2 consecutive weeks publication period.</p>	<p>none</p>		<p><i>Records Officer III / Records Officer IV</i></p>	
<p>7. Pay amount for newspaper publication & courier fee to Office of the Civil Registrar General Manila (2 way)</p>	<p>7.1. Collect amount for mailing to OCRG-Manila (2 way) through courier</p> <p>7.2. Advise the client to follow-up result after 3-6 months</p> <p>7.3. Attach Affidavit of Publication & Copy of Newspaper Clippings</p> <p>7.4. Mail the petition to the Office of the Civil Registrar General (OCRG) keep the receipt of the forwarder/courier</p> <p>7.5. Wait for the return of the documents from Office of the Civil Registrar General (OCRG) for 3-6 months waiting period</p>	<p>PHP 260.00</p>		<p><i>Records Officer III / Records Officer IV</i></p>	
<p>8. Return to City Civil Registrar Office after 3-6 months</p>	<p>8.1. If the petition filed Change of First Name (CFN) is affirmed, Prepare finality and</p>	<p>None</p>	<p>20 Minutes</p>	<p><i>Records Officer III / Records Officer IV</i></p>	



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	<p>annotations of the corrected document for endorsement to PSA - Office of the Civil Registrar General (OCRG)</p> <p>8.2. Release the affirmed petitions (owner's copy) to the client</p> <p>8.3. Advise client to request for the issuance of the Annotated PSA Copy of the petition to PSA Office after 3-6 months</p> <p>8.4. If the petition is impugned, advise client to submit additional documents as required by the PSA and file motion for reconsideration</p>		<p>3-6 months Waiting time</p>		
<p>Total</p>		<p>Php 3000 Mailing 260 (2 way)</p>	<p>10 Days posting, 2 consecutive Weeks newspaper publication, 1 hour and 30 Minutes & 3-6 Months waiting time</p>		
<p>End of Transaction</p>					



6. Petition of Correction of Clerical Error (CCE) Under RA 9048

Description of Service	<p>Republic Act No. 9048 An act authorizing the City/Mun. Civil Registrar of the Consul General to correct clerical or typographical error in the entry/or change of first name or nickname in the civil register without need of a judicial order, amending for this purpose, Art. 376 and 412 of the civil code of the Philippines.</p> <p>If the Petition is Affirmed, mail again to PSA (Sta. Mesa Manila & QC) the Certificate of Finality, Record Sheet and Annotated Certificate of Live Birth, Certificate of Marriage & Certificate of Death together with the endorsement letter</p> <p>If the Petition is Impugned, file through the Municipal Civil Registrar/City Civil Registrar a motion for reconsideration within 15 days from the receipt of the impugned petition and wait for the reconsideration and approval of the impugned petition</p>		
Office and Division	City Civil Registrar (Records Division)		
Classification	Simple	Total Processing Time	10 Days 1 hour and 8 Minutes
Type of Transaction	Government to client	Total Fees	Php 1000
Who May Avail	The petitioner, nearest kin or authorized representative with Special Power of Attorney (SPA)	Period of Extension	None
Documentary Requirements		Where to Secure	
<p>Mandatory Requirements: PSA Copy (SECPA) of documents to be corrected Current Community Tax Certificate (CEDULA) of the Petitioner Special Power of Attorney (SPA) if the petitioner is not the owner <i>(3 photocopy of each supporting documents)</i></p>		Philippine Statistics Authority Barangay where the petitioner resides Any private/public legal offices	
<p>At least three (3) of the following public/private documents showing the correct entries to support petition:</p> <ul style="list-style-type: none"> Certificate of Marriage (if the petitioner is married) Baptismal Certificate Voter's Certificate GSIS/SSS Record School Record (Diploma/TOR/School ID) Employment Record (ID/Service Record/Certificate of Employment) Medical Record 		<ul style="list-style-type: none"> Owner's Copy (LCR/PSA Copy) Religious Institution Commission on Election (Comelec) School Record Where the petitioner is currently employed Medical Institution 	



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Driver's License Passport (Applicant/Father/Mother/Husband/Wife) <i>(3 photocopy of each supporting documents)</i>	
Other documents that can support petition to prove the correct data/information: Certificate of Marriage of Parents Certificate of live Birth of Siblings Certificate of live birth of children, if married and with children Certificate of death (Father/Mother/Husband/Wife) <i>(3 photocopy of each supporting document)</i>	
CSWD Indigent Certification (if the petitioner is Indigent) <i>(3 photocopy of each supporting document)</i>	City Social Welfare Development Office (CSWDO)

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Present PSA copy of the certificates of live birth, marriage or death to be corrected	1.1. Determine if the petition is within the jurisdiction of the city (birth, marriage or death is registered in the city)	None	10 Minutes	<i>Records Officer III / Records Officer IV</i>	
2. Secure the list of requirements before filing	2.1. Give the checklist of requirements with justification 2.2. Advise the client to return after complying with the requirements	None			
3. Return to CCRO and submit completed requirements for verification and filing	3.1. Check/verify the supporting documents submitted as to completeness of requirements and correctness of data	None	15 Minutes	<i>Records Officer III / Records Officer IV</i>	
4. Pay the prescribed amount at the City Treasurer's Office (CTO) and submit the Official Receipt	4.1. Instruct the client to pay the filing fee at the City Treasurer's Office & Record the Official Receipt	PHP 1,000.00	3 Minutes	<i>Records Officer III / Records Officer IV</i>	



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	4.2. If the client is indigent, instruct client to secure certification from City Social Welfare Development Office				
5. Proceed to designated waiting area while the document is being prepared	5.1. Prepare petition for review & signature of the petitioner	None	30 Minutes	<i>Records Officer III / Records Officer IV</i>	
6. Review/sign the Petition Form	6.1. Assign petition number 6.2. Inform client on the date of conformity with the required 10 days posting & 7 working days Action taken by the City Civil Registry Office after the 2 consecutive weeks publication period.				
7. Pay amount for mailing fee through courier to Office of the Civil Registrar General Manila (2 way)	7.1. Collect amount for mailing fee to OCRG-Manila (2 way) through courier 7.2. Advise the client to follow-up result after 3-6 months for the action taken by the Civil Registrar General	PHP 260.00			
	7.3. Mail the petition to the Office of the Civil Registrar General (OCRG) and keep the receipt of the forwarder/courier. 7.4. Wait for the return of the documents from Office of the Civil Registrar General.	None			
8. Return to City Civil Registrar Office after 3-6 months	8.1. Release /issue the petitioner's copy of the affirmed petition Correction of Clerical Error (CCE) together with the annotated documents 8.2. If the petition is impugned, advise client to submit needed documents as required by the PSA and file motion for reconsideration	None	10 Minutes	<i>Records Officer III / Records Officer IV</i>	



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Total	Php 1,000 Php 260 Mailing (2 way)	10 days posting period 1 Hour & 8 Minutes Preparing Petition and 3-6 Months waiting time	
End of Transaction			



7. Registration of Court Decrees Annulment

<p>Description of Service</p>	<p>Court Decree (CD) is a court order which is registrable. It has undergone a hearing and the petition was approved by a competent court.</p> <p>Registration of Court decrees is a continuous, permanent, and compulsory recording of vital events occurring in the life of an individual. It shall be the duty of the clerk of court to advise the successful petitioner to have the decree/order registered to the Civil Registry Office where the court is functioning, within ten (10) days after the decree/order has become final. (Rule 50, Adm. Order No. 1, series of 1993- Implementing Rules and Regulations of Act 3753 and other Laws on Civil Registration).</p> <p>The Civil Registry Office where the event of the decree/order was registered shall forward a certified true copy (CTC) of the decision to the Office of the Civil Registrar General where an event affected was originally registered. The latter shall make the proper annotations in the certificate of marriage for the issuance of the annotated PSA copy of the Certificate of marriage.</p> <p>As provided by Republic Act 3753, Adoption, Annulment of Marriage, change of name or Correction of Entry, etc. filed under judicial proceeding shall be recorded in the book of registry of court decrees/order.</p>		
<p>Office and Division</p>	<p>City Civil Registrar (Records Division)</p>		
<p>Classification</p>	<p>Simple</p>	<p>Total Processing Time</p>	<p>1 Hour & 26 Minutes</p>
<p>Type of Transaction</p>	<p>Government to client</p>	<p>Total Fees</p>	<p>Certified True Copy PHP 10.00/page Registration Annulment PHP 1000.00 Issuance Annotated PHP 100.00 Issuance Authenticity PHP 100.00 Processing PSA Copy PHP 200.00</p>
<p>Who May Avail</p>	<p>ALL</p>	<p>Period of Extension</p>	<p>None</p>
<p>Documentary Requirements</p>		<p>Where to Secure</p>	
<p>Court Decision (Malaybalay Court Decision)</p>		<p>Place where the divorce was executed/filed</p>	



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<p>Original / 5 sets of Machine Copies of Certificate of Finality</p> <p>Original/ 5 sets of Machine Copies of Court Decision/Order/Judgment duly certified photocopy from the clerk of court where the decision was granted</p> <p>10 Machine Copies of Birth/Marriage or Death Certificate (for reference in the annotation)</p> <p>If the requestor is not the document owner:</p> <ul style="list-style-type: none"> ▪ Authorization Letter/Special Power of Attorney (SPA) ▪ Valid Identification Card of the requestor and the document owner 					
<p>Court Decision (Outside Malaybalay)</p> <p>Certificate of Authenticity issued by the concerned Municipality/City Civil Registrar where the court order/decree was issued</p> <p>Certificate of Registration issued by the concerned Municipality/City Civil Registrar where the court order/decree was issued</p> <p>10 Machine Copies of Birth/Marriage or Death Certificate</p> <p>If the requestor is not the document owner:</p> <ul style="list-style-type: none"> ▪ Authorization Letter/Special Power of Attorney (SPA) ▪ Valid Identification Card of the requestor and the document owner 		Owner's copy/PSA Copy			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit all documents of court decision/judgement/decree with certificate of finality with 5 Sets Certified Photocopy	Examine the court decision/judgement/ decree with certificate of finality duly certified from the clerk of court where the decision was granted Instruct Client to Pay at The City Treasurer's Office	None	15 Minutes	<i>Records Officer IV/Records Officer III</i>	
2. 1 Pay the prescribed amount at the City Treasurer's Office (CTO)	2.1. Record Official Receipt	Certified True Copy PHP 10 per page	1 minute	None	



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2.2 Present/Submit Official Receipt		<p>Reg. Of court decrees/ Annulment PHP 1000</p> <p>Issuance of Authenticity PHP 100</p> <p>Issuance of Annotated Cert of Marriage PHP 100</p> <p>Processing fee for SECPA/PSA Copy PHP 200</p>			
3. Wait for Processing	<p>3.1. Record Approved annulment Documents in The Registry Book</p> <p>3.2. Prepare Certificate of Authenticity and registration</p> <p>3.3. Research and annotate the Certificate of Marriage</p> <p>3.4. Certify all documents for signature by the City Civil Registrar</p> <p>3.5. Prepare transmittal of the approved annulment for the issuance of the annotated PSA Copy of the Certificate of Marriage</p>	None	45 Minutes	<i>Records Officer IV/Records Officer III</i>	none
4. Read/Review Printed annotated Certificate of Marriage	<p>4.1. Advice Client to Review Entries in The Annotated Certificate of Marriage</p> <p>4.2. Instruct Client to Secure/Request Annotated Certificate of Marriage PSA</p>	None	15 Minutes	<i>Records Officer III / Records Officer IV</i>	none



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	Copy from Philippine Statistics Authority (PSA) after 60 - 90 Days				
5. Receive the Annotated Certificate of Marriage and All Supporting Documents attached	5.1. Segregate & release the annotated certificate of marriage to the client	None	10 Minutes	<i>Records Officer III / Records Officer IV</i>	
	Total	Certified True Copy PHP 10/page Registration Annulment PHP 1000.00 Issuance Annotated PHP 100.00 Issuance Authenticity PHP 100.00 Processing PSA Copy PHP 200.00	1 Hour & 26 Minutes and 60-90 Days		
End of Transaction					



8. Timely Birth Registration (Born at The Hospital/Lying-In Clinic)

Description of Service	<p>Birth Record is the source of vital information which provides legal proof of the identity of an individual. By means of his birth certificate, he can prove the facts of his birth as regards to his parentage which allows him to trace his ancestry, establishes his identity and claims inheritance and rights to privileges accruing by virtue of meeting the required age qualifications as to obtaining passports, employment and many other legal issues.</p> <p>Timely Birth Registration is a vital event reported within 30 days reglementary period from the time of birth in the Office of the City Civil Registrar of the city where the birth occurred.</p> <p>For illegitimate children Acknowledged by the Father with attached Affidavit to Use the Surname of the Father (AUSF)</p>		
Office and Division	City Civil Registrar (Registration Division)		
Classification	Simple	Total Processing Time	25 Minutes
Type of Transaction	Government to client	Total Fees	PHP 100.00
Who May Avail	All	Period of Extension	None

Documentary Requirements	Where to Secure
<p>Four (4) copies of the Municipal Form-Certificate of Live Birth (Birth Form 102) duly accomplished by the hospital/lying-in clinic duly signed by the proper parties</p>	<p>Hospital or Lying-in where the child was born</p>
<p>For illegitimate children acknowledged by the father with attached (3) copies of Affidavit to Use the Surname of the Father (AUSF) Original</p>	<p>Hospital or Lying-in where the child was born</p>
<p>Certificate of Live Birth of Parents (if available) Certificate of Marriage of Parents (If married) <i>(2 photocopy of each supporting documents)</i></p>	<p>LCR Form 1A or PSA copy LCR Form 3A or PSA Copy</p>
<p>Cedula (for unmarried couples) Valid ID (for verification of signature)</p>	<p>Barangay Issued CTC Company Identification Card of any government issued ID</p>



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For Muslim Registrants, Islam Form duly accomplished from the hospital/lying-in For members of the Indigenous People's (IP's), IP form duly accomplished from the hospital/lying-in	Hospital/lying-in where the child was born
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Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit duly accomplished certificate of live birth & affidavit to Use the Surname of the father (AUSF) (if parents are not married) and all needed requirements	1.1. Verify duly accomplished certificate of live birth and attachments as to correctness and completeness of data	None	5 Minutes	<i>Registration Officer IV / Registration Officer III</i>	none
2. Pay Prescribed Amount at the City Treasurer's Office (Windows 5-12) and submit official receipt	2.1. Instruct client to pay at the City Treasurer's Office and record official receipt	Certification Fee PHP 100.00	2 minutes	<i>Registration Officer IV / Registration Officer III</i>	
3. Proceed to designated waiting area for the processing and registration of the document	3.1. Advice client to wait in the designated area for the processing of the document 3.2. Verify entries as to the correctness and accuracy of the data by the verifier for signature by the City Civil Registrar	None	15 Minutes	<i>Registration Officer IV / Registration Officer III / City Civil Registrar</i>	
4. Receive the registered certificate of live birth	4.1. Segregate & release the registered certificate of live birth to the client	None	3 Minutes	<i>Registration Officer IV / Registration Officer III</i>	
Total		P 100.00	25 Minutes		
End of Transaction					



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9. Timely Birth Registration (Born at Home)

Description of Service	<p>Birth Record is the source of vital information which provides legal proof of the identity of an individual. By means of his birth certificate, he can prove the facts of his birth as regards to his parentage which allows him to trace his ancestry, establishes his identity and claims inheritance and rights to privileges accruing by virtue of meeting the required age qualifications as to obtaining passports, employment and many other legal issues.</p> <p>Timely Birth Registration is a vital event reported within 30 days reglementary period from the time of birth in the Office of the City Civil Registrar of the city where the birth occurred.</p> <p>For illegitimate children Acknowledged by the Father with attached Affidavit to Use the Surname of the Father (AUSF)</p>		
Office and Division	City Civil Registrar (Registration Division)		
Classification	Simple	Total Processing Time	35 Minutes
Type of Transaction	Government to client	Total Fees	Certification fee PHP 100.00 Burial Permit P 100.00
Who May Avail	All	Period of Extension	None

Documentary Requirements	Where to Secure
Certificate of Live Birth of Parents (if available for verification) Certificate of Marriage of Parents (If married) <i>(2 photocopy of supporting documents)</i>	LCR Form 1A or PSA copy LCR Form 3A or PSA Copy
Cedula (for unmarried couples) Valid ID (for unmarried couples for verification of signature) <i>(2 photocopy of each supporting documents)</i>	Barangay Issued CTC Company Identification Card of any government issued ID Owner's copy/ PSA

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
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1. Fill-up information sheet and submit all needed requirements	1.1. Instruct client to fill-up information sheet and verify information as to correctness of data	None	3 Minutes	<i>Registration Officer IV / Registration Officer III</i>	none
2. Pay Prescribed Amount At The City Treasurer's Office (CTO) and submit official receipt	2.1. Instruct Client to Pay at The City Treasurer's Office and record official receipt	Certification Fee PHP 100.00	2 minutes	<i>Registration Officer IV / Registration Officer III</i>	
3. Proceed to Designated Waiting Area	3.1. Prepare/encode the entries in the Certificate of Live Birth thru the PhilCris System by the assigned personnel	None	10 Minutes	<i>Registration Officer IV / Registration Officer III</i>	
4. Read/Review the printed Certificate Of live birth (COLB) and affix signature	4.1. Advice Client to Review Entries In The printed Cert. Of live birth and affix signature	None	5 Minutes		
5. Proceed to designated waiting area	5.1. Advice client to wait in the designated area for the processing of the document. 5.2. Verify entries as to the correctness and accuracy of the data by the verifier for signature by the City Civil Registrar	None	12 Minutes		
6. Receive the registered certificate of live birth	6.1. Segregate & release the registered Certificate of live birth to the client.	None	3 Minutes		
Total		P 100.00	35 Minutes		
End of Transaction					



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10. Delayed Registration of Certificate Of Death (COD)

Description of Service	Delayed registration of death is a vital event reported made beyond the reglementary period shall be considered delayed and necessary justification shall be required. Late registration of death must be filed at the City Civil Registry Office following the lapse of the prescribed period of 30 working days from the date of death.		
	Death is a permanent disappearance of all evidence of life at any time after live birth has taken place.		
Office and Division	City Civil Registrar (Registration Division)		
Classification	Simple	Total Processing Time	10 Days & 32 Minutes
Type of Transaction	Government to client	Total Fees	Certification Fee PHP 200.00 Burial Permit PHP 100.00
Who May Avail	Immediate family/Nearest kin of the deceased	Period of Extension	10 Working Days Posting Period

Documentary Requirements	Where to Secure
Barangay Certification issued by the barangay attesting to the facts of the incident Community tax/cedula (current year) Police Blotter/Police Report (for death in a vehicular accident/unusual incident)	Barangay/Place where the incident happened Barangay where the applicant of the COD resides Malaybalay City Police Station (MCPS)
PSA Negative	Philippine Statistics Authority (PSA)
Joint affidavit for delayed registration of death	Public Attorney's Office (PAO) or any private/public office
Certificate of Live Birth (COLB) Certificate of Marriage (COM)	Owner's file/ PSA Copy
Any legal supporting documents of the deceased (2 copies) Or any other supporting documents of the deceased (2 copies) PhilHealth/MDR Record	PhilHealth Office



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Voters Record/Certification GSIS/SSS Record/Identification Senior Citizen ID	COMELEC Office Government Issued ID Senior Citizen Office
------------------------------------------------------------------------------------	-----------------------------------------------------------------

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Secure the list of requirements before applying	1.1. Give checklist of requirements needed	None	2 Minutes	Registration Officer IV/ Reg. Officer III	none
2. Submit complete documents and fill-up information sheet	2.1. Check/verify attached supporting documents. 2.2. Instruct client to fill-up information sheet. 2.3. Interview client as to correctness of data.	None	4 Minutes	Registration Officer IV/ Reg. Officer III	
3. Proceed to waiting designated area	3.1. Instruct client to proceed to waiting area 3.2. Prepare/encode the entries in the Certificate of Death (COD) through PhilCris System.	None	5 Minutes	Registration Officer IV/ Reg. Officer III	
4. Review/verify entries in the certificate of death and affix signature	4.1. Advice client to review entries in the document and sign/affix signature	None	2 Minutes	Registration Officer IV/ Reg. Officer III	
5. Proceed to embalmer & city health office for signature	5.1. Instruct client to proceed to embalmer and city health office for signature	None	None	None	
6. Return to City Civil Registrar submit Certificate of death (COD) w/ signature of embalmer & city health officer	6.1. Review submitted Certificate Of Death (COD)	None	1 Minute	Registration Officer IV/ Reg. Officer III	
7. Pay prescribed amount at the City Treasurer's Office (Windows 5-12)	7.1. Instruct client to pay certification fee and burial permit at the City Treasurer's Office	Certification Fee Php 200 Burial Permit Php100	None	Registration Officer IV/ Reg. Officer III	
8. Present/Submit Official Receipt	8.1. Receive and Record Official Receipt	None	1 Minute	Registration Officer IV/ Reg. Officer III	
	8.2. Instruct client to return after 10 days posting period as mandated by the law under RA 3753				



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9. Return to City Civil Registrar after 10 days posting period as instructed	9.1. Verify entries as to the correctness and accuracy of data by the verifier, assign registry number for signature by the City Civil Registrar	None	15 Minutes	<i>Registration Officer IV/ Reg. Officer III</i>	
10. Review/receive registered certificate of death (COD)	10. Segregate & release registered certificate of Death (COD)	None	2 Minutes	<i>Registration Officer IV/ Reg. Officer III</i>	
Total		Certification Fee PHP 200.00 Burial Permit PHP 100.00	10 Days posting period & 32 Minutes		
End of Transaction					



11. Timely Registration of Death (At Home)

Description of Service	A Certificate of Death is an official document setting forth particulars relating to a dead person, including the name of the individual, the date of birth, date and place of death. Death is a permanent disappearance of all evidence of life at any time after live birth has taken place.		
Office and Division	City Civil Registrar (Registration Division Section)		
Classification	Simple	Total Processing Time	33 Minutes
Type of Transaction	Government to client	Total Fees	Certification Fee PHP 100.00 Burial permit PHP 100.00
Who May Avail	Immediate kin/Nearest kin	Period of Extension	None

Documentary Requirements	Where to Secure
Barangay Certification issued by the barangay attesting to the facts of the incident Police Blotter/Police Report (For death in a vehicular accident/unusual incident)	Barangay/place where the incident happened Malaybalay City Police Station (MCPS)
Certificate of Birth of the deceased (2 copies) Certificate Of Marriage (if the deceased is married) (2 copies) (Submit at least one supporting document of the deceased)	Owner's File/PSA Copy Owner's File/PSA Copy
Or any other supporting documents of the deceased (2 copies) PhilHealth/MDR Record Voters Record/Certification GSIS/SSS Record/Identification Senior Citizen ID	PhilHealth Office COMELEC Office Government Issued ID Senior Citizen Office
For Muslim Registrants, Islam Form duly accomplished from the hospital	



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Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Secure list of requirements for registration of death	1.1. Give the checklist of requirements for registration	None	3 Minutes	Registration Officer IV / Registration Officer III	
2. Submit Complete Documents and Fill-Up Information Sheet	2.1. Check/Verify Supporting Documents. 2.2. Instruct Client To Fill-Up Information Sheet. 2.3. Interview Client As To Correctness Of Data	None	3 Minutes	Registration Officer IV / Registration Officer III	
3. Proceed to designated/waiting area	3.1. Instruct client to wait in the designated area. 3.2. Prepare/encode the entries in the Certificate of Death (COD) thru PhilCRIS System	None	5 Minutes	Registration Officer IV / Registration Officer III	
4. Review/verify entries in the certificate of death and affix signature	4.1. Advice client to review entries and sign/affix signature in the Certificate of Death (COD)	None	2 Minutes	Registration Officer IV / Registration Officer III	
5. Proceed to embalmer & City Health Office for signature	5.1. Instruct client to proceed to embalmer and City Health Office (CHO) for signature	None	1 Minutes	Registration Officer IV / Registration Officer III	
6. Return to City Civil Registry Office & submit Certificate of Death (COD) w/ signature of embalmer & City Health Officer (CHO)	6.1. Review submitted Certificate of Death (COD)	None	2 Minutes	Registration Officer IV / Registration Officer III	
7. Pay Prescribed Amount at the City Treasurer's Office (CTO) 7.2 Present/Submit Official Receipt	7.1. Instruct client to pay at the City Treasurer's Office 7.1.1. Burial fee applies to place of burial for private & public cemeteries only (e.g. Orchard Cemetery/Gabunan Cemetery) 7.2 Record Official Receipt	Certification Fee PHP 100.00 Burial Fee PHP 100.00	1 Minute	Registration Officer IV / Registration Officer III	
8. Proceed to designated waiting area for the processing and registration of the document	8.1. Advice client to wait in the designated area for the processing of the document. 8.2. Verify entries as to the correctness and accuracy of data by the verifier, assign registry number for signature by the City Civil Registrar	None	14 Minutes	Registration Officer IV / Registration Officer III/ City Civil Registrar	



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9. Review/receive the registered certificate of death	9.1. Advice client to review document. 9.2. Segregate & release the registered certificate of death	None	2 Minutes	<i>Registration Officer IV / Registration Officer III</i>	
		Total Certification Fee PHP 100.00 Burial Permit PHP 100.00	33 Minutes		
End of Transaction					



12. Timely Registration of Death (Death Occurred At The Hospital)

Description of Service	A Certificate of Death is an official document setting forth particulars relating to a dead person, including the name of the individual, the date of birth, date and place of death. Death is a permanent disappearance of all evidence of life at any time after live birth has taken place.		
Office and Division	City Civil Registrar (Registration Division)		
Classification	Simple	Total Processing Time	23 Minutes
Type of Transaction	Government to client	Total Fees	Certification Fee PHP 100.00 Burial Fee PHP 100.00
Who May Avail	Nearest kin	Period of Extension	None

Documentary Requirements	Where to Secure
Duly Accomplished Certificate of death (Form 2A) - 4 copies Certificate of Birth of the deceased (Photocopy) Certificate Of Marriage (if the deceased is married) (Any of the following supporting documents) (2 copies)	Hospital Institution where the place of death occurred Owner's File/PSA Copy Owner's File/PSA Copy
PhilHealth Record/MDR Voters Certification GSIS/SSS ID or any government issued ID Senior Citizen ID Or any 2 legal documents of the deceased (2 copies)	PhilHealth Office COMELEC Government issued ID Senior Citizen Office
For Muslim Registrant Islam Form duly accomplished from the hospital (4 copies)	Hospital Institution where the place of death occurred



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1. Submit the accomplished certificate of death (Municipal Form 102) signed by the attending physician attesting the cause of death and the embalmer	1.1. Verify duly accomplished certificate of death and attachments as to correctness and completeness of data	None	5 Minutes	<i>Registration Officer IV / Registration Officer III</i>	none
2. Pay Prescribed Amount at the City Treasurer's Office (CTO) Window 5-12	2.1. Instruct client to pay at the City Treasurer's Office (CTO) 2.1.1. Burial fee applies to place of burial for private &/or public cemeteries only (e.g. Orchard Cemetery/Gabunan/Pryce/Golden Haven/Shepered/Catholic Cemetery Cemetery)	Certification Fee PHP 100.00 Burial Fee PHP 100.00	None	None	
3. Present/Submit Official Receipt	3.1. Receive and Record Official Receipt	None	Minute	None	
4. Proceed to designated waiting area for the processing and registration of the document	4.1. Advice client to wait in the designated area for the processing of the document. 4.2. Verify entries as to correctness and accuracy of data and assign registry number for signature by the City Civil Registrar	None	15 Minutes	<i>Registration Officer IV / Registration Officer III/ City Civil Registrar</i>	
5. Review/receive the registered certificate of death	5.1. Segregate & release the registered certificate of death. 5.2. Advice client to review entries in the COD	None	2 Minutes	<i>Registration Officer IV / Registration Officer III</i>	
	Total	Certification Fee	23 Minutes		



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	PHP 100.00 Burial Fee PHP 100.00		
End of Transaction			



13. Delayed Registration of Marriage (Form No. 97)

<p>Description of Service</p>	<p>Marriage is a permanent union between a man and a woman who entered into in accordance with the law. On-time and delayed documentation and registration of marriage occurring within the City of Malaybalay for personal, public and other legal purposes. Certificate of Marriage (MF No. 97) is used to record information pertaining to the marriage of contracting parties. Registration of Marriage is the responsibility of the church, the court or any authority that solemnized the marriage.</p> <p>Events of marriage shall be registered in the Marriage registry within 15 days, if with marriage license; and within 30 days, if exempted from license requirements. Marriage should be registered by either of the following: Solemnizing Officer, Married couple (Husband or wife) &/or Parents.</p> <p>Marriage performed Under Article 34 No license shall be necessary for the marriage of a man and a woman who have lived together as husband and wife at least five years and without any legal impediment to marry each other</p> <p>Marriage performed Under RA 8371 (IPRA Law) in accordance with ICC/IP's under customary laws An act to recognize, protect and promote the rights if indigenous cultural communities/indigenous peoples, establishing implementing mechanisms, appropriating funds thereof, and for other purposes.</p> <p>Marriage performed Under PD 1083 (Muslim Law) Marriage among Muslim Filipinos performed under their customs, traditions, rites and practices in accordance with PD 1083</p>		
<p>Office and Division</p>	<p>City Civil Registrar (Registration Division Section)</p>		
<p>Classification</p>	<p>Simple</p>	<p>Total Processing Time</p>	<p>30 Minutes</p>
<p>Type of Transaction</p>	<p>Government to client</p>	<p>Total Fees</p>	<p>Certification Fee PHP 200.00</p>
<p>Who May Avail</p>	<p>Any male or female at least eighteen (18) years of age without any legal impediment to marry</p>	<p>Period of Extension</p>	<p>None</p>
<p>Documentary Requirements</p>		<p>Where to Secure</p>	



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<p>Original Copy of Certificate of Marriage (4 copies) Accomplished Affidavit for delayed registration (at the back of the Certificate of Marriage) and signed by the contracting parties Negative Certification from Philippine Statistics Authority (PSA) Affidavit of two (2) disinterested persons who might have witnessed the ceremony Cedula</p> <p>Additional Requirements for:</p> <p>Marriage performed Under Article 34 Joint Affidavit of couple who have lived continuously together for at least five (5) years (FC Art. 34) Certificate of NO MARRIAGE (CENOMAR) issued by PSA (Both applicants)</p> <p>Marriage performed Under RA 8371 (IPRA Law) 4 copies IP Form 3 stating the ethnic affiliation of contracting parties, marriage order, amount of dowry and other stipulation Certificate of NO MARRIAGE (CENOMAR) issued by PSA (Both applicants)</p> <p>Marriage performed Under PD 1083 (Muslim Law) 4 copies of Islam Form (Photocopies) Certificate of NO MARRIAGE (CENOMAR) issued by PSA (Both applicants)</p>	<p>Officiating Officer/Solemnizing Officer</p> <p>Philippine Statistics Authority (PSA) Issued by any public or private legal offices</p> <p>Issued by any public or private legal offices Philippine Statistics Authority (PSA)</p> <p>Philippine Statistics Authority</p> <p>Philippine Statistics Authority</p>
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Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Secure the list of requirements before applying	1.1. Give the checklist of requirements	None	3 Minutes	Reg. Officer IV/ Reg. Officer III	none
2. Return to CCRO/Submit the four (4) copies of duly accomplished Certificate of Marriage (Mun. Form	2.1. Check/verify submitted four (4) copies of duly accomplished Certificate of Marriage (Mun. Form 97) as to completeness and correctness of data.	None	5 Minutes		



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97) and the complete requirements needed	2.2. Verify submitted supporting documents as to completeness and correctness of data				
3.1 Pay prescribed amount at the City Treasurer's Office (CTO)Window 5-12 3.2 Present/submit official receipt	3.1 Instruct client to pay Marriage application fee at the City Treasurer's Office 3.2 Record official receipt	Certification Fee PHP 200.00	2 minutes		
4 Proceed to designated waiting area	4.1 Advice client to return after 10-day posting period as mandated by law for the delayed registration of marriage. 4.2 Assign Registry number & Book number for signature by the Civil Registrar	None	15 Minutes		
5 Return to CCRO after 10 day posting period as mandated by law. Read/ Review the entries in the marriage document. Receive owners copy of the registered certificate of marriage.	5.2. Advice client to review the duly accomplished document. 5.3. Segregate and release the registered certificate of marriage	None	5 Minutes		
Total		PHP 200.00	30 Minutes & 10 day posting period		
End of Transaction					

**14. Timely Registration of Marriage (Municipal Form No. 97)**

Description of Service	<p>Marriage is a permanent union between a man and a woman who entered into in accordance with the law. On-time and delayed documentation and registration of marriage occurring within the City of Malaybalay for personal, public and other legal purposes. Certificate of Marriage (MF No. 97) is used to record information pertaining to the marriage of contracting parties. Registration of Marriage is the responsibility of the church, the court or any authority that solemnized the marriage.</p> <p>Events of marriage shall be registered in the Marriage registry within 15 days, if with marriage license; and within 30 days, if exempted from license requirements. Marriage should be registered by either of the following: Solemnizing Officer, Married couple (Husband or wife) &/or Parents.</p> <p>Timely Registration of Marriage With Marriage License (Within 15 days from the date of marriage) Exempted from Marriage License (within 30 days from the date of marriage)</p> <p>Marriage Performed Under Article 34 No license shall be necessary for the marriage of a man and a woman who have lived together as husband and wife at least five years and without any legal impediment to marry each other</p> <p>Marriage performed Under RA 8371 (IPRA Law) in accordance with ICC/IP's under customary laws An act to recognize, protect and promote the rights if indigenous cultural communities/indigenous peoples, establishing implementing mechanisms, appropriating funds thereof, and for other purposes.</p> <p>Marriage performed Under PD 1083 (Muslim Law) Marriage among Muslim Filipinos performed under their customs, traditions, rites and practices in accordance with PD 1083</p>		
Office and Division	City Civil Registrar (Registration Division)		
Classification	Simple	Total Processing Time	27 Minutes
Type of Transaction	Government to client	Total Fees	Certification Fee PHP 100.00
Who May Avail	Any male or female at least eighteen (18) years of age without any legal impediment to marry	Period of Extension	None



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Documentary Requirements		Where to Secure			
Certificate of Marriage (Municipal Form 97) duly accomplished and signed by the proper parties (4 copies) Additional Requirements for: Marriage performed Under Article 34 Joint Affidavit of couple who have lived continuously together for at least five (5) years (FC Art. 34) Certificate of NO MARRIAGE (CENOMAR) issued by PSA (Both applicants) Marriage performed Under RA 8371 (IPRA Law) 4 copies IP Form 3 stating the ethnic affiliation of contracting parties, marriage order, amount of dowry and other stipulation Certificate of NO MARRIAGE (CENOMAR) issued by PSA (Both applicants) Marriage performed Under PD 1083 (Muslim Law) 4 copies of Islam Form (Photocopies) Certificate of NO MARRIAGE (CENOMAR) issued by PSA (Both applicants)		Officiating/solemnizing Officer Philippine Statistics Authority (PSA)			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit the four (4) copies of duly accomplished Certificate of Marriage (Mun. Form 97) and attachments	1.1. Read & review submitted four (4) copies of duly accomplished Certificate of Marriage (Mun. Form 97) as to completeness and correctness of data	None	5 Minutes	Reg. Officer IV/ Reg. Officer III	None
2.1 Pay prescribed amount at the City Treasurer's Office (CTO-Windows 5-12) 2.2 Present/submit official receipt	2.1 Instruct client to pay Marriage application fee at the City Treasurer's Office. 2.2 Record Official Receipt	Certification Fee PHP 100.00	2 minutes	Reg. Officer IV/ Reg. Officer III	



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3	Proceed to designated waiting area for the processing of document	3.1 Verify entries as to correctness and accuracy of data by the verifier. 3.2 Assign Registry number & Book number for signature by the Civil Registrar	None	15 Minutes	<i>Reg. Officer IV/ Reg. Officer III</i>
4	.Read/Review the entries in the marriage document. Receive owners copy of the registered certificate of marriage	4.1 Advice client to review the duly accomplished document. 4.2 segregate and release the registered certificate of marriage to the client	None	5 Minutes	<i>Reg. Officer IV/ Reg. Officer III</i>
Total			PHP 100.00	27 Minutes	
End of Transaction					



15. Application for Marriage License (Municipal Form No. 90)

<p>Description of Service</p>	<p>Marriage is a permanent union between a man and a woman who entered into in accordance with the law. On-time and delayed documentation and registration of marriage occurring within the City of Malaybalay for personal, public and other legal purposes. Application for Marriage License (Mun. Form No. 90), is an application in writing setting forth if each of the contracting party has the necessary qualifications for contracting marriage and this writing is subscribed and sworn by the parents separately before any public official authorized to administer oaths or before the local civil registrar who shall then issue the proper license (Art. 59, Family Code) Events of marriage shall be registered in the Marriage registry within 15 days, if with marriage license; and within 30 days, if exempted from license requirements. Marriage should be registered by either of the following: Solemnizing Officer, Married couple (Husband or wife) &/or Parents. Timely Registration of Marriage</p> <ul style="list-style-type: none"> ✚ With Marriage License (Within 15 days from the date of marriage) ✚ Exempted from Marriage License (within 30 days from the date of marriage) 		
<p>Office and Division</p>	<p>City Civil Registrar (Registration Division)</p>		
<p>Classification</p>	<p>Simple</p>	<p>Total Processing Time</p>	<p>45 Minutes & 10 Days</p>
<p>Type of Transaction</p>	<p>Government to client</p>	<p>Total Fees</p>	<p>Local Applicant PHP 300.00 Foreigner Applicant PHP 1,100</p>
<p>Who May Avail</p>	<p>Any male or female at least eighteen (18) years of age without any legal impediment to marry</p>	<p>Period of Extension</p>	<p>None</p>

<p>Documentary Requirements</p>	<p>Where to Secure</p>
<p>Certificate of live birth of marriage applicants (2 photocopies) Certificate of No Marriage (CENOMAR) Cedula of both parties(2 photocopies) Pre-nuptial seminar/marriage counselling For marriage applicants aged 18- 21 years old: personal appearance of both parents</p>	<p>LCR Form 1A or PSA Copy Philippine Statistics Authority (PSA) Barangay where the applicant resides POPDEV</p>



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<p>For aged 22- 25 years old: personal appearance of either parents</p> <p>Additional Requirement for Couples living together for more than 5 years: Affidavit of cohabitation issued by any legal offices</p> <p>Additional Requirements for Widow/widower: Death Certificate of the deceased spouse</p> <p>Requirements for Annulled applicant: Certificate of Finality of annulment papers/dissolution of marriage Annotated certificate of marriage/Annotated PSA Copy</p> <p>Additional Requirements for Foreigners: Passport (2 photocopy) Legal capacity/certificate of no legal impediment to contract marriage If divorce, finality of divorced papers/dissolution of marriage If widow/widower, death certificate of the husband/wife</p>	<p>Issued by any public or private legal offices</p> <p>LCR Form 1A or PSA Copy</p> <p>Court Philippine Statistics Authority</p> <p>Foreign Embassy</p>
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Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Fill-up information sheet and submit the required supporting documents	1.1. Instruct client to fill-up information sheet	None	2 Minutes	<i>Reg. Officer IV/ Reg. Officer III</i>	None
2. Interview marriage applicants	2.1. Interview marriage applicants and verify information as to correctness of data	None	3 Minutes	<i>Reg. Officer III</i>	
3.1 Pay prescribed amount at the City Treasurer's Office (CTO-Windows 5-12) 3.2 Present/submit official receipt	3.1 Instruct client to pay Marriage application fee at the City Treasurer's Office 3.2 Receive and record official receipt	Local Applicant PHP 200.00 Foreigner Applicant PHP 1,000	1 minute	<i>Reg. Officer IV/ Reg. Officer III</i>	



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3. Proceed to designated waiting area	3.1. Prepare/encode the entries in the marriage application and other attachments	None	10 Minutes	Reg. Officer IV/ Reg. Officer III	
4. Read/review printed marriage application for correctness of data and sign/affix signature	4.1. Advise client to review entries in the marriage application and affix signature	None	3 Minutes	Reg. Officer IV/ Reg. Officer III	
5. Proceed to the Office of the City Civil Registrar for interview and counselling	5.1. Forward applicants to the City Civil Registrar for interview and counselling	None	10 Minutes	City Civil Registrar-OIC	
6. Receive copy of marriage application	6.1. Release copy of approved marriage application & instruct to submit copy to the solemnizing officer. 6.2. Advise client to return after 10-days posting period as required by law for the marriage license application	None	3 Minutes	Reg. Officer IV/ Reg. Officer III	
7. Proceed to Population Development (POPDEV) for schedule of pre-marriage counselling seminar	7.1. Instruct client to proceed to POPDEV for pre-marriage counselling seminar schedule	None	None	None	None
8. After 10-days posting period, submit marriage counselling certificate to assigned personnel	8.1. Receive marriage counselling certificate	None	2 Minutes	Reg. Officer IV/ Reg. Officer III	
9.1 Pay prescribed amount at the City Treasurer's Office (CTO-Windows 5-12) 9.2 Submit Official Receipt	9.1 Instruct client to pay at the City Treasurer's Office for the marriage license fee 9.2 Receive and Record Official Receipt and marriage license number	Marriage License fee Php 100	2 Minutes	Reg. Officer IV/ Reg. Officer III	
10 Receive marriage license copy	10. Segregate & release marriage license and instruct client to submit license to the solemnizing officer	None	2 Minutes	Reg. Officer IV/ Reg. Officer III	
Total		Local Applicant PHP 300.00	38 Minutes & 10 Days Posting period		



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	Foreigner Applicant PHP 1,100		
End of Transaction			



16. Delayed Registration of Certificate of Live Birth (COLB) Under RA 3753 (Born at Home)

Description of Service	<p>Birth Record is the source of vital information which provides legal proof of the identity of an individual. By means of his birth certificate, he can prove the facts of his birth as regards to his parentage which allows him to trace his ancestry, establishes his identity and claims inheritance and rights to privileges accruing by virtue of meeting the required age qualifications as to obtaining passports, employment and many other legal issues.</p> <p>Delayed Birth Registration - A vital event reported made beyond the reglementary period of thirty (30) days shall be considered delayed and necessary justification shall be required. Late registration of birth must be filled at the City Civil Registry Office following the lapse of the prescribed period of 30 calendar days from birth.</p>		
Office and Division	City Civil Registrar (Registration Division)		
Classification	Simple	Total Processing Time	37 Minutes & 10 Days posting period
Type of Transaction	Government to client	Total Fees	Certification Fee PHP 200.00
Who May Avail	All Citizen	Period of Extension	None

Documentary Requirements	Where to Secure
Immunization Card of the child Baptismal Certificate of the child Form 137 / Transcript of Records National Identification (National ID) Voter's Certification Record Senior Citizen ID Philhealth Record/Medical Data Record (MDR) Form E-1, Form E-4, or RS-1 of SSS Service Record (if employed) <i>(Atleast one or two of the following supporting requirements /2 photocopy)</i>	Owner's Copy/Barangay Health Office Record Owner's Copy/ Parish Record School Record LCR Copy/PSA Copy Certification issued by the barangay where the child was born



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<p>Additional Requirements: Certificate of Marriage Contract of Parents (If married/2 copies) Certificate of live birth of parents (if available) Barangay Certification attesting to the facts and circumstances of birth (2 photocopies) Current Community Tax Certificate (CEDULA) of Affiants Negative Certification of Birth from Philippine Statistics Authority (PSA) (Security Paper) if the child is one (1) year old and above (2 photocopies) Joint Affidavit of two (2) Disinterested Persons (witness) not related to the parents of the child and older than the applicant (with 1 valid ID) (if the child is seven (7) years old and above) Affidavit to Use the Surname of the Father (AUSF) for Illegitimate children acknowledged by the father</p>	
<p>For Muslim Registrants, Municipal Form No. 102 For Members of Indigenous People’s (IP’s) attached Municipal Form No. 102 (IP Form No. 1)</p>	<p>Duly accomplished from the City Civil Registrar’s Office</p>

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Secure the List of Requirements before applying	1.1. Give the checklist of requirements for delayed registration	None	3 Minutes	Reg. Officer IV/Reg. Officer III	none
2. Return to City Civil Registrar’s Office/submit the complete requirements	2.1. Verify requirements submitted as to correctness and completeness of data	None	4 Minutes	Reg. Officer IV/Reg. Officer III	
3. Fill-up information sheet	3.1. Instruct client to fill-up information sheet	None	None	None	None
4. Pay prescribed amount at the City Treasurer’s Office (CTO)	5.1. Instruct client to pay at the City Treasurer’s Office	Certification Fee	1 minute	Reg. Officer IV/Reg. Officer III	



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5. Present/submit official receipt	Record official receipt	PHP 200.00			
6. Proceed to designated waiting area	6.1. Prepare encode entries in the certificate of live birth thru PhilCRIS system and other attachments (Affidavit to Use the Surname of the Father/Attestation of the mother/Isla Form/IP Form)	None	12 Minutes	<i>Reg. Officer IV/Reg. Officer III</i>	
7. Read/review printed certificate of live birth & sign/affix signature of parents/legal guardian/midwife/hilot	7.1. Advise client to review entries in the printed certificate of live birth (COLB) and affix signature. 7.2. Instruct client to return after 10 days posting period as required by law	None	2 minutes	<i>Reg. Officer IV/ Reg. Officer III</i>	
8. After 10 days posting period, follow-up document to assigned personnel	8.1. Verify entries as to the correctness of data, assign registry number for signature by the City Civil Registrar	None	13 Minutes	<i>Reg. Officer III / Reg. Officer IV/ City Civil Registrar</i>	
9. Receive the registered certificate of live birth (COLB)	9.1. Segregate & release the registered Certificate of Death	None	2 Minutes	<i>Reg. Officer IV/ Reg. Officer III</i>	
Total		PHP 200.00	37 Minutes & 10 Days Posting Period		
End of Transaction					



17. Out-of-town Registration of Certificate Of Live Birth (COLB) Under RA 3753 (Birth occurred outside of Malaybalay)			
Description of Service	<p>Out-of-town reporting/registration occurs when the Certificate of Live Birth is presented to the Civil Registrar of a city/municipality which is not the place of birth, not for registration but to be forwarded to the city or municipality where the birth occurred and when it should be registered. (Rule 20, Admin. Order No. 1, Series of 1993, Implementing Rules and Regulations of Act No. 3753 and other Laws on Civil Registration.)</p> <p>Birth Record is the source of vital information which provides legal proof of the identity of an individual. By means of his birth certificate, he can prove the facts of his birth as regards to his parentage which allows him to trace his ancestry, establishes his identity and claims inheritance and rights to privileges accruing by virtue of meeting the required age qualifications as to obtaining passports, employment and many other legal issues.</p>		
Office and Division	City Civil Registrar (Registration Division Section)		
Classification	Simple	Total Processing Time	35 Minutes
Type of Transaction	Government to Citizen	Total Fees	Certification Fee PHP 200.00 Out-of-town registration fee (varies depending on the LCR for registration) Mailing thru courier JRS/LBC P 130.00- 145.00
Who May Avail	All	Period of Extension	Depending on the action taken by the LCR where the birth occurred

Documentary Requirements	Where to Secure
Any 2 -3 of the following supporting documents (2 photocopy): Baptismal Certificate of the child Form 137 (Elementary/High School) or Transcript of Records Voter's Certification Record Certificate of marriage (If the applicant is married) Senior Citizen ID Philhealth Record/Medical Data Record (MDR)	Owner's Copy/Barangay Health Record Owner's Copy/ Parish Record School Record COMELEC Owner's Copy/PSA copy Senior Citizen PhilHealth Office



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<p>Driver's License SSS (Form E-1, Form E-4)/GSIS ID Service Record (if employed)</p> <p>Additional Requirements: Certificate of Marriage Contract of Parents (If available) Barangay Certification attesting to the facts and circumstances of birth (2 photocopies) Current Community Tax Certificate (CEDULA) Negative Certification of Birth from Philippine Statistics Authority (PSA) (2 photocopies) Joint Affidavit of two (2) Disinterested Persons with Corroboration</p>	<p>Land Transportation Office (LTO) SSS Office/GSIS Office LCR Copy/PSA Copy</p> <p>Owner's copy/PSA Copy Certification issued by the barangay where the child was born</p> <p>CEDULA issued by the barangay where the applicant resides Philippine Statistics Authority (PSA)</p> <p>Any public/private legal offices</p>
<p>For Muslim Registrants, Municipal Form No. 102 For Members of Indigenous People's (IP's) attached Municipal Form No. 102 (IP Form No. 1)</p>	<p>Duly accomplished from the City Civil Registrar's Office</p>

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Secure the List of Requirements before applying	1.1. Give the checklist of requirements for out-of-town registration	None	5 Minutes	Reg. Officer IV/Reg. Officer III	None
2. Return to City Civil Registrar's Office/Submit the complete requirements	2.1. Verify requirements submitted as to correctness and completeness of data	None	4 Minutes	Reg. Officer IV/Reg. Officer III	None
3. Fill-up information sheet	3.1. Instruct client to fill-up information sheet 3.2. Interview client based on the submitted documents	None	4 Minutes	Reg. Officer IV/Reg. Officer III	None



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<p>4.1 Pay prescribed amount at the City Treasurer's Office (CTO-Windows 5-12)</p> <p>4.2 Present/submit official receipt</p>	<p>4.1 Instruct client to pay at the City Treasurer's Office</p> <p>4.2 Record official receipt</p> <p>4.3 Receive payment for mailing and registration</p>	<p>Certification Fee PHP 200.00</p>	<p>2 minutes</p>		
<p>5 Proceed to designated waiting area</p>	<p>5.1 Prepare/encode entries in the certificate of live birth (COLB) thru PhilCRIS system, transmittal and other attachments</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Reg. Officer IV/Reg. Officer III</i></p>	<p>None</p>
<p>6 Read/review printed certificate of live birth & sign/affix signature</p>	<p>6.1 Advise client to review entries in the printed cert. Of live birth (COLB) and affix signature.</p> <p>6.2 Collect payment for out-of-town registration and mailing fee thru Post Office//Registered Mail/JRS courier.</p> <p>6.3 Instruct client to wait feedback depending on the action taken by the City/Municipal Registrar for birth registration</p>	<p>Certification fee/payment depending on the Local Civil Registrar for birth registration</p> <p>Mailing fee: Registered Mail thru Post Office/JRS/LBC (payments varies accdg to weight/ mailing address) JRS 130 – 145</p>	<p>5 Minutes</p>	<p><i>Reg. Officer IV/ Reg. Officer III</i></p>	<p>None</p>
	<p>6.4 Verify entries in the COLB/transmittal as to correctness and accuracy of data by the verifier for signature by the Civil Registrar.</p> <p>6.5 Transmit to other City/Municipalities where the birth occurred.</p>	<p>None</p>		<p><i>Reg. Officer III / Reg. Officer IV/ City Civil Registrar</i></p>	<p>None</p>



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7 Return to LCR office if feedback is positive. If no feedback, follow-up assigned personnel for status of the document.	7.1 If no feedback within 90 days, follow-up assigned personnel of the status/action taken by the City/Municipal Registrar where the birth occurred	None			None
8 Receive copy of the registered Certificate of Live Birth	8.1 Release the registered document to the client	None	5 Minutes	<i>Reg. Officer IV/ Reg. Officer III</i>	None
Total		Certification Fee PHP 200.00 Mailing Php 130-145 Payment to other Municipality depending on the LCR concerned	35 Minutes		
End of Transaction					

**18. Delayed Registration of Certificate Of Live Birth (COLB) of Illegitimate Children Under RA 9255**

Description of Service	<p>Republic Act No. 9255 (An Act Allowing Illegitimate Children to Use the Surname of their Father, Amending for the Purpose Art. 176 of Exec. Order No. 209, Otherwise known as the Family Code of the Philippines). Art. 176 expressly provides that illegitimate children shall use the surname of the mother and shall be under the parental authority of their mother. Affidavit to Use the Surname of the Father (AUSF). This revised IRR shall apply to all illegitimate children born on or after 19 March 2004, the effectivity of RA 9255. This includes all unregistered births and registered births under the surname of the mother. In this revised IRR the person who can execute the AUSF is the child who has the right to choose the child’s surname. However, if the child is 6 years old and below, the mother is the one who executes the AUSF. For a child aged 7- 17 years old, the child will execute the AUSF with attestation of the mother. For a child who is of age, he himself will execute the AUSF without need of attestation by the mother. Birth Record is the source of vital information which provides legal proof of the identity of an individual. By means of his birth certificate, he can prove the facts of his birth as regards to his parentage which allows him to trace his ancestry, establishes his identity and claims inheritance and rights to privileges accruing by virtue of meeting the required age qualifications as to obtaining passports, employment and many other legal issues.</p>		
Office and Division	City Civil Registrar (Registration Division Section)		
Classification	Simple	Total Processing Time	38 Minutes & 10 Days posting period
Type of Transaction	Government to Citizen	Total Fees	Certification Fee PHP 200.00
Who May Avail	All	Period of Extension	None

Documentary Requirements	Where to Secure
Immunization Record Baptismal Certificate Form 137/School Record/Transcript of Records Voter’s Certification Record Medical Data Record (MDR) <i>(Any of the following requirements /2 photocopy of each supporting documents)</i>	Owners Copy/Health Center Record Religious Institution/Parish School Record Commission on Election (COMELEC) PhilHealth Office



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<p>Affidavit to Use the Surname of the Father (AUSF) for Illegitimate children acknowledged by the father: 0- 6 years old the mother shall execute the AUSF 7-17 years old the child shall execute the AUSF with attestation of the mother 18 above the child shall execute the AUSF without attestation Attestation of the Mother (for 7 – 17 years old)</p>	<p>Duly accomplished by the City Civil Registrar's Office</p> <p>Duly accomplished by the City Civil Registrar</p>
<p>Barangay Certification attesting to the facts and circumstances of birth (if the child was born at home) (2 copies) Current Community Tax Certificate (CEDULA) of Affiants Negative Certification of Birth from Philippine Statistics Authority (PSA Negative) (2 photocopies) Joint Affidavit of two (2) Disinterested Persons if the child is seven (7) years old and above)</p>	<p>Issued by the barangay where the child was born</p> <p>Philippine Statistics Authority (PSA) Any public/private legal offices</p>
<p>For Muslim Registrants, Municipal Form No. 102 For Members of Indigenous People's (IP's) attached Municipal Form No. 102 (IP Form NO. 1)</p>	<p>Duly accomplished by the City Civil Registrar's Office</p>

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Secure the List of Requirements before applying	1.1. Give the checklist of requirements for delayed registration	None	5 Minutes	<i>Reg. Officer IV/ Reg. Officer III</i>	None
2. Return to City Civil Registrar Office & submit the complete requirements	2.1. Verify requirements submitted and instruct client to fill-up information sheet	None	8 Minutes	<i>Reg. Officer IV/ Reg. Officer III</i>	None
3. Fill-up information sheet	3.1. Interview client as to correctness and completeness of data	None			
4. 1 Pay prescribed amount at the City Treasurer's Office (CTO) 4.2 Present/submit official receipt	4.1. Instruct client to pay at the City Treasurer's Office 4.2. Record official receipt	Certification Fee PHP 200.00			



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5. Proceed to designated waiting area	5.1. Prepare and encode entries in the certificate of live birth thru PhilCRIS system and other attachments (AUSF &/or attestation of the mother)	None	15 Minutes	<i>Reg. Officer IV/Reg. Officer III</i>	None
6. Read/review printed certificate of live birth and sign/affix signature of parents/legal guardian/midwife/hilot	6.1. Advise client to review entries in the printed cert. Of live birth (COLB) and affix signature 6.2. Instruct client to return after 10 days posting period as required by law 6.3. Verify entries as to the correctness and accuracy of data assign registry number for signature by the CCRO	None	5 Minutes	<i>Reg. Officer IV/ Reg. Officer III</i>	None
7. Follow-up document after 10 days posting period	7.1. Instruct client to review entries in the certificate of live birth	None	5 Minutes	<i>Reg. Officer IV/ Reg. Officer III</i>	None
8. Receive/review registered certificate of live birth	8.1. Segregate & release the registered document to the client				
Total		PHP 200.00	38 Minutes & 10 Days Posting Period		
End of Transaction					



19. Delayed Registration of Certificate of Death (COD) Under RA 3753

Description of Service	A Certificate of Death is an official document setting forth particulars relating to a dead person, including the name of the individual, the date of birth, date and place of death. Registration of death is a vital event reported made beyond the reglementary period shall be considered delayed and necessary justification shall be required. Late registration of death must be filed at the city civil registrar’s office following the lapse of the prescribed period of 30 working days from the date of death		
Office and Division	City Civil Registrar (Registration Division)		
Classification	Simple	Total Processing Time	10 Working Days & 34 Minutes
Type of Transaction	Government to client	Total Fees	PHP 200.00
Who May Avail	Spouse/children of the deceased or nearest kin of the deceased	Period of Extension	10 Working Days

Documentary Requirements		Where to Secure			
Police Report or Police Blotter for (unusual incident/accident) Barangay Certification issued by the barangay attesting to the facts of the incident Community Tax		Police Station/police blotter Place Where the Incident Happened Barangay where the incident happened			
Negative Certification from PSA for 1 year or more		Philippine Statistics Authority (PSA)			
Joint Affidavit for Delayed Registration Of Death		Public Attorney’s Office (PAO) Or Any Legal Offices			
Certificate of live birth of the deceased Certificate Of Marriage (if the deceased is married) Or Any 2 legal documents of the deceased (PhilHealth, Voters Record, GSIS/SSS, Senior Citizen ID)		Owner’s File/PSA Copy Owner’s File/PSA Copy Government issued ID			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number



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1. Secure list of requirements for registration	1.1. Instruct Client of The Requirements Needed for Registration Of Death	None	2 Minutes	Registration Officer IV/Reg. Officer III	09178881392
2. Submit Complete Documents and Fill-Up Information Sheet	2.1. Check/Verify Supporting Documents. 2.2. Instruct Client to Fill-Up Information Sheet. 2.3. Interview Client as To Correctness of Data	None	3 Minutes	Registration Officer IV/Reg. Officer III	09178881392
3. Proceed To Waiting Designated Area	3.1. Prepare/Encode the Entries in The Certificate of Death (COD) thru PhilCRIS System	None	5 Minutes	Registration Officer IV/Reg. Officer III	09178881392
4. Review/verify entries in the certificate of death and affix signature	4.1. Advice client to review entries and sign Certificate of Death (COD)	None	3 Minutes	Registration Officer IV/Reg. Officer III	09178881392
5. Proceed to embalmer & City Health Office for signature of Certificate of Death	5.1. Instruct client to proceed to embalmer and City Health Office (CHO) for signature	None	None	Registration Officer IV/Reg. Officer III	09178881392
6. Return to City Civil Registrar Submit Certificate of Death w/ signature of embalmer & City Health Officer	6.1. Review submitted Certificate of Death	None	2 Minutes	Registration Officer IV/Reg. Officer III	09178881392
7. Pay prescribed amount at the City Treasurer's Office	7.1. Instruct client to pay at the City Treasurer's Office	P 200	None	Registration Officer IV/Reg. Officer III	09178881392
8. Present/Submit Official Receipt	8.1. Receive and Record Official Receipt	None	1 Minute	Registration Officer IV/Reg. Officer III	09178881392
	8.2. Advice client to return after 10 days posting period as mandated by law Under RA 3753	None	2 Minutes		None
9. Return To City Civil Registrar as Instructed after 10 day posting period	9.1. Verify entries as to the correctness and accuracy of data by the verifier. 9.2. Assign registry number for signature by the CCRO	None	14 Minutes	Registration Officer IV/Reg. Officer III	09178881392
10. Receive Registered Certificate of Death	10.1. Segregate & release registered Certificate of death to the client	None	2 Minutes	Registration Officer IV/Reg. Officer III	09178881392







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	Total	PHP 200.00	10 Working Days & 34 Minutes
End of Transaction			



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Issuance of Disaster Certification			
Description of Service	This certification is issued to affected individuals or families during emergencies and disasters on RA 10121 for financial assistance.		
Office and Division	Administrative Support Section / Second Floor		
Classification	Simple	Total Processing Time	15 Minutes
Type of Transaction	G2C, G2B, G2G	Total Fees to be Paid	None
Who may avail	All citizens of Malaybalay City	Period of Extension	None

Documentary Requirements	Where to Secure
Barangay Disaster Coordinating Council (BDCC) Form	Respective Barangay
Barangay Certification	Respective Barangay
Actual Photos of Household Damage	Respective Barangay

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to City Disaster Risk Reduction & Management Office and present the approved BDCC, Barangay certification & actual Photo of Household Damage	1. Receive and validate request	None	5 Minutes	Administrative Officer V	09971037966
2. Interview the Client	2.1 Interview requesting party and record the necessary data 2.2 Forward to CGDH-I signature and approval	None	5 Minutes	Administrative Officer V	09971037966



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3. Forward to Dept. Head for Signature and approval	3.1 Release certification and document to clients. 3.2 Advice client to proceed at City Social Welfare & Development Office	None	5 Minutes	CGDH-I	09178800659
Total		None	15 Minutes		
End of transaction					



Request for DRRM related activities			
Description of Service	This service is to facilitate the conduct of requests of Drills, Symposiums and Simulation Exercises		
Office and Division	Administrative Support Section		
Classification	Simple	Total Processing Time	4 Minutes
Type of Transaction	G2C, G2B, G2G	Total Fees to be Paid	None
Who may avail	All citizens of Malaybalay City	Period of Extension	None

Documentary Requirements	Where to Secure
Letter Request	Requesting Party

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person-in-Charge (Position/Unit/Division)	Contact Number
1. Letter Request for; a. Training Seminars, Orientations, Drills b. Medics/ Standby Ambulance c. Pruning, Cutting of Trees, Clearing & Disinfection d. Memorandum – Internal/Official e. Data and other pertinent documents f. Issuance of Certification g. BDRRMP h. Equipment and Facility i. Transportation Services	1.1 Receive and forward to the Dept. Head (CGDH-I)	None	1 Minute	Administrative Officer V	09272318245
	1.2 Once approved forward to concern Section	None	1 Minute		
	<i>Note: (If request is not approved, inform the client)</i>				
	1.3 Copy furnish to Administrative Section	None	1 Minute		
	1.4 Inform client of schedule and availability		1 Minute		



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j. Profiling of Documents/ Archives k. Clerical Duties l. Administrative Functions	of request	None			
total					
End of transaction					



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Review and issuance of the certification of barangay disaster risk reduction & management plans (BDRRMP)			
Description of Service	This certificate is issued for the utilization of their BDRRM Funds that is aligned to R.A 10121 mandates.		
Office and Division	Research and Planning Division		
Classification	Simple	Total Processing Time	1 Hour, 7 Minutes
Type of Transaction	G2C,G2B, G2G	Total Fees to be Paid	None
Who may avail	Requesting Barangay	Period of Extension	None

Documentary Requirements	Where to Secure
Barangay Development Council (BDC) Resolution	Barangay
BDRRM Committee Resolution	Barangay
BDRRM Plan	Barangay

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person-in-Charge (Position/Unit/Division)	Contact Number
1.Submit Copy of Approved BDRRM Plan	1.1 Acknowledge Receipt and Endorse Request to the Research and Planning Division	None	2 Minutes	Administrative Officer V	09272318245
	1.2 Review, and evaluate the Barangay Disaster Risk Reduction Management Plan and prepare certification	None	1 Hour	Local Disaster Risk Reduction & Management Officer IV	09173020825



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	1.3 Approval of Certification	None	3 Minutes	<i>CGDH-I</i>	09173020825
	1.4 Release the requested document	None	2 Minutes	<i>Local Disaster Risk Reduction and Management Officer IV/Research Planning Section Head</i>	09173020325
	Total	None	1 Hour, 7 Minutes		
End of transaction					



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Provide DRRM-Related Data/Documents			
Description of Service	This is to provide a reference/basis for other agencies as mandated in R.A 10121.		
Office and Division	Research and Planning Division		
Classification	Simple	Total Processing Time	3 Hours, 10 Minutes
Type of Transaction	G2C – Government to Client	Total Fees to be Paid	None
Who may avail	ALL	Period of Extension	None

Documentary Requirements		Where to Secure			
Original Copy of Letter Request		Requesting Party			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit Letter Request to Admin Section	1.1 Acknowledge receipt and process the request	None	2 Minutes	Administrative Officer V	09272318245
	1.2. Approve and endorse the request to the Research and Planning Division	None	5 Minutes	City Government Department Head-I	09178800659
	1.3 Prepare requested documents/materials. 1.4 If not available, the request will be endorsed to other concerned offices.	None	3 Hours	Research and planning Section Head	09173020325
2.Receive data/materials	2.1 Release the requested data/materials to the client	None	3 Minutes	Research and Planning Section Head	09173020325
Total		None	3 Hours, 10 Minutes		
End of transaction					



Conduct DRRM-related training			
Description of Service	This service is to provide the community with knowledge in disaster preparedness and awareness including emergency response and capacity-building programs in relation to R.A 10121 as mandated.		
Office and Division	Training and Logistics Division		
Classification	Simple	Total Processing Time	2 Days, 4 Minutes
Type of Transaction	G2C, G2B, G2G	Total Fees to be Paid	None
Who may avail	All Citizens of Malaybalay City	Period of Extension	None

Documentary Requirements	Where to Secure
Original Copy of Letter Request	Requesting Party

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit Letter Request to address Alan J. Comiso- CGDH-I at CDRRMO <i>(2-3 Days prior to said event)</i>	1.1 Receive Letter Request for approval	None	2 Minutes	<i>Administrative Officer V</i>	09272318245
2. Proceed to LDRRMO for approval to CDRRMO Training Section to discuss and arrange training details	2.1 Forward to Training Division for the request of instructors, if necessary, and finalize details for the conduct of the training 2.2 Prepare Training materials, equipment and facility	None	2 Minutes	<i>City Government Department Head-I</i>	09178800659
3. Wait for the approved schedule	1.3 Conduct and facilitate the training Program on the approved schedule	None	2 Days	<i>Training Section Head</i>	09177513135



Total	None	2 Days, 4 Minutes		
End of transaction				

Provide Emergency Response/Services (Trauma/Medical)			
Description of Service	This service is to provide assistance during emergencies and disasters in relation to R.A 10121 as mandated.		
Office and Division	Operations and Warnings Division (EMS & SAR)		
Classification	Simple	Total Processing Time	7 Minutes
Type of Transaction	G2C, G2B, G2G	Total Fees to be Paid	None
Who may avail	All Citizens of Malaybalay City	Period of Extension	None

Documentary Requirements		Where to Secure			
Phone call via hotline numbers or radio		Requesting Party			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1.Call the Emergency Hotline Number or Radio Globe: 09178276117 Landline: (088) 813-3611 / 813-4441 Radio Frequency: 167.725 or 157.725	1.1 Receive, verify and record the call 1.2 Dispatch Responders	None	2 Minutes	Operation Center Operator	09066757541
2. Receive Emergency Response	2.1 Perform Emergency Response (Medical or Trauma) 2.2 Transport patient to the nearest hospital per patient's hospital of choice.	None	5 Minutes	Emergency Medical Services /Search and Rescue Responders	09616021774



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		Total	None	7 Minutes
End of transaction				

911 Emergency Receive Call			
Description of Service	This service is to provide a hotline number for emergency and other related services in relation to R.A 10121 as mandated.		
Office and Division	Operations and Warnings Division (911)		
Classification	Simple	Total Processing Time	7 Minutes
Type of Transaction	G2C, G2B, G2G	Total Fees to be Paid	None
Who may avail	All citizens of Malaybalay City	Period of Extension	None

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1.Call the Emergency Hotline Number or Radio Globe: 09178276117 Landline: (088) 813-3611 / 813-4441 Radio Frequency: 167.725 or 157.725	1.1 Receive emergency calls, verify and record	None	2 Minutes	911- Operation Center Operator	09066757541
	1.2 Dispatch to Emergency Medical Services or Search and Rescue responders				
	1.3 Dispatch to concerned agencies if necessary, for augmentation	None	1 Minute	911 Section Head (Dispatcher on duty)	09178276117
	1.4 Provide feedback to caller	None	2 Minutes	911 Section Head (Dispatcher on duty)	09178276117



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1.5 Dispatch information to concerned barangays and requesting agencies	None	2 Minutes	911 Section Head (Dispatcher on duty)	09178276117
Total	None	7 Minutes		
End of transaction				

Documentary Requirements	Where to Secure
Phone call via hotline numbers or radio	Requesting Party

Request to review CCTV Footage			
Description of Service	This service is to monitor city public areas and thorough fares and provide video footage for information gathering.		
Office and Division	Operations and Warnings Division (CCTV)		
Classification	Simple	Total Processing Time	6 Minutes
Type of Transaction	G2C, G2B, G2G	Total Fees to be Paid	None
Who may avail	All citizens of Malaybalay City	Period of Extension	None

Documentary Requirements	Where to Secure
Incident Request letter / Police Report	From client
1 Photocopy of Valid Government Issued ID	From client

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
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1. Fill up CCTV playback Request/Footage Extraction form a. Letter of Request/Police Report/Incident Request b. 1 Valid ID (Photocopy)	1.1 Receive the request 1.2 Validate document 1.3 Approval from CCTV In-Charge/CGDH-I	None	2 Minutes 1 Minute 1 Minute	<i>CCTV Section Head Or Department Head</i>	09652157960 or 09178800659
2. View Video Footage	2.1 Facilitate viewing	None	<i>Note: Depending on the length of time of the request</i>	<i>Communication Equipment Operator III</i>	09652157960
3. Receive Footage	3.1 Released of footage	None	2 Minutes	<i>Communication Equipment Operator III</i>	09652157960
Total		None	6 Minutes		
End of Transaction					



Request for ambulance use/transport patient			
Description of Service	This service is to provide transport of patients from one facility to another.		
Office and Division	Operations and Warnings Division (EMS)		
Classification	Simple	Total Processing Time	8 Minutes
Type of Transaction	G2C, G2B, G2G	Total Fees to be Paid	None
Who may avail	All citizens of Malaybalay City	Period of Extension	None

Documentary Requirements	Where to Secure
1. Photocopy of Referral Slip	Admitting Facility
2. Original copy of Doctor's Note	Admitting Facility

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit Copy of Referral Slip and Doctor's Note	1.1 Receive the letter request	None	2 Minutes	911- Operation Center Operator	09272318245
	1.2 Forward letter request to the mayor's office for approval or CDRRMO Department Head	None	2 Minutes	Department Head or 911 Section Head	09178800659
	1.3 Approved letter request forward to team leader on duty				
	1.4 Dispatch to Emergency Medical Services	None	2 Minutes	Communication Equipment Operator III	09652157960
	1.5 Deploy patient transport vehicle	None	2 Minutes	Emergency Medical Services Section Head	09275655253



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Logistical Support/Transport Services			
Description of Service	This service is to provide transport service, tools and equipment to requesting parties.		
Office and Division	Logistics Division		
Classification	Simple	Total Processing Time	11 Minutes
Type of Transaction	G2C, G2B, G2G	Total Fees to be Paid	None
Who may avail	All Citizens of Malaybalay City	Period of Extension	None

Documentary Requirements	Where to Secure
1. Letter Request	Requesting Party



Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit Letter Request to Admin Staff	1.1 Receive and validate request	None	2 Minutes	Administrative Office V	09272318245
	1.2 Endorse to Admin Section for Approval from CGDH-I <i>Note: (if not approved, inform the client)</i>	None	2 Minutes	City Government Department Head-I	09178800659
	1.3 Fill-up borrowers form 1.4 Prepare travel Order and Trip Ticket	None	2 Minutes	Administrative Office V	09272318245
2. Release request of equipment/s or request of transport services	2.1 Prepare/ release the tools and equipment as requested and schedule of transport services as to the availability	None	5 Minutes	Logistic Section Head	09275655253
Total		None	11 Minutes		
End of transaction					

Provide ambulance and medical services			
Description of Service	This service is to provide medical outpost/first aid stations and standby ambulance services to events like sports tournaments, concerts, fun runs and are some of the planned events this caters to.		
Office and Division	Operations and Warnings Division (EMS)		
Classification	Simple	Total Processing Time	4 Minutes
Type of Transaction	G2C, G2B, G2G	Total Fees to be Paid	None
Who may avail	All citizens of Malaybalay City	Period of Extension	None



Documentary Requirements	Where to Secure
Letter Request	Requesting Party

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Letter Request	1.1 Forward to Dept. Head for approval	None	2 Minutes	Emergency Medical Services Section Head	09275655253
2. Approval and scheduling	2.1 Forward approved letter to Admin Section for filing	None	<i>Note: Depending on the location and situation</i>	Emergency Medical Services Section Head	09616021774
3. Receive a copy of approved letter of request	3.1 For endorsement and dispatch 3.2 Proceed to transport <i>Note: (If not approved, inform the client)</i>	None	1 Minute 1 Minute	Emergency Medical Services/Search and Rescue responders	09272318245
Total					
End of Transaction					

Respond to threats and Emergency both Natural and Manmade			
Description of Service	This service provides technical rescue operation that require special skills and equipment.		
Office and Division	Operations and Warnings Division (SAR)		
Classification	Complex	Total Processing Time	5 Minutes
Type of Transaction	G2C, G2B, G2G	Total Fees to be Paid	None
Who may avail	All citizens of Malaybalay City	Period of Extension	None



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Documentary Requirements	Where to Secure
Letter Request	Requesting Party

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Call the Emergency Hotline Number or Radio Globe: 09178276117 Landline: (088) 813-3611 / 813-4441 Radio Frequency: 167.725 or 157.725	1.1 Receive a call from; 911, City Government Department Head-I, Search and Rescue hotline, and or client and request additional information	None	2 Minutes	Operation Center Operator	0917827611 7
	1.2 Dispatch Search and Rescue Responders on duty	None	3 Minutes		
Total		None	5 Minutes		
End of transaction					



CITY ECONOMIC ENTERPRISE DEVELOPMENT OFFICE



1. Renewal of Market Stall Lease Contract

Description of Service	The renewal of lease contract is a pre-requisite for the market stall lessee to operate their respective business/enterprises at the public market. This is to ensure that they have settled their financial obligation at City Economic Enterprise Development and Management Office. Market stall lessees are required to renew their lease contract every month of January of the year.		
Office and Division	City Economic Enterprise Development Management Office- Revenue Collection Division		
Classification	Simple	Total Processing Time	1 Hour and 27 Minutes
Type of Transaction	G2C – Government to Client	Total Fees to be Paid	PHP 100.00
Who may avail	Market Stallholders/ lessee	Period of Extension	1 Hour
Documentary Requirements		Where to Secure	
Photocopy of any valid Identification (1 copy)		Client/ BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig, Voters Certification	
1x1 picture (1piece)		Client/lessee	
Clearance Certificate (1 copy)		City Economic Enterprise Development and Management Office-Records Office	

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Secure Clearance Certificate at the City Economic Enterprise Development and Management Office Records Section	1.1 Provide Clearance Certificate and assist the client	None	10 Minutes	Local Revenue Collection Officer III	09535605583
2. Fill-up the form with pertinent data as requested	2.1 Check if forms are properly filled up	None	12 Minutes	Local Revenue Collection Officer III	09535605583
3. Pay PHP 100.00 for the Clearance Certificate at collection section 1 st floor beside Public Pay toilet	3.1 Collector issued official receipt of PHP. 100.00	PHP 100.00	3 Minutes	Local Revenue Collection Officer III	09535605583
4. Fill-up the Lease Contract at Records Section	4.1 Receive the required document & Lease Contract, check for completeness and have it notarized by a lawyer.	None	1 Hour	Local Revenue Collection Officer III	09535605583



5.Client gets his/her copy of the Clearance Certificate and Lease Contract	5.1 Provide client his/her copy of the Clearance and Lease Contract	None	2 Minutes	<i>Local Revenue Collection Officer III</i>	09535605583
Total		PHP 100.00	1 Hour and 27 Minutes		
End of transaction					



2.Provision of Low-Cost Burial Service

Description of Service	The City of Malaybalay envisioned to provide decent but low-cost burial service to the concerned constituents who cannot afford the luxury of private cemetery services. With this objective, the City Memorial Park (CMP) facility was operational since May of 2006 and since now this facilitates to provide efficient and decent burial services to the constituents of the City of Malaybalay.		
Office and Division	City Economic Enterprise Development Management Office- Revenue Collection Division		
Classification	Simple	Total Processing Time	35 Minutes
Type of Transaction	G2C – Government to Citizen	Total Fees to be Paid	PHP 5,100.00/PHP 1,600.00
Who may avail	All	Period of Extension	30 Minutes
Documentary Requirements		Where to Secure	
Photocopy of Registered Death Certificate (1 copy)		Client/LCR	
Photocopy of any valid Identification (1 copy)		Client /BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig, Voters Certification	

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Inquire at City Economic Enterprise Development and Management Office (CEEDMO) on how to avail a space (niche or columbarium) at the City Memorial Park (CMP)	1.1 Facilitate the inquiry of the client regarding the City Memorial Park services	None	3 Minutes	<i>Administrative Assistant II/Clerk IV</i>	09535605583
2. Pay for burial fee and leasehold fee to the City Economic Enterprise Development and Management-City Memorial Park documents in charge.	2.1 Receipt payment for burial fee and City Memorial Park leasehold fee	Niches/Burial Fee - PHP 5,100.00/8yrs Columbarium/Burial Fee-PHP 1,600.00/5yrs	3 Minutes	<i>Administrative Assistant II/Clerk IV</i>	09535605583



3. Secure City Economic Enterprise Development Office-City Memorial Park Clearance and Contract of Lease at the Records Section	3.1 Provide City Economic Enterprise Development and Management Office Clearance and Contract of Lease to concerned client	None	5 Minutes	Administrative Assistant II/Clerk IV	09535605583
4. Submit a copy of Death Certificate of the deceased and photocopy of any valid Identification of the bearer	4.1 Receive the required document and check the veracity/ completeness of the document	None	5 Minutes	Administrative Assistant II/Clerk IV	09535605583
5. Orientation of relative on City Memorial Park rules & regulations.	5.1 Orient relative/next of kin on CMP rules & regulation	None	10 Minutes	Administrative Assistant II/Clerk IV	09535605583
6. Signing of Contract and Agreement	6.1 Facilitate City Memorial Park Contract and Agreement Signing	None	3 Minutes	Administrative Assistant II/Clerk IV	09535605583
7. Client gets his/her copy of the Contract of Agreement	7.1 Provide client of his/her copy of the Contract of Agreement	None	1 minute	Administrative Assistant II/Clerk IV	09535605583
7. Scheduling of burial date and time	7.1 Inform/notify of burial specifics e.g name of deceased, age, address, date & time of burial to the assigned personnel. Forward the clearance to City Memorial Park personnel	None	5 Minutes	Administrative Assistant II/Clerk IV	09535605583
Total		Niches/Burial Fee - PHP 5,100.00/8yrs Columbarium/Burial Fee-PHP 1,600.00/5yrs None	35 Minutes		
End of Transaction					



3. Provision of Vacant Stalls for Lease at the City Public Market

Description of Service	City Economic Enterprise Development and Management Office offers for lease any vacant stalls at the city public market. The adjudication of vacant stalls is awarded by the Market Committee of the City of Malaybalay		
Office and Division	City Economic Enterprise Development Management Office- Revenue Collection Division		
Classification	Highly Technical	Total Processing Time	10 Days and 46 Minutes
Type of Transaction	G2C – Government to Client	Total Fees to be Paid	PHP 20,100.00
Who may avail	All	Period of Extension	None

Documentary Requirements	Where to Secure
Photocopy of any valid Identification (1 copy)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig, Voters Certification, etc.
1x1 picture (1piece)	Client
Community Tax Certificate (number only)	Barangay Treasurer’s office/City Hall-City Treasurer’s Office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Inquire about the vacant stalls by referring to the notice of vacancy posted in bulletin boards and or posted at the City Economic Enterprise Development and Management Office Face Book page	1.1 Facilitate posting of the notice of vacancy at conspicuous places e.g. public market bulletin board and City Economic Enterprise Development and Management Office Face Book page	None	10 Days	<i>Market Supervisor IV Records Officer III Local Revenue Collection Officer III</i>	09535605583
2. Secure application letter and letter of intent at the City Economic Enterprise Development and Management Office – Records section	2.1 Provide application letter & letter of intent to client	None	10 Minutes	<i>Local Revenue Collection Officer III</i>	09535605583
3. Fill-up the forms with pertinent data	3.1 Check if forms are properly filled up	PHP 100.00 (application fee)	2 Minutes	<i>Local Revenue Collection Officer III</i>	09535605583
4. Submit application letter and letter of intent at City Economic Enterprise Development and Management Office – Records section	4.1 Receive the documents and check for completeness	None	2 Minutes	<i>Local Revenue Collection Officer III</i>	09535605583



5. Participate in the conduct of stall adjudication	5.1 Inform the client about the schedule of the stall adjudication	None	10 Minutes	Local Revenue Collection Officer III	09535605583
6. Awarding of Stalls	6.1 Award the stall to the respective applicant	None	20 Minutes	City Economic Enterprise Development and Management Officer Market Committee Chairman Local Revenue Collection Officer IV	09535605583
7. Awardee will pay the occupancy fee @ collection section Ground floor beside Public Pay toilet	7.1 Collector issue the Official Receipts	PHP 20,000.00	3 Minutes	Local Revenue Collection Officer III	09535605583
8. Awardee will receive the Official Receipt	8.8 Collector will keep the duplicate of Official Receipt	None	1 Minute	Local Revenue Collection Officer III	09535605583
	Total	PHP 20,100.00	10 Days and 46 Minutes		09535605583
End of transaction					



4. Securing Tax Clearance for Market Vendors

Description of Service	City Economic Enterprise Development and Management Office being the collection arm of the City Government of Malaybalay, aim towards collection efficiency and transparency. Market vendor seek to avail tax clearance to determine any financial accountability that needs to be settled at the office of City Economic Enterprise Development and Management Office. Market vendors usually secure tax clearance during the renewal of Business Permit & Lease Contract every January of the year.		
Office and Division	City Economic Enterprise Development Management Office- Revenue Collection Division		
Classification	Simple	Total Processing Time	15 Minutes
Type of Transaction	G2C – Government to Client	Total Fees to be Paid	PHP 100.00
Who may avail	Market Stallholders/ lessee	Period of Extension	None

Documentary Requirements	Where to Secure
Photocopy of any valid Identification (1 copy)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig, Voters Certification, etc.
1x1 picture (1piece)	Client/lessee
Clearance Certificate	City Economic Enterprise Development and Management Office-Records Office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Inquire for tax clearance certificate which can be availed at City Economic Enterprise Development and Management Office- records section	1.1 Facilitate queries of transacting public client	None	2 Minutes	Local Revenue Collection Officer III	09535605583
2. Settle delinquency if there's any as indicated in customer ledger	2.1 Receipt payment of delinquency and issue Official Receipt (OR) of said payment	None	5 Minutes	Local Revenue Collection Officer III	09535605583



3. Payment of Tax Clearance at collection section 1 st floor beside Public Pay toilet	3.1 Receipt Tax Clearance Payment and issue Official Receipt (OR) thereat	HP 100.00	3 Minutes	<i>Local Revenue Collection Officer III</i>	09535605583
4. Secure the original copy of Tax Clearance	4.1 Provide client the original copy of Tax Clearance and detach one (1) copy for office copy	None	5 Minutes	<i>Local Revenue Collection Officer III</i>	09535605583
Total		PHP100.00	15 Minutes		
End of transaction					



5. Provision of Tabo Area for lease					
Description of Service	To encourage local farmers to continue producing goods for the locality. The City Government of Malaybalay provide an avenue where they could sell & display their goods for local consumption at the public market facility. The provision of tabo area for lease is specifically intended for all local farmers where they could offer and display their distinct and wide array of locally produce farm products.				
Office and Division	City Economic Enterprise Development Management Office- Revenue Collection Division				
Classification	Simple	Total Processing Time		22 Minutes	
Type of Transaction	G2C – Government to Client	Total Fees to be Paid		PHP100.00-Application Fee -Computed space rented per day @19.33 per square meter -Php 5.00 per table	
Who may avail	All	Period of Extension		1 hour	
Documentary Requirements			Where to Secure		
Photocopy of any valid Identification (1 copy)			BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig, Voters Certification, etc.		
1x1 picture (1piece)			Client/lessee		
Clearance Certificate			City Economic Enterprise Development and Management Office-Records Office		
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Inquire about the vacant space at the Tabo Area of the Public Market at City Economic Enterprise Development and Management Office-Records Section	1.1. Facilitate the query of the client for the availability of vacant space at Tabo Area	None	5 Minutes	<i>Market Supervisor IV</i>	09535605583
2. Secure Application Form at City Economic Enterprise Development and Management Office-Records Section	2.1. Provide application form to client	Application fee- PHP 100.00	5 Minutes	<i>Records Officer III Local Revenue Collection Officer III</i>	09535605583



3. Submit fully accomplished application form at City Economic Enterprise Development and Management Office – Records Section	3.1. Check if forms are properly filled up	None	2 Minutes	<i>Records Officer III</i>	09535605583
4. Attend orientation briefing on tabo rules and regulation	4.1. Facilitate orientation on tabo rules & regulation to Tabo Client	None	10 Minuets	<i>City Economic Enterprise Development and Management Officer Market Supervisor IV</i>	09535605583
	Total	PHP100.00- Application Fee -Computed space rented per day @19.33 per square meter -Php 5.00 per table	22 Minutes		
End of transaction					



6. Provision of Accounts Balance Inquiry

Description of Service	This service adheres to provide transparency of accounts to the market stall lessee in relation to the collection aspect of the office of City Economic Enterprise Development and Management Office. Market Vendors are welcome to personally identify the veracity of their accounts with basis to the payment they made at City Economic Enterprise Development and Management Office.		
Office and Division	City Economic Enterprise Development Management Office- Revenue Collection Division		
Classification	Simple	Total Processing Time	20 Minutes
Type of Transaction	G2C – Government to Client	Total Fees to be Paid	None
Who may avail	Market Stallholders/ lessee	Period of Extension	None
Documentary Requirements		Where to Secure	
Official receipt		City Economic Enterprise Development and Management Office-Revenue Collection Division	
Cash ticket		City Economic Enterprise Development and Management Office-Revenue Collection Division	

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Inquire at the collection record at City Economic Enterprise Development and Management office- Revenue Collection Division	1.1 Facilitate, assist and answer the query of client	None	10 Minutes	<i>Local Revenue Collection Officer II</i>	09535605583
2. Confer collection record per individual ledger of the requesting party/client	2.1 Check and clarify individual ledger of client	None	10 Minutes	<i>Local Revenue Collection Officer II</i>	09535605583
Total		None	20 Minutes		
End of Transaction					



7. Provision for Entrance Fee Compliance of the Public Utility Vehicles (PUV's)

Description of Service	This particular service is geared to help augment the financial capability of Malaybalay – LGU. That is, to initiate strategies in aid to enhance the revenue measures for the City of Malaybalay. Thus, the provision for entrance fee compliance of the public utility vehicles (PUV'S) that operates in the locality.		
Office and Division	City Economic Enterprise Development Management Office- Revenue Collection Division		
Classification	Simple	Total Processing Time	1 Hour and 27 Minutes
Type of Transaction	G2C – Government to Client	Total Fees to be Paid	PHP 100.00
Who may avail	Malaybalay City- Public Utility Vehicle owner	Period of Extension	1 Hour
Documentary Requirements		Where to Secure	
Photocopy of any valid Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-ibig, Voters Certification, etc.	
1x1 picture (1piece)		Client	
Clearance Certificate		City Economic Enterprise Development and Management Office-Records Office	

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Secure Clearance Certificate at the City Economic Enterprise Development and Management Office- Records Section	1.1 Provide Clearance Certificate and assist the client	None	5 Minutes	Local Revenue Collection Officer III	09535605583
2. Fill-up the form with pertinent data as requested	2.1 Check if forms are properly filled up	None	10 Minutes	Local Revenue Collection Officer III	09535605583
3. Pay Php 100.00 for the Clearance Certificate at collection section 1 st floor beside Public Pay toilet	3.1 Collector issued official receipt of 100.00	PHP 100.00	2 Minutes	Local Revenue Collection Officer III	09535605583



4. Fill-up the Lease Contract at Records section and look for a lawyer to notarize the said lease contract	4.1 Received the required document & Lease Contract, check for completeness and have it notarized by a lawyer.	None	1 Hour	Local Revenue Collection Officer III	09535605583
5. Client gets his/her copy of the Clearance Certificate and Lease Contract	5.1 Provide client his/her copy of the Clearance and Lease Contract	None	10 Minutes	Local Revenue Collection Officer III	09535605583
	Total	PHP 100.00	1 Hour and 27 Minutes		
End of transaction					



8. Provision of Advertisement and use of Market Space			
Description of Service	The provision on advertisement & use of market space is another venue to increase and or boost the financial efficacy of City Economic Enterprise Development and Management Office being an economic enterprise. Moreover, advertising agencies are also catered to facilitate promotional agenda to market new & available products in the market.		
Office and Division	City Economic Enterprise Development Management Office- Revenue Collection Division		
Classification	Simple	Total Processing Time	1 Hour and 22 minutes
Type of Transaction	G2B– Government to Business	Total Fees to be Paid	Computed space rented per day at the approved rate per square meter
Who may avail	Advertising agency/company	Period of Extension	1 Hour
Documentary Requirements		Where to Secure	
1.Original letter of intent of Advertising Agency/Company		Requesting party	
2.Project/Business Proposal		Company/agency	
3.Mayor’s Permit		City Mayor’s Office	

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Inquire at City Economic Enterprise Development and Management Office for availability of vacant space.	1.1. Facilitate the query of the client for the availability of vacant space.	None	5 Minutes	<i>Market Supervisor IV, III, II</i>	09535605583
2. Submit letter of intent & Business proposal, & secure Mayor’s permit, & pay necessary fee upon approval of City Mayor’s Office.	2.1. Assess & approve the request, & issue City Mayor’s permit after receiving official receipt.	None	1 Hour	<i>City Mayor’s Office (Administrative Aide III) City Treasurer’s Office (Local Revenue Collection Clerk – I)</i>	09535605583



3. Present Mayor's Permit at City Economic Enterprise Development and Management Office for approval as to availability of space	3.1. Approve as to space & compute fees	Posting Advertisement Fee, PHP 7.04/square meter/day Vacant Market Space *Area x PHP 16.89/day of occupancy	5 Minutes	Local Revenue Collection Officer-II	09535605583
4. Pay advertising fee at City Economic Enterprise Development and Management Office Revenue Collection Division.	4.1. Receive payment and issue official receipt	PHP 7.04/square meter/day Vacant Market Space *Area x PHP 16.89/day of occupancy	10 Minutes	City Economic Enterprise Development and Management Office Officer Market Supervisor IV	09535605583
5. Client receive the official receipt.	5.1 Keep the duplicate of official receipt	None	1 Minute	Revenue Collection Officer II	09535605583
Total		Computed space rented per day at the approved rate per square meter	1 Hour and 22 Minutes		
End of transaction					

* The total or amount to be paid will be depending on the computed measurement of space to be rent.



9. Slaughtering of Animals

Description of Service	The Slaughterhouse Operation Unit of City Economic Enterprise Development and Management Office operates in strict adherence to National Meat Inspection System (NMIS) protocol. The facility and its personnel comply with the National Meat Inspection System standard of operation to ensure the wellness and health of the concerned public by providing clean and safe meat for public consumption.		
Office and Division	City Economic Enterprise Development Management Office- Revenue Collection Division		
Classification	Simple	Total Processing Time	Small Animals-4 Hours and 12 Minutes Large Animals-4 Hours and 42 Minutes
Type of Transaction	G2C – Government to Client; Government to Business	Total Fees to be Paid	Amount per head multiply the total kilogram of the animals
Who may avail	Meat Vendors and those who wants to avail of the services	Period of Extension	1 Hour

Documentary Requirements	Where to Secure
Original copy of Veterinary Health Certificate	City Veterinary Office
Original Certificate of Ownership for large animals	Office the Punong Barangay if were they reside

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Inquire on how to avail of the services	1.1 Facilitate the query of the client	None	5 Minutes	<i>Slaughter House Master III</i>	09535605583
2. Wait for the weighing of live animals to be butchered	2.1 Check the animals and the necessary requirements	None	10 Minutes	<i>Slaughter House Master III</i>	09535605583



	2.1 Facilitate the weighing of animal	PHP.50 Centavo/kilo	30 Minutes /Head	<i>Slaughter House Master III (and butchers)</i>	
3. Wait for the feedback of the butchers for Slaughtering processes	3.1 Inform the client for the process of slaughtering and the amount to be paid	None	2 Minutes	<i>Slaughter House Master III (and butchers)</i>	09535605583
	3.2 Weighing of carcass using the digital weighing scale	None	3 Minutes	<i>Slaughter House Master III (and butchers)</i>	
	3.3 Slaughtering process	None	Small animals- 30 Minutes/Head Large animals- 1Hour /Head		
	3.4 Compute the carcass and provide the billing statement	None	20 Minutes		
4. Pay the corresponding fees to the assigned collector on duty at the City Slaughter House Office.	4.Issued Official Receipt to the client.	Small animals slaughter fee- PHP250.00/head ante mortem fee- PHP 10.00/head stockyard fee- PHP 10.00/head post mortem PHP.50 cents/kilo delivery fee-PHP 20.00/head Large animals Slaughter fee- PHP 350.00/head Stockyard fee-	2 Minutes	<i>Slaughter personnel Bonded Collector on duty</i>	09535605583



		PHP 20.00/head Ante mortem fee- PHP 25.00/head Post mortem fee- PHP .50/head Delivery fee- PHP 40.00/head Dressed Chicken Slaughter fee- PHP 20.00/kilo Ante mortem fee- PHP 50.00/head Post mortem- PHP 50/head Quail slaughter fee-PHP 40/kilo ante mortem fee- PHP .50 centavo/head post mortem PHP .50 centavo /head			
5. Wait for the delivery of carcasses to meat establishments	5.1 Loading of meat (Meat Van)	None	30 minutes	Butchers	09535605583
	5.2 Dispatch/deliver the carcasses to meat establishment	None	2 Hours	Slaughter House Official Driver	
	Total	Amount per head x total kilogram	Small animals- 4 Hours and 12 Minutes		



		Large animals- 4 Hours and 42 Minutes	
End of transaction			

*Total fees to be paid will be depending on the computed total kilogram of the animals multiply the amount per head.



10.Provision of Bulk Water Supply from Malaybalay City Government Water Supply System to Malaybalay City Water District			
Description of Service	The City Government of Malaybalay established the Kibalabag Water Supply to address the pressing demand of the city for a potable and adequate water supply for the city’s residents. In partnership with the Malaybalay City Water District as the sole water utility that was sanctioned by the Local Water Utilities Administration (LWUA) to do business in the City of Malaybalay. Thus, the City Government of Malaybalay under the management of City Economic Enterprise Development and Management Office sold and or provide the bulk of water supply from the Kibalabag Water Supply to the Malaybalay City Water District (MCWD) for distribution to the Malaybalay City concessionaires.		
Office and Division	City Economic Enterprise Development and Management Office – Malaybalay City Government Water Supply system		
Classification	Simple	Total Processing Time	1 Hour
Type of Transaction	G2G – Government to Government	Total Fees to be Paid	Computed bulks of water use x PHP 2.60 /cubic meter
Who may avail	Malaybalay City Water District	Period of Extension	1 Hour

Documentary Requirements	Where to Secure
Memorandum of Agreement	City Established Resolution
Water Monthly Billing	Malaybalay City Government Water Supply System-Records and billing section

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Reference to Memorandum of Agreement of Malaybalay City Water District can avail supply of Bulk water from Malaybalay City Government Water Supply System.	1.1. Coordination between Malaybalay City Government Water Supply System & Malaybalay City Water District in production of water supply.	Water Monthly billing	10 Minutes	<i>Waterworks Superintendent</i>	09535605583



2. The Malaybalay City Government Water Supply System Staff will forward the billing to the office of Malaybalay City Water District/Prime Water.	2.1. The Staff of billing section of Malaybalay City Water District /Prime Water will receive the bill.	None	10 Minutes	<i>Waterworks Superintendent Malaybalay City Water District Manager, Prime Water Staff and City</i>	09535605583
3.The Malaybalay City Water District staff will forward the payment(check) of Bulks of water to City Economic Enterprise Development and Management Office-Revenue Collection Division	3.1 Receive the check and issue Official Receipt.	Computed bulks of water use x PHP 2.60 /cubic meter.	10 Minutes	<i>Local Revenue Collection Officer IV Local Revenue Collection Officer II</i>	09535605583
4. The Malaybalay City Water District staff receive the Official Receipt	4.1 The City Economic Enterprise Development and Management Revenue Collection officer will keep the Official Receipt and deposit the Check at Land bank Of the Philippines Malaybalay branch	None	30 Minutes	<i>Local Revenue Collection Officer IV Local Revenue Collection Officer II</i>	09535605583
Total		Computed bulks of water use x PHP 2.60 /cubic meter	1 Hour		
End of transaction					

*Amount to be paid is based on the computed bulks of water used x 2.60/cubic meter



CITY ENGINEER'S OFFICE HOURS

Monday to Friday 8:00 AM– 5:00 PM
(except on holidays)



CITY ENGINEER'S OFFICE



CITY ENGINEER'S OFFICE HOURS

Monday to Friday 8:00 AM– 5:00 PM
(except on holidays)

1. Preparation of Plans and Program of Works

Description of Service	Preparation of Plans and Program of Works (POW), of requesting Barangay, Government Schools and Offices for infrastructure projects and/or surveying lands for public use.		
Office and Division	City Engineer's Office - Planning, Design and Programming Division		
Classification	Highly Technical	Total Processing Time	<p>A. Small Scale Projects (up to 500T/ up to 20 sq.m) 20 Days, 10 Hours, 39 Min.</p> <p>B. Medium Scale Projects (above 500T up to 2M/ above 20 sq.m. up to 50 sq.m) 44 Days, 27 Hours, 9 Min.</p> <p>C. Large Scale Projects (above 2M up to 10M/ above 50 sq.m up to 200 sq.m) 2 Months, 19 Days, 5 Hours, 9 Min.</p> <p>D. Special Projects (above 10M/ above 200 sq.m) 4 Months, 23 days, 5 Hour, 9 Min.</p>
Type of Transaction	<p>G2G Government to Government</p> <p>A. Small Scale Projects (up to 500T/ up to 20 sq.m)</p> <p>B. Medium Scale Projects (above 500T up to 2M/</p>	Total Fees to be Paid	None



CITY ENGINEER'S OFFICE HOURS

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	above 20 sq.m. up to 50 sq.m) c. Large Scale Projects (above 2M up to 10M/ above 50 sq.m up to 200 sq.m) d. Special Projects (above 10M/ above 200 sq.m)		
Who may avail	Barangay Officials, Government Schools and Offices	Period of Extension	None

Documentary Requirements	Where to Secure
Letter Request w/ contact no. (specifying project title, appropriation & source of fund) (2 copies)	Client

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Sign in the client log-book in the office lobby	1.1 Give the log-book to the client	None	5 minutes	<i>Security Guard/Assigned Staff in the office lobby</i>	088) 813-1695
2. Submit letter request to Gate Keeper	2.1 Receive and record letter request	None	5 minutes	<i>Administrative Officer III</i>	088) 813-1695
3. Make sure to secure 1 copy of received letter request	3.1 Gate Keeper give 1 copy of request to Client	None	5 minutes	<i>Administrative Officer III</i>	088) 813-1695
	3.2 Attach Request Slip on Letter Request & pass it to the City Engineer for approval and proper action	None	5 minutes	<i>Administrative Officer III</i>	088) 813-1695



CITY ENGINEER'S OFFICE HOURS

Monday to Friday 8:00 AM– 5:00 PM
(except on holidays)

	3.3 Approve the request and assigned to concerned Division	None	1 day	<i>City Engineer</i>	088) 813-1695
	3.4 Receive request and assign to concerned personnel and instructions to assigned personnel (Attachment of Transaction Schedule)	None	4 hours	<i>Engineer IV</i>	088) 813-1695
	3.5 Verification and site Inspection: <ul style="list-style-type: none"> Evaluate documents and conducts inspection Right of way evaluation 	None	A. 1 day B. 1 day C. 3 day D. 6 days	<i>Programming:</i> <i>Engineer III(Electrical)</i> <i>Engineer II</i> <i>Engineer II</i> <i>Civil Engineer</i> <i>Design:</i> <i>Architect II</i> <i>Engineer I</i> <i>Draftsman I</i> <i>Admin Asst. II</i> <i>Architect</i> <i>Survey and RROW:</i> <i>Engineer III(Geodetic)</i> <i>Engineer II</i>	088) 813-1695



CITY ENGINEER'S OFFICE HOURS

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				<i>Engineering Aide I</i> <i>Instrument Man I</i> <i>Engineering Asst.</i> <i>Admin Aide</i>	
	3.6 Preparation of plans: Plotting / technical research / conceptual designing / preparation of plans and specifications and structural analysis for more one (1) storey building structure.	None	A. 10 days B. 25 days C. 45 days D. 90 days	<i>Design:</i> <i>Architect II</i> <i>Engineer I</i> <i>Draftsman I</i> <i>Admin Asst. II</i> <i>Architect</i> <i>Survey and RROW:</i> <i>Engineer III(Geodetic)</i> <i>Engineer II</i> <i>Engineering Asst.</i>	088) 813-1695
	3.7 Checking of plans (Section level): Plans are checked architecturally and structurally, based on codes, laws and ordinances	None	A. ½ day B. 1 day C. 1.5 days D. 2 days	<i>Architect II</i> <i>Engineer I</i> <i>Engineer II</i>	088) 813-1695
	3.8 Checking of plans: Plans are checked architecturally and structurally, based on codes, laws and ordinances	None	A. ½ day B. 1 day C. 1.5 days D. 2 days	<i>Engineer IV</i>	088) 813-1695



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	<p>3.9 Corrections and final printing of plans: Rectification of plans and or final printing</p> <p><i>Note: Total change of plans – same as step 8</i></p>	None	<p>A. 1 day B. 2 days C. 3 days D. 5 days</p>	<p><i>Design:</i> <i>Architect II</i> <i>Engineer I</i> <i>Draftsman I</i> <i>Admin Asst. II</i> <i>Architect</i></p> <p><i>Survey and RROW:</i> <i>Engineer III(Geodetic)</i> <i>Engineer II</i> <i>Engineering Asst.</i></p>	088) 813-1695
	3.10 Preparation of P.O.W.- Detailed estimate (POW) preparation based on designed plans	None	<p>A. 5 days B. 12 days C. 20 days D. 30 day</p>	<p><i>Programming:</i> <i>Engineer III(Electrical)</i> <i>Engineer II</i> <i>Engineer II</i> <i>Civil Engineer</i></p>	088) 813-1695
	3.11 Checking of P.O.W. (Section level)- Checking of POW for errors and corrections	None	<p>A. 2 hours B. 4 hours C. 1 day D. 2 days</p>	<i>Engineer II</i>	088) 813-1695
	3.12 Checking of P.O.W.- Checking of POW for errors and corrections	None	<p>A. 2 hours B. 4 hours</p>	<i>Engineer IV</i>	088) 813-1695



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			C. 1 day D. 2 days		
	3.13 Corrections and final printing of P.O.W.- Rectification of POW and or final printing	None	A. 2 hours B. 4 hours C. 1 day D. 2 days	<i>Programming: Engineer III(Electrical) Engineer II Engineer II Civil Engineer</i>	088) 813-1695
	3.14 Submission of Plans and POW (Division Level): The final set of designed plans and POW are reviewed, signed and submitted for approval	None	A. 30 min B. 1 hour C. 1 hour D.1 hour	<i>Engineer IV</i>	088) 813-1695
	3.15 Submission of Plans and POW (Department Level): The final set of designed plans and POW are reviewed, signed and submitted for approval	None	1 day	<i>City Engineer</i>	088) 813-1695
End of Transaction					



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2. Road Right of Way Certification

Description of Service	Road Right of Way Certificate is issued to public and private entities requesting for it.		
Office and Division	City Engineer's Office- Planning, Design and Programming Division		
Classification	Simple	Total Processing Time	3 Days, 14 Hours & 15 Minutes
Type of Transaction	G2C Government to Transacting Public G2B Government to Business Entity G2G Government to Government	Total Fees to be Paid	PHP 100.00
Who may avail	Barangay Officials, Government Schools and Offices	Period of Extension	None

Documentary Requirements	Where to Secure
Request letter with contact no. (2 copies)	Client
Approved Survey Plan / Sketch Plan (1 copy)	Client
Site Location (1 copy)	Client
Title (1 photocopy only)	Client
Official Receipt	City Treasurer's Office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit letter request to Gate Keeper	1.1 Receive documents of Letter Request	None	5 Minutes	Administrative Officer III	(088) 813-1695
2. Make sure to secure 1 copy of received letter request	2.1 Gate Keeper give 1 copy of request to Client	None	1 Minute	Administrative Officer III	(088) 813-1695
	2.3 Attached Request Slip on Letter Request & pass it to the Department Head for approval and proper action	None	2 Minutes	Administrative Aide	(088) 813-1695



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	2.4 Approved the request and assigned to concerned Division	None	1 Day	<i>City Engineer</i>	(088) 813-1695
	2.5 Received request for Road Right of Way Certificate- Instructions to assigned personnel (Attachment of Transaction Schedule)	None	4 Hours	<i>Engineer IV</i>	(088) 813-1695
	2.6 Verification and site inspection- Evaluation of needed documents, reconnaissance, and actual field survey	None	2 Days	<i>Geodetic Engineer III Engineering Asst.</i>	(088) 813-1695
	2.7 Preparation of certificate / report- Preparation of RROW certificate / report and endorsement of RROW certificate / report to the City Engineer for signature	None	A. 2 Hours B. 1 Day	<i>Geodetic Engineer III Engineering Asst. City Engineer</i>	(088) 813-1695
3. Follow-up Status of Request	3.1 Upon return to the office, inform client to pay at Treasurer's Office for 100 pesos only for RROW Certificate	None		<i>Geodetic Engineer III Engineering Asst.</i>	(088) 813-1695
4. Pay 100 pesos, then secure Official Receipt upon payment	4.1 Received payment and issue Official Receipt to Client	PHP 100.00		<i>Assigned Staff City Treasurer's Office</i>	
5. Give the Official Receipt	5.1 Receive the Official Receipt and attached it to RROW Certificate	None	5 Minutes	<i>Geodetic Engineer III Engineering Asst.</i>	(088) 813-1695
6. Receive the RROW Certificate	6.1 Release of the signed certificate	None	5 Minutes	<i>Geodetic Engineer III Engineering Asst.</i>	(088) 813-1695
	Total	PHP 100.00	3 Days, 14 Hours & 15 Minutes		
End of Transaction					



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3. Implementation of City Infrastructure Project (Request for Billing)			
Description of Service	To facilitate the request of the contractor for project progress billing.		
Office and Division	City Engineer's Office- Construction Division		
Classification	Highly Technical	Total Processing Time	12 Days, 2 Hours & 10 Minutes
Type of Transaction	G2B Government to Business Entity	Total Fees to be Paid	None
Who may avail	Contractors	Period of Extension	None

Documentary Requirements	Where to Secure
Letter Request (2 copies) Original copy	Client

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit letter request to Gate Keeper	1.1 Receives and record Letter Request and forward to City Engineer for routing	None	5 Minutes	<i>Administrative Officer III</i>	088 813-1695
	1.2 Routing- City Engineer routes the request and assign task to Construction Division	None	1 Day	<i>City Engineer</i>	088 813-1695
	1.3 Tasking at division level- The Chief of Construction Division receives and forwards the billing request to the Supervising Engineer for inspection and evaluation of submitted documents	None	4 Hours	<i>Division Chief</i>	088 813-1695
	1.4 Site Inspection & Evaluation- the Supervising Engineer evaluates the documents and conducts inspection to appraise the project accomplishment.	None	5 Days	<i>Supervising Engineer In- charge in Area I- IV</i>	088 813-1695



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1.5	Endorsement of documents (Division level) Construction Chief receive & review documents and endorses the same to City Engineer	None	1 Day	<i>Division Chief</i>	088 813-1695
1.6	Endorsement of documents (Department level) City Engineer reviews documents & recommend payment of the billing to the City Project Monitoring and Evaluation Section (CPMES)	None	1 Day	<i>City Engineer</i>	088 813-1695
1.7	City Project Monitoring and Evaluation Section (CPMES) evaluates billing documents				
1.8	Receives documents from City Project Monitoring and Evaluation Section (CPMES)	None	5 minutes	<i>Engineer IV</i>	088 813-1695
1.9	Receives Billing documents- The supervising engineer receives and forwards the billing documents to MQC for signature	None	5 minutes	<i>Supervising Engineer</i>	088 813-1695
1.10	MQC materials review- MQC Chief receives and reviews documents as to completeness of material test & returns the same to Construction Division	None	6 hours	<i>Engineer IV</i>	088 813-1695
1.11	Final Review (Division level)- The Construction Division Chief reviews sign and submit billing documents to the City Engineer.	None	1 day	<i>Engineer IV</i>	088 813-1695
1.12	Final Endorsement (Department level) City Engineer recommends payment of the billing to the LCE	None	1 day	City Engineer	088 813-1695
Total		None	12 Days, 2 Hours & 10 Minutes		
End of Transaction					



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4. Implementation of City Infrastructure Project (Request for Variation Order)			
Description of Service	To facilitate the request for variation order		
Office and Division	City Engineer's Office- Construction Division		
Classification	Complex	Total Processing Time	7 Days, 4 Hours, 5 Minutes
Type of Transaction	G2B Government to Business Entity	Total Fees to be Paid	None
Who may avail	Contractors	Period of Extension	None

Documentary Requirements	Where to Secure
Request Letter (2 copies) original copies	Contractor will provide his own Letter Request

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit letter request to Gate Keeper	1.1 Receives and record letter request & forward the same to City Engineer	None	5 Minutes	<i>Administrative Officer III</i>	088- 813-1695
	1.2 City Engineer routes the request to concerned Division	None	1 Day	<i>City Engineer</i>	088- 813-1695
	1.3 Receives submitted Variation Order- The Chief of Construction Division receives and forwards the variation order request to the Supervising Engineer for inspection and evaluation of submitted documents	None	4 Hours	<i>Division Chief</i>	088- 813-1695
	1.4 Site Inspection & Evaluation- the Supervising Engineer inspects and evaluates the project.	None	1 Day	<i>Supervising Engineer In- charge in Area I- IV</i>	088- 813-1695



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	1.5 Processing of Variation Order- the Supervising Engineer evaluates/ prepares and recommends variation order to the Construction Division Chief.	None	4 Days	<i>Supervising Engineer In- charge in Area I- IV</i>	088- 813-1695
	1.6 The Chief of Construction Division checks and submits variation order to the City Engineer.	None	4 Hours	<i>Division Chief</i>	088- 813-1695
	1.7 City Engineer reviews the documents & recommends for the approval of billing to the LCE	None	1 Day	<i>City Engineer</i>	088- 813-1695
	Total	None	7 Days, 4 Hours, 5 Minutes		
End of Transaction					

5. Implementation of City Infrastructure Project (Request for Time Suspension/Extension)			
Description of Service	To facilitate the request for Time Suspension/ Extension.		
Office and Division	City Engineer's Office- Construction Division		
Classification	Simple	Total Processing Time	3 Days, 4 Hours & 5 Minutes
Type of Transaction	G2B Government to Business Entity	Total Fees to be Paid	None
Who may avail	Contractors	Period of Extension	None

Documentary Requirements	Where to Secure
Request Letter (2 copies)	Contractor will provide his own Letter Request



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Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit letter request to Gate Keeper	1.1 Receive and record letter request	None	5 Minutes	<i>Administrative Officer III</i>	088- 813-1695
	1.2 City Engineer routes the request to Construction Division	None	1 Day	<i>City Engineer</i>	088- 813-1695
	1.3 Receives request for Time Suspension/ Extension- The Chief of Construction Division receives and forwards the time suspension/extension request to the Supervising Engineer for evaluation of submitted documents	None	4 Hours	<i>Division Chief</i>	088- 813-1695
	1.4 Processing of Time Suspension/Extension-The Supervising Engineer evaluates/ prepares and	None	4 Hours	<i>Supervising Engineer In- charge in Area I- IV</i>	088- 813-1695
	recommends time suspension/extension to the Construction Division Chief.				
	1.5 The Chief of Construction Division checks and submits time suspension/extension to the City Engineer	None	4 Hours	<i>Division Chief</i>	088- 813-1695
	1.6 City Engineer recommends the approval of time suspension/extension to LCE	None	1 Day	<i>City Engineer</i>	088- 813-1695
	Total	None	3 Days, 4 Hours & 5 Minutes		
End of Transaction					



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6. Implementation of City Infrastructure Project (10% Retention)			
Description of Service	To facilitate the release of 10% Retention money.		
Office and Division	City Engineer's Office- Construction Division		
Classification	Complex	Total Processing Time	4 Days, 4 hours & 5 Minutes
Type of Transaction	G2B Government to Business Entity	Total Fees to be Paid	None
Who may avail	Contractors	Period of Extension	None

Documentary Requirements	Where to Secure
Request Letter (2 copies)	Contractor will provide his own Letter Request

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit letter request to Gate Keeper	1.1 Receive & record 10% retention documents from Contractor & forward to City Engineer for routing	None	5 Minutes	<i>Administrative Officer III</i>	(088) 813-1695
	1.2 City Engineer routes the request and assign task to Construction Division	None	1 Day	<i>City Engineer</i>	(088) 813-1695
	1.3 The Construction Division Chief receives and forwards the documents to the Supervising Engineer for evaluation	None	4 Hours	<i>Division Chief</i>	(088) 813-1695
	1.3 Site Inspection The Supervising Engineer conducts site evaluation and signs the Certificate of No Defect (10% retention). Submits to the Division Chief	None	2 Days	<i>Supervising Engineer In-charge in Area I- IV</i>	(088) 813-1695
	1.4 The Division Chief submit Certificate of No Defect (10%			<i>Division Chief</i>	(088) 813-1695



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	retention) to the City Engineer for endorsement to CPMES	None	4 Hours		
	1.5 Review & endorsement: City Engineer recommends and endorse to CPMES for inspection and release of 10% retention	None	4 Hours	<i>City Engineer</i>	(088) 813-1695
	1.6 Site Inspection The CPMES conducts site evaluation & signs the Certificate of No Defect (10% Retention) and submit to CEO Construction Division				
	1.7 Receives documents from City Project Monitoring and Evaluation Section (CPMES)	None	5 Minutes	<i>Engineer IV</i>	(088) 813-1695
	1.13 Final Endorsement (Department level) City Engineer recommends payment of the billing to the LCE	None	1 Day	<i>City Engineer</i>	(088) 813-1695
	Total	None	4 Days, 4 Hours & 5 Minutes		
End of Transaction					



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7. Inspection and Monitor Construction Materials for Government Projects			
Description of Service	Laboratory test/Inspection of construction materials and components.		
Office and Division	City Engineer's Office- Materials Quality Control and Monitoring Unit		
Classification	Simple	Total Processing Time	CEO Compound 1 Hour, 5 Minutes Job Site 1 Day, 5 Minutes
Type of Transaction	G2G Government to Government	Total Fees to be Paid	None
Who may Avail	Construction Materials Suppliers	Period of Extension	None

Documentary Requirements	Where to Secure
Construction materials/Material samples	Supplier/Contractor
Payments	DPWH Accredited Material Testing Center

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Sign in the client log-book in the office lobby	1.1 Give the log-book to the client	None	5 Minutes	<i>Security Guard/Personnel assigned in the office lobby</i>	(088) 813-1695
2. Proceed to CEO-Materials Quality Control Division	None	None	None	None	None
3. Verbal request to Materials Quality Control staff for inspection of construction supplies	3.1 Inspection of Construction Materials at CEO Compound Vicinity and signing of Charge Invoice/Delivery Receipt	None	1 Hour	<i>Laboratory Technician I Engineer I</i>	(088) 813-1695



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	None	CEO Compound 1 Hour, 5 Minutes Job Site 1 Day, 5 Minutes	
End of Transaction			



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8. Request for Sample Card/ Field Density Test/ Concrete Pouring			
Description of Service	Laboratory test/Inspection of construction materials and components.		
Office and Division	City Engineer's Office- Materials Quality Control and Monitoring Unit		
Classification	Simple	Total Processing Time	1 Hour & 5 Minutes
Type of Transaction	G2G Government to Government	Total Fees to be Paid	None
Who may avail	Construction Materials Suppliers	Period of Extension	None

Documentary Requirements	Where to Secure
Construction materials/Material samples	Supplier/Contractor
Payments	DPWH Accredited Material Testing Center

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Sign in the client log-book in the office lobby	1.1 Give the log-book to the client	None	5 Minutes	Security Guard/Personnel assigned in the office lobby	(088) 813-1695
2. Proceed to CEO-Materials Quality Control Division					
3. Verbal request to Materials Quality Control staff	3.1 Approved Sample Card/ Schedule Field Density Test/ Concrete Pouring	None	1 Hour	Division Chief Laboratory Technician / Engineer I	(088) 813-1695



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9. Implementation of City Infrastructure Project (Request for Billing- Final processing)			
Description of Service	Laboratory test/Inspection of construction materials and components.		
Office and Division	City Engineer's Office- Materials Quality Control and Monitoring Unit		
Classification	Simple	Total Processing Time	1 Hour & 5 Minutes
Type of Transaction	G2G Government to Business	Total Fees to be Paid	None
Who may avail	Contractors	Period of Extension	None

Documentary Requirements	Where to Secure
Construction materials/Material samples	Supplier/Contractor

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Continuation of billing process	1.1 Receives documents from Construction/ Maintenance Division	None	5 Minutes	<i>Administrative Aide Engineer I</i>	(088) 813-1695
	1.2 MQC Chief reviews documents as to completeness of material test & returns the same to Construction Division	None	1 Day	<i>Division Chief Laboratory Technician I Engineer I</i>	(088) 813-1695
Total		None	1 Hour & 5 Minutes		
End of Transaction					



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10. Request for Maintenance Personnel

Description of Service	Repair & maintenance of all public buildings are administered to ensure effective & efficient services in the LGU.		
Office and Division	City Engineer's Office- Maintenance Division		
Classification	Simple	Total Processing Time	2 Days, 7 Hours & 5 Minutes
Type of Transaction	G2G Government to Government	Total Fees to be Paid	None
Who may avail	Barangay & City Government Officials	Period of Extension	None

Documentary Requirements	Where to Secure
Letter Request (2 copies) Original and duplicate copy	Client

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit letter request to Gate Keeper	1.1 Receives and record letter request	None	5 Minutes	<i>Administrative Aide</i>	(088) 813-1695
	1.2 City Engineer approves the request & forward the same to Maintenance Division	None	1 Day	<i>City Engineer</i>	(088) 813-1695
	1.3 The Maintenance Division Chief receives and forwards the letter request to the concerned section chief for tasking.	None	3 Hours	<i>Engineer IV</i>	(088) 813-1695
	1.4 The section chief inspects & evaluates work to be done & assign personnel	None	1 Day	<i>Engineer III Engineer II (Electrical) CMGF</i>	(088) 813-1695
	1.5 Scheduling - Dependent upon availability of manpower				



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	1.6 Assigned personnel starts to implement requested repair works	None	4 Hours	<i>Carpenter Plumber Electrician Drainage Crew</i>	(088) 813-1695
	Total	None	2 Days, 7 Hours & 5 Minutes		
End of Transaction					



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11. Request for Use of Heavy Equipment

Description of Service	Use of government heavy equipment of requesting Barangay, Government schools & offices for repair & maintenance of roads, drainages & bridges.		
Office and Division	City Engineer's Office- Maintenance Division		
Classification	Simple	Total Processing Time	2 Days, 7 Hours & 5 Minutes
Type of Transaction	G2G Government to Government	Total Fees to be Paid	None
Who may avail	Barangay & City Government Officials	Period of Extension	None

Documentary Requirements	Where to Secure
Letter Request (2 copies) Original and duplicate copy	Client

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit letter request to Gate Keeper	1.1 Receive & record Letter Request & forward to City Engineer for routing	None	5 Minutes	<i>Administrative Aide</i>	(088) 813-1695
	1.2 City Engineer routes the request and assign task to Maintenance Division	None	1 Day	<i>City Engineer</i>	(088) 813-1695
	1.3 Receives routed Letter request from City Engineer- the Division Chief receives and forwards the letter request to the concerned section chief for tasking.	None	3 Hours	<i>Engineer IV</i>	(088) 813-1695
	1.4 Evaluation and Tasking- the section chief	None	1 Day	<i>Engineer III</i>	(088) 813-1695



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	inspects & evaluates the nature of request & assign task to operators			<i>Engineer II (Electrical)</i>	
	1.5 Scheduling- dependent upon availability of equipment				
	1.6 Deployment of Units- assigned Operator start to implement work assignment	None	4 Hours	<i>Operator</i>	(088) 813-1695
	Total	None	2 Days, 7 Hours & 5 Minutes		
End of Transaction					

12. Preparation of Program of Works, Plans and Straight-Line Diagram

Description of Service	Preparation of Plans, Straight line Diagram. Program of Works (POW) of requesting Barangay, Government schools and offices for repair and maintenance of public buildings, roads, drainages & bridges.		
Office and Division	City Engineer's Office- Maintenance Division		
Classification	Highly Technical	Total Processing Time	10 Days, 7 Hours & 5 Minutes
Type of Transaction	G2G Government to Government	Total Fees to be Paid	None
Who may avail	Barangay & City Government Officials	Period of Extension	None

Documentary Requirements	Where to Secure
Letter Request (2 copies) Original and duplicate	Client



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Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit letter request to Gate Keeper	1.1 Receives and record Letter Request and forward to City Engineer for routing	None	5 Minutes	<i>Administrative Aide</i>	(088) 813-1695
	1.2 City Engineer routes the request and assign task to Maintenance Division	None	1 Day	<i>City Engineer</i>	(088) 813-1695
	1.3 Maintenance Division Chief receives and assigns personnel.	None	3 Hours	<i>Division Chief</i>	(088) 813-1695
	1.4 Assigned personnel conduct site inspection, actual field works.	None	1 Day	<i>Engineer III Draftsman III</i>	(088) 813-1695
	1.5 Assigned personnel prepares plans and POW and submit to the Division Chief for checking	None	7 Days	<i>Engineer III Draftsman III</i>	(088) 813-1695
	1.6 Division Chief will check and submit to the City Engineer for the approval of Plans and POW.	None	4 Hours	<i>Division Chief</i>	(088) 813-1695
	1.7 City Engineer Approves or recommends approval to LCE	None	1 Day	<i>City Engineer</i>	(088) 813-1695
	Total	None	10 Days, 7 Hours & 5 Minutes		
End of Transaction					



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13. Implementation of Maintenance by Contract Project (Request for Billing)			
Description of Service	To facilitate the request of the contractor for project progress billing.		
Office and Division	City Engineer's Office-Maintenance Division		
Classification	Highly Technical	Total Processing Time	11 Days, 1 Hour & 10 Minutes
Type of Transaction	G2B Government to Business	Total Fees to be Paid	None
Who may avail	Contractors	Period of Extension	None

Documentary Requirements	Where to Secure
Letter Request (2 copies) Original and duplicate copy	Client

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit letter request to Gate Keeper	1.1 Receives and record Letter Request and forward to City Engineer for routing	None	5 Minutes	<i>Administrative Aide</i>	(088) 813- 1695
	1.2 City Engineer routes the request and assign task to Maintenance Division	None	1 Day	<i>City Engineer</i>	(088) 813- 1695
	1.3 Division Chief receives and forwards the billing request to the Supervising Engineer for inspection and evaluation of submitted documents	None	3 Hours	<i>Division Chief</i>	(088) 813- 1695
	1.4 The Supervising Engineer evaluates the documents and conducts inspection to appraise the project accomplishment.	None	4 Days	<i>Engineer III</i>	(088) 813- 1695



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	1.5 The Maintenance Division Chief reviews sign and submit billing documents to the City Engineer.	None	1 Day	<i>Division Chief</i>	(088) 813- 1695
	1.6 City Engineer reviews documents & recommend payment of the billing to the City Project Monitoring and Evaluation Section (CPMES)	None	1 Day	<i>City Engineer</i>	(088) 813- 1695
	1.7 Receives documents from City Project Monitoring and Evaluation Section (CPMES)	None	5 Minutes	<i>Administrative Aide</i>	(088) 813- 1695
	1.8 Supervising engineer receives and forwards the billing documents to Materials Quality Control and Monitoring Unit for signature	None	6 Hours	<i>Division Chief</i>	(088) 813- 1695
	1.9 MQC Chief reviews documents as to completeness of material test & returns the same to Maintenance Division	None	1 Day	<i>Division Chief</i>	(088) 813- 1695
	1.10. Maintenance Division Chief reviews sign and submit billing documents to the City Engineer.	None	1 Day	<i>Division Chief</i>	(088) 813- 1695
	1.11. City Engineer recommends payment of the billing to the LCE.	None	1 Day	<i>City Engineer</i>	(088) 813- 1695
	Total	None	11 Days, 1 Hour & 10 Minutes		
End of Transaction					



CITY ENGINEER'S OFFICE HOURS

Monday to Friday 8:00 AM– 5:00 PM
(except on holidays)

14. Implementation of Maintenance by Contract Project (Request for Variation Order)			
Description of Service	To facilitate the request for variation order.		
Office and Division	City Engineer's Office-Maintenance		
Classification	Simple	Total Processing Time	8 Days, 7 Hours & 5 Minutes
Type of Transaction	G2B Government to Business Entity	Total Fees to be Paid	None
Who may avail	Contractors	Period of Extension	None

Documentary Requirements	Where to Secure
Letter Request (2 copies)	Client

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit letter request to Gate Keeper	1.1 Receive and record Letter Request and forward to City Engineer for routing	None	5 Minutes	<i>Administrative Aide</i>	(088) 813-1695
	1.2 City Engineer routes the request and assign task to Maintenance Division	None	1 Day	<i>City Engineer</i>	(088) 813-1695
	1.3 Division Chief receives and forwards the request to the Supervising Engineer for inspection and evaluation of submitted documents	None	3 Hours	<i>Engineer IV</i>	(088) 813-1695
	1.4 Supervising Engineer inspects and evaluates the project.	None	2 Days	<i>Engineer III CGMF</i>	(088) 813-1695



CITY ENGINEER'S OFFICE HOURS

Monday to Friday 8:00 AM– 5:00 PM
(except on holidays)

	1.5 The Supervising Engineer evaluates/ prepares variation order & submits to the Division Chief.	None	4 Days	<i>Engineer III CGMF</i>	(088) 813-1695
	1.6 Division Chief checks and submits variation order to the City Engineer.	None	4 Hours	<i>Division Chief</i>	(088) 813-1695
	1.8 The City Engineer reviews the documents & recommend for the approval of the Variation Order.	None	1 Day	<i>City Engineer</i>	(088) 813-1695
	Total	None	8 Days, 7 Hours & 5 Minutes		
End of Transaction					



CITY ENGINEER'S OFFICE HOURS

Monday to Friday 8:00 AM– 5:00 PM
(except on holidays)

15. Implementation of City Infrastructure Project (Request for Time Suspension/Extension)			
Description of Service	To facilitate the request for Time Suspension/Extension.		
Office and Division	City Engineer's Office-Maintenance		
Classification	Simple	Total Processing Time	2 Days, 12 Hours & 5 Minutes
Type of Transaction	G2G Government to Government	Total Fees to be Paid	None
Who may avail	Contractors	Period of Extension	None

Documentary Requirements	Where to Secure
Letter Request (2 copies) Original and duplicate copy	Client

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit letter request to Gate Keeper	1.1 Receives and record Letter Request and forward to City Engineer for routing	None	5 Minutes	<i>Administrative Aide</i>	088 813-1695
	1.2 City Engineer routes the request and assign task to Maintenance Division	None	1 Day	<i>City Engineer</i>	088 813-1695
	1.3 Maintenance Division Chief receives and forwards the time suspension/extension request to the Supervising Engineer for evaluation of submitted documents	None	4 Hours	<i>Division Chief</i>	088 813-1695
	1.4 Supervising Engineer evaluates/prepares time suspension/extension & forwards the same to the Maintenance Division Chief.	None	4 Hours	<i>Engineer III Construction Maintenance General Foreman</i>	088 813-1695



CITY ENGINEER'S OFFICE HOURS

Monday to Friday 8:00 AM– 5:00 PM
(except on holidays)

	1.5 Maintenance Division Chief checks and submits time suspension/extension to the City Engineer	None	4 Hours	<i>Division Chief</i>	088 813-1695
	1.6 City Engineer recommends approval of the Time Suspension/ Extension to the Local Chief Executive	None	1 Day	<i>City Engineer</i>	088 813-1695
	Total	None	2 Days, 12 Hours & 5 Minutes		
End of Transaction					



CITY ENGINEER'S OFFICE HOURS

Monday to Friday 8:00 AM– 5:00 PM
(except on holidays)

16. Implementation of City Infrastructure Project (10% Retention)			
Description of Service	To facilitate the release of 10% Retention money.		
Office and Division	City Engineer's Office-Maintenance Division		
Classification	Complex	Total Processing Time	4 Days, 4 Hours & 5 Minutes
Type of Transaction	G2B Government to Business Entity	Total Fees to be Paid	None
Who may avail	Contractors	Period of Extension	None

Documentary Requirements	Where to Secure
Letter Request (2 copies) Original and duplicate copy	Client

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit letter request to Gate Keeper	1.1 Receive and record 10% retention documents from City Project Monitoring and Evaluation Section and forward to City Engineer for routing	None	5 Minutes	<i>Administrative Aide</i>	088 813-1695
	1.2 City Engineer routes the request and assign task to Maintenance Division	None	1 Day	<i>City Engineer</i>	088 813-1695
	1.3 Maintenance Division Chief receives and forwards the documents to the Supervising Engineer for evaluation	None	4 Hours	<i>Engineer IV</i>	088 813-1695
	1.4 Supervising Engineer conducts site evaluation and signs the Certificate of No Defect (10% retention) and submits to the Division Chief	None	2 Days	<i>Engineer III CMGF</i>	088 813-1695



CITY ENGINEER'S OFFICE HOURS

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(except on holidays)

	1.5 Division Chief submit Certificate of No Defect (10% retention) to the City Engineer	None	4 Hours	<i>Division Chief</i>	088 813-1695
	1.6 City Engineer recommends approval for the release of 10% retention.	None	4 Hours	<i>City Engineer</i>	088 813-1695
	Total	None	4 Days, 4 Hours & 5 Minutes		
End of Transaction					

17. Repair of Motorcycles

Description of Service	Repair of city-owned government motorcycles are essential for the effective and efficient operation of the LGU.		
Office and Division	City Engineer's Office- Motor Pool Division		
Classification	Simple	Total Processing Time	Minor Repair: 5 Hours 35 Minutes Major Repair: 9 Hours 35 Minutes
Type of Transaction	G2G Government to Government	Total Fees to be Paid	None
Who may avail	All LGU Drivers	Period of Extension	None

Documentary Requirements	Where to Secure
1 copy Approve Job Order (Original)	Motor Pool Division



CITY ENGINEER'S OFFICE HOURS

Monday to Friday 8:00 AM– 5:00 PM
(except on holidays)

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to CEO-Motor pool Shop to secure Job Order' form	1.1 Give Job Order form to Client and facilitate the approval of the request	None	2 Minutes	<i>Mechanical Engineer Mechanic Shop Foreman</i>	088 813-1695
	1.2 Assign personnel to conduct the repair of motorcycle based on approved Job Order	None	2 Minutes	<i>Mechanical Engineer Mechanic Shop Foreman</i>	088 813-1695
	1.3 Undertake diagnostic repair of the motorcycle	None	1 Hour	<i>Administrative Aide Mechanic</i>	088 813-1695
	1.4 Turn-over the damaged spare parts to the end-user for requisition	None	None	<i>Mechanic</i>	088 813-1695
	1.5 End-user request procurement of needed spare parts	None	None	<i>Mechanic Auto. Equipment Inspector División Chief</i>	088 813-1695
	1.6 Undergo repair of motorcycles: A. Minor repair B. Major repair	None	A. 4 hours B. 8 hours	<i>Administrative Aide Mechanic</i>	088 813-1695
	1.7 Recommend for test drive	None	1 Minute	<i>Mechanic</i>	088 813-1695
	1.8 Conduct test drive	None	30 Minutes	<i>End-user</i>	088 813-1695



CITY ENGINEER'S OFFICE HOURS

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Total	None	Minor Repair: 5 Hours 35 Minutes Major Repair: 9 Hours 35 Minutes	
End of Transaction			

18. Repair of Light Vehicles			
Description of Service	Repair of city-owned government light vehicles are essential for the effective & efficient operation of the LGU.		
Office and Division	City Engineer's Office - Motor Pool Division		
Classification	Simple	Total Processing Time	Minor Repair: 6 Hours 5 Minutes Major repair: 4 Days 2 Hours 5 Minutes
Type of Transaction	G2G Government to Government	Total Fees to be Paid	None
Who may avail	All LGU Drivers	Period of Extension	None



CITY ENGINEER'S OFFICE HOURS

Monday to Friday 8:00 AM– 5:00 PM
(except on holidays)

Documentary Requirements	Where to Secure
Approve Job Order	Client

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to CEO-Motor pool Shop and fill-up Job Order form	1.1. Give Job Order form to Client and facilitate the approval of the request	None	2 Minutes	<i>Mechanic Shop Foreman Mechanical Engineer</i>	088 813-1695
	1.2. Assign personnel to conduct the repair of light vehicle based on approved Job	None	2 Minutes	<i>Mechanic Shop Foreman Mechanical Engineer</i>	088 813-1695

	Order				
	1.3. Undertake diagnostic repair of the light vehicles	None	1 Hour	<i>Auto. Equipment Inspector Mechanic II</i>	088 813-1695
	1.4. Turn-over the damaged spare parts to the end-user for requisition	None		<i>Mechanic II</i>	088 813-1695
	1.5. End-user request procurement of needed spare parts	None		<i>Mechanic II Auto. Equipment Inspector/ Division Chief</i>	088 813-1695
	1.6. Undergo repair of light vehicles: A. Minor Repair B. Major Repair	None	4 Hours 32 Hours	<i>Mechanic II Mechanic Helper</i>	088 813-1695
	1.7. Recommend for test drive	None	1 Minute	<i>Mechanic II</i>	088 813-1695



CITY ENGINEER'S OFFICE HOURS

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(except on holidays)

	1.8. Conduct test drive	None	1 Hour	<i>Driver (End-user)</i> <i>Auto. Equipment Inspector</i> <i>Mechanical Engineer</i>	088 813-1695
	Total	None	Minor Repair: 6 Hours 5 Minutes Major repair: 4 Days 2 Hours 5 Minutes		
End of Transaction					

19. Repair of Heavy Equipment

Description of Service	Repair of city-owned government heavy equipment are essential for the effective & efficient operation of the LGU.		
Office and Division	Motor Pool Division		
Classification	Highly Technical	Total Processing Time	Major Repair: 30 Days 6 Hours 5 Minutes Minor Repair: 15 Days 6 Hours 5 Minutes
Type of Transaction	G2G Government to Government	Total Fees to be Paid	None
Who may avail	All LGU Drivers	Period of Extension	None



CITY ENGINEER'S OFFICE HOURS

Monday to Friday 8:00 AM– 5:00 PM
(except on holidays)

Documentary Requirements	Where to Secure
1 copy Approve Job Order (Original)	Client

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to CEO-Motor pool Shop and fill-up Job Order form	1.1 Give Job Order form to Client and facilitate the approval of the request	None	2 Minutes	<i>Mechanic Shop Foreman Mechanical Engineer</i>	088 813-1695
	1.2 Assign personnel to conduct the repair of heavy equipment based on approved Job Order	None	2 Minutes	<i>Mechanic Shop Foreman Mechanical Engineer</i>	088 813-1695

	1.3 Undertake diagnostic repair of the heavy equipment	None	4 Hours	<i>Mechanic II Auto. Equipment Inspector</i>	088 813-1695
	1.4 Turn-over the damaged spare parts to the end-user for requisition	None	None	<i>Mechanic II</i>	088 813-1695
	1.5 End-user request procurement of needed spare parts	None	None	<i>Mechanic II Auto. Equipment Inspector Division Chief</i>	088 813-1695
	1.6 Undergo repair of heavy equipment: A. Minor repair B. Major repair	None	15 Days 30 Days	<i>Mechanic II Mechanic Helper</i>	088 813-1695
	1.7 Recommend for test drive	None	1 Minute	<i>Mechanic II</i>	088 813-1695
	1.8 Conduct test drive	None	2 Hours	<i>HEO Mechanic II</i>	088 813-1695



CITY ENGINEER'S OFFICE HOURS

Monday to Friday 8:00 AM– 5:00 PM
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Total	None	Major Repair: 30 Days 6 Hours 5 Minutes Minor Repair: 15 Days 6 Hours 5 Minutes		
End of Transaction				

20. Repair of Automotive Electrical Wirings			
Description of Service	Repair of automotive electrical wirings of all City owned government motorcycles, vehicles & equipment are necessary for the effective and efficient operation of the LGU.		
Office and Division	City Engineer's Office- Motor Pool Division		
Classification	Simple	Total Processing Time	Minor Repair (Vehicle & Equipment): 8 Hours 5 Minutes Major Repair (Vehicle & Equipment): 2 Days 2 Hours 5 Minutes
Type of Transaction	G2G Government to Government	Total Fees to be Paid	None
Who may avail	All LGU Drivers	Period of Extension	None



CITY ENGINEER'S OFFICE HOURS

Monday to Friday 8:00 AM– 5:00 PM
(except on holidays)

Documentary Requirements	Where to Secure
1 Copy Approve Job Order (Original)	Client

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to CEO-Motor pool Shop and fill-up Job Order form	1.1 Give Job Order form to Client and facilitate the approval of the request	None	2 Minutes	<i>Mechanic Shop Foreman Mechanical Engineer</i>	088 813-1695
	1.2 Assign personnel to conduct repair of automotive electrical wirings of motorcycles, vehicles and equipment based on approved Job Order	None	2 Minutes	<i>Mechanical Engineer</i>	088 813-1695
	1.3 Undertake diagnostic repair of the motorcycles, vehicles & equipment	None	1 Hour	<i>Automotive Electrician II</i>	088 813-1695
	1.4 Turn-over the damaged spare parts to the end-user for requisition	None	None	<i>Electrician</i>	088 813-1695
	1.5 End-user request procurement of needed spare parts	None	None	<i>Automotive Electrician II Automotive Inspector Division Chief</i>	088 813-1695
	1.6 Undergo repair A. Minor Repair (Vehicle & Equipment) B. Major Repair (Vehicle & Equipment)	None	6 Hours 16 Hours	<i>Automotive Electrician II Electrician Helper</i>	088 813-1695
	1.7 Recommend/ conduct for test drive	None	1 Minute	<i>Electrician/ Driver/ Inspector</i>	088 813-1695



CITY ENGINEER'S OFFICE HOURS

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Total	None	Minor Repair (Vehicle & Equipment): 8 Hours 5 Minutes Major Repair (Vehicle & Equipment): 2 Days 2 Hours 5 Minutes		
End of Transaction				

21. Fabrication and Welding Works			
Description of Service	Fabrication and welding works of City owned government vehicles & equipment are essential for the effective and efficient operation of the LGU.		
Office and Division	City Engineer's Office- Motor Pool Division		
Classification	Simple: 1 Hour & 34 Minutes Highly Technical: 1 Month & 34 Minutes	Total Processing Time	Minor: 1 Hour 34 Minutes Major: 1 Month 34 Minutes
Type of Transaction	G2G Government to Government	Total Fees to be Paid	None
Who may avail	All LGU Drivers	Period of Extension	None



CITY ENGINEER'S OFFICE HOURS

Monday to Friday 8:00 AM– 5:00 PM
(except on holidays)

Documentary Requirements	Where to Secure
1 Copy Approve Job Order (Original)	Client

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to CEO-Motor pool Shop and fill-up Job Order form	1.1 Give Job Order form to Client and facilitate the approval of the request	None	2 Minutes	Mechanic Shop Foreman Mechanical Engineer Mechanic II	088 813-1695
	1.2 Assign appropriate personnel to perform the fabrication & welding works based on approved Job Order	None	2 Minutes	Mechanical Engineer	088 813-1695
	1.3 Inspects, evaluates and list materials needed	None	30 Minutes	Welder I	088 813-1695
	1.4 Conduct fabrication & welding A. Minor Fabrication & Welding B. Major Fabrication & Welding	None	1 Hour 1 Month	Welder I	088 813-1695
	Total	None	Minor: 1 Hour 34 Minutes Major: 1 Month 34 Minutes		
End of Transaction					



CITY ENGINEER'S OFFICE HOURS

Monday to Friday 8:00 AM– 5:00 PM
(except on holidays)

22. Preventive Maintenance			
Description of Service	Preventive maintenance of City owned government vehicles & equipment.		
Office and Division	City Engineer's Office- Motor Pool Division		
Classification	Simple: Motorcycle; 33 Minutes, Light Vehicle; 3 Hours & 33 Minutes Highly Technical: 1 Day, 1 Hour & 3 Minutes	Total Processing Time	Motorcycles: 33 Minutes Light Vehicles: 3 Hours 33 Minutes Heavy Equipment: 1 Day 1 Hour 3 Minutes
Type of Transaction	G2G Government to Government	Total Fees to be Paid	None
Who may avail	All LGU Drivers	Period of Extension	None

Documentary Requirements	Where to Secure
Approve Job Order	Client

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to CEO-Motor pool	1.1 Give Job Order form to Client and facilitate the approval of the request	None	2 Minutes	<i>Mechanic Shop Foreman</i>	088 813-1695
Shop and fill-up Job Order form				<i>Mechanical Engineer Mechanic II</i>	



CITY ENGINEER'S OFFICE HOURS

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	1.2 Assign appropriate personnel to perform the preventive maintenance based on None approved Job Order	None	2 Minutes	<i>Mechanical Engineer</i>	088 813-1695
	1.3 Perform preventive maintenance a. Motorcycles Engine Change Oil b. Light Vehicles Engine Change Oil (1 hour) Transmission Change Oil (1 hour) Differential Change Oil (1 hour) Greasing (1 hour) c. Heavy Equipment Engine Change Oil (2 hours) Transmission Change Oil (1 hour) Hydraulic Change Oil (1 hour) Greasing (2 hours) Differential Change Oil (2 hours)	None	a. Motorcycles 30 minutes b. Light Vehicles 4 hours c. Heavy Equipment 8 hours	<i>Lubeman</i>	088 813-1695
End of Transaction					



CITY ENGINEER'S OFFICE HOURS

Monday to Friday 8:00 AM– 5:00 PM
(except on holidays)

23. Recording and Gate-keeping Services (Incoming documents)

Description of Service	Recording and gate-keeping of all official documents for processing based on Document Tracking System-Transaction Protocol Manual (DTS-TPM) are required for the effective and efficient delivery of business transaction in the department.		
Office and Division	City Engineer's Office- Administrative Unit		
Classification	Simple	Total Processing Time	4 Hours & 11 Minutes
Type of Transaction	G2C Government to Transacting Public G2B Government to Business Entity G2G Government to Government	Total Fees to be Paid	None
Who may avail	All Clients	Period of Extension	None

Documentary Requirements	Where to Secure
Internal Request Slip (Route) Original	City Engineer's Office Gate Keeper

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Sign in the client log-book in the office lobby	1.1 Give the log-book to the client and have them sign	None	1 Minute	<i>Security Guard/Personnel assigned in the office lobby</i>	(088) 813-1695
2. Proceed to City Engineer's Office - Administrative Support Staff/Gate Keeper and present your official documents	2.1 Records and barcodes documents, attach transaction slip like 'Internal Route Slip' then forwards to Department Head for instruction and/or appropriate action	None	5 Minutes	<i>Administrative Officer III</i>	(088) 813-1695



CITY ENGINEER'S OFFICE HOURS

Monday to Friday 8:00 AM– 5:00 PM
(except on holidays)

	2.2 Provides action or signs pertinent documents; forwards back to gatekeeper for proper recording of instruction or action taken and further processing	None	4 Hours	City Engineer	(088) 813-1695
	2.3 Receive documents and records instruction or action taken of Department Head before disseminating it to concerned divisions/employees	None	5 Minutes	Administrative Officer III	(088) 813-1695
	Total	None	4 Hours & 11 Minutes		
End of Transaction					



CITY ENGINEER'S OFFICE HOURS

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(except on holidays)

24. Recording and Gate-keeping Services (Outgoing Documents)

Description of Service	Recording and gate-keeping of all official documents for processing based on Document Tracking System-Transaction Protocol Manual (DTS-TPM) are required for the effective and efficient delivery of business transaction in the department.		
Office and Division	City Engineer's Office- Administrative Unit		
Classification	Simple	Total Processing Time	1 Hour & 45 Minutes
Type of Transaction	G2C Government to Transacting Public G2B Government to Business Entity G2G Government to Government	Total Fees to be Paid	None
Who may avail	All Clients	Period of Extension	None

Documentary Requirements	Where to Secure
Document Tracer Action Slip	City Engineer's Office Gate Keeper Gate Keeper
Barcode Sticker	City Engineer's Office Gate Keeper Gate Keeper
Barcode ID	City Engineer's Office Gate Keeper Messenger/Gate Keeper

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to CEO- City Engineer's Office- Administrative Unit and proceed to the frontline staff/gate-keeper and present your official documents	1.1 Receive documents and attached with transaction slip like – Document Tracer Action Slip and Barcode Sticker	None	5 Minutes	<i>Administrative Officer III</i>	(088) 813-1695
	1.2 Provides action or signs pertinent documents; forwards back to gatekeeper for proper recording of instruction or action taken and further processing	None	5 Minutes	<i>City Engineer</i>	(088) 813-1695



CITY ENGINEER'S OFFICE HOURS

Monday to Friday 8:00 AM– 5:00 PM
(except on holidays)

1.3 Provide information/entries in the "Document Tracking System" as to where the document should be endorsed/transmitted by the messenger.	None	5 Minutes	Administrative Officer III	(088) 813-1695
1.4 Transmits all documents to respective employees and offices	None	1 Hour & 30 Minutes	Administrative Officer-III Messenger I	(088) 813-1695
Total	None	1 Hour & 45 Minutes		
End of Transaction				

25. Request Use of Government Vehicles or Equipment

Description of Service	Provision of transportation services on various official activities and programs based on approved request of the clients.		
Office and Division	City Engineer's Office- Administrative Unit		
Classification	Simple	Total Processing Time	4 Hours & 20 Minutes
Type of Transaction	G2C Government to Transacting Public G2B Government to Business Entity G2G Government to Government	Total Fees to be Paid	None
Who may avail	All Clients	Period of Extension	None

Documentary Requirements	Where to Secure
Request of Government Facilities Form (Original and duplicate copy)	City Engineer's Office- Administrative Unit



CITY ENGINEER'S OFFICE HOURS

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(except on holidays)

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to CEO-Administrative Support Staff/Gate Keeper	1.1 Guide requesting client request for the use of government vehicles or equipment to the Department Head	None	10 Minutes	<i>Administrative Officer III</i>	(088) 813-1695
	1.2 Provides action or signs the documents; forwards back to gatekeeper for proper recording of instruction or action taken and further processing	None	4 Hours	<i>Administrative Officer III</i>	(088) 813-1695
2. Requesting client hand-carry request form for approval of the Local Chief Executive or his authorized representative	None	None	None	<i>City Engineer Local Chief Executive or his authorized representative</i>	(088) 813-1695
3. Requesting client hand-carry approved request form for scheduling	3.1 Upon return of requesting client with the approved request, staff schedules availability of the requested vehicle or equipment and coordinate the driver on the schedule	None	10 Minutes	<i>Administrative Officer III</i>	(088) 813-1695
Total		None	4 Hours & 20 Minutes		
End of Transaction					



CITY ENVIRONMENT AND NATURAL RESOURCES OFFICE



City Environment & Natural Resources Office's Office Hours

Monday to Friday 8AM to 5PM
(Except on Holidays)

1. Environmental Certification Issuance			
Description of Service	This is part of the Control and Monitoring of Pollution (CAMP) Services that aims to regulate and monitor the operation of Environmental Critical Projects, Projects within Environmental Critical Areas and projects and activities that will have potential impact to the environment pursuant to the Phil. Environmental Impact Statement System (PD 1586) prior to the issuance of their business permit.		
Office and Division	City Environment & Natural Resources Office – Environmental Management Division (EMD)		
Classification	Simple	Total Processing Time	33 Minutes
Type of Transaction	G2B – Government to Business	Total Fees to be Paid	PHP100.00
Who may avail	Owners, Operators, and Proponent of Environmental Critical Projects, Projects within Environmental Critical Areas or projects and business with potential negative impact to the environment.	Period of Extension	None

Documentary Requirements	Where to Secure
1 Photocopy of Environmental Compliance Certificate (ECC) / Certificate of Non-Coverage (CNC)	DENR-EMB (Online Application through their Official Website)
1 Photocopy of Permit to Operate	DENR-EMB (Online Application through their Official Website)
1 Photocopy Discharge Permit	DENR-EMB (Online Application through their Official Website)

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Client Approaches the Officer of Day/Front Desk Personnel	1.1 Officer of the Day/Front Desk Personnel refers the client to the Environmental Management Division	None	2 Minutes	Supervising EMS /SWM Section -Environmental Management Division	09178588890
2. Client submits documents	2.1 EMD Personnel Receive and Review Documents 2.2 EMD Personnel issue payment form	None	10 Minutes 1 Minute	Supervising EMS /SWM Section -Environmental Management Division	09178588890



City Environment & Natural Resources Office's Office Hours

Monday to Friday 8AM to 5PM
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3. Client pays Certification Fee to the Office of the City Treasurer's Office	3.1 Cashier receives payment and issue official receipt	PHP100.00	10 Minutes	Collection Officer – Collection Division	09974525920
4. Client returns to the City ENRO and shows the Official Receipt as proof of payment to the EMD Personnel	4.1 EMD Personnel prepare Certification	None	3 Minutes	Supervising EMS /SWM Section -Environmental Management Division	09178588890
	4.2 EMD Personnel Forward Certification to the City ENR Officer/Officer In-charge for Signature		5 Minutes		
	4.3 EMD Personnel release the certification		1 Minute		
5. Client receives the certification and signs the Log Form	5.1 EMD Personnel assist client in the filling-up of the logbook	None	1 Minute	Supervising EMS /SWM Section -Environmental Management Division	09178588890
Total		PHP100.00	33 Minutes		
End of Transaction					



2. Ecological Solid Waste Management Certification Issuance

Description of Service	This is part of the Solid Waste Integrated Management Program (SWIM) of the City Government to ensure that the waste management and system of the business sector comply with that of the Ecological Solid Waste Management Act (RA 9003), to health and environment standards as set by the Department of Environment & Natural Resources. City Ordinance No. 962, Series of 2020 requires all business establishment to undergo an orientation on Ecological Solid Wastes Management (ESWM) prior to issuance of business permit so as to ensure their compliance to ESWM Policies and Protocols.		
Office and Division	City Environment & Natural Resources Office – Environmental Management Division (EMD)		
Classification	Simple	Total Processing Time	40 Minutes
Type of Transaction	G2B – Government to Business	Total Fees to be Paid	PHP50.00
Who may avail	All New Business Permit Applicants and those for renewal without ESWM Certification.	Period of Extension	None

Documentary Requirements	Where to Secure
1 Copy of Duly Filled-Up Business Permit Application Form	CGM - Business Permit and Licensing Division
Official Receipt as Proof of Payment	Windows 1 - 10 City Treasurer's Office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Approaches the Officer of Day/Front Desk Personnel	1.1 Officer of the Day/Front Desk Personnel refers the client to the EMD Division	None	2 Minutes	Supervising EMS /SWM Section -Environmental Management Division	09178588890
2. Presents the business permit application and undergoes ESWM Orientation	1.1 EMD Personnel receive and review document	None	2 Minutes	Supervising EMS /SWM Section -Environmental Management Division	09178588890
		None	15 Minutes		



City Environment & Natural Resources Office's Office Hours

Monday to Friday 8AM to 5PM
(Except on Holidays)

	1.2 EMD Personnel conduct one on one ESWM Orientation	None	1 Minute		
	1.3 EMD Personnel issue payment form				
3. Pays Certification Fee to the Office of the City Treasurer's Office	3.1 Cashier receives payment and issue official receipt	PHP50.00	10 Minutes	Collection Officer – Collection Division	09974525920
4. Returns to the City ENRO and shows the Official Receipt as proof of payment to the EMD Personnel	1.4 EMD Personnel prepare ESWM Certification	None	3 Minutes	Supervising EMS /SWM Section -Environmental Management Division	09178588890
	1.5 EMD Personnel Forward Certification to the City ENR Officer/Officer In-charge for Signature		5 Minutes		
	1.6 EMD Personnel release the certification		1 Minute		
5. Receives the certification and signs the Log Form	5.1 EMD Personnel assist client in the filling-up of the logbook	None	1 Minute	Supervising EMS /SWM Section -Environmental Management Division	09178588890
Total		PHP50.00	40 Minutes		
End of Transaction					



City Environment & Natural Resources Office's Office Hours

Monday to Friday 8AM to 5PM
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3. Request for Available Seedlings			
Description of Service	The City Government of Malaybalay has given priority to the protection, maintenance, enhancement and restoration of its watershed areas. The City Plant Nursery under the City Environment and Natural Resources Office provides indigenous forest tree seedlings to its various clientele who share the same commitment with the LGU Malaybalay City in increasing the forest cover and rehabilitation of the watershed areas in the City.		
Office and Division	City Environment and Natural Resources Office -Watershed Management Division (WMD)		
Classification	Complex	Total Processing Time	3 Days, 3 Hours, 39 Minutes
Type of Transaction	Government to Costumers	Total Fees to be Paid	None
Who may avail	All individuals within the administrative jurisdiction of Malaybalay City	Period of Extension	None

Documentary Requirements	Where to Secure
1 Photocopy of Original/Transfer Certificate of Title (OCT/TCT)	Client's File/Copy
1 Photocopy of Tax Declaration	Client's File/Copy

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit Letter Request with the Checklist Requirements	1.1 Receive the Letter Request	None	5 Minutes	<i>Environmental Management Specialist/Conservation and Rehabilitation Section/Watershed Management Division</i>	09173150070



City Environment & Natural Resources Office's Office Hours

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	1.2 Letter Request endorsed to the City Environment and Natural Resources Officer for scheduling of the actual field validation and site verification (Geotagging)	None	1 Minute	<i>Environmental Management Specialist/Conservation and Rehabilitation Section/Watershed Management Division</i>	09173150070
	1.3 Issuance of route slip for field inspection	None	1 Minute	City Environment and Natural Resources Officer	09173150070
	1.4 Conduct of actual field validation	None	3 Working Days	<i>Supervising Environmental Management Specialist/Watershed Management Division</i>	09173150070
	1.5 Preparation and submission of Inspection Report	None	30 Minutes	<i>Supervising Environmental Management Specialist/Watershed Management Division</i>	09173150070
	1.6 Approval of Letter Request	None	1 Minute	<i>City Environment and Natural Resources Officer</i>	09173150070
	2. Obtain/retain a copy of the Approved Letter Request	2.1 Release the Approved Letter Request	None	1 Minute	<i>Supervising Environmental Management Specialist/Watershed Management Division</i>
3. Provide vehicle for hauling of seedlings	3.1 Release of seedlings	None	3 Hours	<i>Environmental Management Specialist/Conservation</i>	09173150070



City Environment & Natural Resources Office's Office Hours

Monday to Friday 8AM to 5PM
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				and Rehabilitation Section/Watershed Management Division	
		Total	None	3 Days, 3 Hours, 39 Minutes	
End of Transaction					



City Environment & Natural Resources Office's Office Hours

Monday to Friday 8AM to 5PM
(Except on Holidays)

4.Issuance of Certificate to Transport Forest Product			
Description of Service	The program is designed to control and regulate the movement of forest resources within Malaybalay City and prevent cutting of trees within timberlands, watershed, protected areas and even in private land institutionalized by virtue of Executive Order No. 21, Series of 2013 "Creation of the Regional Anti-illegal Logging Task Force".		
Office and Division	City Environment and Natural Resources Office -Watershed Management Division (WMD)		
Classification	Simple	Total Processing Time	2 Days, 1 Hour, 17 Minutes
Type of Transaction	Government to Citizen	Total Fees to be Paid	PHP200.00
Who may avail	Private individuals, Private/government agencies & institution within the administrative jurisdiction of Malaybalay City.	Period of Extension	None

Documentary Requirements	Where to Secure
1 Photocopy of Barangay Certification to Cut	Barangay Concerned
1 Photocopy of Original/Transfer Certificate of Title (OCT/TCT)	Client's File/Copy
1 Photocopy of Tax Declaration	Client's File/Copy
1 Original Copy of Private Tree Plantation Ownership Certificate	DENR-Community Environment and Natural Resources Office – Valencia City

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
4. Fill out and submit the Request for Inspection Form (if the information on the request form and documents are complete, as determined by the Receiving Officer, request is officially received)	1.1 Receive/Record Request Form	None	2 Minutes	<i>Environmental Management Specialist/ Forest Protection and Law Enforcement/ Watershed Management Division</i>	09173150070



City Environment & Natural Resources Office's Office Hours

Monday to Friday 8AM to 5PM
(Except on Holidays)

	4.2 Form endorsed to the City Environment and Natural Resources Officer for scheduling of ocular inspection and site verification (Geo-tagging and scaling)	None	1 Minute	<i>Supervising Environmental Management Specialist/Watershed Management Division</i>	09173150070
	4.3 Issuance of route slip for the conduct of field inspection	None	1 Minute	<i>City Environment and Natural Resources Officer</i>	09173150070
5. The assigned technical staff will coordinate with the requesting party for the schedule of the actual field validation and actual inspection	2.1 Conduct of actual field validation	None	2 working days after the receipt of the Request for Inspection Form	<i>Environmental Management Specialist/ Forest Protection and Law Enforcement/ Watershed Management Division</i>	09173150070
	2.2 Preparation and submission of Inspection Report (together with the Scaling) and Certification to Transport for the approval of the City Environment and Natural Resources Officer or his/her duly authorized representative	None	30 Minutes	<i>Supervising Environmental Management Specialist/Watershed Management Division</i>	09173150070
6. Applicants will pay a Certification Fee to the City Treasurer's Office (Window 1 - 10)	3.1 Cashier receives payment and issue official receipt	PHP 200.00	30 Minutes	<i>Collection Officer – Collection Division</i>	09974525920
4. Returns to the City ENRO and shows the Official Receipt as proof of payment to the EMD Personnel	4.1 Official Receipt Number indicated in the Certification to Transport	None	2 Minutes	<i>Environmental Management Specialist/ Forest Protection and Law Enforcement/ Watershed Management Division</i>	09173150070



City Environment & Natural Resources Office's Office Hours

Monday to Friday 8AM to 5PM
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	4.2 Certification and Inspection Report forwarded to the City Environment and Natural Resources officer or his/her duly authorized representative for Signature and Approval	None	10 Minutes	<i>City Environment and Natural Resources Officer</i>	09173150070
5. Receive a copy of the Approved Certification for Transport	5.1 Release the Approved Certification to Transport to the Client	None	1 Minute	<i>Supervising Environmental Management Specialist/Watershed Management Division</i>	09173150070
Total					
End of transaction					



CITY GENERAL SERVICES OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)



CITY GENERAL SERVICES OFFICE



CITY GENERAL SERVICES OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

1 Issuance of Clearance/s for Property Accountability			
Description of Service	This particular document is needed by employees who are retiring and or leaving the organization to clear them of their accountabilities.		
Office and Division	Records Property and Inventory Division		
Classification	Simple	Total Processing Time	2 Days and 15 Minutes
Type of Transaction	Government to Government	Total Fees to be Paid	None
Who may avail	Local Government Unit of Malaybalay and National Government Agencies personnel assigned in the City of Malaybalay Retiring and or leaving the organization	Period of Extension	None

Documentary Requirements	Where to Secure
Approved request letter from Local Chief Executive	Concern Employee
Clearance Form (original copy)	City Human Resource & Management Office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1.Proceed to City General Services Office- Inventory & Archives Section and present your approved request letter from LCE & clearance form to Inventory attending staff	1.1 Receives the Clearance form with complete attachment/s (approved request letter by the Local Chief Executive)	None	5 Minutes	<i>Records Officer III/ Records Property & Inventory Division</i>	09175607454
	1.2 Review of documents 1.2.1 Attending staff will check the records of Acknowledgment Receipt and Inventory	None	4 Hours	<i>Records Officer III/ Records Property & Inventory Division</i>	09175607454



CITY GENERAL SERVICES OFFICE HOURS

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	Custodian Slip to check the corresponding properties under custody of the applicant.				
2.Present/ secure all items under his/her accountability to the Inventory Staff	2.1 Property Inspection 2.1.1 Inventory of property under custody of the person securing clearance will be taken by the inventory staff to check the validity of the items.(Lacking items will cause denial of request, of affidavit of loss, if lost)	None	4 Hours	Records Officer III/ Records Property & Inventory Division	09175607454
	2.2 Administration of property transfer 2.2.1 Attending inventory staff shall prepare new documents to transfer the surrendered properties to the office of origin or to City General Services Office- Warehouse for waste material.	None	5 Hours	Records Officer III/ Records Property & Inventory Division	09175607454
	2.3 Signing of new accountability form 2.3.1 Acknowledgement Receipt for equipment and Inventory Custodian Slip (ARE/ICS)	None	3 Hours	Records Officer III/ Records Property & Inventory Division	09175607454
	2.4 Process Clearance Form 2.4.1 The City General Services Office Head will approve & sign the clearance for accountability form. * Approved & signed by the City General Services Office	None	10 Minutes	City General Services Officer	09177771134
Total		None	2 Days and 15 Minutes		
End of transaction					



CITY GENERAL SERVICES OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

2 Issuance of Property Return Slip			
Description of Service	This particular document is needed by employees in dropping their accountability in a particular unserviceable item.		
Office and Division	Records Property and Inventory Division		
Classification	Simple	Total Processing Time	3 Hours and 18 Minutes
Type of Transaction	Government to Government	Total Fees to be Paid	None
Who may avail	Local Government Unit of Malaybalay and National Government Agencies personnel assigned in the City of Malaybalay organization	Period of Extension	None

Documentary Requirements		Where to Secure			
Duly approved Property Return Slip (PRS)		Records Property & Inventory Division			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Ask Property Return Slip Form from the Inventory & Archives Section personnel/staff	1.1 Provides Property Return Slip to the requesting personnel	None	5 Minutes	Records Officer III/ Records Property & Inventory Division	09175607454
2. Fill-up the necessary details of the item/s to be returned signed by Accountable Officer & Head of Office and forward to the City Warehouse & Depot with the item/s to be returned for signature of the Supply Officer	2.1 The Supply Officer will inspect as to the completeness and verifies the return item/s and signs the Property Return Slip (PRS)	None	2 Hours	Supply Officer III/Warehousing & Inspection Division	09163601138
			1 Hour	Supply Officer III/Warehousing & Inspection Division	09163601138



BAGONG PILIPINAS

CITY GENERAL SERVICES OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

	<p>2.2 Forwards the Property Return Slip to the Main Office for approval of City General Services Officer</p> <p>2.3 Forwards approved Property Return Slip (PRS) to the Inventory & Archives Section for dropping of accountability and updates the records of the requesting personnel</p> <p>2.4 Provides a copy of approved Property Return Slip (PRS) to the requesting personnel * Signed- End of Transaction at City General Services Office</p>			
		10 Minutes	Admin. Asst. III/ Admin. Support Section	09150624130
		3 Minutes	Records Officer III/ Records Property & Inventory Division	09175607454
Total				
End of transaction				



CITY GENERAL SERVICES OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

3 Issuance/Release of Supplies and Materials Stored at City Warehouse and Supply Depot			
Description of Service	Supplies and materials stored at the Warehouse and Supply Depot will be released to the recognized claimant/office upon demand.		
Office and Division	Warehousing and Inspection Division		
Classification	Simple	Total Processing Time	1 Hour & 48 Minutes
Type of Transaction	Government to Government & to Citizen	Total Fees to be Paid	None
Who may avail	All citizens, individual groups, private offices/industries, Local Government Barangays/National Offices,Civic/Military, Church Organization	Period of Extension	None

Documentary Requirements	Where to Secure
Duly approved Withdrawal Form	Warehousing & Inspection Division of the City General Services Office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1.Ask Requisition and Issued Slip (RIS) to City Supply Depot & Warehouse Section	1.1 Provides print out of Requisition Issued Slip (RIS)	None	3 Minutes	<i>Supply Officer</i> III/Warehousing & Inspection Division	09163601138
2.Fill-up the withdrawal form and secure signature of the requisitioner	2.1 Check the withdrawal form as to complete entries (signature of requisitioner)	None	3 Minutes	<i>Supply Officer</i> III/Warehousing & Inspection Division	09163601138



CITY GENERAL SERVICES OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
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3. Proceed to Warehouse and present withdrawal form to attending staff.	3.1 Receives the withdrawal form and check the items to be released	None	3 Minutes	Supply Officer III/Warehousing & Inspection Division	09163601138
4. Counter checks, accounts and receives Supplies Client standby at the waiting area	4.1 Warehouse staff release the items. (Time differs depending upon the types of items issued) 4.1.1 Construction supplies (Shopping) 4.1.2 Office Supplies (Shopping) 4.1.4 Office Equipment (Shopping) 4.1.5 Spare parts (Shopping) 4.1.6 Supplies procured through Public Bidding per office * End- user received the supplies withdrawn.	None	30 Minutes 20 Minutes 15 Minutes 15 Minutes 20 Minutes	Supply Officer III/Warehousing & Inspection Division	09163601138
5. Ask gate pass to the attending staff/s	5.1 Warehouse staff issue gate pass	None	2 Minutes	Supply Officer III/Warehousing & Inspection Division	09163601138
total					
End of transaction					



CITY GENERAL SERVICES OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

4 Maintenance Services (Plumbing, Airconditioning Unit repairs, Electrical & Janitorial Services)			
Description of Service	These services is rendered to the requesting various offices and establishment of the CGM by the skilled personnel of the City General Services Office.		
Office and Division	Maintenance and Public Services Division		
Classification	Simple	Total Processing Time	8 Hours and 25 Minutes
Type of Transaction	Government to government	Total Fees to be Paid	None
Who may avail	Various Offices of the City Government of Malaybalay	Period of Extension	None



CITY GENERAL SERVICES OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

Documentary Requirements	Where to Secure
Approved Request Letter by the Local Chief Executive	Concern Office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to City General Services Office- Maintenance and Public Services Division present your approved request letter from Local Chief Executive of the service/s needed	1.1 Receives the approved letter and prepare a Job Order Request Form	None	10 Minutes	<i>Public Services Officer/ Maintenance & Public Services Division</i>	09666752034
	1.2 Process the Job Order Request The City General Services Office Head will approve and sign Job Order Request form	None	10 Minutes	City General services Officer	09177771134
	1.3 Forwards approved Job Order Request Form to assigned personnel to do the job/ service/s	None	5 Minutes	<i>Public Services Officer/ Maintenance & Public Services Division</i>	09666752034
	1.4 Assigned personnel renders the services needed	None	4-8 Hours	<i>Public Services Officer/ Maintenance & Public Services Division</i>	09666752034
Total		None	8 Hours and 25 Minutes		
End Transaction					



CITY GENERAL SERVICES OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
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5 Preparation of Inspection Report			
Description of Service	This particular document is needed by the suppliers (Local and outside Bukidnon) in the delivery of supplies.		
Office and Division	Warehousing and Inspection Division		
Classification	Simple	Total Processing Time	25 Minutes
Type of Transaction	Government to government, All Citizen	Total Fees to be Paid	None
Who may avail	Suppliers (Local and outside Bukidnon), Local Government Unit Employees	Period of Extension	None

Documentary Requirements	Where to Secure
A copy of approved Purchase Order	Bids and Awards Committee Office



CITY GENERAL SERVICES OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
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Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1.Proceed to City General Services Office in-charged in the processing of Inspection and Acceptance Report and present a copy of the approved Purchase Order (for the suppliers)	1.1 The personnel in-charge will Check the Billing Record	None	5 Minutes	Supply Officer I/W Warehousing & Inspection Division	09171405820
	1.1.1 The personnel in-charge will check the record in the system and print-out the Inspection and Acceptance Report	None	5 Minutes	Supply Officer I/W Warehousing & Inspection Division	09171405820
2.Presents the copy of the Inspection and Acceptance Report to the assigned Inspectorates for inspection	2.1 The assigned personnel will process the document once signed by the Inspectorates for approval of the City General Services Officer * Inspection Report Approved & signed	None	15 Minutes	Supply Officer I/W Warehousing & Inspection Division	09171405820
Total					
End of Transaction					



CITY HEALTH OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)



CITY HEALTH OFFICE



CITY HEALTH OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

1. Newborn Screening

Description of Service	An essential public health strategy that enables the early detection and management of several congenital disorders, which if left untreated, may lead to mental retardation and/or death.		
Office and Division	City Health Office- Non Communicable Division		
Classification	Simple Transaction	Total Processing Time	33 Minutes
Type of Transaction	G2C	Total Fees	PHP 1750
Who May Avail	All Newborn Babies : 24 hours after delivery up to 28 days old	Period of Extension	None

Documentary Requirements	Where to Secure
Referral Form from any birth facilities	Birth Facilities

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submits Newborn Born Screening request form to the Newborn Screening Nurse In-charge	1.1 Check doctors request for newborn screening test	None	2 Minutes	<i>Medical Officer IV/ Non Communicable Division</i>	
2. Pays newborn screening fee at the Cashier in Window 12	2.1 Receive payment 2.2 Issue official receipt	Newborn Screening: PHP 1750.00	2 Minutes	<i>Medical Officer IV/ Non Communicable Division</i>	
3. Presents official receipt to nurse or midwife	3.1 Orient mother or relative on newborn screening different developmental disorders and follow up check-up for positive babies	None	3 Minutes 2 Minutes	<i>Medical Officer IV/ Non Communicable Division</i>	



CITY HEALTH OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
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	3.2 Fills out newborn screening kit			<i>Medical Officer IV/ Non Communicable Division</i>	
4. Undergo blood extraction	4. Performs proper blood extraction procedure 4.1 Extracts blood 4.2 Dry filter card with filled specimen 4.3 Sends Newborn Screening Kit to the Southern Philippine Medical Center Davao City- Newborn Screening - through courier	None	5 Minutes 4 Hours 5 Minutes 7 days	<i>Medical Officer IV/ Non Communicable Division</i>	
5. Follow up result at respective barangay health station after 7 days -if with positive result Southern Philippine Medical Center Davao City- Newborn Screening, will inform directly the family	5.1 Once the result received: Normal Result: send to barangay midwife concern 5.2. If with positive result Southern Philippine Medical Center Davao City- Newborn Screening, will inform directly the family 5.3. Follow up the family and the barangay midwife concerned.	None None	5 Minutes 5 Minutes	<i>Medical Officer IV/ Non Communicable Division</i>	
	Total		PHP 1,750.00 33 Minutes		
End of Transaction					



CITY HEALTH OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
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2. Schistosomiasis Treatment and Management

Description of Service	Schistosomiasis an acute and chronic disease caused by parasitic worm which can be treated successfully with a short course of a medication called Praziquantel, which kills the worms.		
Office and Division	City Health Office- Non Communicable Division		
Classification	Simple	Total Processing Time	6 Hours and 59 Minutes
Type of Transaction	G2C	Total Fees	Katokatz: PHP 30.00 Proctoscopy: PHP 250.00
Who May Avail	General Population	Period of Extension	None

Documentary Requirements	Where to Secure
Referral Form	Barangay Health Station

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to Vital Signs Area	1. Vital Signs Taking and Recording (Blood pressure, Temperature, Weight, Height, Oxygen Saturation, Respiratory rate, pulse rate and waistline)	None	3 Minutes	Rural Health Physician/ Communicable Disease Division	
2. Secure Individual Treatment Record at Room 2	2.1 Retrieve Clients Individual Treatment Record	None	2 Minutes	Rural Health Physician/ Communicable Disease Division	



CITY HEALTH OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
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3. Approach Nurse, Midwife or Doctor for consultation	3. Consultation and Management 3.1 Patient/Client Profiling and Assessment 3.2 Refer to a Doctor and/or laboratory test accordingly	None	15 Minutes	<i>Rural Health Physician/ Communicable Disease Division</i>	
4. Submit thumb size stool at laboratory for KATO KATZ test - if advice for Proctoscopy procedure - Fills out Proctoscopy Consent and examination	Advice Client on proper collection of stool 4.1 Give pre procedure instructions	None	5 Minutes	<i>Rural Health Physician/ Communicable Disease Division</i>	
		None	5 Minutes	<i>Rural Health Physician/ Communicable Disease Division</i>	
5. Pay at Cashier in Window 12	5.1 Receive payment 5.2 Issue Official Receipt	Katokatz: PHP 30.00 Proctoscopy: PHP 250.00	2 Minutes	<i>Rural Health Physician/ Communicable Disease Division</i>	
	5. 3 Preparation and examination	None	15 Minutes	<i>Rural Health Physician/ Communicable Disease Division</i>	
6. Submit specimen to Laboratory, if any	6.1 Provide doctors laboratory request	None	2 Minutes	<i>Rural Health Physician/ Communicable Disease Division</i>	



CITY HEALTH OFFICE HOURS

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7. Back to nurse or Doctor for management	7. Consultation and Management with Laboratory Result	None	10 Minutes	Rural Health Physician/ Communicable Disease Division Rural Health Physician/ Communicable Disease Division
	7.1. Doctor: for further management 7.2. Nurse In Charge - Treat Client With positive results	None	6 Hours	
Total		PHP 280.00	6 Hours and 59 Minutes	
End of Transaction				



CITY HEALTH OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
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3. Deworming

Description of Service	Is the giving of an anthelmintic or deworming drugs to an individual of current infection to get rid of intestinal parasites which include hookworm, <i>ascaris</i> , and <i>trichuris</i>		
Office and Division	City Health Office-Communicable Disease Division		
Classification	Simple	Total Processing Time	36 Minutes
Type of Transaction	G2C	Total Fees	PHP30.00
Who May Avail	General Population	Period of Extension	None

Documentary Requirements	Where to Secure
Referral Form	Barangay Health Station

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to Vital Signs Area	1.1 Vital Signs Taking (Blood pressure, Temperature, Weight, Height, Oxygen Saturation, Respiratory rate, pulse rate and waistline)	None	3 Minutes	Rural Health Physician/ Communicable Disease Division	
2. Secure Individual Treatment Record at Room 2	2.1 Retrieve Clients Individual Treatment Record	None	2 Minutes	Rural Health Physician/ Communicable Disease Division	
3. Approach Nurse, Midwife or Doctor for consultation	3. Consultation and Management 3.1 Patient/Client Profiling and Assessment	None	15 Minutes	Rural Health Physician/ Communicable Disease Division	



CITY HEALTH OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
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	3.2 Refer to a Doctor and/or laboratory test accordingly				
4. Submit stool at laboratory	Advice Client on proper collection of stool	None	5 Minutes	Rural Health Physician/Communicable Disease Division	
5. Pay at Cashier on Window 12	5.1 Issue Official Receipt	PHP30.00	2 Minutes	Rural Health Physician/Communicable Disease Division	
6. Submit specimen at Laboratory, if any	6.1 Provide doctors laboratory request	None	2 Minutes	Rural Health Physician/Communicable Disease Division	
	Total	PHP 30.00	36 Minutes		
End of Transaction					



CITY HEALTH OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
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4. Dental Services

Description of Service	Provide dental consultation, oral examination, preventive, promotive, curative dentistry.		
Office and Division	City Health Office -Non Communicable Disease Division		
Classification	Simple	Total Processing Time	37 Minutes
Type of Transaction	G2C	Total Fees	PHP100.00
Who May Avail	All ages	Period of Extension	None

Documentary Requirements	Where to Secure
Cedula (Current Year)	Barangay

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to Vital Signs Area	1. Vital Signs Taking (Blood pressure, Temperature, Weight, Height, Oxygen Saturation, Respiratory rate, pulse rate and waistline)	None	3 Minutes	<i>Medical Officer IV/ Non Communicable Division</i>	
2. Secure Individual Treatment Record at Room 2	2.1 Retrieve Clients Individual Treatment Record	None	2 Minutes	<i>Medical Officer IV/ Non Communicable Division</i>	
3. Approach Nurse, Midwife or Doctor for consultation	3. Consultation and Management	None	5 Minutes	<i>Medical Officer IV/ Non Communicable Division</i>	
	3.1 Patient/Client Profiling and Assessment	None	3 Minutes		



CITY HEALTH OFFICE HOURS

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	3.1 A. Oral Examination	PHP100.00	15 Minutes		
	3.1 B. Tooth Extraction	None	5 Minutes		
	3.1 C. Issuance of Dental Certificate				
4. Pay at the Cashier in Window 12	4.1 Receive payment 4.2 Issue Official Receipt	PHP100.00	2 Minutes	<i>Medical Officer IV/ Non Communicable Division</i>	4. Pay at the Cashier in Window 12
5. Get prescribed medicine at the Pharmacy	5.1. Give prescribed medicines with instructions	None	2 Minutes	<i>Medical Officer IV/ Non Communicable Division</i>	5. Get prescribed medicine at the Pharmacy
Total		PHP 100.00	37 Minutes		
End of Transaction					



CITY HEALTH OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

5. Issuance of Health Certificate

Description of Service	A Health Certificate is issued to persons involved in the operation and management of an establishment regardless of job description, upon compliance with all the requirements set by the City Health Office of Malaybalay		
Office and Division	City Health Office – Forensic and Environmental Sanitation Health Division		
Classification	Simple Transaction	Total Processing Time	13 Minutes
Type of Transaction	G2C	Total Fees	PHP100.00
Who May Avail	18 years old and above	Period of Extension	

Documentary Requirements	Where to Secure
Recent 1x1 Id Picture	Photo And Printing Shop
Barangay Cedula	Barangay Hall
Laboratory Results : Urinalysis, Stool And X-Ray Examination	Laboratory

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Bring required documents to environmental sanitation section	1.1 Check the documentary requirements	None	2 Minutes	Medical Officer IV/ Forensic and Environmental Sanitation Health Division	
2. Pay at Cashier in Window 12	2.1 Receive payment 2.2 Issues Receipt	PHP100.00	2 Minutes	Medical Officer IV/	



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				Forensic and Environmental Sanitation Health Division	
3. Issuance of Health Certificate at Environmental Sanitation Section	3.1 Refer to the doctor the abnormal laboratory results :	None	5 Minutes	Medical Officer IV/ Forensic and Environmental Sanitation Health Division	
Total		PHP 100.00	13 Minutes		
End of Transaction					



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6. Issuance of Sanitary Permit

Description of Service	This service issues a permit if a certain establishment has complied all the necessary health standards requirements for an Establishment to Operate.		
Office and Division	City Health Office - Forensic And Environmental Sanitation Health Division		
Classification	Simple transactions	Total Processing Time	11 Minutes
Type of Transaction	G2C	Total Fees	None
Who May Avail	18 years old and above	Period of Extension	

Documentary Requirements	Where to Secure
Health Certificates Of Employees	City Health Office
Business Permit	City Licensing Office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Bring required documents to environmental sanitation section	1.1 Check the documentary requirements	None	2 Minutes	Medical Officer IV/ Forensic and Environmental Sanitation Health Division	
2. Wait for the sanitary permit process	2.1 Processing of Sanitary Permit 2.2 Registration and Profiling of clients	None	6 Minutes		
3. Secure city health office doctors' signature	3.1 Issue Sanitary Permit	None	3 Minutes		
Total		None	11 Minutes		
End of Transaction					



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7. Issuance of Exhumation Permit and Transfer of Cadaver Permit

Description of Service	This service issues a permit which is a requirement for every entombment within the city as a required by the law under PD 856 specifically the disposal of the dead persons.		
Office and Division	City Health Office - Forensic And Environmental Sanitation Health Division		
Classification	Simple transactions	Total Processing Time	10 Minutes
Type of Transaction	G2C	Total Fees	PHP 100.00
Who May Avail	18 years-old and up age group	Period of Extension	

Documentary Requirements	Where to Secure
Death Certificate	City Registrar's Office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Bring required documents to environmental sanitation section	1.1 Check the documentary requirements 1.2 To pay Exhumation and Transfer of Cadaver Permit	None	2 Minutes	<i>Medical Officer IV/ Forensic and Environmental Sanitation Health Division</i>	
2. Pay at Cashier in Window 12	2.1 Receive payment 2.2 Issue Official Receipt	PHP100.00	2 Minutes		
3. Processing and Releasing of Exhumation and Transfer of Cadaver Permit	3.1 Preparation and Recording	None	6 Minutes		
Total		PHP 100.00	10 Minutes		
End of Transaction					



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8. Issuance of Vaccination Certificate

Description of Service	It serves as “proof of vaccination” of an individual that provides a history of all the vaccines that was been received.		
Office and Division	City Health Office- Non Communicable Division		
Classification	Simple	Total Processing Time	2 Days and 10 Minutes
Type of Transaction	G2C	Total Fees	None
Who May Avail	General public	Period of Extension	

Documentary Requirements	Where to Secure
Vaccination Card	City Health Office
Valid Identification Card	

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Vaccination Receiving Area	1.1 Check the documentary requirements	None	2 Minutes	<i>Medical Officer IV/ Non Communicable Division</i>	
2. Processing of Certificate	2.1 Verification of clients data 2.1.1 If incorrect or not found: Edit and upload to the system	None	6 Minutes 2 Days		
3. Wait for the released of Vaccination Certificate	3.1 Release the certificate	None	2 Minutes		
Total		None	2 Days and 10 Minutes		
End of Transaction					



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9. Pre-Marriage Orientation and Counselling

Description of Service	An orientation and counselling to give would-be couples an understanding of marriage and family relationships and responsibilities as part of their preparation for married and family life		
Office and Division	City Health Office-Non Communicable Disease Division , Population & Development Section		
Classification	Simple	Total Processing Time	4 Hours and 36 Minutes
Type of Transaction	G2C	Total Fees	None
Who May Avail	"Would be Couples"	Period of Extension	None

Documentary Requirements	Where to Secure
Certification of No Marriage (CENOMAR)	City Civil Registry Office (CCRO)
Official Receipt of payment of PHP300.00	City Treasurer's Office (CTO)

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Present the official receipt to the receiving area	1.1 Check and prepare the compatibility test	None	5 Minutes	Medical Officer IV/ Non Communicable Division	
2. Take the Compatibility test	2.1 Guide couple on the compatibility test	None	20 Minutes		
3. Undergo Interview	3.1 Interview and profiling	None	5 Minutes		
4. Be back for the scheduled date for the proper orientation and counselling	4.1 Conduct the Seminar	None	4 Hours		
5. Received the Certificate	5.1 Preparation and release of Certificate	None	6 Minutes		
Total		None	4 Hours and 36 Minutes		
End of Transaction					



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10. Laboratory Examination Service

Description of Service	Performs different laboratory tests and procedures of the human body fluids such as blood and urine and provides data for diagnosis, treatment and prevention of diseases.		
Office and Division	City Health Office Laboratory Section		
Classification	Simple	Total Processing Time	According to specific laboratory test to be performed
Type of Transaction	G2C	Total Fees	Blood Chemistry Package PHP 1,075.00
Who May Avail	All patients/clients requested for laboratory examinations by their physician	Period of Extension	None

Documentary Requirements	Where to Secure
Doctor's laboratory request with signature of physician or nurse	Doctor or nurse on duty at room 2

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Present Doctors laboratory request to laboratory receiving area	1.1 Check Laboratory Request	None	2 Minutes	<i>Rural Health Physician/ Communicable Disease Division</i>	
2. Pay laboratory fee to the cashier in Window 12	2.1 Receive Payment for Hemoglobin count Hematocrit count Pregnancy Test	PHP50.00 PHP50.00 PHP5.00 PHP40.00	2 Minutes		



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	Blood Typing	PHP80.00		
	FBS/RBS	PHP80.00		
	CT/BT	PHP50.00		
	Urinalysis	PHP30.00		
	Stool Exam	PHP100.00		
	CBC	PHP60.00		
	Platelet Count	PHP250.00		
	Proctoscopy	PHP150.00		
	HBsAg	PHP150.00		
	Syphilis	PHP650.00		
	HBA1c	PHP50.00		
	Gram Stain	PHP150.00		
	HIV Testing	PHP1,075.00		
	Complete Blood Chemistry package	PHP60.00		
	FBS	PHP85.00		
	BUN	PHP85.00		
	BUA	PHP75.00		
	Creatinine	PHP450.00		
	Lipid Profile	PHP150.00		
	SGPT	PHP150.00		
	SGOT	Free		
	Sputum Examination	Free		
	BSMP	Free		
	Slit-skin smear			
	2.2 Issue Official Receipt		2 Minutes	



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<p>3. Wait for the examination of specimen and release of result</p>	<p>3.1 Examination of specimen and releasing of results</p>	<p>Hemoglobin count Hematocrit count Pregnancy Test Blood Typing FBS/RBS CT/BT Urinalysis Stool Exam CBC Platelet Count Proctoscopy HBsAg Syphilis HBA1c Gram Stain HIV Testing BSMPSlit-skin smear Complete Blood Chemistry package (FBS BUN BUA Creatinine Lipid Profile SGPT/SGOT) Sputum Examination</p>	<p>20 Minutes 20 Minutes 20 Minutes 20 Minutes 20 Minutes 30 Minutes 30 Minutes 30 Minutes 30 Minutes 30 Minutes 30 Minutes 30 Minutes 1 Hour 1 Hour 1 Hour 1 Hour 2 Hours 2 Hours 2 Hours 10 Hours 16 Hours 30 Minutes</p>		
<p>End of Transaction</p>					



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11. Rabies Post Exposure Prophylaxis			
Description of Service	Post exposure prophylaxis (PEP) consists of a dose of human rabies immune globulin (HRIG) and rabies vaccine given on the day of the rabies exposure,		
Office and Division	Malaybalay City Health Office - Communicable Disease Division Animal Bite Treatment Center		
Classification	Simple	Total Processing Time	34 Minutes
Type of Transaction	G2C – Government to Citizens	Total Fees	None
Who May Avail	All Residents of Malaybalay	Period of Extension	None

Documentary Requirements	Where to Secure
Referral form from Barangay Health Station (BHS) if any	Barangay Health Station (BHS)
Valid Identification Card (Address in Malaybalay city)	LTO, COMELEC or CEDULA
Pre-Exposure or Post-Exposure Prophylaxis Card (for 2 nd dose & 3 rd dose) – if available	Animal Bite Treatment Centers
For Minor patients: Parents or Legal guardian must be present	

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to Vital Signs Area	1. Vital Signs Taking (Blood pressure, Temperature, Weight, Height, Oxygen Saturation, Respiratory rate, pulse rate and waistline)	None	3 Minutes	Rural Health Physician/ Communicable Disease Division Animal Bite Treatment Center	



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2. Secure Individual Treatment Record at Room 2	2. Retrieve Clients Individual Treatment Record	None	2 Minutes	<i>Rural Health Physician/ Communicable Disease Division Animal Bite Treatment Center</i>	
3. Approach Nurse or Doctor for management	3.1. Consultation and Management 3.1.1. Patient/Client Profiling and Assessment 3.1.2. Refer to a Doctor accordingly	None	15 Minutes	<i>Rural Health Physician/ Communicable Disease Division Animal Bite Treatment Center</i>	
4. Proceed for Prophylaxis Injection	4.1 Post exposure vaccination	None	2 Minutes	<i>Rural Health Physician/ Communicable Disease Division Animal Bite Treatment Center</i>	
	4.1.1. For Category 2: Small Bites from Neck to Feet		2 Minutes		
	4.1.2. For Category 3: Either Small or Big bites from the Face & Deeply Lacerated/Punctured wounds from Head to Feet	30 Minutes			
	4.2 Tetanus Toxoid injection				
	4.3 Skin testing				
Total		None	34 Minutes		
End of Transaction					



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12. Child Immunization Service

Description of Service	The Expanded Program on Immunization provides safe and effective vaccines against Vaccine-preventable diseases for newborns, infants, older children, pregnant and senior citizen. This is one of the core programs of the Department of Health, under the Maternal and Child Care, giving the vaccines for all the different childhood diseases to the susceptible populace from birth to nine (9) months old. The City Health Office gives Bacillus Calmette-Guerin (BCG) vaccine, Hepatitis B vaccine, Diphtheria, Pertussis, Tetanus (DPT) vaccine, Oral Polio Vaccine (OPV), Inactivated Polio Vaccine (IPV) and Measles vaccine to neonates before one year of age.		
Office and Division	Malaybalay City Health Office -Non Communicable Disease		
Classification	Simple	Total Processing Time	15 Minutes immunization 18 Minutes if with Adverse Effect Following Immunization (AEFI)
Type of Transaction	G2C – Government to Citizens	Total Fees	None
Who May Avail	0-12 months old children	Period of Extension	None

Documentary Requirements	Where to Secure
Referral form from Barangay Health Station (BHS)	Barangay Health Station (BHS)
Baby Book or Immunization Record	BHS or Private Hospitals
For hospital born baby - bring along the referral form for immunization.	

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to Vital Signs Area	1. Vital Signs Taking	None	3 Minutes	Medical Officer V/	



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	(Blood pressure, Temperature, Weight, Height, Oxygen Saturation, Respiratory rate, pulse rate and waistline)			Non Communicable Disease Division	
2. Secure Individual Treatment Record at Room 2	2.1 Retrieve Clients Individual Treatment Record	None	2 Minutes	Medical Officer V/ Non Communicable Disease Division	
3. Undergo assessment and vaccination	3. Assessment and Vaccination 3.1 Check and assess immunization record	None	5 Minutes	Medical Officer V/ Non Communicable Disease Division	
4. Proceed to vaccination area	At Birth: <ul style="list-style-type: none"> ✓ Bacille Calmette Guerin (BCG) ✓ Hepatitis B Six (6) Weeks Old: <ul style="list-style-type: none"> ✓ Diphtheria, Pertussis, Tetanus, Hepatitis B and Hib (PENTAVALENT 1) ✓ Pneumococcal Conjugate Vaccine (PCV 1) ✓ Oral Polio Vaccine (OPV 1) Ten (10) Weeks Old: <ul style="list-style-type: none"> ✓ Diphtheria, Pertussis, Tetanus, Hepatitis B and Hib (PENTAVALENT 2) ✓ Pneumococcal Conjugate Vaccine (PCV 2) ✓ Oral Polio Vaccine (OPV 2) Fourteen (14) Weeks Old	None	3 Minutes	Medical Officer V/ Non Communicable Disease Division	



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	<ul style="list-style-type: none"> ✓ Diphtheria, Pertussis, Tetanus, Hepatitis B and Hib(PENTAVALENT 3) ✓ Pneumococcal Conjugate Vaccine (PCV 3) ✓ Oral Polio Vaccine (OPV 3) ✓ Inactivated Polio Vaccine (IPV 1) <p>Nine (9) Months Old</p> <ul style="list-style-type: none"> ✓ Measles Rubella (MR) ✓ Vitamin A <p>Twelve (12) To Fifteen (15) Months Old</p> <ul style="list-style-type: none"> ✓ Measles, Mumps, Rubella (MMR) ✓ Inactivated Polio Vaccine (IPV 2) 				
Note: If With AEFI(Adverse Effect Following Immunization)	Recording of immunization Status	None	2 Minutes	Medical Officer VI/ Non Communicable Disease Division	
1. Proceed to Vital Signs Area	1.Vital Signs Taking (Blood pressure, Temperature, Weight, Height, Oxygen Saturation, Respiratory rate, pulse rate and waistline)	None	3 Minutes	Medical Officer VI/ Non Communicable Disease Division	
2. Secure Individual Treatment Record at Room 2	2. Retrieve Clients Individual Treatment Record	None	2 Minutes	Medical Officer VI/ Non Communicable Disease Division	
3. Undergo consultation/ Investigation and Management with a Nurse or a Doctor	3.1 Consultation/ Investigation and Management 3.2 Check and assess immunization record	None	10 Minutes	Medical Officer VI/ Non Communicable Disease Division	



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	3.3 Refer to physician for further management – if needed 3.4 Advise client to return for follow-ups				
4. Proceed to Pharmacy	4.1 Provide prescribed available medications with instructions	None	3 Minutes	<i>Medical Officer VI</i> Non Communicable Disease Division	
Total			33 Minutes		
End of Transaction					



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13. Medical Consultation			
Description of Service	Medical consultation is a consultation to a licensed physician or other skilled health professional for the determination of what medical examinations or procedures, if any, are appropriate in cases or matters concerning lifestyle and health risks.		
Office and Division	City Health Office - Communicable And Non Communicable Disease Division - Room 2 Section		
Classification	Simple	Total Processing Time	33 Minutes
Type of Transaction	G2C	Total Fees	According to Laboratory Test Doctors Order
Who May Avail	General Population	Period of Extension	

Documentary Requirements	Where to Secure
Referral Note (Minor Clients for Consultation must be accompanied by a Parent/Guardian)	Barangay Health Station

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to Vital Signs Area	1.1. Vital Signs Taking (Blood pressure, Temperature, Weight, Height, Oxygen Saturation, Respiratory rate, pulse rate and waistline)	None	3 Minutes	Rural Health Physician and Medical Officer VI Communicable And Non Communicable Disease Division - Room 2 Section	
2. Secure Individual Treatment Record at Room 2	2.1. Retrieve Clients Individual Treatment Record	None	2 Minutes	Rural Health Physician and Medical Officer VI	



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				Communicable And Non Communicable Disease Division - Room 2 Section	
3. Approach Nurse or Doctor for Consultation and Management	3.1. Patient/Client Profiling Assessment and Management 3.2. Refer to a Doctor and/or laboratory test accordingly	None	15 Minutes	<i>Rural Health Physician and Medical Officer VI</i> Communicable And Non Communicable Disease Division - Room 2 Section	
4. Proceed to a Doctor and bring Laboratory Result	4.1. Consultation and Treatment	None	10 Minutes	<i>Rural Health Physician and Medical Officer VI</i> Communicable And Non Communicable Disease Division - Room 2 Section	
5. Proceed to Pharmacy	5.1. Provide available medicines with Instructions	None	3 Minutes	<i>Rural Health Physician and Medical Officer VI</i> Communicable And Non Communicable Disease Division - Room 2 Section	
Total		None	33 Minutes		
End of Transaction					



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14. Physical Therapy Services

Description of Service	This service provides free Physical Therapy sessions to patients who are suffering from different Neurologic and Musculoskeletal conditions that needs appropriate PT Management. Various Therapeutic Approach, Techniques, and PT Modalities are applied and executed to address patient's specific case. Patients are catered upon referral of a Physician.		
Office and Division	City Health Office - Non-Communicable Disease Division, Physical Therapy Unit , Murillo St., Brgy 8 , Malaybalay City		
Classification	Simple	Total Processing Time	1 Hour and 38 Minutes
Type of Transaction	G2C	Total Fees	None
Who May Avail	General Population	Period of Extension	None

Documentary Requirements	Where to Secure
City Health Physician Referral Note	Malaybalay City Health office - Main , Brgy 4 , M.C.
IF Necessary: Original X-RAY / MRI Results	- Clinic/ Hospital where the procedure was done.
Original or photocopy of Previous Medical Records	- Hospital of previous admission if any

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Patient present Referral Note from a licensed Physician	1.1 Check referral note	None	3 Minutes	Medical Officer VI/ Non- Communicable Disease Division , Physical Therapy Unit	
2. Proceed to Vital Signs Area	2. Vital Signs Taking and Recording	None	3 Minutes		



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	(Blood pressure, Temperature, Weight, Height, Oxygen Saturation, Respiratory rate, pulse rate and waistline)			, Murillo St., Brgy 8 , Malaybalay City	
3. Secure Individual Treatment Record	3. Record or update individual Treatment Record.	None	2 Minutes	<i>Medical Officer VI/ Non- Communicable Disease Division , Physical Therapy Unit , Murillo St., Brgy 8 , Malaybalay City</i>	
4. Undergo evaluation and Physical Therapy	4.1 Patient Assessment, and evaluation 4.2 Physical Therapy Application / Treatment Proper	None None	20 Minutes 1 Hour		
5. Undergo post treatment vital signs taking	5.1 Post treatment Vital Signs taking and recording. (Blood pressure, Temperature, Oxygen Saturation, Respiratory rate, pulse rate)	None	5 Minutes		
6. Listen to post-treatment information and instructions.	6.1 Give home instruction program / exercises, and scheduled for the next Physical Therapy Session follow up	None	5 Minutes		
	Total	None	1 hour and 38 minutes		
End of Transaction					



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15. Issuance of Medico-Legal Health Certificate

Description of Service	The study and application of medical and scientific methods as evidence in a legal case		
Office and Division	City Health Office - Forensic Division		
Classification	Simple Transaction	Total Processing Time	21 Minutes
Type of Transaction	G2C	Total Fees	PHP 100.00
Who May Avail	General Population	Period of Extension	None

Documentary Requirements	Where to Secure
Death Certificate – Original and 3 photocopies	Civil Registrar's Office
Barangay Certification of Cause of Death- Original and 3 photocopies	Barangay Concern

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Bring required documents to Medico Legal Section	1.1 Check the record	None	2 Minutes	Medical Officer IV/ Forensic Division	
2. Pay at Cashier in Window 12	2.1 Receive payment 2.2 Issue Receipt	PHP100.00	2 Minutes		
3. Assessment and management	3.1 Assessment and evaluation by skilled health professional	None	5 Minutes		
	3.2 Medical examination if required by a doctor	None	5 Minutes		



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	3.3 Refer to laboratory for doctors laboratory request as needed	None	20 Minutes		
4. Wait for the Issuance of Medico-legal certificate	4.1 Issuance of Medico-Legal certificate 4.2 Recording and preparation of certificate	None	5 Minutes		
Total		PHP 100.00	21 Minutes		
End of Transaction					



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16. Covid-19 Vaccination			
Description of Service	Covid-19 vaccines can protect you from getting symptomatic COVID-19 and it can prevent hospitalization and death from the disease.		
Office and Division	Malaybalay City Health Office -Non Communicable Disease		
Classification	Simple	Total Processing Time	34 Minutes
Type of Transaction	G2C – Government to Citizens	Total Fees	None
Who May Avail	5 years old and above	Period of Extension	None

Documentary Requirements	Where to Secure
Covid-19 vaccination card of previous immunization record	Vaccination Venue or Area
Any valid ID	Government institutions
Minors should be accompanied by parents or guardian and proof of filiation	Local Civil Registrar Office, Philippine Statistics Authority or Barangay Office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Fill up Forms	1.1 Provide forms	None	1 Minute	Medical Officer VI Non Communicable Disease	
2. Proceed to Vital Signs Area	2.1 Vital Signs Taking (Blood pressure, Temperature, Weight, Height, Oxygen Saturation, Respiratory rate, pulse rate and waistline)	None	3 Minutes	Medical Officer VI Non Communicable Disease	
3. Proceed to Registration Area	3.1 Register Client	None	2 Minutes	Medical Officer VI Non Communicable Disease	



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4. Proceed to Assessment and Screening Area	4.1 Assessment and Screening done by skilled health workers	None	5 Minutes	<i>Medical Officer VI</i> Non Communicable Disease	
5. Proceed to Vaccination Area	5.1 Immunization of specific Covid 19 vaccines accordingly	None	3 Minutes		
6. Proceed to Post Vaccination Monitoring Area	6.1 Vital signs taking (Blood pressure , body temperature, respiration and Pulse)	None	15 Minutes		
7. Proceed to Recording Area	7.1 Online Department of Information and Communications Technology (DICT)- Vaccination Administration System (DVAS) registration	None	5 Minutes		
Note: If with AEFI (Adverse Effect Following Immunization)					
1. Proceed to Vital Signs Taking Area	1.1 Vital Signs Taking and Recording (Blood pressure, Temperature, Weight, Height, Oxygen Saturation, Respiratory rate, pulse rate and waistline)	None	3 Minutes	<i>Medical Officer VI</i> Non Communicable Disease	
2. Secure Individual Treatment Record at Room 2	2. Retrieve Clients Individual Treatment Record	None	2 Minutes		
3. Approach Nurse or Doctor for Consultation/ Investigation and Management	3.1 Check and assess immunization record 3.2 Refer to physician for further management – if needed 3.3 Advise client to return for follow-ups	None	10 Minutes		
4. Proceed to Pharmacy	4.1 Provide prescribed available medications with instructions	None	3 Minutes		
Total		None	34 Minutes		
End of Transaction					



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17. Upper Pulangui Lying-in Clinic Medical Consultation

Description of Service	Medical consultation is a consultation to a licensed physician or other skilled health professional for the determination of what medical examinations or procedures, if any, are appropriate in cases or matters concerning lifestyle and health risks.		
Office and Division	City Health Office - Communicable And Non Communicable Disease Division - Upper Pulangui Lying-In		
Classification	Simple	Total Processing Time	40 Minutes
Type of Transaction	G2C	Total Fees	None
Who May Avail	General Population	Period of Extension	None

Documentary Requirements	Where to Secure
Referral Note (Minor Clients for Consultation must be accompanied by a Parent/Guardian)	Barangay Health Station

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to Vital Signs Taking Area	1.1 Vital Signs Taking and Recording (Blood pressure, Temperature, Weight, Height, Oxygen Saturation, Respiratory rate, pulse rate and waistline)	None	3 Minutes	City Health Officer Rural Health Physician Medical Officers	
2. Undergo triaging and secure individual treatment record	2.1 Triaging and Secure Individual Treatment Record Classification if emergency or non-emergency case	None	4 Minutes	City Health Officer Rural Health Physician Medical Officers	



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	2.2 Retrieve /prepare Clients Individual Treatment Record				
3. Undergo Consultation and Management	3.1 Patient/Client Profiling, Assessment and Management 3.2 Refer to a Doctor and/or laboratory test accordingly 3.3 Patient admission if necessary	None	15 Minutes	City Health Officer Rural Health Physician Medical Officers	
4. Go back to a Doctor or other skilled health professional and bring Laboratory Result with abnormalities	4.1 Treat patients accordingly	None	10 Minutes	City Health Officer Rural Health Physician Medical Officers	
5. Proceed to Pharmacy	5.1 Provide available medicines with Instructions	None	3 Minutes	City Health Officer Rural Health Physician Medical Officers	
If admitted : Discharge instructions	5.2 Advise for follow-up check-up and untoward circumstances for check up	None	5 Minutes	City Health Officer Rural Health Physician Medical Officers	
Total		None	40 Minutes		
End of Transaction					



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18. Upper Pulangui Lying In Clinic Baby Delivery

Description of Service	The completion of pregnancy where one or more babies exits the internal environment of the mother via normal spontaneous vaginal delivery		
Office and Division	City Health Office – Non-Communicable Disease Division - Upper Pulangui Lying-In		
Classification	Simple	Total Processing Time	25 Hours
Type of Transaction	G2C	Total Fees	None
Who May Avail	General Population	Period of Extension	None

Documentary Requirements	Where to Secure
Referral Note if any (Minor Clients for Consultation must be accompanied by a Parent/Guardian)	Barangay Health Station

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to Vital Signs Taking Area	1. Vital Signs Taking and Recording (Blood pressure, Temperature, Weight, Height, Oxygen Saturation, Respiratory rate, pulse rate and waistline)	None	3 Minutes	<i>City Health Officer Rural Health Physician Medical Officers</i>	
2. Undergo triaging and secure Individual Treatment Record	2.1 Classification if emergency or non-emergency case 2.2 Retrieve /prepare Clients Individual Treatment Record	None	4 Minutes	<i>City Health Officer Rural Health Physician Medical Officers</i>	



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3. Undergo condition assessment	3.1 Patient/Client Profiling, Assessment and Management 3.2 Refer to a Doctor and/or laboratory test accordingly 3.3 Admission to ward	None	15 Minutes	City Health Officer Rural Health Physician Medical Officers	
4. Proceed to Delivery Room	4.1 Delivery management 4.2 Baby Care	None	30 Minutes	City Health Officer Rural Health Physician Medical Officers	
5. To OB Ward	5.1 Post-partum management 5.2 Newborn Screening	None	24 Hours	City Health Officer Rural Health Physician Medical Officers	
6. Listen for discharge instructions and follow up	6. Patient Discharge from admission 6.1 Give post-partum instructions and immunization follow-up for the baby	None	10 Minutes	City Health Officer Rural Health Physician Medical Officers	
Total		None	25 Hours		
End of Transaction					



CITY HEALTH OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
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19. Dental Services - Upper Pulangui Lying-In Clinic

Description of Service	Provide dental consultation, oral examination, preventive, promotive, curative dentistry.		
Office and Division	Upper Pulagui Lying In Clinic -Non Communicable Disease Division-		
Classification	Simple	Total Processing Time	25 Minutes
Type of Transaction	G2C	Total Fees	None
Who May Avail	All ages	Period of Extension	None

Documentary Requirements	Where to Secure
Cedula (Current Year)	Barangay
Booster Card	Enhance Screening Area– Vaccination
RTPCR if no Booster Card	Enhance Screening Area

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to Vital Signs Taking Area	1. Vital Signs Taking (Blood pressure, Temperature, Weight, Height, Oxygen Saturation, Respiratory rate, pulse rate and waistline)	None	3 Minutes	<i>Dentist III/ Non Communicable Division</i>	
2. Secure Individual Treatment Record	2.1 Retrieve Clients Individual Treatment Record	None	2 Minutes	<i>Dentist III/ Non Communicable Division</i>	



CITY HEALTH OFFICE HOURS

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3. Undergo Consultation and Management	3.1 Patient/Client Profiling and Assessment 3.1.1 Oral Examination 3.1.2 Tooth Extraction	None None None	5 Minutes 3 Minutes 10 Minutes	<i>Dentist III/</i> Non Communicable Division	
4. Get prescribed medicine at the Pharmacy	4.1 Give prescribed medicines with instructions	None	2 minutes	<i>Dentist III/</i> Non Communicable Division	
Total		None	25 Minutes		
End of Transaction					



CITY HEALTH OFFICE HOURS

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21. Laboratory Examination Services - Upper Pulangui Lying-In Clinic			
Description of Service	Performs different laboratory tests and procedures of the human body fluids such as blood and urine and provides data for diagnosis, treatment and prevention of diseases.		
Office and Division	Upper Pulangui Lying In Clinic Laboratory Section		
Classification	Simple	Total Processing Time	According to specific laboratory test to be performed
Type of Transaction	G2C	Total Fees	None
Who May Avail	All patients/clients requested for laboratory examinations by their physician	Period of Extension	None

Documentary Requirements	Where to Secure
Doctor's laboratory request with signature of physician or nurse	Doctor or nurse on duty

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Present Doctors laboratory request to laboratory receiving area	1.1 Check Laboratory Request	None	2 Minutes	Rural Health Physician/ Non Communicable Disease Division	
2. Wait for the examination of specimen and released of results	2.1 Examination of specimen and release of results Hemoglobin count	None	20 Minutes 20 Minutes 20 Minutes	Rural Health Physician/	



CITY HEALTH OFFICE HOURS

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	Pregnancy Test Blood Typing CT/BT Urinalysis Stool Exam CBC Platelet Count Sputum Examination Rapid Antigen Test follow-up		30 Minutes 30 Minutes 30 Minutes 30 Minutes 30 Minutes 30 Minutes	Non Communicable Disease Division	
	Total	None	According to specific laboratory test to be performed		
End of Transaction					



CITY HEALTH OFFICE HOURS

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22. Newborn Screening Upper Pulangui Lying In

Description of Service	Is an essential public health strategy that enables the early detection and management of several congenital disorders, which if left untreated, may lead to mental retardation and/or death.		
Office and Division	Upper Pulangui Lying In Clinic- Non Communicable Division		
Classification	Complex Transaction	Total Processing Time	4 Hours and 29 Minutes
Type of Transaction	G2C	Total Fees	PHP 1,750.00
Who May Avail	All Newborn Babies : 24 hours after delivery up to 28 days old	Period of Extension	None

Documentary Requirements	Where to Secure
Referral Form from any birth facilities	Birth Facilities

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submits filled up Newborn Screening request form to the Newborn Screening Nurse In-charge	1.1 Check doctors request for newborn screening test	None	2 Minutes	<i>Medical Officer VI</i> Non Communicable Disease Division	
2. Pays newborn screening fee at the Cashier	2.1 Issue official receipt	Newborn Screening: PHP1750.00	2 Minutes	<i>Medical Officer VI</i> Non Communicable Disease Division	
3. Presents official receipt to nurse or midwife	3.1 Orient mother or relative on newborn screening different developmental disorders and follow up check-up for positive babies	None	3 Minutes	<i>Medical Officer VI</i> Non Communicable Disease Division	



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	3.2 Fills out newborn screening kit	None	2 Minutes	Medical Officer VI Non Communicable Disease Division	
4. Undergo blood extraction	4. Performs proper blood extraction procedure 4.1 Extracts blood	None	5 Minutes	Medical Officer VI Non Communicable Disease Division	
	4.2. Dry filter card with filled specimen	None	4 Hours	Medical Officer VI Non Communicable Disease Division	
	4.3 Sends Newborn Screening Kit to the Southern Philippine Medical Center Davao City- Newborn Screening - through courier	None	5 Minutes	Medical Officer VI Non Communicable Disease Division	
5. Follow up result at respective barangay health station after 7 days	5.1 Once result received: Normal Result: send to barangay midwife concern	None	5 Minutes	Medical Officer VI Non Communicable Disease Division	
-if with positive result Southern Philippine Medical Center Davao City- Newborn Screening, will inform directly the family	5.2 Follow up the family and the barangay midwife concerned.	None	5 Minutes	Medical Officer VI Non Communicable Disease Division	
	Total	PHP 1700.00	4 Hours and 29 Minutes		
End of Transaction					



CITY HUMAN RESOURCE MANAGEMENT OFFICE HOURS

Monday to Friday 8 AM to 5PM
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CITY HUMAN RESOURCE MANAGEMENT OFFICE



I. Issuance Of Certification (Certificate Of Employment And Good Moral Character)			
Description of Service	Provides certification to clients who have been employed in the LGU.		
Office and Division	City Human Resource Management Office/Personnel Administration Division/Personnel Transaction & Services Section		
Classification	Simple	Total Processing Time	30 Minutes
Type of Transaction	G to G - Government to Government	Total Fees To Be Paid	PHP 100.00
Who May Avail	Currently or previously employed Permanent, Elective, Co-terminous, Casual and Job Order Employees	Period of Extension	5 Minutes

Documentary Requirements	Where to Secure
Letter Request / Request Form	City Human Resource Management Office/Personnel Administration Division/Personnel Transaction & Services Section
Official receipt	CTO – Window 1 to 12

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Fill up service request form at CHRMO	None	None	2 Minutes	HRMO III CHRM Office	088-813-4726/4761 0975-601-2867
2. Present service request form and pay the corresponding amount at City Treasurer's Office	2.1 Issue official receipt	PHP 100.00	5 Minutes	RCO I/II/III City Treasurer's Office	
3. Forward Official Receipt to CHRMO	3.1 Receive OR, check employees record and prepare Certificate of Employment	None	15 Minutes	HRMO III CHRM Office	088-813-4726/4761 0975-601-2867
	3.2 Review, approve and sign certificate of employment	None	3 Minutes	HRMO III CHRM Office	088-813-4726/4761 0975-601-2867



CITY HUMAN RESOURCE MANAGEMENT OFFICE HOURS

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	3.3 Log Issuance, affix HR seal, and issue certificate of employment to requesting party	None	5 Minutes	CGDH I (HRMO) CHRM Office	088-813-4726/4761 0975-601-2867
TOTAL:		PHP 100.00	30 Minutes		
End of Transaction					



2. Issuance Of Service Record

Description of Service	Provides service records to clients who have been employed in the LGU.		
Office and Division	City Human Resource Management Office/Personnel Administration Division/Personnel Transaction & Services Section		
Classification	Simple	Total Processing Time	30 Minutes
Type of Transaction	G to G - Government to Government	Total Fees To Be Paid	PHP 100.00
Who May Avail	Currently employed Permanent, Elective, Co-terminous and Casual employees	Period of Extension	5 Minutes
Documentary Requirements		Where to Secure	
Letter Request / Request Form		City Human Resource Management Office/Personnel Administration Division/Personnel Transaction & Services Section	
Official receipt		CTO – Window 1 to 12	

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Fill up service request form	1.1 CHRMO	None	2 Minutes	HRMO III CHRM Office	088-813-4726/4761 0975-601-2867
2. Present service request form and pay the corresponding amount to City Treasurer's Office	2.1 Issue official receipt	PHP 100.00	5 Minutes	RCO I/II/III City Treasurer's Office	
3. Forward the Official Request to CHRMO	3.1 Receive OR, check employee record, and prepare service record	None	15 Minutes	HRMO III CHRM Office	088-813-4726/4761 0975-601-2867
	3.2 Review, approve and sign service record	None	3 Minutes	CGDH I (HRMO) CHRM Office	088-813-4726/4761 0975-601-2867
	3.3 Log issuance, affix HR seal, and Issue certificate of employment to requesting party	None	5 Minutes	HRMO III CHRM Office	088-813-4726/4761 0975-601-2867
TOTAL:		PHP 100.00	30 Minutes		
End of Transaction					



3. Leave Application (Paternity, Maternity, Solo Parent, Sick, Vacation, and Special Privilege)

Description of Service	To process Leave Application to eligible employees of the LGU.		
Office and Division	CITY HUMAN RESOURCE MANAGEMENT OFFICE/Personnel Administration Division/Personnel Transaction & Services Section		
Classification	Simple	Total Processing Time	1 Hour and 20 Minutes
Type of Transaction	G to G - Government to Government	Total Fees To Be Paid	None
Who May Avail	Currently employed Permanent, Elective, Co-terminous and Casual employees	Period of Extension	20 Minutes

Documentary Requirements	Where to Secure
Form 6 duly signed by the head of Office: 3 copies	Applicant's Office
Birth Certificate of the child for Paternity Leave Application	Hospital/City Civil Registrar's Office – Window 1 & 2
Marriage Contract for Paternity Leave Application	City Civil Registrar's Office – Window 1 & 2
Letter of Intent for Maternity Leave Application	Applicant's Office
City Government Clearance (Form 7) for Maternity Leave Application	City Human Resource Management Office/Personnel Administration Division/Personnel Transaction & Services Section
Unexpired Solo Parent ID for Solo Parent Leave Application	City Social Welfare and Development Office/Applicant
Medical Certificate of Patient for Sick Leave Application (6 days and above)	Hospital/Clinic where the patient was admitted

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit duly signed Form 6 to CHRMO, and all supporting documents to CHRMO.	1.1 City Human Resource Management Office gatekeeper receives the application form and forward to leave administration in charge	None	5 Minutes	HRMO III CHRM Office	088-813-4726/4761 0975-601-2867
	1.2 Check completeness of document entry, input data to leave cards, and forward for counterchecking	None	30 Minutes	HRMO III CHRM Office	088-813-4726/4761 0975-601-2867



CITY HUMAN RESOURCE MANAGEMENT OFFICE HOURS

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2. Human Resource Management Officer approves Leave Application.	2.1 Review inputted data on leave card and forward to head of Office for recommending approval	None	15 Minutes	CGDH I (HRMO) CHRM Office	088-813-4726/4761 0975-601-2867
	2.2 Record CSC Form 6 duly signed by the CHRMO head to the Leave Application File and forwarded the owner's file to the gatekeeper.	None	30 Minutes	HRMO III CHRM Office	088-813-4726/4761 0975-601-2867
TOTAL:		None	1 Hour and 20 Minutes		
End of Transaction					



4. Monetization Of Leave Credits

Description of Service	To process Monetization of Leave Credits		
Office and Division	City Human Resource Management Office/Personnel Administration Division/Personnel Transaction & Services Section		
Classification	Simple	Total Processing Time	2 Hours and 10 Minutes
Type of Transaction	G to G - Government to Government	Total Fees To Be Paid	None
Who May Avail	Currently employed Permanent, Elective, Co-terminous and Casual employees	Period of Extension	35 Minutes
Documentary Requirements		Where to Secure	
Form 6 duly signed by the head of Office: 3 copies		Applicant's Office	
Letter Request		Applicant's Office	
Voucher		Applicant's Office	
Obligation Request		Applicant's Office	

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit duly signed Form 6 to CHRMO, and all supporting documents to CHRMO.	1.1 City Human Resource Management Office gatekeeper receives the application form and forward to leave administration in charge	None	5 Minutes	HRMO III CHRM Office	088-813-4726/4761 0975-601-2867
	1.2 Check available leave credits, complete requirements, salary grade, Input data to leave cards, and forward to Head of Office for counterchecking	None	15 Minutes	HRMO III CHRM Office	088-813-4726/4761 0975-601-2867
2. City Government Department Head I	2.1 Review data on leave card to reflect on leave credits and forward signed forms to leave administration	None	30 Minutes	CGDH I (HRMO) CHRM Office	088-813-4726/4761 0975-601-2867
3. City Human Resource Management Gatekeeper	3.1 Record CSC Form 6 duly signed by the HRMO head to the Leave Application File and forward to the gatekeeper	None	15 Minutes	HRMO III CHRM Office	088-813-4726/4761 0975-601-2867



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	3.2 Transmit monetization to City Admin for approval	None	15 Minutes	HRMO III CHRM Office	088-813-4726/4761 0975-601-2867
4. City Mayor's Office approves Leave Application	4.1 City Mayor approves Monetization Application and forward Monetization Form to City Human Resource Management	None	30 Minutes	City Mayor City Mayor's Office	
5. City Human Resource Management Officer	5.1 Input leave data to HRMIS and sort CSC Form 6 into 3 – for Accounting file, HR file, owners file, and forward to City Budget Office for processing	None	20 Minutes	HRMO III CHRM Office	088-813-4726/4761 0975-601-2867
TOTAL:		None	2 Hours and 10 Minutes		
End of Transaction					

5. Processing Of Pag-Ibig Loan			
Description of Service	To process Pag-Ibig Loan		
Office and Division	City Human Resource Management Office/Personnel Administration Division/Personnel Transaction & Services Section		
Classification	Simple	Total Processing Time	25 Minutes
Type of Transaction	G to G - Government to Government	Total Fees To Be Paid	None
Who May Avail	Currently employed Permanent, Elective, Co-terminous and Casual employees	Period of Extension	5 Minutes
Documentary Requirements		Where to Secure	
Filled up Pag-Ibig Loan Application Form		Employees Office	
Certified Photocopy of 2 valid IDs		Applicant's Office	
Photocopy of ATM and Transaction Receipt		Applicant's Office	
Net Take Home Pay (at least P 5,000.00)		City Human Resource Management Office/Personnel Administration Division/Personnel Transaction & Services Section	



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Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit duly signed Pag-Ibig Loan Application Form and all supporting documents to City Human Resource Management	1.1 Issue Net Take Home Pay, verify photocopy of 2 valid IDs, and Forward to City Human Resource Management for signature on application form	None	12 Minutes	HRMO III CHRM Office	088-813-4726/4761 0975-601-2867
	1.2 Sign loan application form, photocopy of ID s and Net take Home Pay	None	5 Minutes	CGDH I (HRMO) CHRM Office	088-813-4726/4761 0975-601-2867
	1.3 Log transaction and release to the applicant.	None	8 Minutes	HRMO III CHRM Office	088-813-4726/4761 0975-601-2867
TOTAL:		None	25 Minutes		
End of Transaction					
TOTAL:		None	45 Minutes		
End of Transaction					

7. Issuance Of Net Take Home Pay			
Description of Service	To provide monthly Net Take Home Pay		
Office and Division	City Human Resource Management Office/Personnel Administration Division/Personnel Transaction & Services Section		
Classification	Simple	Total Processing Time	10 Minutes
Type of Transaction	G to G - Government to Government	Total Fees To Be Paid	None
Who May Avail	Currently employed Permanent, Elective, Co-terminous and	Period of Extension	2 Minutes



CITY HUMAN RESOURCE MANAGEMENT OFFICE HOURS

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Casual employees

Documentary Requirements	Where to Secure
Letter Request / Request Form	City Human Resource Management Office/Personnel Administration Division/Personnel Transaction & Services Section

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Request of Net Take Home Pay	1.1 Issuance of Net Take Home Pay	None	5 Minutes	HRMO III CHRM Office	088-813-4726/4761 0975-601-2867
2. Forward to HRMO for signature on application form	1.2 Sign the Net Take Home Pay Issuance.	None	5 Minutes	CGDH I (HRMO) CHRM Office	088-813-4726/4761 0975-601-2867
TOTAL:		None	10 Minutes		
End of Transaction					

8. Confirmation Of GSIS Loan			
Description of Service	To facilitate the confirmation of GSIS Loans		
Office and Division	City Human Resource Management Office/Personnel Administration Division/Personnel Transaction & Services Section		
Classification	Simple	Total Processing Time	5 Minutes
Type of Transaction	G to G - Government to Government	Total Fees To Be Paid	None
Who May Avail	Currently employed Permanent, Elective, Co-terminous and	Period of Extension	1 minute



CITY HUMAN RESOURCE MANAGEMENT OFFICE HOURS

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Casual employees

Documentary Requirements	Where to Secure
Log in the Logbook for GSIS Confirmation	City Human Resource Management Office/Personnel Administration Division/Personnel Transaction & Services Section

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Visit HRMO for confirmation of approved loan	1.1 Check the Net Take Home pay for the qualifying of the loans.	None	2 Minutes	CHRMO IV CHRM Office	088-813-4726/4761 0975-601-2867
	1.2 Check the webpage for GSIS confirmation	None	3 Minutes	CHRMO IV CHRM Office	088-813-4726/4761 0975-601-2867
TOTAL:		None	5 Minutes		
End of Transaction					

9. Processing PhilHealth Membership			
Description of Service	To process the PhilHealth Membership of the employees		
Office and Division	City Human Resource Management Office/Personnel Administration Division/Personnel Transaction & Services Section		
Classification	Simple	Total Processing Time	25 Minutes



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Type of Transaction	G to G - Government to Government	Total Fees To Be Paid	None
Who May Avail	Currently employed Permanent, Elective, Co-terminous, and Casual employees	Period of Extension	5 Minutes

Documentary Requirements	Where to Secure
Filled up the PhilHealth Membership Registration Form	City Human Resource Management Office/Personnel Administration Division/Personnel Transaction & Services Section
Marriage Contract	City Civil Registrar's Office – Window 1 & 2
Birth certificate of the child/children	City Civil Registrar's Office – Window 1 & 2

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit duly signed PhilHealth Membership Registration Form to CHRMO, attached birth certificate of child, and marriage contract.	1.1 CHRMO gatekeeper receives the registration form and forward to administration in charge	None	5 Minutes	HRMO III CHRM Office	088-813-4726/4761 0975-601-2867
	1.2 Check the form, attachments, and prepare ER2 for the submission to PhilHealth	None	15 Minutes	HRMO III CHRM Office	088-813-4726/4761 0975-601-2867
	1.3 Sign ER2 for the submission to PhilHealth	None	5 Minutes	CGDH I (HRMO) CHRM Office	088-813-4726/4761 0975-601-2867
TOTAL:		None	25 Minutes		
End of Transaction					



CITY LEGAL OFFICE HOURS
Monday to Friday 8:00 AM – 5:00 PM
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CITY LEGAL OFFICE



CITY LEGAL OFFICE HOURS
Monday to Friday 8:00 AM – 5:00 PM
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1. Preparation of Executive and Administrative Issuances					
Description of Service	The City Legal Office provides and renders legal support to the City Mayor through the preparation of executive and administrative issuances.				
Office and Division	City Legal Office				
Classification	Simple	Total Processing Time	1 Day and 58 Minutes		
Type of Transaction	G2G- Government to Government	Total Fees to be Paid	None		
Who may avail	All Malaybalay City Government Departments	Period of Extension	1 Day		
Documentary Requirements			Where to Secure		
Request and/or draft of requested/ document (If available)			Client/ Concerned Offices		
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Communicate request and/or submit draft	1.1 Receive and enter the document in the Incoming Logbook	None	3 Minutes	<i>Administrative Officer V</i>	09164147427
	1.2 Review submitted draft if available, research pertinent laws, rules, guidelines and other relevant issuances	None	30 Minutes	<i>City Legal Officer/ City Attorney IV</i>	
	1.3 Prepare/draft the requested document	None	1 Day		
	1.4 Review/proofread the draft	None	20 Minutes		



CITY LEGAL OFFICE HOURS
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	1.5 Hand-over the documents to the City Mayor's Office for signature and dissemination to offices	None	5 Minutes	<i>Administrative Officer V</i>	
	Total	None	1 Day and 58 Minutes		
End of Transaction					



CITY LEGAL OFFICE HOURS
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2. Render Written Opinion

Description of Service	Provide adequate and appropriate legal opinion to client's queries, issues and concerns.		
Office and Division	City Legal Office		
Classification	Simple	Total Processing Time	7 Hours and 20 Minutes
Type of Transaction	G2G- Government to Government	Total Fees to be Paid	None
Who may avail	All Malaybalay City Departments and Barangays	Period of Extension	4 Hours

Documentary Requirements	Where to Secure
Written Request and Other Supporting Documents	Client

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Sign the client logbook at the office	1.1 Interview Client, gather necessary information	None	5 Minutes	<i>Administrative Officer V</i>	09164147427
2. Submit the required documents to the receiving area	2.1 Read the written inquiry	None	10 Minutes	<i>City Legal Officer/ City Attorney IV</i>	
	2.2 Review and research pertinent laws, rules, and guidelines	None	2 Hours		
	2.3 Prepare written opinion	None	4 Hours		
	2.4 Review/proofread written opinion	None	30 Minutes		



3. Receive the document and sign the outgoing logbook	3.1 Deliver a copy of the opinion to the requesting party	None	30 Minutes	<i>Administrative Officer V</i>	
	3.2 Retain a file copy of the document	None	5 Minutes		
Total		None	7 Hours and 20 Minutes		
End of Transaction					



3. Render Written Opinion

Description of Service	Provide adequate and appropriate legal opinion to client's queries.		
Office and Division	City Legal Office		
Classification	Complex	Total Processing Time	8 Days 1 Hour and 40 Minutes
Type of Transaction	G2G- Government to Government	Total Fees to be Paid	None
Who may avail	All Malaybalay City Departments and Barangays	Period of Extension	2 Days

Documentary Requirements			Where to Secure		
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Sign the client logbook at the office	1.1 Interview Client, gather necessary information	None	5 Minutes	<i>Administrative Officer V</i>	09164147427
2. Submit the required documents to the receiving area	2.1 Read the written inquiry	None	30 Minutes	<i>City Legal Officer/ City Attorney IV</i>	
	2.2 Review and research pertinent laws, rules, and guidelines	None	1 Day		
	2.3 Prepare written opinion	None	7 Days		
	2.4 Review/proofread written opinion	None	30 Minutes		
3. Receive the document and sign the outgoing logbook	3.1 Deliver a copy of the opinion to the requesting party	None	30 Minutes	<i>Administrative Officer V</i>	



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	3.2 Retain a file copy of the document	None	5 Minutes		
		Total	None	8 Days 1 Hour and 40 Minutes	
End of Transaction					



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4. Legal Consultancy / Assistance

Description of Service	Legal consultation on matters pertaining to the operations of the City Government of Malaybalay. External clients who seek to inquire legal remedies may personally avail of the services.		
Office and Division	City Legal Office		
Classification	Simple	Total Processing Time	25 Minutes
Type of Transaction	Government to Government, Government to Business Entity, Government to Citizens	Total Fees to be Paid	None
Who may avail	All	Period of Extension	15 Minutes

Documentary Requirements	Where to Secure
Relevant Documents	Client

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Register in the client logbook	1.1 Inquire the services to be availed by the client	None	5 Minutes	<i>Administrative Officer V</i>	09164147427



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	1.2 Examine the document if any and refer to the City Legal Officer/ City Attorney	None	5 Minutes		
	1.3 Interview the circumstance of the client and render legal opinion	None	15 Minutes		
	Total	None	25 Minutes		
End of Transaction					



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5. Preparation of Sworn Statements/ Affidavits

Description of Service	The City Legal Office prepares sworn statements/affidavits needed or relevant in the operations of the LGU.		
Office and Division	City Legal Office		
Classification	Simple	Total Processing Time	50 Minutes
Type of Transaction	G2G - Government to Government	Total Fees to be Paid	None
Who may avail	All Malaybalay City Government Personnel	Period of Extension	30 Minutes

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
Supporting documents		Client			
Certificate of Registration (CR), Official Receipt (OR) (1 photocopy and Original) (if applicable)	1. Interview client and gather necessary information	Client	None	3 Minutes	
Tracking Record/ Barcode No. (if applicable)		Client			
Valid ID (1 photocopy/ xerox copy or original)		Client		<i>Administrative Officer</i>	
2. Submit documentary requirements to the person in-charge	2.1 Research pertinent laws, rules and guidelines	None	10 Minutes	V	09164147427
	2.2 Prepare/ draft affidavit	None	30 Minutes		
	2.3 Review/ proofread the draft	None	5 Minutes	<i>City Legal Officer/ City Attorney IV</i>	



CITY LEGAL OFFICE HOURS
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3. Receive the document and sign the outgoing log book	3.1 Advise the client to have the document notarized before a notary public	None	2 Minutes	Administrative Officer V	
Total		None	50 Minutes		
End of Transaction					

Documentary Requirements	Where to Secure
Approved Leave Application/ Terminal Leave Application	Client
Request for Certification and Signing of General Clearance Form	Client
One (1) Competent Proof of Identity/Valid ID (photocopy or original)	Client

6. Request for Preparation of Affidavit of no Pending Administrative Case			
Description of Service	For requests by Malaybalay City Government employees or officials seeking Affidavits of No Pending Administrative Case for retirement, terminal leave, resignation, travel abroad and transfer.		
Office and Division	City Legal Office		
Classification	Simple	Total Processing Time	32 Minutes
Type of Transaction	G2G- Government to Government	Total Fees to be Paid	None
Who may avail	Malaybalay City Government Officials and Employees	Period of Extension	15 Minutes



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Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Sign the client logbook at the office	1.1 Interview client, gather necessary information	None	2 Minutes	<i>Administrative Officer V</i>	09164147427
2. Submit the required documents to the receiving area	2.1 Receive the required documents and check for completeness	None	2 Minutes		
	2.2 Verification of office records for pending administrative case, if any	None	5 Minutes		
	2.3 Prepare affidavit	None	15 Minutes		
	2.4 Review of the draft affidavit	None	5 Minutes	<i>City Legal Officer/ City Attorney IV</i>	
3. Sign the affidavit/legal document & sign the outgoing logbook	3.1 Advice clients to have the affidavit notarized before a notary public	None	3 Minutes	<i>Administrative Officer V</i>	
		None	32 Minutes		
End of Transaction					



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7. Prepare/review Deeds, Contracts and MOA			
Description of Service	The City Legal Office prepares, drafts or effect changes to instruments already drawn.		
Office and Division	City Legal Office		
Classification	Complex	Total Processing Time	2 Days and 42 Minutes
Type of Transaction	G2G- Government to Government G2B- Government to Business Entity G2C- Government to Citizen	Total Fees to be Paid	None
Who may avail	All Malaybalay City Departments and Barangays, and Business Owners this City	Period of Extension	1 Day

Documentary Requirements	Where to Secure
<p>REAL PROPERTY. 1 photocopy or original copy of the following:</p> <ul style="list-style-type: none"> Transfer of Certificate Title/ Original Certificate of Title Tax Declaration Subdivision Plan Deed of Extrajudicial Settlements of Estate/Interstate Special Power of Attorney Resolution Certificate of Registration Official Receipt Death Certificate Competent Proof of Identity of Parties/Valid ID 	<ul style="list-style-type: none"> Client/ Concerned Offices Client/ Concerned Offices Client/ Concerned Offices Client/ Concerned Offices Client/ Concerned Offices Client/ Concerned Offices Client/ Concerned Offices Client/ Concerned Offices Client/ Concerned Offices Client
<p>MOTOR VEHICLE/ OTHER MOVABLE ASSETS. 1 photocopy or original copy of the following:</p> <ul style="list-style-type: none"> Proof of Ownership (OR/CR) License (Driver's, firearm) 	<ul style="list-style-type: none"> Client/ Concerned Offices Client/ Concerned Offices



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Competent Proof of Identity of Parties/Valid ID	Client
<p>CONTRACTS AND MOAs. 1 photocopy or original copy of the following:</p> <p>Proof of Ownership (if applicable)</p> <p>Licenses/Permits (if applicable)</p> <p>Competent Proof of Identity of Parties/Valid ID</p>	<p>Client/ Concerned Offices</p> <p>Client/ Concerned Offices</p> <p>Client</p>

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Register in the client log book	1.1 Interview client and gather necessary information	None	5 Minutes	City Legal Officer/ City Attorney IV	09164147427
2. Submit documentary requirements	2.1 Review and research pertinent laws, rules, and guidelines	None	30 Minutes		
	2.2 Prepare/draft the requested document	None	2 Days		
3. Receive the document and sign the outgoing logbook	2.3 Indorse the requested document to the City Mayor's Office	None	5 Minutes	Administrative Officer V	
	3.1 Retain photocopy of the draft legal document	None	2 Minutes		
Total		None	2 days and 42 Minutes		



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8. Notarial Services			
Description of Service	Notarial services are provided to the City Government of Malaybalay such as MOAs, and Contracts entered into by the government and other relevant documents.		
Office and Division	City Legal Office		
Classification	Simple	Total Processing Time	15 Minutes
Type of Transaction	G2G- Government to Government	Total Fees to be Paid	None
Who may avail	All	Period of Extension	10 Minutes

Documentary Requirements	Where to Secure
Document to be Notarized	Client
Supporting Documents	Client/ Concerned Offices
Competent Proof of Identity/Valid ID (1 photocopy/ xerox copy or original copy)	Client

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Register in the client logbook and submit the documents	1.1 Receive the legal document	None	2 Minutes	City Legal Officer/ City Attorney IV	09164147427
	1.2 Examine the document as to its completeness	None	3 Minutes		
	1.3 Examine the document as to its completeness	None	2 Minutes		



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2. Personal appearance of the parties to the City Legal Officer and affixing of signature	2.1 Notarization of document and affixing of signature by the City Legal Officer	None	5 Minutes		
3. Receive the document and sign the outgoing logbook	3.1 Retain a photocopy of the notarized document	None	3 Minutes	<i>Administrative V</i>	
Total		None	15 Minutes		
End of Transaction					



CITY MAYOR'S OFFICE



BAKONG PILIPINAS

1. Barangay Development Program – Purok Development Project			
Description of Service	Assistance to Barangay/Purok		
Office and Division	City Mayor's Office - Community Affairs Division		
Classification	Simple	Total Processing Time	35 Minutes
Type of Transaction	G2G – Government to Government	Total Fees	None
Who May Avail	All Barangay and Purok Community	Period of Extension	None

Documentary Requirements	Where to Secure
Approved Barangay Resolution FY 2023, One (1) Original Copy	Barangay Level
Approved Purok Resolution FY 2023, One (1) Original Copy	Barangay Level
Breakdown of Materials (for infrastructure), One (1) Original Copy	Barangay Level
Program of Works (for infrastructure), One (1) Original Copy	Barangay Level
Specification of Items (for item not infra) One (1) Original Copy, One (1) Photocopy	Barangay Level

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Sign in Logbook at the City Mayor's Office – main door	1.1. Assist barangay and direct to the person in-charge of the service	None	5 Minutes	Community Affairs Officer IV	0917-771-6544
2. Submit the requirements for validation	2.1. Check & validate the completeness and accuracy of requirements	None	30 Minutes	Community Affairs Officer IV	0917-771-6544

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	2.2. Prepare and process the papers submitted Project Procurement Management Plan (PPMP) and Public Relations (PR)				
	2.3. Advise the client to follow-up the General Services Office, Supply Section after 1 weeks if the supplies/ materials has been delivered				
Total		None	35 Minutes		
<p>Note: Barangay recipient will be notified by the City General Services Office once the project/ processed documents will be available for release.</p>					
End of Transaction					

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BAGONG PILIPINAS

2. Sport Assistance to Barangays

Description of Service	Assistance to Barangay/ purok		
Office and Division	City Mayor's Office – Community Affairs Division		
Classification	Simple	Total Processing Time	35 Minutes
Type of Transaction	G2G – Government to Government	Total Fees	None
Who May Avail	All Barangay and Purok Community	Period of Extension	None

Documentary Requirements	Where to Secure
Approved Purok Resolution FY 2023 – one (1) original copy	Barangay
Approved Barangay Resolution FY 2023 - one (1) original copy	Barangay
Approved Activity Design (Total amount must coincide with the amount given-approved by LCE) - one (1) original copy	Barangay

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Sign in Logbook to the City Mayor's Office main door	1.1. Assist barangay and direct to the person in-charge of the service	None	5 Minutes	Community Affairs Officer IV City Mayor's Office	0953-459-1777
2. Submit the requirements for validation	2.1. Check & validate the completeness and accuracy of requirements	None	30 Minutes	Community Affairs Officer IV	0953-459-1777

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	2.2. Prepare and process the papers submitted (Payroll, ObRe, Voucher)				
Total		None	35 Minutes		
<p>Note: Barangay recipient will be notified by the City Treasurer's Office once the processed documents will be available for release</p>					
End of Transaction					



BAKONG PILIPINAS

3. City Scholarship Program (New Scholar)

Description of Service	Submission of new requirements of new city scholars		
Office and Division	City Mayor's Office – Community Affairs Division - Special Barangay Development Projects and Programs Section		
Classification	Simple	Total Processing Time	40 Minutes
Type of Transaction	G2C – Government to Citizen	Total Fees	None
Who May Avail	City Scholarship Qualifying Examination Passer (Grade 12)	Period of Extension	None

Documentary Requirements	Where to Secure
<ul style="list-style-type: none"> – Notice of Scholarship Admission (City Scholarship Qualifying Examination Passer) – Birth Certificate – <i>one (1) photocopy</i> – Income Tax Return of Parents does not exceed to PHP 150,000.00 annual net income – <i>one (1) photocopy or original copy</i> of BIR Certificate of Tax Exemption – Grade 12 report card (No grade below 80 in all subjects and with an average of 83%) - <i>one (1) photocopy</i> – Certificate from the Punong Barangay that he/she is a resident of the Barangay (Barangay Clearance) – <i>original copy</i> – Good Moral Character Certificate - <i>one (1) photocopy</i> – If I.P. - Certification from the Tribal Council in the Barangay that he/she is a member of any known recognized tribe of Bukidnon (at least 25% blood), noted by the Barangay Captain - <i>one (1) photocopy</i> 	<ul style="list-style-type: none"> – City Mayor's Office – Community Affairs Division- Special Barangay Development Projects and Programs Section – City Civil Registrar's Office – Bureau of Internal Revenue (BIR) – School where the student is enrolled – Barangay Secretary, Barangay Hall (<i>Barangay of Residency</i>) – School where the student is enrolled – Barangay Indigenous Peoples Mandatory Representative (<i>Barangay of Residency</i>)

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- One (1) piece 2x2 ID picture
- Certificate of Registration/Study Load for current Semester - *two (2) photocopy*
- Statement of Account for current Semester - *two (2) photocopy*

Note: Original copy of all documentary requirements must be presented for verification.

- Photo Studio (e.g. Fuji film, Kodak, De Lara Studio)
- School where the student is enrolled

School where the student is enrolled

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Sign a logbook to the City Mayors Office and proceed to Community Affairs Division - Special Barangay Development Projects and Programs Section	1.1. Assist and direct the client to Community Affairs Division - Special Barangay Development Projects and Programs Section	None	5 Minutes	Community Affairs Officer IV City Mayor's Office	0953-459-1777
2. Submit the requirements for verification	2.1. Receive and validate all documentary requirements presented by the client	None	30 Minutes		
3. Secure a copy of confirmation slip	3.1. Issuance of confirmation slip 3.2. Advise the client to wait for the notification for the orientation	None	5 Minutes		
Total		None	40 Minutes		
End of Transaction					



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4. City Scholarship Program (Existing Scholar)

Description of Service	Submission of requirements for existing scholar		
Office and Division	City Mayor's Office – Community Affairs Division - Special Barangay Development Projects and Programs Section		
Classification	Simple	Total Processing Time	14 Minutes
Type of Transaction	G2C – Government to Citizen	Total Fees	None
Who May Avail	Existing Scholars	Period of Extension	None

Documentary Requirements	Where to Secure
Grade Slip of previous semester one (1) Original and one (1) photocopy For Regular Scholars – No grade below 2.75 per subject For Indigenous People (IP) Scholars - No grade below 2.75 per subject	City Mayor's Office – Community Affairs Division- Special Barangay Development Projects and Programs Section
Certificate of Registration/Study Load for current Semester - two (2) photocopy	School where the student/ scholar is enrolled
Statement of Account for current Semester - two (2) photocopy	School where the student/ scholar is enrolled
Note: Original copy of all documentary requirements must be presented for verification.	

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Sign a logbook to the City Mayors Office and proceed to Community Affairs Division - Special Barangay	1.1. Assist and direct the client to Community Affairs Division - Special Barangay Development Projects and Programs Section	None	2 minutes	Community Affairs Officer IV City Mayor's Office	091-771-6544

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Development Projects and Programs Section main door					
2. Submit the requirements for verification	2.1. Receive and validate all documentary requirements presented by the client	None	10 minutes	Community Affairs Officer IV City Mayor's Office	091-771-6544
3. Secure a copy of confirmation slip	3.1. Issuance of confirmation slip	None	2 minutes	Community Affairs Officer IV City Mayor's Office	091-771-6544
Total		None	14 Minutes		
End of Transaction					



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5. City Scholarship Program (Provision of incentive/ allowance)

Description of Service	Provision of incentives to city scholars		
Office and Division	City Mayors Office – Community Affairs Division - Special Barangay Development Projects and Programs Section		
Classification	Simple	Total Processing Time	27 Minutes
Type of Transaction	G2C – Government to Citizen	Total Fees	None
Who May Avail	Existing City Scholars	Period of Extension	None

Documentary Requirements	Where to Secure
For City Scholar: School ID (Original for Verification)	School where the student/ scholar is enrolled
For representative of City Scholar (Parents, Guardian): Valid ID of representative – one (1) original, two (2) photocopy Authorization signed by the scholar - one (1) original, two (2) photocopy School ID - one (1) original, two (2) photocopy	Land Transportation Office, PhilHealth Office, Bureau of Internal Revenue, Commission on Election, Philippine Statistics Authority School where the student/ scholar is enrolled

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Sign a logbook to the City Mayors Office and proceed to Community Affairs Division - Special Barangay Development Projects and Programs Section	1.1. Assist and direct the client to Community Affairs Division - Special Barangay Development Projects and Programs Section	None	2 Minutes	Community Affairs Officer IV City Mayor's Office	0917-771-6544

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2. Present the requirements for verification	2.1. Receive and validate all documentary requirements presented by the client	None	10 Minutes	Community Affairs Officer IV City Mayor's Office	0917-771-6544
3. Secure a copy of confirmation slip	3.1. Issue acknowledgement receipt	None	2 Minutes		
4. Fill-up and sign the acknowledgement receipt by the scholar to be presented to the City Treasurer's Office, Cashier Section, windows 1-3	4.1. Advise the client to proceed to the City Treasurer's Office, Cashier Section, windows 1-3 to claim the allowance of the scholar	None	5 Minutes		
5. Return the acknowledgement receipt duly signed by the parents or guardian	5.1. Receive and validate acknowledgement receipt duly signed by the parents of guardian for filing purposes	None	5 Minutes		
Total		None	35 Minutes		
End of Transaction					

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6. Educational Assistance

Description of Service	Financial Assistance to students		
Office and Division	City Mayor's Office/Office of the Executive Assistant to the City Mayor/Section		
Classification	Simple	Total Processing Time	1 Hour & 35 Minutes
Type of Transaction	G2C – Government to Citizen	Total Fees	None
Who May Avail	All enrolled students who are resident of Malaybalay City	Period of Extension	None

Documentary Requirements	Where to Secure
Valid ID of Representative (e.g. driver's license, Philhealth ID, TIN, Voter's ID, Voter's Certificate, PhilPost ID, School ID). One (1) Photocopy	Land Transportation Office, PhilHealth Office, Bureau of Internal Revenue, Commission on Election, Philippine Statistics Authority, School where the student is currently enrolled
Community Tax Certificate (Cedula) One (1) Photocopy	Barangay Treasurer, Barangay Hall (<i>Barangay of Residency</i>) or City Treasurer's Office (windows 1-9)
Barangay Certification (Indigency) One (1) Original Copy, One (1) Photocopy	Barangay Secretary, Barangay Hall (<i>Barangay of Residency</i>)
Statement of account from school One (1) Original Copy, One (1) Photocopy	School where the student is enrolled

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Sign a logbook at the City Mayors Office	1.1. Assist/direct the client to the Executive Assistant to the City Mayor – Educational Assistance Section	None	5 Minutes	<i>Executive Assistant V</i> Office of the Executive Assistant to the City Mayor	0953-459-1777

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2. Proceed to the City Mayors Office or Office of the Executive Assistant for approval	2.1. Assist the client to proceed to the City Mayors Office or Office of the Executive Assistant	None	30 Minutes	<i>Executive Assistant V</i> Office of the Executive Assistant to the City Mayor	0953-459-1777
3. Proceed to the Office of the Executive Assistant to the City Mayor and present requirements	3.1. Receive and validate all documentary requirements presented by the client 3.2. Prepare and process financial papers (Payroll, ObRe, Voucher) 3.3. Advise the client to follow-up the City Treasurer's Office (Cashier Section, windows 1-3) after 3 working days	None	1 Hour	<i>Executive Assistant V</i> Office of the Executive Assistant to the City Mayor	0953-459-1777
Total		None	1 Hour & 35 Minutes		
<p>Note: All approved educational assistance will be downloaded directly to the school/ institution where the recipient is enrolled. Number of processing time varies depending of volume of transactions.</p>					
End of Transaction					

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7. Post Exposure Prophylaxis Assistance

Description of Service	Assistance to Post Exposure Prophylaxis Assistance		
Office and Division	City Mayors Office/Office of the Executive Assistant to the City Mayor/Section		
Classification	Simple	Total Processing Time	55 Minutes
Type of Transaction	G2C – Government to Citizen	Total Fees	None
Who May Avail	All Residents of Malaybalay City	Period of Extension	None

Documentary Requirements	Where to Secure
Valid ID of Patient (e.g. driver's license, Philhealth ID, TIN, Voter's ID, Voter's Certificate, PhilPost ID, School ID). <i>Two (2) Photocopies</i>	Land Transportation Office, PhilHealth Office, Bureau of Internal Revenue, Commission on Election, Philippine Statistics Authority, School where the student is currently enrolled
Post Exposure Prophylaxis Card/ Rabies Vaccination Card (Anti-Rabies Vaccines) <i>One (1) Original Copy, One (1) Photocopy</i>	City Health Office – Animal Bite Center

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Sign a logbook at the City Mayors Office	1.1. Assist/direct the client to the Executive Assistant to the City Mayor – Medical Assistance Section	None	5 Minutes	<i>Executive Assistant V</i> Office of the Executive Assistant to the City Mayor	0953-459-1777
2. Proceed to the Office of the Executive Assistant to the City Mayor – Medical	2.1. Receive and validate all documentary requirements presented by the client	None	30 Minutes	<i>Executive Assistant V</i>	0953-459-1777

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Assistance Section and present requirements for the services	2.2. Proceed to the City Mayors Office or Office of the Executive Assistant for the approval of request			Office of the Executive Assistant to the City Mayor	
3. Obtain Referral Slip from the City Mayors Office or Office of the Executive Assistant to be presented to the City Health Office.	3.1. Issuance of Referral Slip to Clients for the requested service to be presented to City Health Office – Animal Bite Center for Anti-Rabies Assistance. 3.2. Advise the client to proceed to City Health Office – Animal Bite Center for Anti-Rabies Assistance.	None	10 Minutes	<i>Executive Assistant V</i> Office of the Executive Assistant to the City Mayor	0953-459-1777
Total		None	55 Minutes		
<p>Note: Number of processing time varies depending of volume of transactions.</p>					
End of Transaction					

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8. Medicine Assistance

Description of Service	Provision of medical assistance		
Office and Division	City Mayors Office/ Office of the Executive Assistant to the City Mayor/ Section		
Classification	Simple	Total Processing Time	4 Hours & 45 Minutes
Type of Transaction	G2C – Government to Citizen	Total Fees	None
Who May Avail	All Residents of Malaybalay City	Period of Extension	None

Documentary Requirements	Where to Secure
Valid ID of Patient if 18 years old above (e.g. driver's license, Philhealth ID, TIN, Voter's ID, Voter's Certificate, PhilPost ID, School ID). One (1) Photocopy	Land Transportation Office, PhilHealth Office, Bureau of Internal Revenue, Commission on Election, Philippine Statistics Authority, School where the student is currently enrolled
Updated Doctor's Prescription One (1) Original Copy	Doctor/ Physician

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Sign a logbook at the City Mayors Office - main door	1.1. Assist/direct the client to the Executive Assistant to the City Mayor	None	5 Minutes	<i>Executive Assistant V</i> Office of the Executive Assistant to the City Mayor	0953-459-1777
2. Proceed to the Office of the Executive Assistant to the City Mayor – Medical Assistance Section and	2.1. Receive and validate all documentary requirements presented by the client	None	10 Minutes	<i>Executive Assistant V</i>	0953-459-1777

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present requirements for the services the client wish to avail				Office of the Executive Assistant to the City Mayor	
3. Proceed to the City Mayors Office or Office of the Executive Assistant for approval	3.1. Proceed to the City Mayors Office, Office of the Executive Assistant 3.2. Endorse and withdraw of medicine from accredited Pharmacy (Every 2:30 PM) 3.3. Inform the client to withdraw the medicines Executive Assistant to the Mayor – Medical Assistance Section	None	4 Hours	<i>Executive Assistant V</i> Office of the Executive Assistant to the City Mayor	0953-459-1777
4. Sign the claim form and claim the medicine at the Executive Assistant to the Mayor – Medical Assistance Section	4.1. Release medicine to the client	None	30 Minutes	<i>Executive Assistant V</i> Office of the Executive Assistant to the City Mayor	0953-459-1777
Total		None	35 Minutes		
<p>Note: Number of processing time varies depending of volume of transactions</p>					
End of Transaction					

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9. Blood Assistance

Description of Service	Provision of free blood assistance.		
Office and Division	City Mayors Office/Office of the Executive Assistant to the City Mayor/Section		
Classification	Simple	Total Processing Time	1 Hour & 45 Minutes
Type of Transaction	G2C – Government to Citizen	Total Fees	None
Who May Avail	All Residents of Malaybalay City	Period of Extension	None

Documentary Requirements	Where to Secure
Valid ID of Patient (e.g. driver's license, Philhealth ID, TIN, Voter's ID, Voter's Certificate, PhilPost ID, School ID). One (1) Photocopy	Land Transportation Office, PhilHealth Office, Bureau of Internal Revenue, Commission on Election, Philippine Statistics Authority, School where the student is currently enrolled
Community Tax Certificate (Cedula) One (1) Photocopy	Barangay Treasurer, Barangay Hall (<i>Barangay of Residency</i>) or City Treasurer's Office (windows 1-9)
Barangay Certification (Indigency) One (1) Original Copy, One (1) Photocopy	Barangay Secretary, Barangay Hall (<i>Barangay of Residency</i>)
Doctor's Request/ Blood Referral One (1) Original Copy, One (1) Photocopy	Hospital where the patient is confined

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Sign a logbook at the City Mayors Office	1.1. Assist/direct the client to the Executive Assistant to the City Mayor – Medical Assistance Section	None	5 Minutes	<i>Executive Assistant V</i> Office of the Executive Assistant to the City Mayor	0953-459-1777

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2. Proceed to the Office of the Executive Assistant to the City Mayor – Medical Assistance Section and present requirements for the services the client wish to avail	2.1. Receive and validate all documentary requirements presented by the client	None	30 Minutes	<i>Executive Assistant V</i> Office of the Executive Assistant to the City Mayor	0953-459-1777
3. Proceed to the City Mayors Office or Office of the Executive Assistant for approval	3.1. Assist the client to proceed to the City Mayors Office or Office of the Executive Assistant	None	1 Hour	<i>Executive Assistant V</i> Office of the Executive Assistant to the City Mayor	0953-459-1777
4. Obtain Referral Slip from the City Mayors Office or Office of the Executive Assistant to be presented to the City Health Office.	4.1. Issuance of Referral Slip to Clients for the requested service to be presented to City Health Office for Blood Assistance. 4.2. Advise the client to proceed to City Health Office for Blood Assistance.	None	10 Minutes	<i>Executive Assistant V</i> Office of the Executive Assistant to the City Mayor	0953-459-1777
Total		None	35 Minutes		
<p>Note: Number of processing time varies depending of volume of transactions.</p>					
End of Transaction					



BIDS AND AWARDS COMMITTEE



1. Procurement of Goods and Services through Alternative Mode of Procurement			
Description of Service	Conduct/Process Procurement for Goods and Services Shopping, Small Value Procurement (SVP), Direct contracting, Negotiated Procurement –Emergency Cases, Agency-to Agency.		
Office and Division	City Mayor’s Office - Bids and Awards Committee		
Classification	Highly Technical	Total Processing Time	17 Working Days and 4 Hours (PR-below 50,000.00); 21 Working Days and 4 Hours (PR ≤50,000.00)
Type of Transaction	G2C-for government service whose client is the transacting public; G2B- for government services whose client is a business entity; G2G-for government services whose client is a government employee or another government service.	Total Fees	None
Who May Avail	All	Period of Extension	7 Workings Days

Documentary Requirements	Where to Secure
Approved PPMP (1) photocopy	Office concerned, City Budget Office
Approved Annual Procurement Plan (APP) (1) photocopy	Bids and Awards Committee Goods Section
Approved Purchase Request (PR) (2) original copies	Office concerned
Technical Specifications depending on the category of goods and services to be procured (1) original copy	Office concerned, City Engineers Office for Motor Vehicle and Heavy Equipment; City Agriculture’s Office for agricultural and fisheries machinery and equipment & etc.
Approved Activity Design, Menu for meals and snacks (1) original copy	Office concerned



BIDS AND AWARDS COMMITTEE OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

Approved Program of Works (POW) for Procurement of Construction Materials (1) original copy		City Engineer's Office Planning & Programming Division			
Pre-Post Inspection Report and Requisition slip for Repair & Maintenance of motor vehicles, Repair of computer and IT Equipment & etc. (1) original copy		Office concerned			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Forwards approved Purchase Request (P.R) to BAC.	1.1. Receives Purchase Request (PR, review as to technical specification and completeness of attachment, check versus Project Procurement Management Plan (PPMP), assign PR# and prepare BAC Resolution as to mode of procurement and distribute to BAC Secretariat staff In-charge.	None	4 Hours	Administrative Officer V/ Procurement Section	0967-016-9677
	1.2. Prepares Request for Quotation (RFQ)/Canvass Form, Assign RFQ control No. and approval of the same to BAC Chairperson.	None	4 Hours	Administrative Officer V/ Procurement Section/ BAC Chairperson	
2. Supplier will quote its bid price for the items indicated in the Request for Quotation.	2.1. Opening of RFQ scheduled twice a week (Tuesday & Thursday). BAC Member will open the sealed RFQ with the BAC Secretariat staff and the end user.	None	3 Working Days	Administrative Officer V/ Procurement Section	
3. End-User will witness the opening of the Request for Quotation.	3.1. Prepares Abstract of Quotation, Purchase Order and Obligation Request.	None	4 Hours	BAC, Administrative Officer V/Procurement Section, End-user	

BIDS AND AWARDS COMMITTEE OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
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	3.2. Prepares Abstract of Quotation, Purchase Order and Obligation Request.	None	1 Working	<i>Administrative Officer V/Procurement Section</i>	
4. End user will review and sign the Abstract of Quotation and Obligation Request.	4.1. Signature of Abstract of Quotation to BAC Members, signature of Obligation Request to end- user and City Budget Office and approval of Obligation Request (ObRe) to the Local Chief Executive.	None	3 Working Days	<i>Administrative Officer V / End-User, BAC</i>	
	4.2. Approval of Purchase Order to the Local Chief Executive.	None	3 Working Days	<i>Administrative Officer V/Procurement Section</i>	0967-016-9677
5. Supplier will duly receive sign and date the Purchase Order.	5.1. Serve approved Purchase Order (PO) to suppliers and retrieval of the same.	None	2 Working Days		
	5.2. Photocopy and segregate procurement documents per supplier (PO).	None	3 Working Days		
6. COA & CGSO will duly receive, sign and date the transmittal/PO and CGSO will implement the project.	6.1. Transmit complete procurement document to COA & CGGO for implementation.	None	1 Working Day		
	Total	None	17.5 Working Days (below 50,000.00); 21.5 Working Days		

BIDS AND AWARDS COMMITTEE OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)



		(above 50,000.00)	
End of Transaction			
Note 1: Additional 7 Working Days if PR ≥ PHP 50,000.00-for Posting of PR to PhilGEPS.			
Note 2: Mandatory Review. The BAC shall conduct a mandatory review and evaluation of the terms, conditions, specifications, cost estimates in the RFQ or RFP, if none or less than the required number of quotations or proposals are received, despite the extension of deadline for the third time. Based on its findings, the BAC may revise the terms and conditions and specifications, and if necessary, adjust the ABC, subject to the required approvals, and repeat the procurement process. (As amended by GPPB Resolution No. 24-2019, dated 30 October 2019, published in the Official Gazette on 30 December 2019; As amended by GPPB Resolution No. 03-2020, dated 9 March 2020, published in the Philippine Daily Inquirer on 13 March 2020; The 2016 Revised Implementing Rules and Regulations – Annex “H”)			



2. Procurement of Goods and Services Projects

Description of Service	Conduct Competitive Bidding for Goods and Services Projects (RA 9184 Section 10)			
Office and Division	City Mayor's Office - Bids and Awards Committee			
Classification	Highly Technical	Total Processing Time	26 Calendar Days minimum; 136 Calendar Days maximum	
Type of Transaction	G2C - for government service whose client is the transacting public; G2B - for government services whose client is a business entity; G2G - for government services whose client is a government employee or another government service	Total Fees	Approved Budget for the Contract	Maximum Cost of Bidding Documents (in Philippine Peso) (RA 9184 Section 5.0).
			500,000 and below	PHP 500.00
			More than 500,000 up to 1 Million	PHP 1,000.00
			More than 1 Million up to 5 Million	PHP 5,000.00
			More than 5 Million up to 10 Million	PHP 10,000.00
			More than 10 Million up to 50 Million	PHP 25,000.00
			More than 50 Million up to 500 Million	PHP 50,000.00
			More than 500 Million	PHP 75,000.00
Who May Avail	All	Period of Extension	None	

Documentary Requirements	Where to Secure
Approved PPMP (1) photocopy	Office concerned, City Budget Office

BIDS AND AWARDS COMMITTEE OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)



Approved APP (1) photocopy	Bids and Awards Committee Goods and Services Section
Approved Purchase Request (PR) (1) original copy	Office concerned Admin. Section
Approved Program of Works (POW) (1) original copy	City Engineers Office Planning and Programming Division
Technical Specifications depending on the category of goods and services to be procured (1) original copy	Office concerned City Engineers Office for Motor Vehicle and Heavy Equipment; City Agriculture's Office for agricultural and fisheries machinery and equipment & etc.
Approved Plan (1) blue print copy and or A3 size	Office concerned, City Engineer's Office Planning and Programming Division
Approved SP Resolution of Budget Realignment if applicable (1) photocopy	City Budget Office or City Planning and Development Office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time				Person in-Charge (Position/Unit/Division)	Contact Number
			Minimum Calendar Days Recommended for Activity (CD)	Operational Timeline (Recommended Earliest Possible Time)	Maximum Calendar Days Allowed for Activity	Operational Timeline (Maximum Period Allowed)		
1. Forward approved Purchase Request (PR) to Bids and Awards Committee (BAC).	1.1. Receive approved Purchase Request (P.R), review, schedule and conduct pre-procurement conference (Republic Act 9184 Section 20)	None	1	Day 0	Whenever necessary	0	Bids and Awards Committee, TWG, BAC Secretariat & Staff	0967-016-9677

BIDS AND AWARDS COMMITTEE OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)



	Optional for Approved Budget for the Contract (ABC) of ₱5,000,000.00 and below.							
	1.2. Advertisement/Posting of Request for Expression of Interest (Republic Act 9184 Section 21.2.1) (Start of Availability of Bidding Documents).	None	7 Calendar Days	Day 1 to 7	7 Calendar Days	Day 1 to 7	Bids and Awards Committee, TWG, BAC Secretariat & Staff	0967-016-9677
2. Bidders will secure pay slip at BAC then pay to the City Treasurer's Office. (For payment refer to standard rate indicated above on the total fees	2.1. Issue payment slip.							



<p>to be paid) (Republic Act 9184 Section 5.0).</p>								
<p>3. Bidders will submit the photocopy of Official Receipt (OR) to BAC.</p>	<p>3.1. Receive the Official Receipt (OR) and issue bidding documents.</p>							
<p>4. Bidders shall submit their bids on the date, time, and place specified in the Invitation to Bid/Request for Expression of Interest. The following periods from the last day of posting of the Invitation to Bid/Request for Expression of Interest up to the</p>	<p>4.1. Duly stamp receives date and signs the bidding documents.</p>							

BIDS AND AWARDS COMMITTEE OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)



submission and receipt of bids shall be observed:								
5. Prospective bidders shall attend the pre-bid conference and shall have their questions and clarifications in relation to eligibility requirements and the technical and financial components of the contract to be bid.	5.1. Conduct Pre-Bid Conference (Republic Act Section 22.2) 5.2. Optional for Approved Budget for the Contract (ABC) below ₱1,000,000.00); 5.3. Not Earlier than 7 Calendar Days from Advertisement / Posting. 5.4. 12 Calendar Days before Deadline of Submission and Receipt of Bids.	None	1 Calendar Day	Day 8	Whenever necessary	Day 8 to 40	Bids and Awards Committee, TWG, BAC Secretariat & Staff	0967-016-9677
6. Last day of Availability of Bidding Documents.	6.1. Deadline of submission and Receipt of Bids/Bid Opening	None	1 Calendar Day	Day 20	45 Calendar Days	Day 52	Bids and Awards Committee, TWG, BAC Secretariat & Staff	0967-016-9677

BIDS AND AWARDS COMMITTEE OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
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Bidders shall submit their bids to BAC on the date, time, and place specified in the Invitation to Bid/Request for Expression of Interest).	(RA 9184 Section 25.5) (Last day of Availability of Bidding Documents)							
	6.2. Conduct Bid Evaluation (RA 9184 Section 32.4)	None	1 Calendar Day	Day 21	7 Calendar Days	Day 53 to 59	Bids and Awards Committee, TWG, BAC Secretariat & Staff	0967-016-9677
7. The bidder must submit all Post-Qualification Requirements within 5 Calendar Days from receipt of notice as bidder with Lowest Calculated Bid (LCB) in accordance with Section 34.2	7.1. Conduct Post-Qualification Evaluation (Republic Act 9184 Section 34.8)	None	4 Calendar Days (Note: One (1) Calendar day is allotted for the BAC to notify the Bidder that it has the Lowest Calculated Bid (LCB).	Day 22 to 23	45 Calendar Days	Day 60 to 104	Bids and Awards Committee, TWG, BAC Secretariat & Staff	0967-016-9677
8. The bidder shall submit a Bid Securing Declaration, or any	8.1. Approval of Resolution/Issuance of Notice of Award (Republic	None	1 Calendar Day	Day 24	15 Calendar Days	Day 105 to 119	Head of the Procuring Entity (HOPE), Bids and Awards	0967-016-9677

BIDS AND AWARDS COMMITTEE OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
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<p>form of Bid Security, in an amount not less than the required percentage of the Approved Budget for the Contract (ABC) in accordance with the following schedule:</p>	<p>Act 9184 Section 37.1.2)</p>						<p>Committee, TWG, BAC Secretariat & Staff</p>	
<p>8.1. Cash or cashier's/manager's check issued by a Universal or Commercial Bank-Two percent (2%)</p>								
<p>8.2. Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial</p>								



<p>Bank: Provided, however, that it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a foreign bank- Two percent (2%).</p>								
<p>8.3. Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security- Five percent (5%)</p>								
<p>9. The winning bidder shall post</p>	<p>9.1. Contract preparation and</p>							



<p>the required Performance Security and enter into contract with the Procuring Entity within ten (10) Calendar Days from receipt by the winning bidder of the Notice of Award (RA 9184 37.2.1).</p>	<p>signing (Republic Act 9184 Section 37.2.1). The Procuring Entity shall enter into contract with the winning bidder within the same ten (10) day period provided that all the documentary requirements are complied with.</p> <p>9.2. The following documents shall form part of the contract (Republic Act 9184 37.2.3):</p> <p>9.2.1. Contract Agreement;</p> <p>9.2.2. Bidding Documents;</p> <p>9.2.3. Winning bidder's bid,</p>												
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	<p>including the Eligibility requirements, Technical and Financial Proposals, and all other documents/statements submitted;</p> <p>9.2.4. Performance Security;</p> <p>9.2.5. Notice of Award of Contract; and</p> <p>9.2.6. Other contract documents that may be required by existing laws and/or the Procuring Entity concerned in the Bidding Documents,</p>							
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BIDS AND AWARDS COMMITTEE OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)



	<p>such as the construction schedule and S-curve, manpower schedule, construction methods, equipment utilization schedule, construction safety and health program approved by the Department of Labor and Employment, and PERT/CPM or other acceptable tools of project scheduling for</p>							
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BIDS AND AWARDS COMMITTEE OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)



	infrastructure projects.							
10. The successful bidder duly receives, date and sign the Notice to Proceed.	10.1. Issuance of Notice to Proceed (RA 9184 Section 37.4.1)	None	1 Calendar Day	Day 26	7 Calendar Days	Day 130 to 136	Bids and Awards Committee, TWG, BAC Secretariat & Staff	
	Total	None		26 Calendar Days		136 Calendar Days		
End of Transaction								



3. Procurement of Infrastructure Projects

Description of Service	Conduct Competitive Bidding for Infrastructure Projects (RA 9184 Section 10)			
Office and Division	City Mayor's Office - Bids and Awards Committee			
Classification	Highly Technical	Total Processing Time	26 Calendar Days minimum; 136 Calendar Days maximum	
Type of Transaction	G2C-for government service whose client is the transacting public; G2B- for government services whose client is a business entity; G2G-for government services whose client is a government employee or another government service.	Total Fees	Approved Budget for the Contract	
			Maximum Cost of Bidding Documents (in Philippine Peso) (RA 9184 Section 5.0).	
			500,000 and below	PHP 500.00
			More than 500,000 up to 1 Million	PHP 1,000.00
			More than 1 Million up to 5 Million	PHP 5,000.00
			More than 5 Million up to 10 Million	PHP 10,000.00
			More than 10 Million up to 50 Million	PHP 25,000.00
			More than 50 Million up to 500 Million	PHP 50,000.00
More than 500 Million	PHP 75,000.00			
Who May Avail	All	Period of Extension	None	

Documentary Requirements	Where to Secure
Approved PPMP (1) photocopy	Office concerned, City Budget Office

BIDS AND AWARDS COMMITTEE OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)



Approved APP (1) Photocopy	Bids and Awards Committee Goods Section
Approved Purchase Request (PR) (1) original copy	Office concerned
Approved Program of Works (POW) (1) original copy	City Engineers Office Planning and Programming Division
Approved Plan (1) blueprint copy and or A3 size	City Engineer's Office Planning and Programming Division
Approved SP Resolution of Budget Realignment if applicable (1) photocopy	City Budget Office or City Planning & Development Office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time				Person in-Charge (Position/Unit/Division)	Contact Number
			Minimum Calendar Days Recommended for Activity (CD)	Operational Timeline (Recommended Earliest Possible Time)	Maximum Calendar Days Allowed for Activity	Operational Timeline (Maximum Period Allowed)		
1. Forward approved Purchase Request (PR) to Bids and Awards Committee (BAC).	1.1. Receive approved Purchase Request (PR), review and schedule and conduct pre-procurement conference (Republic Act 9184 Section 20)	None	1	Day 0	Whenever necessary	0	Bids and Awards Committee, TWG, BAC Secretariat & Staff	0967-016-9677

BIDS AND AWARDS COMMITTEE OFFICE HOURS

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	Optional for Approved Budget for the Contract (ABC) of ₱5,000,000.00 and below.							
	1.2. Advertisement/Posting of Request for Expression of Interest (RA 9184 Section 21.2.1) (Start of Availability of Bidding Documents).	None	7 Calendar Days	Day 1 to 7	7 Calendar Days	Day 1 to 7	Bids and Awards Committee, TWG, BAC Secretariat & Staff	0967-016-9677
2. Bidders will secure pay slip at BAC then pay to the City Treasurer's Office. (For payment refer to standard rate indicated above on the total fees to be paid) (RA 9184 Section 5.0).	2.1. Issue payment slip.							

BIDS AND AWARDS COMMITTEE OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)



<p>3. Bidders will submit the photocopy of Official Receipt (OR) to BAC.</p>	<p>3.1. Receive the OR and issue bidding documents.</p>							
<p>4. Bidders shall submit their bids on the date, time, and place specified in the Invitation to Bid/Request for Expression of Interest. The following periods from the last day of posting of the Invitation to Bid/Request for Expression of Interest up to the submission and receipt of bids shall be observed:</p>	<p>4.1. Duly stamp receives date and signs the bidding documents.</p>							

BIDS AND AWARDS COMMITTEE OFFICE HOURS

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(except on holidays)



<p>5. Prospective bidders shall attend the pre-bid conference and shall have their questions and clarifications in relation to eligibility requirements and the technical and financial components of the contract to be bid.</p>	<p>5.1. Conduct Pre-Bid Conference (Republic Act Section 22.2) 5.2. Optional for Approved Budget for the Contract (ABC) below ₱1,000,000.00); 5.3. Not Earlier than 7 Calendar Days from Advertisement / Posting. 5.4. 12 Calendar Days before Deadline of Submission and Receipt of Bids.</p>	<p>None</p>	<p>1 Calendar Day</p>	<p>Day 8</p>	<p>Whenever necessary</p>	<p>Day 8 to 45 or Day 8 to 60</p>	<p>Bids and Awards Committee, TWG, BAC Secretariat & Staff</p>	<p>0967-016-9677</p>
<p>6. Last day of Availability of Bidding Documents. Bidders shall submit their bids to BAC on the date,</p>	<p>6.1. Deadline of submission and Receipt of Bids/Bid Opening (Republic Act 9184 Section 25.5) (Last day of</p>	<p>None</p>	<p>1 Calendar Day</p>	<p>Day 20</p>	<p>50 Calendar Days for Infrastructure Projects PHP 50,000,000.00 and below; 65 Calendar</p>	<p>Day 57 Day 72</p>	<p>Bids and Awards Committee, TWG, BAC Secretariat & Staff</p>	<p>0967-016-9677</p>

BIDS AND AWARDS COMMITTEE OFFICE HOURS

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time, and place specified in the Invitation to Bid/Request for Expression of Interest).	Availability of Bidding Documents)				Days for above PHP 50,000,000.00			
	6.2. Conduct Bid Evaluation (Republic Act 9184 Section 32.4)	None	1 Calendar Day	Day 21	7 Calendar Days	Day 58 to 64 or Day 73 to 79	Bids and Awards Committee, TWG, BAC Secretariat & Staff	0967-016-9677
7. The bidder must submit all Post-Qualification Requirements within 5 CDs from receipt of notice as bidder with Lowest Calculated Bid (LCB) in accordance with Section 34.2	7.1. Conduct Post-Qualification Evaluation (Republic Act 9184 Section 34.8)	None	1 Calendar Days (Note: One (1) Calendar day is allotted for the BAC to notify the Bidder that it has the Lowest Calculated Bid) LCB.	Day 22 to 23	45 Calendar Days	Day 65 to 109 or Day 80 to 124	Bids and Awards Committee, TWG, BAC Secretariat & Staff	0967-016-9677
8. The bidder shall submit a Bid Securing Declaration, or any	8.1. Approval of Resolution/Issuance of Notice of Award (Republic	None	1 Calendar Day	Day 24	15 Calendar Days	Day 110 to 124 or	Head of the Procuring Entity (HOPE), Bids and Awards	

BIDS AND AWARDS COMMITTEE OFFICE HOURS

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<p>form of Bid Security, in an amount not less than the required percentage of the Approved Budget for the Contract (ABC) in accordance with the following schedule:</p>	<p>Act 9184 Section 37.1.2)</p>					<p>Day 125 to 139</p>	<p>Committee, TWG, BAC Secretariat & Staff</p>	
<p>8.2. Cash or cashier's/manager's check issued by a Universal or Commercial Bank-Two percent (2%)</p>								
<p>8.3. Bank draft/guarantee or irrevocable letter of credit issued by a Universal or Commercial Bank: Provided,</p>								

BIDS AND AWARDS COMMITTEE OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)



<p>however, that it shall be confirmed or authenticated by a Universal or Commercial Bank, if issued by a foreign bank- Two percent (2%).</p>								
<p>8.4. Surety bond callable upon demand issued by a surety or insurance company duly certified by the Insurance Commission as authorized to issue such security- Five percent (5%)</p>								
<p>9. The winning bidder shall post the required</p>	<p>9.1. Contract preparation and signing (Republic</p>	<p>None</p>	<p>1 Calendar Day</p>	<p>Day 25</p>	<p>10 Calendar Days</p>	<p>Day 125 to 134 or</p>	<p>HOPE, Bids and Awards Committee, TWG,</p>	<p>0967-016-9677</p>

BIDS AND AWARDS COMMITTEE OFFICE HOURS

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<p>Performance Security and enter into contract with the Procuring Entity within ten (10) Calendar Days from receipt by the winning bidder of the Notice of Award (RA 9184 37.2.1).</p>	<p>Act 9184 Section 37.2.1) The Procuring Entity shall enter into contract with the winning bidder within the same ten (10) day period provided that all the documentary requirements are complied with.</p> <p>9.2. The following documents shall form part of the contract (Republic Act 9184 37.2.3):</p> <p>9.2.1. 1 Contract Agreement;</p> <p>9.2.2. Bidding Documents;</p> <p>9.2.3. Winning bidder's bid, including the</p>					<p>Day 140 to 149</p>	<p><i>BAC Secretariat & Staff</i></p>	
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	<p>Eligibility requirements, Technical and Financial Proposals, and all other documents/statements submitted;</p> <p>9.2.4. Performance Security;</p> <p>9.2.5. Notice of Award of Contract; and</p> <p>9.2.6. Other contract documents that may be required by existing laws and/or the Procuring Entity concerned in the Bidding Documents, such as the</p>							
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BIDS AND AWARDS COMMITTEE OFFICE HOURS

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	<p>construction schedule and S-curve, manpower schedule, construction methods, equipment utilization schedule, construction safety and health program approved by the Department of Labor and Employment, and PERT/CPM or other acceptable tools of project scheduling for infrastructure projects.</p>							
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BIDS AND AWARDS COMMITTEE OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)



10. The successful bidder duly receives, date and sign the Notice to Proceed.	10.1. Issuance of Notice to Proceed (Republic Act 9184 Section 37.4.1)	None	1 Calendar Day	Day 26	7 Calendar Days	Day 135 to 141 or Day 150 to 156	Bids and Awards Committee, TWG, BAC Secretariat & Staff	
Total		None		36 Calendar Days		141 Calendar Days or 156 Calendar Days		
End of Transaction								

BIDS AND AWARDS COMMITTEE OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)





BUSINESS PERMIT'S AND LICENSING DIVISION OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

BUSINESS PERMIT'S AND LICENSING OFFICE



BUSINESS PERMIT'S AND LICENSING DIVISION OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

1. Issuance of Business Permit (Business One Stop Shop – All Year Round)

Description of Service	Issue Business Permit to any person or entity who conduct or engage in any business trade or occupation with in the territorial jurisdiction of the City of Malaybalay for which a permit is required for the proper supervision and enforcement of existing laws and ordinances.		
Office and Division	City Mayor's Office - Business Permit's and Licensing Division		
Classification	Simple, Complex, Highly Technical	Total Processing Time	Less than 3 days Less than 7 days 20 Days
<p><i>Note: For new Registration only</i> Simple: Retailers, Dealers, Peddlers, Wholesalers Ex. Sari-sari, General Merchandise etc. Complex: Manufacturer's, Contractors, Banks and other Institution Ex. Pawnshop, Banks etc. Highly Technical: Plantation, Poultry, Piggery, Quarry</p>			
Type of Transaction	G2C – Government to Citizen G2B – Government to Business Entity	Total Fees	Refer Fees to Paid
Who May Avail	Business Owners and Stakeholders	Period of Extension	None

Documentary Requirements	Where to Secure
For New Registration:	
Barangay Clearance	Barangay Office (Business is Located)
Certificate of Occupancy	Office of the Building Official
Leased Contract (if space is rented)	Building Owner
Proof of Business Registration;	DTI Office



BUSINESS PERMIT'S AND LICENSING DIVISION OFFICE HOURS

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(except on holidays)

DTI – Certificate for Trade Name	
SEC – Registration for corporation & partnership	SEC Office
CDA – (for cooperative)	CDA Office
For Renewal;	
Barangay Clearance	Barangay Office (Business is Located)
Income Tax Return / Income & Financial Statement	BIR

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
<p>Proceed to BOSS Venue New City Hall ground floor, Casisang, Malaybalay City.</p> <p>1. One Time Assessment Submit filled up business application form (new) computer generated application (renewal) and attached</p>	<p>BPLD personnel receive and review business application with attached documentary requirements.</p> <p>Interview client and assess business taxes and regulatory fees.</p> <p>Generates tax due worksheet.</p>	<p>Revenue Code of the City of Malaybalay Ordinance No. 880 Series of 2016.</p> <p>Schedule of Fees based on Gross Sales/Receipt for the Preceding Calendar Year</p> <p>For New Applicant - Zero tax of the Capital Investment</p> <p>For Renewal</p> <p>A. <u>Retailers</u> More than P 50,000.00 but not over P 400,000.00 2.20% In excess of 400,000.00 1 ½ % plus P 8,800.00</p> <p>B. <u>Manufacturer</u></p>	40 Minutes	<p>Licensing Officer IV Licensing Officer III Licensing Officer II Licensing Inspector 1</p>	0926-833-0696

BUSINESS PERMIT'S AND LICENSING DIVISION OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)



<p>documentary requirements for assessment of business taxes and fees.</p>	<p>Advise client to go to step 2 for onetime payment of business taxes, fees and Fire Safety Inspection Certificate Fee.</p>	<p>At a rate of fifty six percent (56%) of one percent (1%) in excess of 6,500,000.00 plus 36,562.50</p> <p>C. <u>Wholesaler</u> At a rate of sixty five percent (65%) of one percent (1%) in excess of 2,000,000.00 plus 15,000.00</p> <p>D. <u>Manufacturer/Wholesaler Essential</u> ONE-HALF (½) of the rate prescribed under A. B. & C</p> <p>E. <u>Contractor</u> At a rate of sixty-five (65%) of one percent (1%) in excess of 2,000,000.00 plus 17,250.00</p> <p>F. <u>Banks</u> At a rate of seventy-five percent (75%) of one percent (1%)</p> <p>G. <u>Restaurant, Cafes, Hotels, Lessors & etc.</u> 2.5 %</p>			
<p>2. One Time Payment Pay Business taxes and fees, Real Property Tax & Fire Safety Inspection Certificate fee</p>	<p>Receive payment and issue official receipt.</p>	<p>Per Billing Statement</p> <p>Fire Inspection Certificate Fee 15% of Regulatory Fees and minimum of 500.00 pesos</p>	<p>30 Minutes</p>	<p><i>CTO Collectors</i></p> <p><i>BFP Collectors</i></p>	<p>088-813-4726 Local-119</p> <p>0917-677-7700</p>



BUSINESS PERMIT'S AND LICENSING DIVISION OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

<p>3. Issuance and Releasing of Business Permit</p> <p>Submit business application with complete documentary requirements and claim Business Permit.</p>	<p>BPLD personnel receive/review business application with complete documentary requirements.</p> <p>Issue and release business permit.</p>	<p>None</p>	<p>20 Minutes</p>	<p><i>Licensing Officer II</i> <i>Licensing Officer I</i></p>	<p>0926-833-0696</p>
<p>Total</p>				<p>1 Hour and 30 Minutes</p>	
<p>End of Transaction</p>					
<p>® Pre-Registration</p> <p>1. Secure Business Application Form and Checklist for business permit requirements at BPLO or download at the City of Malaybalay Website www.malaybalaycity.gov.ph</p>					

BUSINESS PERMIT'S AND LICENSING DIVISION OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)



2. Issuance of Motorela Permit

Description of Service	Issue motorela permit and the permit must be renewed every January 2-31 of the year. Penalties are imposed after this period.		
Office and Division	Business Permit's and Licensing Division		
Classification	Simple	Total Processing Time	40 Minutes
Type of Transaction	G2C-Government to Citizen	Total Fees	Permit - PHP 500.00 Sticker - PHP 100.00
Who May Avail	Motorela Operators and drivers	Period of Extension	None

Documentary Requirements	Where to Secure
Tax Clearance	City Economics Enterprise and Development Management Office
Official Receipt from City Treasurer Office (Php 500.00)	City Treasurer's Office
Barangay Clearance	Barangay Office (Home Address)
Police Clearance	Philippine National Police Office
City Prosecutors Clearance	City Prosecutor's Office
Judge Clearance	Hall of Justice
Mayors Clearance	City Mayor's Office
BIR Certificate Authorization Registration (for new Motorela Franchise holder)	Bureau of Internal Revenue
Official Receipt from Land Transportation	Land Transportation Office
Certificate of Registration (photocopy)	Land Transportation Office
Inspection Report	Traffic Management Centre
Drivers Clearance;	



BUSINESS PERMIT'S AND LICENSING DIVISION OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

Barangay Clearance	Barangay Office (Home Address)
Police Clearance	Philippine National Police Office
City Prosecutors Clearance	City Prosecutor's Office
Judge Clearance	Hall of Justice
Mayors Clearance	City Mayor's Office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to the Business Permit and Licensing Division Office. Secure requirements for the issuance of Motorela Permit	1.1. Business Permit and Licensing Division personnel provide checklist with a short briefing of the requirements.	None	10 Minutes	<i>Licensing Officer I</i>	088-813-4726 088-813-4761
2. Proceed to City Treasurer's Office pay the following. - Motorela permit fee - Motorela Sticker	2.1. City Treasurer Office personnel receive payment and issue official receipt.	PHP 500.00 PHP 100.00	10 Minutes	<i>City Treasurer's Office Collector</i>	088-813-4726 088-813-4761
3. Proceed to Business Permit and Licensing Division Office. Submit complete documentary requirements and claim Motorela Permit and sticker.	3.1. Business Permit and Licensing Division personnel receive and review documents submitted. 3.1.1. Issue Motorela Permit. 3.1.2. Segregate and release Motorela Permit and sticker.	None	20 Minutes	<i>Licensing Officer III Licensing Officer I</i>	088-813-4726 088-813-4761
Total		PHP 600.00	40 Minutes		
End of Transaction					



BUSINESS PERMIT'S AND LICENSING DIVISION OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

3. Issuance of Motorela Franchise (New and extension of Franchise)			
Description of Service	Issue Motorela franchise valid for 3 years and should be renewed franchise before expiry date		
Office and Division	Business Permit's and Licensing Division		
Classification	Simple	Total Processing Time	40 Minutes
Type of Transaction	G2C-Government to Citizen	Total Fees	PHP 1,500.00
Who May Avail	Motorela Operators and drivers	Period of Extension	None

Documentary Requirements	Where to Secure
Original OR/CR	Land Transportation Office
Voters ID/Affidavit (for New franchise holder)	Comelec Office
Official Receipt from CTO (php. 1,500.00)	City Treasurer's Office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to Business Permit and Licensing Division Office. Secure requirements for the issuance of Motorela Franchise.	1.1. Business Permit and Licensing Division personnel provide checklist with a short briefing of the requirements.	PHP 1500.00	10 Minutes	Licensing officer I	088-813-4726 088-813-4761
2. Proceed to City Treasurer's Office. Pay Motorela Franchise	2.1. Receive payment and issue official receipt.		10 Minutes	City Treasurer's Office Collector	088-813-4726 088-813-4761
3. Proceed to Business Permit and Licensing Division Office	3.1. Business Permit and Licensing Division personnel receive and review documents submitted. 3.1.1. Issue Motorela Franchise.		20 Minutes	Licensing officer III	088-813-4726 088-813-4761



BUSINESS PERMIT'S AND LICENSING DIVISION OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

Submit complete documentary requirements and claim Motorela Franchise.	3.1.2. Segregate and release Motorela Franchise.				
Total		PHP 1500.00	40 Minutes		
End of Transaction					



BUSINESS PERMIT'S AND LICENSING DIVISION OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

4. Issuance of Motorela Confirmation			
Description of Service	Issue Motorela confirmation to motorela operators.		
Office and Division	Business Permit's and Licensing Division		
Classification	Simple	Total Processing Time	40 Minutes
Type of Transaction	G2C-Government to Citizen	Total Fees	PHP 100.00
Who May Avail	Motorela Operators and Drivers	Period of Extension	None

Documentary Requirements	Where to Secure
Photocopy OR / CR.	Land Transportation Office
Official Receipt from City Treasurer's Office (Php. 100.00)	City Treasurers Office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to Business Permit and Licensing Division Office. Secure requirements for the issuance of Motorela Confirmation.	1.1. Business Permit and Licensing Division personnel provide checklist with a short briefing of the requirements.	PHP 100.00	10 Minutes	<i>Licensing officer I</i>	088-813-4726 088-813-4761
2. Proceed to City Treasurer's Office. Pay Confirmation Fee	2.1. Receive payment and issue official receipt.		10 Minutes	<i>City Treasurer's Office Collector</i>	088-813-4726 088-813-4761



BUSINESS PERMIT'S AND LICENSING DIVISION OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

<p>3. Proceed to Business Permit and Licensing Division Office Submit complete documentary requirements and claim Motorela Confirmation.</p>	<p>3.1. Business Permit and Licensing Division personnel receive and review documents submitted. 3.1.1. Issue Motorela Confirmation. 3.1.2. Segregate and release Motorela Confirmation.</p>		<p>20 Minutes</p>	<p><i>Licensing officer III</i></p>	<p>088-813-4726 088-813-4761</p>
		<p>Total</p>	<p>PHP 100.00</p>	<p>40 Minutes</p>	
<p>End of Transaction</p>					



BUSINESS PERMIT'S AND LICENSING DIVISION OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

5. Issuance of Motorela Dropping of Franchise			
Description of Service	Issue Dropping of motorela franchise to motorela operators.		
Office and Division	Business Permit's and Licensing Division		
Classification	Simple	Total Processing Time	40 Minutes
Type of Transaction	G2C-Government to Citizen	Total Fees	PHP 150.00
Who May Avail	Motorela Operators and Drivers	Period of Extension	None

Documentary Requirements	Where to Secure
Photocopy O.R / C.R.	Land Transportation Office
Official Receipt from City Treasurer's Office (Php. 150.00)	City Treasurers Office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to Business Permit and Licensing Division Office. Secure requirements for the issuance of Motorela dropping of franchise.	1.1. Business Permit and Licensing Division personnel provide checklist with a short briefing of the requirements.	PHP 150.00	10 Minutes	<i>Licensing Officer I</i>	088-813-4726 088-813-4761
2. Proceed to City Treasurer's Office. Pay dropping Fee	2.1. Receive payment and issue official receipt.		10 Minutes	<i>City Treasurer's Office Collector</i>	088-813-4726 088-813-4761



BUSINESS PERMIT'S AND LICENSING DIVISION OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

<p>3. Proceed to Business Permit and Licensing Division Office Submit complete documentary requirements and claim Motorela Dropping of Franchise.</p>	<p>3.1. Business Permit and Licensing Division personnel receive and review documents submitted. 3.1.1. Issue Motorela dropping of franchise. 3.1.2. Segregate and release Motorela dropping of franchise.</p>		<p>20 Minutes</p>	<p><i>Licensing Officer III</i></p>	<p>088-813-4726 088-813-4761</p>
<p>Total</p>		<p>PHP 150.00</p>	<p>40 Minutes</p>		
<p>End of Transaction</p>					



BUSINESS PERMIT'S AND LICENSING DIVISION OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

6. Issuance of Certificates Related to Business			
Description of Service	Provides certification of no business and cessation of business to clients.		
Office and Division	Business Permit's and Licensing Division		
Classification	Simple	Total Processing Time	20 Minutes (maximum)
Type of Transaction	G2C-Government to Citizen	Total Fees to be Paid	PHP 100.00
Who May Avail	Business Owner/Stakeholders	Period of Extension	None

Documentary Requirements	Where to Secure
Barangay Certification	Barangay Office (Cessation of business)
Official Receipt from City Treasurer's Office (Php. 100.00)	City Treasurers Office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to Business Permit and Licensing Division Office. Secure requirements for the issuance of Certification	1.1. Business Permit and Licensing Division personnel check records of the Client in IRGS database. 1.1.1. Advice client to pay certification fee.	PHP 100.00	5 Minutes	Licensing Officer I	088-813-4726 088-813-4761
2. Proceed to City Treasurer's Office. Payment of certification fee	2.1. Receive payment and issue official receipt.		10 Minutes	City Treasurer's Office Collector	088-813-4726 088-813-4761
3. Proceed to Business Permit and Licensing Division Office. Submit official receipt and claim certification	3.1. Receive, issue certification and release.		5 Minutes	Licensing Officer III	088-813-4726 088-813-4761
Total		PHP 100.00	20 Minutes		
End of Transaction					



CITY URBAN DEVELOPMENT & HOUSING DIVISION



1. Relocation of Hazard Vulnerable and Landless Communities			
Description of Service	The City Government of Malaybalay has committed to upgrade blighted communities and develop areas for sites and services for the benefit of its qualified beneficiaries as to R. A. 7279 known as the Urban development and Housing Act of 1994 (UDHA) and supported by the City Ordinance no. 565 series of 2005. This is a low-cost housing to be paid by the qualified applicant in monthly instalment with terms and condition agreed in the conditional contract to sell between the LGU and the beneficiary. The chance to the qualified applicant to acquire home lot. Upon full payment of the lot installed the CHDHO will issue deed of sale.		
Office and Division	City Mayor's Office - City Urban Development and Housing Division		
Classification	Simple	Total Processing Time	7 Hours and 20 Minutes
Type of Transaction	G2C - Government to Citizens	Total Fees	None
Who May Avail	Communities who are living in danger zone areas. Like flood prone areas, land slide prone areas, affected by road widening, landless and informal settlers in this City. All applicants are subject for verification and evaluation.	Period of Extension	None

Documentary Requirements	Where to Secure
Barangay clearance, one (1) original, one (1) photocopy	Barangay Office
Certificate of Indigency, one (1) original, one (1) photocopy	Barangay Office
Resident Certificate, one (1) original, one (1) photocopy	Barangay Office
Photo copy of Income tax return /Certificate of tax exemption, one (1) original, one (1) photocopy	Bureau of Internal Revenue - BIR
Certificate of no land holding, one (1) original, one (1) photocopy	City Assessors Office – Administrative Section
Family Picture, one (1) original	Applicant



CITY URBAN DEVELOPMENT & HOUSING OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

Fire Incident Certificate, one (1) original, one (1) photocopy - for fire Victims additional requirements		Bureau of Fire Protection Office			
Flood and Landslide Incident Certificate, one (1) original, one (1) photocopy -for Land slide and Flood victim's additional requirements		City Disaster Risk Reduction Management Office			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to the City Urban Development and Housing Division thru Estate management Section and present the requirements for review	1.1 Receive as to completeness of the requirements presented by the applicants. 1.2 Conduct actual tagging for evaluation and verification of the applicants. 1.3 Endorse to the beneficiary selection committee (BSC) for review and for the approval of the Local Chief Executive.	None	1 Hours	Admin Aide Civil Aviation Authority (CAA)-II Chief Administrative Officer (CAO) -III City Urban Development and Housing Division	09534597882
2. Receive Notice for Awarding and to attend meeting as stated.	2.1 Facilitate orientation for qualified applicants to over view the Housing Policy as stated in the conditional contract to sale, City Ordinance and Housing rules. 2.2 Conduct draw lot for lot assignments	None	3 Hours	Admin Aide Civil Aviation Authority (CAA)-II Chief Administrative Officer (CAO) -III City Urban Development and Housing Division	09534597882



CITY URBAN DEVELOPMENT & HOUSING OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

<p>3. Received Certificate of Award and signing of conditional contract to sale</p>	<p>3.1 Facilitate and conduct Turn-over and Awarding Ceremony. 3.2 Prepare conditional contract to sale and assist the qualified applicants in signing. 3.3 Guide the beneficiaries to their respective lot assignments. 3.4 Issue Certificate Occupancy for Building permits, Electrification and water connection purposes.</p>	<p>None</p>	<p>3 Hours</p>	<p><i>Admin Aide Civil Aviation Authority (CAA)-II Chief Administrative Officer (CAO) -III City Urban Development and Housing Division</i></p>	<p>09534597882</p>
<p>4. Proceed to City Urban Development and Housing Office (CUDHO) – Estate Management Section Update the records and Pay Monthly Amortization of the Lot awarded to the Treasurer Office.</p>	<p>4.1 Update Monthly Amortization and issue bill for the amount due.</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Admin Aide Civil Aviation Authority (CAA)-II Chief Administrative Officer (CAO) -III City Urban Development and Housing Division</i></p>	<p>09534597882</p>
<p>5. Back to City Urban Development and Housing Office (CUDHO) present the Official Receipts to the Estate Managements Section for posting.</p>	<p>5.1 Record /post the amount paid with Official receipts to the individual instalment folder/card of beneficiaries.</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Chief Administrative Officer (CAO) -III Estate Management Section City Urban Development and Housing Division</i></p>	<p>09534597882</p>



CITY URBAN DEVELOPMENT & HOUSING OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

<p>6. Upon Full payment proceed to City Urban Development and Housing Office (CUDHO) to have documents of ownership over the lot.</p>	<p>6.1 Issue a Deed of sale over the fully paid lot in the name of the beneficiary for the title.</p> <p>6.2 Provide any necessary documents for titling processing:</p> <ul style="list-style-type: none"> ✓ Subdivision plan ✓ Technical Description ✓ SP Resolution of the housing project ✓ Certificate of full payment 	<p>None</p>	<p>30 Minutes</p>		<p>09534597882</p>
<p>7. Secure a copy deed of sale over the fully paid lot in the name of the beneficiary for the title.</p>					
<p>Total</p>		<p>None</p>			
<p>Note: Number of processing time varies depending of volume of transactions and location of qualified applicants</p>					
<p>End of Transaction</p>					



PUBLIC EMPLOYMENT SERVICES OFFICE



1. Employment Facilitation

Description of Service	The Employment Facilitation program provides services to Malaybalay City residents with employment opportunities through job matching and referrals.		
Office and Division	City Mayor's Office - Public Employment Service Office		
Classification	Simple	Total Processing Time	15 Minutes
Type of Transaction	Government to Citizen (G2C)	Total Fees	None
Who May Avail	Malaybalay City Residents and non-Malaybalay City residents	Period of Extension	None

Documentary Requirements	Where to Secure
None	None

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Job Registration Applicant/s will register by sending their applications to Malaybalay City Public Employment Service Office PESO Email Address: pesomalaybalaycity@gmail.com	1.1. Processing of applicant's data	None	5 Minutes	Public Employment Service Office	09155423434
	1.2. Job Matching	None	5 Minutes		
	1.3. Refer to Company/employer list of applicants matched from job vacancy	None	5 Minutes		
2. Walk-in Applicants Applicant/s will register by filling out NSRP Jobseekers Profile Form					
Total		None	15 Minutes		
End of Transaction					



2. Local Recruitment Activity

Description of Service	The Local Recruitment Activity is exclusively designed for the recruitment of only one requesting company in a day.		
Office and Division	City Mayor's Office - Public Employment Service Office		
Classification	Simple	Total Processing Time	2 Days & 20 Minutes
Type of Transaction	G2B - Government to Business	Total Fees	None
Who May Avail	Licensed Business Establishment/Agencies	Period of Extension	None

Documentary Requirements	Where to Secure
Business Permit BIR Certificate SEC/DTI Registration Company Profile: Job Vacancies with qualification (for local employment) Job Order (for overseas employment) DOLE License (for local manpower agencies) POEA License (for overseas recruitment agencies) List of Clients (for local manpower agencies) Letter of Intent addressed to PESO Head NSRP Form 2 (Establishment's Profile) No Objection Certificate	Business Permit and Licensing Department Bureau of Internal Revenue Securities and Exchange Commission/ Department of Trade and Industry Department of Labor and Employment Philippine Overseas Employment Administration PESO/Downloadable thru internet DOLE/PESO (approved by PESO Manager)

PUBLIC EMPLOYMENT SERVICE OFFICE (PESO) HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)



Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Employers will send their requirements to Malaybalay City Public Employment Service office PESO Email Address: pesomalaybalaycity@gmail.com	1.1. Assessment/checking of requirements	None	1 day	Public Employment Service Office	09155423434
	1.2. Approval of application	None	5 Minutes		
	1.3. Issuance of No Objection Certificate	None	5 Minutes	Public Employment Service Office	09155423434
	1.4. Booking of schedule and facilities for LRA	None	1 Day		
2. Conduct LRA/SRA	2.1. Prepare the venue; provide chairs and tables	None	15 Minutes		
3. Submission of Terminal Report	3.1. Approval of Terminal Report	None	5 Minutes	Public Employment Service Office Manager	09155423434
Total		None	2 Days & 20 Minutes		
End of Transaction					



3. Special Program for the Employment of Students and Out of School Youth (SPES)

Description of Service	Initiated by the Department of Labor and Employment, the Special Program for the Employment of Students and Out-of-School Youth (SPES) provides assistance to poor but deserving students in pursuing their education by encouraging employment during summer or Christmas vacations.		
Office and Division	City Mayor's Office - Public Employment Service Office		
Classification	Simple	Total Processing Time	4 Hours & 45 Minutes
Type of Transaction	G2C - Government to Citizens	Total Fees	None
Who May Avail	Malaybalay City Residents	Period of Extension	None

Documentary Requirements	Where to Secure

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Online Job Registration 1.1. Applicant/s will register by sending their applications to Malaybalay City Public Employment Service Office PESO Email Address: pesomalaybalaycity@gmail.com	1.1.1. Processing of applicant's data	None	5 Minutes	Public Employment Service Office	09155423434
2. Walk-in Applicants 2.1. Applicant/s will register by filling out Prescribed application form or SPES Form	Screening Process: 2.1.1. Conduct assessment of requirements		5 Minutes		

PUBLIC EMPLOYMENT SERVICE OFFICE (PESO) HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)



2.2. Sign and execute Employment Contract or SPES Form 4	2.2.1. Facilitate employment and forward to the participating employer		5 Minutes		
2.3. Attend orientation prior to employment and accomplish SPES Form 2A	2.3.1. Conduct orientation to successful applicants	None	4 Hours	Public Employment Service Office	
2.4. Report to work for the whole duration of employment period	2.4.1. to DOLE FO the complete documents for validation		30 Minutes		
Total		None	4 Hours & 45 Minutes		
End of Transaction					

PUBLIC EMPLOYMENT SERVICE OFFICE (PESO) HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)



4. Issuance of Public Employment Service Office Certification

Description of Service	Any individual who are newly hired by employers and already employed within the territorial jurisdiction of City of Malaybalay are required to secure PESO certificate which they have to submit to their respective employers as part of their requirements.		
Office and Division	City Mayor's Office - Public Employment Service Office		
Classification	Simple	Total Processing Time	5 Minutes
Type of Transaction	Government to Citizens (G2C)	Total Fees	None
Who May Avail	Malaybalay City Residents	Period of Extension	None

Documentary Requirements	Where to Secure
Valid ID / NSRP (Jobseekers) Form	PESO Malaybalay City

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Approach the PESO Desk Officer for inquiry	1.1. Provide NSRP Form 1 (Jobseekers) to client	None	1 Minute	Public Employment Service Office Manager	09155423434
2. Fill out NSRP Form 1	2.1. Register information in the PESO Employment Information System (PEIS)	None	2 Minutes		
	2.2. Print out certification	None	1 Minute		
	2.3. Approval of Certification	None	1 Minute		
3. Receive the certification	None	None	None	None	None
4. Sign in the record book	None	None	None	None	None
Total		None	5 Minutes		
End of Transaction					



SENIOR CITIZEN AFFAIRS OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

OFFICE OF THE SENIOR CITIZENS AFFAIRS



SENIOR CITIZEN AFFAIRS OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

1. Issuance of Senior Citizens Identification Card (ID)

Description of Service	To deliver assistance to the Senior Citizens through provisions of RA 9994.		
Office and Division	City Mayor's Office - Office of the Senior Citizen Affairs (OSCA)/ Division		
Classification	Simple	Total Processing Time	30 Minutes
Type of Transaction	G2C - Government to Citizens	Total Fees	None
Who May Avail	All senior citizens of the City of Malaybalay	Period of Extension	None

Documentary Requirements	Where to Secure
Valid ID's of Senior Citizens one (1) original, one (1) photocopy	OSCA- Office of the Senior Citizen Affairs
Barangay Certification one (1) original, one (1) photocopy	Barangay where they reside
Community Tax Certificate (Recent) one (1) original, one (1) photocopy	Barangay/City Treasurer's Office
Birth Certificate one (1) original, one (1) photocopy	PSA/NSO- Philippine Statistics Authority/ National Statistic Authority
Application Form	OSCA- Office of the Senior Citizen Affairs
2 pcs. 1X1 Picture	

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Sign in log book to the Office of the Senior Citizen Affairs – Receiving Section	1.1. Assist the Senior Citizens in signing the log book.	None	5 Minutes	OSCA Head	09551945584
2. Fill out application forms	2.1. Issuance of application form	None	10 Minutes	OSCA Head	09551945584



SENIOR CITIZEN AFFAIRS OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

	2.2. Verification of application form				
3. Submission of requirements	3.1. Verification of Requirements 3.2. Record the applicant's personal information	None	5 Minutes	<i>OSCA Head</i>	09551945584
4. Claim Senior Citizens ID	4.1. Issuance of Senior Citizen's ID.	None	5 Minutes	<i>OSCA Head</i>	09551945584
5. Log-out upon receiving the Senior Citizens ID	None	None	None	None	None
Total		None	30 Minutes		
End of Transaction					



SENIOR CITIZEN AFFAIRS OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

2. Issuance of Medicine and Grocery Purchase Booklet			
Description of Service	To deliver assistance to the Senior Citizens through the provisions of RA 9994.		
Office and Division	City Mayor's Office - Office of the Senior Citizens Affairs (OSCA)/ Division		
Classification	Simple	Total Processing Time	30 Minutes
Type of Transaction	G2C - Government to Senior Citizens	Total Fees	None
Who May Avail	All senior citizens of the City of Malaybalay	Period of Extension	None

Documentary Requirements	Where to Secure
Valid identification card of Senior Citizen	OSCA- Office of the Senior Citizens Affairs

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Sign in log book to the Office of the Senior Citizen Affairs – Receiving Section	1.1. Assist the SC in signing the log book.	None	5 Minutes	OSCA Head	09551945584
2. Require to present senior citizens ID	2.1. Verify senior citizen's ID 2.2. Verify the senior citizen's ID number 2.3. Type and record the information of senior citizen.	None	10 Minutes	OSCA Head	09551945584
3. Claim Senior Citizen medicine and grocery purchase booklet.	3.1. Issue the Senior Citizen medicine and grocery purchase booklet	None	5 Minutes	OSCA Head	09551945584
4. Log-out upon receiving the Senior Citizens ID	None	None	None	None	None
Total		None	30 Minutes		
End of Transaction					



SENIOR CITIZEN AFFAIRS OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

3. Issuance of Certificate of Transfer			
Description of Service	To deliver to the Senior Citizens through the provisions of RA 9994.		
Office and Division	City Mayor's Office - Office of the Senior Citizens Affairs (OSCA)/ Division		
Classification	Simple	Total Processing Time	30 Minutes
Type of Transaction	G2C - Government to Citizen	Total Fees	None
Who May Avail	All senior citizens of the City of Malaybalay	Period of Extension	None

Documentary Requirements	Where to Secure
Senior Citizen Identification Card <i>(for verification purposes)</i>	OSCA- Office of the Senior Citizens Affairs

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Sign in log book to the Office of the Senior Citizen Affairs – Receiving Section	1.1. Assist the SC in signing the logbook	None	5 Minutes	OSCA Head	0955-194-5584
2. Fill in the Request of Transfer Form	2.1. Interview the senior citizen				
3. Require to present senior citizens ID	3.1. Verify the Senior Citizen ID 3.2. Encode the information of the Senior Citizen 3.3. OSCA Head signs the Certificate of Transfer	None	10 Minutes	OSCA Head	0955-194-5584



SENIOR CITIZEN AFFAIRS OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

4. Surrender old ID	4.1. Receive, keep and record the surrendered ID.	None	5 Minutes	<i>OSCA Head</i>	0955-194-5584
5. Claim the approved Certificate of Transfer	5.1. Issuance of approved Certificate of Transfer	None	5 Minutes	<i>OSCA Head</i>	0955-194-5584
6. Log out upon receiving the Certificate of Transfer.	None	None	None	None	None
Total		None	30 Minutes		
End of Transaction					



SENIOR CITIZEN AFFAIRS OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)



CITY TOURISM OFFICE

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)



CITY TOURISM OFFICE



1. TOURISM RELATED BUSINESSES CERTIFICATION			
Description of Service	By obtaining this certification, businesses demonstrate their adherence to industry standards, ensuring that they offer safe, reliable, and customer-centric services.		
Office and Division	CITY MAYOR'S OFFICE - CITY TOURISM DIVISION – PLANNING SECTION		
Classification	SIMPLE	Total Processing Time	1 Hour
Type of Transaction	(G2B) GOVERNMENT TO BUSINESS ENTITY	Total Fees	None
Who May Avail	TOURISM RELATED BUSINESSES	Period of Extension	Within 1 day after the return of lacking documents

Documentary Requirements	Where to Secure
Duly Accomplished City Tourism Office Certification Form (Original) – 1 copy	City Tourism Office
Valid Business Name Registration (Photocopy) – 1 copy	Department of Trade and Industry
Company Profile (Original) – 1 copy	Business Owners
Valid Mayor's Permit/Business Permit (Photocopy) – 1 copy	City Mayor's Office – Business Permit and Licensing Division

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Secure Certification Form	1.1 Provide Certification Form to the Applicant	None	10 minutes	Supervising Tourism Operations Officer	09267328544
2. Fill out Application Form		None	Based on the Applicant's response time		



3. Submit Certification Form together with the Documentary requirements	3.1. Receiving and evaluate Application Form and Documentary Requirements 3.1.1 If incomplete, return application with necessary remarks on the lacking requirements	None	40 minutes	Supervising Tourism Operations Officer	09267328544
4. Claim – Certification	4.1 Fill out/in a logbook for release of certification 4.2 Release of Certificate	None	10 minutes	Supervising Tourism Operations Officer	09267328544
Total			1 hour		



2. RELEASE OF TOURISM RELATED BUSINESSES DATA			
Description of Service	Release Data of Tourism Related Businesses' Data specifically on tourist arrival, occupancy and other statistics		
Office and Division	CITY MAYOR'S OFFICE - CITY TOURISM DIVISION – PLANNING SECTION		
Classification	SIMPLE	Total Processing Time	1 Hour
Type of Transaction	Government to Government (G2G) Government to Citizens (G2C) Government to Business (G2B)	Total Fees	None
Who May Avail	Tourism Related Enterprises (TREs) Academe Researchers Government/Private Entities	Period of Extension	1 Day

Documentary Requirements	Where to Secure
Request Letter (Original)	Requesting Party

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit Request Letter	1.1 Receive Request Letter	none	15 minutes	Senior Tourism Operations Officer	09267328544
2. Fill-out Request Form	2.1 Evaluate Request Letter	none	20 minutes	Senior Tourism Operations Officer	09267328544
3. Claim - Data	3.1 Fill in form	none	25 minutes	Senior Tourism Operations Officer	09267328544
	3.2 Release of Data				



Total		1 hour	
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3. ASSISTANCE TO LOCAL AND FOREIGN VISITORS

Description of Service	Give assistance, information and other services needed by local and foreign Visitors		
Office and Division	CITY MAYOR'S OFFICE - CITY TOURISM DIVISION – PROMOTIONS SECTION		
Classification	SIMPLE	Total Processing Time	1 Hour
Type of Transaction	(G2B) GOVERNMENT TO BUSINESS (G2C) GOVERNMENT TO CITIZEN (G2G) GOVERNMENT TO GOVERNMENT	Total Fees	None
Who May Avail	Local and Foreign Tourists	Period of Extension	1 day

Documentary Requirements	Where to Secure
Valid ID for checking (Original)	Requesting Party
Passport for checking for Foreigners (Original)	Country of Origin

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Fill out Guest List	1.1 Provide Guest List	None	5 minutes	Tourism Operations Officer - I	09267328544
2. Ask specific information, data, assistance need	2.1. Assist and guide the client on a specific request	None	Based on the Applicant's	Tourism Operations Officer – I	09267328544



	2.2. Accompany client to specific attraction/office if necessary		response time	
		Total	1 hour	

4. REQUEST FOR DEPARTMENT OF TOURISM - SEMINAR, TRAINING AND WORKSHOP

Description of Service	Guide and assist clients for Department of Tourism – Seminar, Training and Workshop		
Office and Division	CITY MAYOR’S OFFICE - CITY TOURISM DIVISION – PLANNING SECTION		
Classification	SIMPLE	Total Processing Time	8 – 15 days
Type of Transaction	(G2B) GOVERNMENT TO BUSINESS (G2C) GOVERNMENT TO CITIZENS (G2G) GOVERNMENT TO GOVERNMENT	Total Fees	None
Who May Avail	Tourism Related Enterprises Government Agencies	Period of Extension	1 month depending on the availability of the funds and resources

Documentary Requirements	Where to Secure
Request Letter (Original)	Requesting Party
Activity Design (Original)	Requesting Party
Department of Tourism Accreditation Certificate (Photocopy) – 1 copy	Department of Tourism – Region X
City Tourism Office Accreditation Certificate (Photocopy) – 1 copy	City Tourism Office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
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1. Submit Request Letter	1.1 Receive Request Letter	None	10 minutes	Senior Tourism Operations Officer	09267328544
2. Fill out training request form			Based on the requestor's response	Senior Tourism Operations Officer	09267328544
3. Submit training request form together with the Documentary requirements	<p>3.1. Receive and evaluate Request Form and Documentary Requirements</p> <p>3.1.1 If incomplete, return application with necessary remarks on the lacking requirements</p> <p>3.1.2 If complete, transmit pertinent documents to Department of Tourism and check for availability of funds, date and resources</p> <p>3.2 Validation from Department of Tourism</p> <p>3.2.1 If dis-approved, inform the client right away</p> <p>3.2.2 If approved by the Department of Tourism – X, they will set the schedule and provide necessary documents/materials needed</p>	None	1 – 15 days	Senior Tourism Operations Officer	09267328544



		for the training, seminar or workshop			
4	Implement of Training, Seminar or Workshop	4.1 Provide training, seminar or workshop, Materials and other resources	None	Depending on the number of days of a certain training, seminar or workshop	Senior Tourism Operations Officer 09267328544
		Total		8 – 15 days	



5. TOURISM RELATED BUSINESSES CERTIFICATION – WITHIN ANCESTRAL DOMAIN

Description of Service	By obtaining this certification, businesses demonstrate their adherence to industry standards, ensuring that they offer safe, reliable, and customer-centric services.		
Office and Division	CITY MAYOR'S OFFICE - CITY TOURISM DIVISION – PLANNING SECTION		
Classification	SIMPLE	Total Processing Time	1 Hour
Type of Transaction	(G2B) GOVERNMENT TO BUSINESS	Total Fees	None
Who May Avail	TOURISM RELATED BUSINESSES	Period of Extension	Within 1 day after the return of lacking documents

Documentary Requirements	Where to Secure
Duly Accomplished City Tourism Office Certification Form (Original)	City Tourism Office
Valid Business Name Registration (Photocopy) – 1 copy	Department of Trade and Industry
Company Profile (Original)	Business Owner
Valid Mayor's Permit/Business Permit (Photocopy) – 1 copy	City Mayor's Office – Business Permit and Licensing Division
Certification from National Commission on Indigenous People (Photocopy) – 1 copy	National Commission on Indigenous People Office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Secure Certification Form	1.1 Provide Certification Form to the Applicant	None	10 minutes	Supervising Tourism Operations Officer	09267328544
2. Fill out Application Form		None	Based on the Applicant's response time		



3. Submit Certification Form together with the Documentary requirements	3.1 Receiving and evaluate Application Form and Documentary Requirements 3.2.1 If incomplete, return application with necessary remarks on the lacking requirements	None	40 minutes	Supervising Tourism Operations Officer	09267328544
4. Claim – Certification	4.1 Release of Certificate	None	10 minutes	Supervising Tourism Operations Officer	09267328544
Total			1 hour		



CITY TRAFFIC MANAGEMENT CENTER OFFICE HOURS

Monday to Friday 8:00 Am – 5:00 Pm
(Including holidays)



TRAFFIC MANAGEMENT CENTER



CITY TRAFFIC MANAGEMENT CENTER OFFICE HOURS

Monday to Friday 8:00 Am – 5:00 Pm
(Including holidays)

1. Conduct safety driving orientation and seminars to all Motorela drivers and operators.			
Description of Service	Conduct orientation and seminar to all Motorela Drivers and Operators		
Office and Division	City Mayor's Office-Traffic Management Center		
Classification	Simple	Total Processing Time	4 Hours and 30 Minute
Type of Transaction	G2C-Government to Citizen	Total Fees	Php.100.00
Who May Avail	All Motorela Drivers and Operators	Period of Extension	6 Hours

Documentary Requirements	Where to Secure
1. MTOP 2. Driver's license	Motorela Drivers and Operators

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Approach the assigned personnel and register his/her name in the attendance sheet.	1.1. Provide an attendance sheet for the attendees.	None	30 Minute	Traffic Operations Officer III	0936-829-4691
2. Attend the orientation and Seminar for Motorela Operators and Drivers.	2.1. Conduct Orientation and Seminar to Motorela operators and drivers relative to Section 60 known as General Rules on Operation of Motorelas and Tricycles within the City of Malaybalay under City Ordinance 900, series of 2019 and other relevant provisions.	Php.100.00	4 Hours	Traffic Operations Officer II	0936-829-4691



CITY TRAFFIC MANAGEMENT CENTER OFFICE HOURS

Monday to Friday 8:00 Am – 5:00 Pm
(Including holidays)

	Total	Php.100.00	4 Hours and 30 Minutes
End of Transaction			



CITY TRAFFIC MANAGEMENT CENTER OFFICE HOURS

Monday to Friday 8:00 Am – 5:00 Pm
(Including holidays)

2. Issuance of Traffic Management Center (TMC) Clearance for Motorela drivers and operators.

Description of Service	The TMC Clearance is issued to all Motorela Drivers and Operators		
Office and Division	City Mayor's Office-Traffic Management Center		
Classification	Simple	Total Processing Time	3 Minutes
Type of Transaction	G2C-overnment to Citizen	Total Fees	Php 100.00
Who May Avail	All Motorela Drivers and Operators	Period of Extension	None

Non

Documentary Requirements	Where to Secure
1. Official Receipt for the payment of TMC Clearance	Applicant City Treasurer's office Traffic Management Center

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Approach the personnel in-charge of the attendance on Orientation and Seminar.	1.1. Check the name of the participant(s) of Orientation and Seminar in the attendance sheet and issue a TMC Clearance	Php 100.00	3 Minutes	Traffic Operation Officer-IV	0936-829-4691
Total		Php 100.00	3 Minutes		
End of Transaction					



CITY TRAFFIC MANAGEMENT CENTER OFFICE HOURS

Monday to Friday 8:00 Am – 5:00 Pm
(Including holidays)

3. Issuance of Identification Card for Motorela drivers and operators.

Description of Service	The Identification Card is issued to all Motorela Drivers or Operators		
Office and Division	City Mayor's Office-Traffic Management Center		
Classification	Simple	Total Processing Time	15 Minutes
Type of Transaction	G2C-Government to Citizen	Total Fees	Php 50.00
Who May Avail	All Motorela Drivers and Operators	Period of Extension	1 Hour

Documentary Requirements	Where to Secure
1. Motorela Tricycles Operators Permit (MTOPI)-Original Copy	Traffic Management Center City Licensing office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Approach the personnel in-charge of the issuance of identification card and present the original copy of Motorela and Tricycle Operator's permit.	1.1. Receive the original copy of Motorela and Tricycle Operator's permit, and	Php 50.00	5 Minutes	Traffic Operations Officer-IV	0936-829-4691
	1.2. Issue an identification card to the driver and operator		10 Minutes		
Total		Php 50.00	15 Minutes		
End of Transaction					



CITY TRAFFIC MANAGEMENT CENTER OFFICE HOURS

Monday to Friday 8:00 Am – 5:00 Pm
(Including holidays)

4. Motorela Inspection based on the checklist annual inspection report form.

Description of Service	Issuance of Motorela Inspection Report Form		
Office and Division	City Mayor's Office-Traffic Management Center		
Classification	Simple	Total Processing Time	15 Minutes
Type of Transaction	G2C-overnment to Citizen	Total Fees	Php 100.00
Who May Avail	All Motorela Drivers and Operators	Period of Extension	1 Hour

Documentary Requirements	Where to Secure
1. Motorela Inspection Report Form	Traffic Management Center City Licensing office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Approach the personnel in-charge and present the motorela for ocular inspection.	1.1. Conduct ocular inspection to a Motorela for its road worthiness	Php 100.00	5 minutes	Traffic Operation Officer II	0936-829-4691
	1.2. Fill out and sign the Motorela Inspection report form and give it to the driver or operator.		10 Minutes		
Total		Php 100.00	15 minutes		
End of Transaction					



CITY TRAFFIC MANAGEMENT CENTER OFFICE HOURS

Monday to Friday 8:00 Am – 5:00 Pm
(Including holidays)

5. Issuance of Traffic Citation Ticket to Traffic Violators committed Traffic Violations.

Description of Service	Issuance of Traffic Citation Ticket to Traffic Violators		
Office and Division	City Mayor's Office-Traffic Management Center		
Classification	Simple	Total Processing Time	30 minutes
Type of Transaction	G2C-overnment to Citizen	Total Fees	Unspecified Amount
Who May Avail	Traffic Violators	Period of Extension	2 Hours

Documentary Requirements	Where to Secure
1. Issued Traffic Citation Ticket	Traffic Management Center

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Sign and receive issued Traffic Citation Ticket	1.1. Inform and educate the driver/violator on the nature of the violation committed.	None	5 minutes	Traffic Enforcer-Traffic Operations Officer II	0936-829-4691
	1.2. Issue a traffic citation ticket indicating his/her violation under City Ordinance 900 series of 2019.	None	10 Minutes		
2. Pay the administrative penalty indicated in the Traffic Citation Ticket to the office of Traffic Management Center or City Treasurer's Office	2.1. Receive and record the payment.	It depends on the amount of Traffic Violation	15 Minutes	Traffic Operations Officer IV	0936-829-4691



CITY TRAFFIC MANAGEMENT CENTER OFFICE HOURS

Monday to Friday 8:00 Am – 5:00 Pm
(Including holidays)

	Total	Unspecified Amount	30 Minutes
End of Transaction			



CITY TRAFFIC MANAGEMENT CENTER OFFICE HOURS

Monday to Friday 8:00 Am – 5:00 Pm
(Including holidays)

6. Filing of cases to Traffic Violators after failing to pay their administrative penalty.

Description of Service	Case Filling to Traffic Violators for Unpaid Traffic Citation Ticket		
Office and Division	City Mayor's Office-Traffic Management Center		
Classification	Technical	Total Processing Time	25 Minutes
Type of Transaction	G2C-Government to Citizen	Total Fees	None
Who May Avail	Traffic Violators	Period of Extension	1 Hour

Documentary Requirements	Where to Secure
<ol style="list-style-type: none"> 1. Original copy of Issued Traffic Citation Ticket 2. Affidavit of Complaint 3. Investigation Data Form 4. Transmittal of Complaint for Traffic Violation 	Traffic Management Center City Prosecutor's Office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Approach the case in-charge in the Prosecutor's office after receiving the Resolution of the Case filed within 10 days upon receipt and pay his penalty to the City Treasurer's Office.	1.1. Prepare Transmittal of Complaint for Traffic Violation to the City Prosecutor's Office that contained Investigation Data Form, Affidavit of Complaint.	None	20 Minutes	Traffic Operation Officer IV TMC Head	0936-829-4691
	1.2. Photocopy the Issued Traffic Citation Ticket.	None	5 minutes		
Total		None	25 Minutes		
End of transaction					



CITY TRAFFIC MANAGEMENT CENTER OFFICE HOURS

Monday to Friday 8:00 Am – 5:00 Pm
(Including holidays)

7. Respond to Vehicular Traffic Accidents/Road Crashes within the City of Malaybalay			
Description of Service	Respond to Vehicular Traffic Accident/Road Crashes		
Office and Division	City Mayor's Office-Traffic Management Center		
Classification	Technical	Total Processing Time	2 hours and 30 Minutes
Type of Transaction	G2C-Government to Citizen	Total Fees	None
Who May Avail	Clients Involved in Vehicular Traffic Accidents/Road Crashes.	Period of Extension	4 Hours

Documentary Requirements	Where to Secure
<ol style="list-style-type: none"> Vehicles' Certificate of Registration Official Receipt Drivers' license 	Client

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Call for the assistance of the investigating team from the Traffic Management Center to conduct an ocular inspection and investigation.	1.1. Respond to the reported vehicular traffic accident.	None	30 Minutes	Traffic Operations Officer III	0936-829-4691
	1.2. Conduct ocular inspection and investigation on the accident scene.		30 Minutes		
	1.3. Document the incident by taking photographs, and measurements and conducting interviews to the witnesses, and		1 Hour		



CITY TRAFFIC MANAGEMENT CENTER OFFICE HOURS

Monday to Friday 8:00 Am – 5:00 Pm
(Including holidays)

	1.4. Provide necessary assistance to both parties involved.		30 Minutes		
Total		None	2 hours and 30 Minutes		
End of Transaction					



CITY TRAFFIC MANAGEMENT CENTER OFFICE HOURS

Monday to Friday 8:00 Am – 5:00 Pm
(Including holidays)

8. Issuance of Certification for Community Service to Traffic Violators who has no capacity to pay their administrative penalty pursuant to Section 86 of C.O. 900 s. 2019.

Description of Service	The Certification is issued to violators who rendered Community Service program		
Office and Division	City Mayor's Office-Traffic Management Center		
Classification	Simple	Total Processing Time	1 Hour and 15 Minutes
Type of Transaction	G2C-Government to Citizen	Total Fees	None
Who May Avail	Traffic Violators	Period of Extension	2 Hours

Documentary Requirements	Where to Secure
1. Issued Traffic Citation Ticket	Traffic Management Center

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Approach the personnel in-charge of the community service program. Turn over the issued traffic citation ticket for incapability of paying the administrative penalty and render a community service with an equivalent of Php 500.00 per 8 hours.	1.1. Receive the issued traffic citation ticket from a violator and undergo the community service program.	None	5minute	Traffic Operations Officer II	0936-829-4691
	a. Conduct orientation relative to traffic laws, rules and City Ordinance 900 series of 2019	None	1 Hour		0936-829-4691
	1.3. Issue a Certificate of Completion after completing the Community Service Program	None	10 Minutes	Traffic Operation Officer IV, TMC Head	0936-829-4691
Total		None	1 Hour and 15 Minutes		
End of transaction					



CITY TRAFFIC MANAGEMENT CENTER OFFICE HOURS

Monday to Friday 8:00 Am – 5:00 Pm
(Including holidays)

9. Releasing of impounded vehicles after complying with pertinent documents and payments.

Description of Service	Release the impounded vehicle		
Office and Division	City Mayor's Office-Traffic Management Center		
Classification	Simple	Total Processing Time	20 Minutes
Type of Transaction	G2C-Government to Citizen	Total Fees	Unspecified Amount
Who May Avail	Clients Involved in Vehicular Traffic Accidents/Road Crashes; Traffic Violators.	Period of Extension	1 hour

Documentary Requirements		Where to Secure			
<ol style="list-style-type: none"> Recent Certificate of registration official receipt Official receipt of payment on Traffic Violation and impounding charge Amicable settlement executed by parties involved in a vehicular traffic accident Court Order 		Client Traffic Management Center			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Present the recent Certificate of Registration's Official Receipt to the Impounding in-charge, secure and pay the impounding charge bill including the traffic violation in a vehicular traffic accident, present the amicable settlement executed by both parties and or Court Order if the case is filed in court.	1.1 Receive and evaluate vehicles' pertinent documents	It depends to the longevity of the impounded vehicle and the nature of the Traffic	5 minutes	Traffic Operations Officer IV	0936-829-4691
	1.2 Issue official receipt for payments		10 Minutes		
	1.3 Release the impounded vehicle		5 Minutes		



CITY TRAFFIC MANAGEMENT CENTER OFFICE HOURS

Monday to Friday 8:00 Am – 5:00 Pm
(Including holidays)

Total	Unspecified Amount	20 Minutes	
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End of Transaction

10. Provide Assistance to an approved letter request from City Mayor's Office for motorcade and parade

Description of Service	Assist the motorcade and parade of the approved letter request		
Office and Division	City Mayor's Office-Traffic Management Center		
Classification	Simple	Total Processing Time	5 Minutes
Type of Transaction	G2C-Government to Citizen	Total Fees	None
Who May Avail	General Public; Non-Government Organizations and Stakeholders.	Period of Extension	30 Minutes

Documentary Requirements	Where to Secure
1. Approved Letter Request from City Mayor's Office	City Mayor's Office Traffic Management Center

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person-in-Charge (Position/Unit/Division)	Contact Number
1. Write a letter of Intent to the Office of the City Mayor for assistance of Traffic Management Center Personnel	1.1 Provide marshal assistance to approved motorcades and TMC personnel for traffic direction and control to approved parades.	None	5 Minutes	Traffic Operation Officer II	0936-829-4691
Total		None	5 Minutes		

End of Transaction



CITY TRAFFIC MANAGEMENT CENTER OFFICE HOURS

Monday to Friday 8:00 Am – 5:00 Pm
(Including holidays)

11. Provide Towing Services to Defective Vehicles and Vehicles Involved in Vehicular Traffic Accident/Road Crashes.

Description of Service	Transport of immobilized or defective vehicles by a tow truck		
Office and Division	City Mayor's Office-Traffic Management Center		
Classification	Technical	Total Processing Time	15 Minutes
Type of Transaction	G2C-Government to Citizen	Total Fees	Unspecified Amount
Who May Avail	General Public; Clients Involved in Vehicular Traffic Accident/Road Crashes	Period of Extension	30 Minutes

Documentary Requirements	Where to Secure
1. Official Receipt for Payment of Towing Services	Applicant City Licensing office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Approach the Towing Services In-charge for computation of payments based on the distance to which the towed vehicle will be conveyed.	1.1 Evaluate the presented payment official receipt, and	Php 2,000.00- within 4 Kilo meter radius and Php 200.00 per succeeding Kilo meter.	10 minutes	Traffic Operation Officer IV, TMC Head	0936-829-4691
2. Pay the amount based on the computation from flag down rate and per kilometre.	1.2 Secure a Trip Ticket if the destination is outside Malaybalay City.		5 Minutes		
Total		Unspecified Amount	15 minutes		



CITY TRAFFIC MANAGEMENT CENTER OFFICE HOURS

Monday to Friday 8:00 Am – 5:00 Pm
(Including holidays)

End of Transaction

12.Truck Ban exemption along Fortich Street.

Description of Service	Eradicate trucks along Fortich Street (5:00 A.M.-8:00 P.M.)		
Office and Division	City Mayor’s Office-Traffic Management Center		
Classification	Technical	Total Processing Time	20 Minutes
Type of Transaction	G2C-Government to Citizen	Total Fees	None
Who May Avail	General public	Period of Extension	2 Hours

Documentary Requirements	Where to Secure
1. Approved Letter Request for Truck Ban Exemptions	City Mayor’s Office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit a letter of intent the Office of the City Mayor for truck ban exemption to pass along Fortich Street pertaining to deliveries of basic commodities, construction supply for Government Projects and farm trucks.	1.1. Evaluate the significance of the request.	None	5 minutes	Traffic Operation Officer IV, TMC Head	0936-829-4691
	1.2. Give a time frame for the truck to pass and it should be during Traffic off peak hours.		5 Minutes		



CITY TRAFFIC MANAGEMENT CENTER OFFICE HOURS

Monday to Friday 8:00 Am – 5:00 Pm
(Including holidays)

	1.3. Provide marshal assistance when necessary to ensure the safety of the public		10 Minutes	
Total		None	20 Minutes	

13.Receiving payments from traffic violators for their administrative penalty on traffic violations, Motorela Clearances, Impounding fee, and charges for Towing services.

Description of Service	Receiving payments from traffic violators for their administrative penalty		
Office and Division	City Mayor's Office-Traffic Management Center		
Classification	Technical	Total Processing Time	50 Minutes
Type of Transaction	G2C-Government to Citizen	Total Fees	Php. 350.00/Unspecified Amount
Who May Avail	General public	Period of Extension	2 Hours

Documentary Requirements	Where to Secure
1. Traffic Citation Ticket (Traffic Violations) 2. Billing statement (Towing Service) 3. Motorela Clearances 4. Billing statement for Impounded vehicle Storage Fee	Client Traffic Management Center City Licensing Office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
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CITY TRAFFIC MANAGEMENT CENTER OFFICE HOURS

Monday to Friday 8:00 Am – 5:00 Pm
(Including holidays)

1. Traffic Violation <ul style="list-style-type: none"> - Approach the person in-charge for Traffic Citation Ticket and present the issued TCT for recording in the TMC data base. - Proceed and approach the Revenue Collection Officer (In-charge) for payment and get the official receipt. 	1.1. Check all the data entered in the issued TCT correctly and encode the details of violator and his/her penalty in the IRGS.	The amount to be paid will be determined by the violation committed.	10 minutes	Traffic Operation Officer IV, TMC Head	0936-829-4691
	1.2. Receive the payment that corresponds to the amount of the penalty and issue an official receipt.		5 Minutes		
2. Motorela Clearances <ul style="list-style-type: none"> - Approach the person in-charge for the payment of TMC certification; TMC orientation and seminar; Motorela inspection fee and driver's identification card. 	2.1. Receive the pertinent documents and receive the payment from the client and issue an official receipt.	Php 350.00	5 Minutes	Traffic Operation Officer IV, TMC Head	0936-829-4691
3. Impounding fee <ul style="list-style-type: none"> - Approach the person in-charge for the billing statement of impounded vehicle. 	3.1. Receive and evaluate the impounded vehicle's pertinent document (OR/CR) and issue a billing statement for payment of vehicle's storage fee.	The amount to be paid will be determined by the longevity of the impounded vehicle.	10 Minutes		
<ul style="list-style-type: none"> - Approach the person in-charge for the payment of vehicle's storage fee and get the official receipt 	3.2. Receive the payment as specified in the storage fee billing statement; issue an official receipt.		5 Minutes		



CITY TRAFFIC MANAGEMENT CENTER OFFICE HOURS

Monday to Friday 8:00 Am – 5:00 Pm
(Including holidays)

4. Towing Services <ul style="list-style-type: none"> - Approach the person in-charge for towing pertaining to payment of towing services. - Approach the Revenue Collection Officer (In-charge) for payment and get the official receipt. 	4.1. Receive pertinent documents and necessary information from client where the immobilized vehicle will be taken; where to be conveyed and issue a billing slip.	The amount to be paid will be determined by the distance of the towed vehicle to be conveyed.	10 Minutes		
	4.2. Receive the payment for towing services and issue an official receipt.		5 Minutes		
Total		None	50 Minutes		
End of Transaction					



OFFICE OF THE BUILDING OFFICIAL



1. Issuance of Building /Structure Permits			
Description of Service	Buildings or Structures are required to have a Building Permit prior to its construction to ensure that the Building or Structure meet the minimum standards of design and provision of the Building Code to safeguard life and consistent with the principles of sound environmental management and control.		
Office and Division	Office of the Building Official		
Classification	Highly Technical	Total Processing Time	20 days and 25 minutes
Type of Transaction	G2C Government to Transacting Public G2B Government to Business Entity G2G Government to Government	Total Fees to be Paid	Please refer to Item 2.3 of Agency Action
Who may avail	All	Period of Extension	None



Documentary Requirements	Where to Secure
1. Accomplished Building Permit application form and other Ancillary permit	Office of the Building Official
1.1. Duly Signed and Sealed by corresponding Professionals	
2. Duly signed and sealed Detailed Building Plans	Corresponding Professionals
2.1. Architectural Plan	Licensed Architect
2.1.1. Perspective	
2.1.2. Site Development Plan (Signed and Sealed}	Architect
2.2. Structural Plan	
2.2.1. Structural Design Analysis (w/ Seismic Analysis)	Registered Civil Engineer
2.2.2. Soil Boring Test (for more than 2 storey Building/Structure)	
2.2.3. Plate Load Test (for more than 3 storey Building/Structure)	
2.3. Sanitary and Plumbing Plan	Sanitary Engineer /Master Plumber
2.4. Electrical Plan	Professional Electrical Engineer
2.4.1. Electrical Design Analysis	
2.5. Electronics Plan	Professional Electronics Engineer
2.6. Mechanical Plan	Professional Mechanical Engineer
3. Notarized Bill of Materials (Duly Signed and Sealed by Corresponding Professional) (4copies)	Corresponding Professionals
3.1. (1) copy- Original, (3) copies- Photocopy	
4. Specification (Duly Signed and Sealed by Corresponding Professional) (4 copies)	Corresponding Professionals
4.1. (1) copy- Original, (3) copies- Photocopy	
5. Proof of Ownership	
5.1. Applicant is the Registered owner of the Titled lot (3 copies:1copy-Original, 2 copies -photocopy)	
5.1.1. Certified True Copy of Original Certificate of Land Title/Transfer Certificate of Land Title	Registry of Deeds
5.2. Applicant is not the Registered owner of the Titled lot (3 copies:1copy-Original, 2 copies - photocopy)	
5.2.1. Certified True Copy of Original Certificate of Land Title/Transfer Certificate of Land Title	Registry of Deeds
5.2.2. Deed of Absolute Sale	Client



BAGONG PILIPINAS

OFFICE OF THE BUILDING OFFICIAL OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

5.2.3. Contract of Lease	Client
5.2.4. Notarized Authorization from the lot owner	Client
5.2.5. Extra Judicial Partition/settlement	Client
5.2.6. Affidavit of Heirship	Client
5.2.7. Board resolution/ Secretary Certificate/ Authority to the signatories in the application	Client
5.3. Applicant is not the Registered owner of the Untitled lot (3 copies:1 copy-Original, 2 copies - photocopy)	
5.3.1. Tax Declaration	CAO -Tax Mapping Division
5.3.2. Current tax receipt	CAO - Tax Mapping Division
5.3.3. Lot history	CAO - Tax Mapping Division
5.3.4. Land disposition status	DENR - Records Division
5.3.5. Certificate of no other claimant	DENR - Records Division
5.3.6. Approved survey plan with technical description or (B.L form V-37)	DENR - Survey Division
5.4. Certificate of award (for project within subdivision)	
5.4.1. Subdivision Plan	Land Developer
5.4.2. Lot plotting	Land Developer
6. Inter-Agency Clearances	
6.1. Locational Clearance	CPDO-Darius Z. Munes/Zoning Officer III
6.2. Tax Clearance	CAO-A.S Ravelo/Administrative Asst. III (W3-W4)
7. Clearances from different Offices & Department	
7.1. Fire Safety Evaluation Certificate (FSEC)	BFP- FO1 Karen Lou T. Aranas
7.2. Approved Construction Safety and Health Program	DOLE
7.3. Road right of way clearance	DPWH/ City Engineers Office - Planning Design Section
7.4. Environmental compliance certificate (ECC)/ Certificate of non-coverage (CNC)	DENR -Environmental Management Bureau
7.5. River/ creek easement clearance (for building or structure located near river/creek)	DENR
7.6. Radiofrequency radiation evaluation (for towers)	DOH-FDA
7.7. Height clearance permit (for towers)	CAAP
7.8. Powerline operator certification	BUSECO
7.9. City tourism certificate (for tourist spot projects)	CMO – City Tourism Operations Division
7.9.1. Potable water supply certificate (for swimming pool project)	Accredited Testing Center



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7.10. Sangguniang Panlungsod resolution (for towers, Industrial project & Agro-industrial projects)	SP-Malaybalay
7.11. Homeowner's association clearance (if applicable)	Homeowner's Association Chairman
8. Others	
8.1. Photocopy of PTR and PRC License of corresponding professional (3 copies)	Corresponding Professionals
8.2. Long folder w/ fastener (4 set)	Client
8.3. Expanded brown envelope (1 pc)	Client
8.4. Affidavit of Adjoining Owners (For fencing)	Client
9. Construction Logbook	Client

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/ Division)	Contact Number
1. Submit Complete Documents to the Receiving staff	1.1. Receive and checked the completeness of the submitted documents	None	20 Minutes	Engineer III	09171299629
	1.1.1. Application will be segregated and forwarded immediately to the evaluation officers (Corresponding professional engineer) CPDO for Locational Clearance and CAO for tax clearance	None	18 days	Office of the Building Official	09268347053
	1.2. Hand over claim stub to the Client	None	5 Minutes	Office of the Building Official	09171299629
	1.3. Evaluation of Plans and Submitted Documents				
	1.3.1. Line and Grade Verification				
	1.3.1.1. Checking of plans and forms	None	2 Hours	Engineer II	
	1.3.1.2. Proof of ownership verification as to correctness of submitted documents		20 Minutes	Engineer II	09174269865



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OFFICE OF THE BUILDING OFFICIAL OFFICE HOURS

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2. Secure Order of Payment and pay all charges and fees and secure official receipt	1.3.1.3. Actual site inspection	1 Day	Engineer II	09268347053
	1.3.2. Architectural Evaluation			
	1.3.2.1. Checking of plans and forms	4 Hours	Architect	09563090035
	1.3.3. Civil Structural Evaluation			
	1.3.3.1. Checking of plans and forms	4 Hours	Engineer I	
	1.3.4. Electrical Evaluation			
	1.3.4.1. Checking of plans and forms	3 Hours	Engineer III	
	1.3.4.2. Checking of electrical design analysis	2 Hours	Engineer III	09268347053
	1.3.5. Electronics Evaluation			09268347053
	1.3.5.1 Checking of plans and forms	3 Hours	Office of the Building Official	09268347053
	1.3.6. Sanitary/Plumbing Evaluation			
	1.3.6.1. Checking of plans and forms	2 Hours	Office of the Building Official	
	1.3.7. Mechanical Evaluation			
	1.3.7.1. Checking of plans and forms	2 Hours	Office of the Building Official	09558112419
1.3.8. All submitted documents and plans with discrepancies shall be eventually returned back to client for correction and justification	10 Minutes	Building Official	09174269865	
2.1. For compliant application, the processing officer will prepare the order of payment and generate a computerized breakdown of fees	20 Minutes	Engineer II/ City Treasurer's Office	09558112419	
2.2. Approval of Building Permit				
2.2.1. Reviews Order of Payment. Evaluates Plan & Compliance Evaluation Report and sign the Building Permit including Ancillary permit	20 Minutes	Building Official		
2.3. Bases of Assessment:				
2.3.1. Character of occupancy or use of building/structure				
2.3.2. Cost of construction				



	<p>Floor Area = 75 sq.meters Therefore, area bracket is 2.4.4.4.1.2.4.1.4 Fee = P 4.80/sq.meter Building Fee = 75 x4.80 = P 360.00</p> <p>2.4.2. Division A-2 Area in sq.meters</p> <p>2.4.2.1 Original complete construction up to 20 sq.meters PHP 3.00/sq. m</p> <p>2.4.2.2. Additional/renovation/alteration up to 20 sq.meters regardless of floor area of original construction 3.40</p> <p>2.4.2.3. Above 20 sq.meters to 50 sq.meters 5.20</p> <p>2.4.2.4. Above 50 sq.meters to 100 sq.meters 6.60</p> <p>2.4.2.5. Above 100 sq.meters to 150 sq.meter 8.00</p> <p>2.4.2.6. Above 150 sq. meters 8.40</p> <p>2.4.3. Divisions B-1/C-1/E-1,2,3/F-1/G-1,2,3,4,5/H-1,2,3,4/I-1 and J-1,2,3</p> <p>Area in sq.meters</p> <p>2.4.3.1. Up to 500</p> <p>2.4.3.2. Above 500 to 600 PHP 23.00/sq.m</p> <p>2.4.3.3. Above 600 to 700 22.00</p> <p>2.4.3.4. Above 700 to 800 20.50</p> <p>2.4.3.5. Above 800 to 900 19.50</p> <p>2.4.3.6. Above 900 to 1,000 18.00</p> <p>2.4.3.7. Above 1,000 to 1,500 17.00</p> <p>2.4.3.8. Above 1,500 to 2,000 16.00</p> <p>2.4.3.9. Above 2,000 to 3,000 15.00</p>				
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	<p>2.4.5. Division J-2 structures shall be assessed 50% of the rate of the principal building of which they are accessories (Sections 2.4.4.4.1 to 2.4.4.4.4)</p> <p>2.5. Electrical Fees The following schedule shall be used for computing electrical fees in residential, institutional, commercial and industrial structures:</p> <p>2.5.1. Total Connected Load (kVA)</p> <p>2.5.1.1. kVA or less</p> <p>2.5.1.2. Over 5 kVA to 50 kVA</p> <p>2.5.1.3. Over 50 kVA to 300 kVA</p> <p>2.5.1.4. Over 300 kVA to 1,500 kVA</p> <p>2.5.1.5. Over 1,500kVA to 6,000 kVA</p> <p>2.5.1.6. Over 6,000 kVA</p> <p>2.5.2. Total Transformer/Uninterrupted Power Supply (UPS/Generator Capacity (kVA)</p> <p>2.5.2.1. kVA or less</p> <p>2.5.2.2. Over 5 kVA to 50 kVA</p> <p>2.5.2.3. Over 50kVA to 300 kVA</p> <p>2.5.2.4. Over 300 kVA to 1,500kVA</p> <p>2.5.2.5. Over 1,500 kVA to 6,000 kVA</p> <p>2.5.2.6. Over 6,000 kVA</p> <p><i>Note: Total transformer/UPS/Generator capacity shall include all transformer, UPS and generators which are owned/installed by the owner/applicant as shown in the electrical plans and specifications.</i></p>	<p>PHP 200.00</p> <p>200.00+P20.00/kVA</p> <p>1,100.00+10.00/kV</p> <p>A</p> <p>3,600.00+5.00/kVA</p> <p>9,600.00.00+2.50/kVA</p> <p>20,850.00+1.25/kV</p> <p>A</p> <p>PHP40.00</p> <p>40.00+P 4.00/kVA</p> <p>220.00+2.00/kVA</p> <p>720.00+1.00/kVA</p> <p>1,920.00+0.50/kV</p> <p>A</p> <p>4,170.00+0.25/kV</p> <p>A</p>			
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	<p>2.5.3. Pole/Attachment Location Plan Permit</p> <p>2.5.3.1. Power Supply Pole Location</p> <p>2.5.3.2. Guying attachment</p> <p>This applies to designs/installations within the premises</p> <p>2.5.4. Miscellaneous Fees: Electric meter for union separation, alteration, reconnection or relocation and issuance of Writing Permit:</p> <p>2.5.4.1 Use or Character of Occupancy</p> <p>2.5.4.1.1. Residential</p> <p>2.5.4.1.2. Commercial/Industrial</p> <p>2.5.4.1.3. Institutional</p> <p>2.5.5. Formula for computation of Fees: Total Electrical Fees shall be the sum of sections 2.5.2.5.1 to 2.5.2.5.2 of this rule.</p> <p>2.5.6. Forfeiture of fees</p> <p>If the electrical work or installation is found not in conformity with the minimum safety requirements of the Philippine Electrical Codes and the Electrical Engineering Law (RA 7920), and the owner fails to perform corrective actions within the reasonable time provided by the Building Official, the latter and/or their duly authorized representative shall forthwith cancel the permit and the fees thereon shall be forfeited.</p> <p>2.6. Mechanical Fees:</p>	<p>PHP 30.00/pole P 30.00/attachment</p> <p>Wiring permit Elect. Meter issuance PHP 15.00 15.00 60.00 36.00 30.00 12.00</p>			<p>09563090035</p> <p>09558112419</p>
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	<p>2.6.1. Refrigeration, Air Conditioning and Mechanical Ventilation:</p> <p>2.6.1.1. Refrigeration (Cold storage), per ton or fraction thereof</p> <p>2.6.1.2. Ice plants, per ton or fraction thereof</p> <p>2.6.1.3. Package/Centralized Air Conditioning Systems up to 100 tons, per ton</p> <p>2.6.1.4. Every ton or fraction thereof above 100 tons window type air conditioners, per unit</p> <p>2.6.1.5. Mechanical ventilation, per kW or fraction thereof of blower or fan, or metric equivalent</p> <p>2.6.1.6. In a series of AC/REF systems located in one establishment, the total installed tons of refrigeration shall be use as the basis of computation for purposes of installation/inspection fees, and shall not be considered individually.</p> <p>2.6.2. Escalators and Moving Walks, funiculars and the like:</p> <p>2.6.2.1 Escalators and moving walk, per kW or fraction thereof</p> <p>2.6.2.2. Escalators and moving walks up to 20.00 lineal meters or fraction thereof.</p> <p>2.6.2.3. Every lineal meter or fraction thereof in excess of 20.00 lineal meters</p>	<p>PHP 40.00</p> <p>60.00</p> <p>PHP 90.00</p> <p>40.00</p> <p>40.00</p> <p>40.00</p> <p>PHP 10.00</p> <p>20.00</p>			
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	<p>2.6.2.4. Funiculars, per kW or fraction thereof</p> <p>2.6.2.4.1. Per lineal meter travel 10.00</p> <p>2.6.2.5. Cable car, per kW or fraction thereof 200.00</p> <p>2.6.2.5.1 Per lineal meter travel 20.00</p> <p>2.6.3. Elevators, per unit</p> <p>2.6.3.1. Motor driven dumbwaiters 40.00</p> <p>2.6.3.2 Construction Elevators for Material 5.00</p> <p>2.6.3.3. Passenger Elevators</p> <p>2.6.3.4. Freight Elevators PHP 600.00</p> <p>2.6.3.5. Car Elevators 2,000.00</p> <p>2.6.4. Boilers, per kW: 5,000.00</p> <p>2.6.4.1. Up to 7.5 kW 5,000.00</p> <p>2.6.4.2. Above 7.5 kW to 22 kW 5,000.00</p> <p>2.6.4.3. Above 22kW to 37kW</p> <p>2.6.4.4. Above 37 kW to 52kW</p> <p>2.6.4.5. Above 52 kW to 67 kW PHP 500.00</p> <p>2.6.4.6. Above 67 kW to 74 kW 700.00</p> <p>2.6.4.7. Every kW or fraction thereof 900.00</p> <p>above 74 kW 1,200.00</p> <p>NOTE: 1,400.00</p> <p>2.6.4.7.1. Boiler rating shall be computed on the basis of 1.00 sq. meter of heating surface for one (1) boiler kW 1,600.00</p> <p>2.6.4.7.2. Steam from this Boiler used to propel any prime-mover is exempted from fees. 5.00</p>				
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	<p>2.6.4.7.3. <i>Steam Engines/turbines/etc. propelled from geothermal source will use the same schedule of fees above.</i></p> <p>2.6.5. Pressured water heaters, per unit</p> <p>2.6.6. Water sump and sewage pumps for commercial/industrial use, per kW or fraction thereof</p> <p>2.6.7. Automatic fire sprinkler system, per sprinkler head</p> <p>2.6.8. Diesel/Gasoline ICE, Steam, Gas turbine/Engine, hydro, Nuclear or solar generating units and the like, per kW</p> <p>2.6.8.1. Every kW up to 50kW</p> <p>2.6.8.2. Above 50kW up to 100kW</p> <p>2.6.8.3. Every kW above 100kW</p> <p>2.6.9. Compressed Air, Vacuum, Commercial, Institutional and/or Individual Gases per outlet</p> <p>2.6.10. Gas meter, per unit</p> <p>2.6.11. Power piping for gas /steam/etc., per lineal meter or fraction thereof or per cu.meter or fraction thereof whichever is higher</p> <p>2.6.12. other international combustion Engines, including cranes, forklifts, loaders pumps, mixers, compressors and the like, not registered with the LTO, per kW</p> <p>2.6.12.1. Up to 50 kW</p> <p>2.6.12.2. Above 50kW to 100 kW</p> <p>2.6.12.3. Every above 100kW or fraction thereof</p>	<p>PHP 200.00</p> <p>60.00</p> <p>4.00</p> <p>PHP25.00</p> <p>20.00</p> <p>3.00</p> <p>PHP 20.00</p> <p>100.00</p> <p>4.00</p>			
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OFFICE OF THE BUILDING OFFICIAL OFFICE HOURS

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	<p>2.6.13. Pressure vessels, per cu.meter or fraction thereof</p> <p>2.6.14. Other machinery/equipment for Commercial/Industrial, Institutional use not elsewhere specified, per kW or fraction thereof</p> <p>2.6.15. 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> <p>2.6.16. Weighing scale structure per ton of fraction thereof</p> <p><i>NOTE:</i> <i>Transfer of machine/equipment location within a building requires a mechanical permit and payment of fees</i></p> <p>2.7. Plumbing Fees:</p> <p>2.7.1. 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 "UNIT"</p> <p>2.7.2. Every fixture in excess of one unit</p> <p>2.7.2.1. Each water closet</p> <p>2.7.2.2. Each floor drain</p> <p>2.7.2.3. Each sink</p> <p>2.7.2.4. Each lavatory</p> <p>2.7.2.5. Each faucet</p> <p>2.7.2.6. Each shower head</p>	<p>PHP 10.00 12.00 3.00</p> <p>PHP 60.00</p> <p>PHP 60.00</p> <p>PHP 10.00</p> <p>50.00</p> <p>PHP 24.00</p> <p>PHP 7.00 3.00</p>			
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2.7.3. Special Plumbing Fixtures:	3.00		
2.7.3.1. Each slop sink	7.00		
2.7.3.2. Each urinal	2.00		
2.7.3.3. Each bath tub	2.00		
2.7.3.4. Each grease trap			
2.7.3.5. Each garage trap	PHP 7.00		
2.7.3.6. Each bidet	4.00		
2.7.3.7. Each dental cuspidor	7.00		
2.7.3.8. Each gas fired water heater	7.00		
2.7.3.9. Each drinking fountain	7.00		
2.7.3.10. Each bar or soda fountain	4.00		
sink	4.00		
2.7.3.11. Each laundry sink	4.00		
2.7.3.12. Each laboratory sink	2.00		
2.7.3.13. Each fixed type sterilizer	4.00		
2.7.4. Each Water meter			
2.7.4.1. 12 to 25mmdia.	4.00		
2.7.4.2. 12 to 25mmdia.	4.00		
2.7.4.3. Above 25mm dia.	2.00		
2.7.5. Construction of septic tank, applicable in all groups	PHP 2.00		
2.7.5.1. Up to 5 cu. Meters of digestive chamber	8.00		
2.7.5.2. every cu.m or fraction thereof in excess of 5.00 cu. Meters	10.00		
2.8. Electronics Fees	PHP 24.00		
2.8.1. Central Office switching equipment, remote switching units, concentrators, PABX/PBX's, cordless/wireless telephone and communication systems, intercommunication system and other	7.00		
	PHP 2.40 per port		



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	<p>type of switching/routing/distribution equipment use for voice, data image text, facsimile, internet service, cellular, paging and other types/forms of wired or wireless communications</p> <p>2.8.2. Broadcast station for radio and tv 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, cell sites, equipment silos/shelters and other similar locations/structure used for electronics and communications services, including those used for navigational aids, radar, telemetry, tests and measurements, global positioning and personnel/vehicle location</p> <p>2.8.3. 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, photocopy and reproduction machines x-ray, scanners, ultrasound and other apparatus/equipment used for medical, biomedical, laboratory and testing purposes and other similar</p>	<p>PHP 1,000.00/locatio n</p> <p>PHP 10.00/ unit</p>			
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	<p>broadcast, recording, audio/video reproduction/simulation and similar activities</p> <p>2.8.7. Antenna towers/masts or other structures for installation of any electronic and/or communications transmission/reception</p> <p>2.8.8. Electronic or electronically controlled indoor and outdoor signages and display systems. Including tv monitors. Multimedia signs, etc.</p> <p>2.8.9. Poles and Attachments</p> <p>2.8.9.1. Per pole (to be paid by pole owner)</p> <p>2.8.9.2. Per attachment (to be paid by any entity who attaches to the pole of others)</p> <p>2.8.10. Other types or electronics or electronically-controlled device, apparatus, equipment, instrument or units not specifically identified above</p> <p>2.9. Accessories of the Building/ Structures Fees</p> <p>29.1 All parts of building which are open on two (2) or more sides, such as balconies, terraces, lanais and the like, shall be charged 50% of the rate of the principal building of which they are a part (section 3.a to 3.d of this schedule</p> <p>2.9.2. Buildings with a height of more than 8.00 meters shall be charged and</p>	<p>PHP 1,000.00/ location</p> <p>PHP 1,000.00/ structure</p> <p>PHP 50.00 /unit</p> <p>PHP 20.00 /pole 20.00</p> <p>PHP 50.00 /unit</p>			
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	<p>additional fee of twenty-five centavos (P0.25) per cu.m above 8.00 meters. The height shall be measured from the ground level up to the bottom of the roof slab or the top of girts, whichever applies.</p> <p>2.9.3. Bank and Records Vaults with interior volume up to 20.00 cu.meters</p> <p>i. In excess of 20.00 cu.meters</p> <p>2.9.4. Swimming Pools, per cu.m. or fraction thereof:</p> <p>2.9.4.1 Group A Residential</p> <p>2.9.4.2. Commercial/Industrial GROUPS B, E, F, G</p> <p>2.9.4.3. Social/Recreational /Institutional GROUPS C, D, H, I</p> <p>2.9.4.4. Swimming pools improvised from local indigenous materials such as rocks, stones and/or small boulders and with plain cement flooring shall be charge 50% of the above rates</p> <p>2.9.4.5. Swimming pool shower rooms/locker rooms</p> <p>2.9.4.5.1. Per unit or fraction thereof</p> <p>2.9.4.5.2. Residential GROUP A</p> <p>2.9.4.5.3. Group B, E, F, G</p> <p>2.9.4.5.4. Group C, D, H</p> <p>2.9.5. Construction of firewalls separate from building:</p> <p>2.9.5.1. Per sq. meter or fraction thereof</p> <p>2.9.5.2. Provided that the minimum fee shall be</p>	<p>PHP 20.00</p> <p>8.00</p> <p>PHP 3.00/cu.m</p> <p>36.00/cu.m</p> <p>24.00/cu.m</p> <p>PHP 60.00</p> <p>6.00</p> <p>18.00</p> <p>12.00</p>			
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	<p>2.9.6.. Construction/Erection of towers: including radio and tv towers, water tank supporting structures and the like:</p> <p>2.9.6.1. Use or Character of Occupancy</p> <p>2.9.6.1.1. Single detached dwelling units</p> <p>2.9.6.1.2. Commercial/Industrial (Group B,E,F,G) up to 10.00 meters in height</p> <p>2.9.6.1.3. Every meter or fraction thereof in excess of 10.00 meters</p> <p>2.9.6.1.4. Educational/Recreational/ Institutional (Groups C, D, H, I) up to 10.00 meters in height</p> <p>2.9.6.1.5. Every meter or fraction thereof in excess of 10.00 meters</p> <p>2.9.7. Storage Silos, up to 10.00 meters in height</p> <p>2.9.7.1. Every meter or fraction thereof in excess of 10.00 meters</p> <p>2.9.7.2. Silos with platforms or floors shall be charged an additional fee in accordance with section 3.e of this schedule</p> <p>2.9.8. Construction of Smokestacks and chimneys for Commercial/Industrial Use Groups, E, F, and G:</p> <p>2.9.8.1. Smokestacks, up to 10.00 meters in height, measured from the base</p> <p>2.9.8.2. Every meter or fraction thereof in excess of 10.00 meters</p>	<p>PHP 3.00</p> <p>48.00</p> <p>4 Wiring permit Supporting (Guyed)</p> <p>P500.00 150.00</p> <p>2,400.00 240.00</p> <p>120.00 12.00</p> <p>1,800.00 120.00</p> <p>120.00 12.00</p> <p>PHP 2,400.00</p> <p>150.00</p>			
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	<p>2.9.8.3. Chimney up to 10.00 meters in height, measured from the base</p> <p>2.9.8.4. Every meter or fraction thereof in excess of 10.00 meters</p> <p>2.9.9. Construction of Commercial/Industrial Fixed ovens, per sq. meters or fraction thereof of interior floor areas</p> <p>2.9.10. Construction of Industrial Kiln/Furnace, per cu. Meter or fraction thereof of volume</p> <p>2.9.11. Construction of reinforced concrete or steel tanks or above ground GROUPS A and B, up to 2.00 cu.meters</p> <p>2.9.11.1. Every cu.m or fraction thereof in excess of 2.00 cu.meters</p> <p>2.9.11.2. For all other than Groups A and B up to 10.00 cu.meters</p> <p>2.9.11.2.1. Every cu.m or fraction thereof in excess of 10.00 cu.meters</p> <p>2.9.12. Construction of Water and Wastewater Treatment Tanks including Cisterns, Sedimentation and Chemical Treatment Tanks) per cu.meter of volume</p> <p>2.9.13. Construction of reinforced concrete or steel tanks except for Commercial/Industrial Use:</p> <p>2.9.13.1. Above ground, up to 10.00 cu.meters</p> <p>Every cu.meter or fraction thereof in excess of 10.00 cu. Meters</p>	<p>PHP 240.00</p> <p>12.00</p> <p>48.00</p> <p>2.00</p> <p>PHP 48.00/sq.m</p> <p>PHP 12.00</p> <p>12.00</p> <p>12.00</p> <p>480.00</p> <p>24.00</p> <p>7.00</p>			
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	<p>2.9.13.2. Underground, up to 20.00 cu.meters Every cu. Meter or fraction thereof in excess of 20.00 cu.meters</p> <p>2.9.14 Pull-outs and Reinstallation of Commercial/Industrial Steel Tanks:</p> <p>2.9.14.1. Underground, per cu. Meter or fraction thereof of excavation</p> <p>2.9.14.2. Saddle or trestle mounted horizontal tanks, per cu.meter or fraction thereof of volumes of tanks</p> <p>2.9.14.3. Reinstallation or vertical storage tanks shall be the same as new construction fees in accordance with section 8.k above</p> <p>2.9.15. Booths, Kiosks, Platforms, Stages and the like, per sq.meter or fraction thereof of floor are</p> <p>2.9.15.1. Construction of permanent type</p> <p>2.9.15.2. Construction of temporary type</p> <p>2.9.15.3. Inspection of knock-down temporary type, per unit</p> <p>2.9.16. Construction of buildings and other accessory structures within cemeteries and memorial parks</p> <p>2.9.16.1. Tombs, per sq. meter of covered ground areas</p> <p>2.9.16.2. Semi- enclosed mausoleums whether canopied or not, per sq. meter of built-up area</p>	<p>480.00</p> <p>480.00</p> <p>540.00</p> <p>24.00</p> <p>P 3.00</p> <p>3.00</p> <p>PHP 10.00</p> <p>5.00</p> <p>24.00</p> <p>PHP 5.00</p>			
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	2.9.16.3 Totally enclosed mausoleums, per sq. meter of floor area	5.00		
	2.9.16.4 Multi-level interment niches, per sq.meter, per level	5.00		
	2.9.16.5. Columbarium, per sq. meter			
	2.10. Accessory Fees:			
	2.10.1. Establishment of line and grade, all sides fronting or abutting streets, esteros, rivers and creeks, first 10.00 meters	12.00		
	2.10.1.1. Every meter or fraction thereof in excess of 10.00 meters	5.00		
	2.10.1.1. Every meter or fraction thereof in excess of 10.00 meters	18.00		
	2.10.2 .Ground preparation and Excavation fee	24.00		
	2.10.2.1. Inspection and verification fee			
	2.10.2.2. Per cu.meter of excavation	2.40		
	2.10.2.3. Issuance of GP and EP, valid only for 30 days or superseded upon issuance of building permit			
	2.10.2.4. Per cu.meter of excavation for foundation with basement	P 200.00		
	2.10.2.5. Excavation other than foundation or basement, per cu. Meter	3.00		
	2.10.2.5. Excavation other than foundation or basement, per cu. Meter	50.00		
	2.10.2.6. Encroachments of footings or foundations of buildings/structures to public areas as permitted, per sq. meter or fraction thereof of footing or foundation encroachment	4.00		
	2.10.2.6. Encroachments of footings or foundations of buildings/structures to public areas as permitted, per sq. meter or fraction thereof of footing or foundation encroachment	3.00		
	2.10.3. Fencing Fees:			
		250.00		



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	<p>2.10.3.1. Made of masonry, metal, concrete up to 1.80meters in height, per lineal meter or fraction thereof</p> <p>2.10.3.2. In excess of 1.80 meters in height, per lineal meter or fraction thereof</p> <p>2.10.3.3. Made of indigenous materials, barbed, chicken or hog wires, per lineal meter</p> <p>2.10.4. Construction of Pavements, up to 20 sq. meters</p> <p>2.10.5. In excess of 20 sq. meters or fraction thereof of paved areas intended for commercial/industrial/institutions use, such as parking and sidewalk areas, gasoline station premises, skating rinks, pelota courts, tennis and basketball courts and the like</p> <p>2.10.6. Use of streets and sidewalks, enclosures and occupancy of sidewalks up to 20.00 sq. meters, per calendar month</p> <p>2.10.6.1. Every sq. meter or fraction thereof in excess of 20.00 sq. meters</p> <p>2.10.7. Erection of scaffoldings occupying Public Areas, per calendar month</p> <p>2.10.7.1. Up to 10.00 meters in length</p> <p>2.10.7.2. Every lineal meter or fraction thereof in excess of 10.00 meters</p> <p>2.10.7. Sign Fees:</p> <p>2.10.7.1. Erection and anchorage of display surface, up to 4.00 sq. meters of signboard area</p>	<p>PHP 3.00</p> <p>4.00</p> <p>2.40</p> <p>24.00</p> <p>PHP 3.00</p> <p>240.00</p> <p>12.00</p> <p>150.00</p> <p>12.00</p>			
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	<p>2.10.7.1.1. Every sq. meter of fraction thereof in excess of 4 sq. meters</p> <table border="1" data-bbox="742 397 1348 613"> <thead> <tr> <th>Type of signs display</th> <th>Business Signs</th> <th>Advertising signs</th> </tr> </thead> <tbody> <tr> <td>Neon</td> <td>P 36.00</td> <td>P 52.00</td> </tr> <tr> <td>Illuminated</td> <td>24.00</td> <td>36.00</td> </tr> <tr> <td>Others</td> <td>15.00</td> <td>24.00</td> </tr> <tr> <td>Painted-on</td> <td>9.60</td> <td>18.00</td> </tr> </tbody> </table>	Type of signs 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	120.00			
Type of signs 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																		
3. Received the granted Building Permit	<p>3.1. Recording and Releasing of Building Permit</p> <p>3.1.1. Officer In-Charge will accept and record the details of payment and encode the building permit details in the certification</p> <p>3.1.2. Segregation of approved Building Permits in preparation for releasing to the client</p> <p>3.1.3. Release the approved Building Permit and acknowledging by signing into the release logbook</p>		15 Minutes	Engineer I	09563090035															
			25 Minutes	Building Official	09563090035															
			10 Minutes																	
			20 Days and 25 minutes																	
	Total																			
End of Transaction																				



2. Certificate of Occupancy Application			
Description of Service	Newly Constructed Building and change in the existing use or occupancy classification of building shall require to have a Certificate of Occupancy or Used before being occupied to ensure that the structure/building complies with the provision of the existing National Building Code of the Philippines (Presidential Decree 1096).		
Office and Division	Office of the Building Official		
Classification	Complex	Total Processing Time	6 days, 1 hour & 20 minutes
Type of Transaction	G2C Government to Transacting Public G2B Government to Business Entity G2G Government to Government	Total Fees to be Paid	Please refer to Item 3.1.1 of agency action
Who may avail	All	Period of Extension	None

Documentary Requirements	Where to Secure
1. Accomplished Unified Application Form for Certificate of Occupancy	Office of the Building Official
1.1. Certificate of Completion duly notarized	
1.2 Construction Logbook signed and sealed by the Owner's Architect or Civil Engineer who undertook full time inspection and supervision	Corresponding Professionals
1.3. As-Built Plan (Optional) signed and sealed by the Owner's Architect or Civil Engineer who Undertook full time inspection and supervision	Client
1.4. Photographs of Site and Completed Building/Structure showing perspective, front, sides and rear areas.	Client
2. Inter-Agency Clearance	
2.1. Fire Safety Inspection Certificate (FSIC)	BFP



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3. Others	
3.1. Photocopy of PTR and PRC License of corresponding professional (3 copies)	Corresponding Professionals
3.2. Long folder w/ fastener (3 sets)	Client
3.3. Expanded brown envelope (1 pc)	Client

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Visit the Office of the Building Official and secure a list of Requirements for Occupancy Certificate	1.1 Attend to client, encode and give the encoded list and form respectively	None	5 Minutes	Engineer III	091712992629
2. Submit Application Forms & Documentary Requirement	2.1. Evaluate of submitted application documents 2.1.1. Check the correctness & completeness of the submitted documents	None	20 Minutes	Engineer III	09171299629
	2.2. Actual Site Inspection 2.2.1. Line and Grade Verification 2.2.1.1 Checking the actual location of the building to ensure that the constructed building complied to the approved site development plan.		1 Day	Engineer II	09174269865
	2.2.2. Civil Structural Verification 2.2.2.1. Conduct final inspection, verification and/or review of the building based on approved structural plans and specifications. 2.2.3. Electrical Verification		1 Day	Engineer I	09563090035



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<p>3. Secure Order of Payment and pay all charges and fees and secure official receipt</p>	<p>2.2.3.1 Checking the actual electrical installation to ensure that the installation complied to approved electrical plan</p>		1 Day	Engineer I	09563090035
	<p>2.2.4. Electronics Evaluation</p>				
	<p>2.2.4.1. Checking the actual Electronic apparatus installation complied to the approved electronics plan</p>		1 Day	Office of the Building Official	09268347053
	<p>2.2.5 Sanitary/Plumbing Evaluation</p>				
	<p>2.2.5.1 Checking the actual installation of sanitary and plumbing fixtures to ensure the installation complied to the approved sanitary/plumbing plan</p>		1 Day	Office of the Building Official	09268347053
	<p>2.2.6. Mechanical Evaluation</p>				
	<p>2.2.6.1 Checking actual Mechanical equipment installation complied to the approved mechanical plan</p>		1 Day	Office of the Building Official	09268347053
	<p>2.2.6.1. Documents submitted of non-compliant application shall be returned immediately to the client for correction</p>		15 Minutes	Engineer II	09174269865
	<p>3.1. For compliant application, the processing officer will prepare the order of payment and generate a computerized breakdown of fees</p>		20 Minutes	Engineer II	09174269865
	<p>3.1.1. Certificate of Use or Occupancy (Table II.G.1 for fixed costing)</p>				
	<p>3.1.1.1. Division A-1 and A-2 Buildings:</p>	PHP 100.00			



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	<p>3.1.1.1.1. Costing up to P 150,000.00</p> <p>3.1.1.1.2. Costing more than P 150,000.00 up to P 400,000.00</p> <p>3.1.1.1.3. Costing more than P 400,000.00 up to P 850,000.00</p> <p>3.1.1.1.4. Costing more than P 850,000.00 up to P 1,200,000.00</p> <p>3.1.1.1.5. Every million or proportion thereof in excess P 1,200,000.00</p> <p>3.1.1.2. Divisions B-1/E-1,2,3/F-1/G-1,2,3,4 5/H-1,2,3,4/and I-1 Buildings:</p> <p>3.1.1.2.1. Costing up to P 150,000.00</p> <p>3.1.1.2.2. Costing more than P 150,000.00 up to P 400,000.00</p> <p>3.1.1.2.3. Costing more than P 400,000.00 up to P 850,000.00</p> <p>3.1.1.2.4. Costing more than P 850,000.00 up to P 1,200,000.00</p> <p>3.1.1.2.5. Every million or proportion thereof in excess P 1,200,000.00</p> <p>3.1.1.3. Divisions C-1,2/D-1,2,3 Buildings:</p> <p>3.1.1.3.1. Costing up to P 150,000.00</p> <p>3.1.1.3.2. Costing more than P 150,000.00 up to P 400,000.00</p>	<p>200.00</p> <p>400.00</p> <p>800.00</p> <p>800.00</p> <p>PHP 200.00</p> <p>400.00</p> <p>800.000</p> <p>1,000.00</p> <p>1,000.00</p> <p>PHP 150.00</p> <p>250.00</p> <p>600.00</p>			
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	<p>3.1.1.3.3. Costing more than P400,000.00 up to P 850,000.00</p> <p>3.1.1.3.4. Costing more than P 850,000.00 up to P 1,200,000.00</p> <p>3.1.1.3.5. Every million or proportion thereof in excess P 1,200,000.00</p> <p>3.1.1.4. Divisions J-1 Buildings/structures:</p> <p>3.1.1.4.1. With floor area up to 20.00 sq. meters</p> <p>3.1.1.4.2. With floor area above 20.00 sq.meters up to 500.00 sq. meters</p> <p>3.1.1.4.3. With floor area above 500.00 sq.meters up to 1,000.00 sq. meters</p> <p>3.1.1.4.4. With floor area above 1,000.00 sq.meters up to 5,000.00 sq. meters</p> <p>3.1.1.4.5. With floor area above 5,000.00 sq.meters up to 10,000.00 sq. meters</p> <p>3.1.1.4.6. With floor area above 10,000.00 sq. meters</p> <p>3.1.1.5. Divisions J – 2 structures:</p> <p>3.1.1.5.1 Garages, carports, balconies, terraces, lanais and the like: 50% of the rate of the principal building, of which they are accessories.</p>	<p>900.00</p> <p>900.00</p> <p>PHP 50.00</p> <p>240.00</p> <p>360.00</p> <p>480.00</p> <p>1,200.00</p> <p>2,400.00</p>			
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<p>4. <i>Submit the Official receipt & claim the Approved Certificate of Occupancy</i></p>	<p>3.1.1.5.2. Aviaries, aquariums, zoo structures and the like: same rates as for Section 3.1.1.3.2.4. above.</p> <p>3.1.1.5.3. Towers such as for Radio and TV transmissions, cell site, sign (ground or roof type) and water tank supporting structures and the like in any location shall be imposed fees as follows:</p>				
	<p>3.1.1.5.3.1. First 10.00 meters of height from the ground</p> <p>3.1.1.5.3.2. Every meter or fraction thereof in excess of 10.00 meters</p>	<p>PHP 800.00</p> <p>50.00</p>			
	<p>4.1. Receive official receipt, record and encode the details of payment to the Certificate of Occupancy</p> <p>4.2. Segregates the approved Certificate of Occupancy documents and release to the Client.</p>		<p>10 Minuets</p> <p>10 Minutes</p>	<p>Office of the Building Official</p> <p>Office of the Building Official</p>	<p>09268347053</p> <p>09268347053</p>
			<p>6 days, 1 hour & 20 minutes</p>		



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Total					
End of Transaction					



CITY PLANNING AND DEVELOPMENT OFFICE HOURS

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CITY PLANNING AND DEVELOPMENT OFFICE



CITY PLANNING AND DEVELOPMENT OFFICE HOURS

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1. Alteration of Subdivision Development Plan Permit			
Description of Service	An alteration of Subdivision Development Plan Permit is issued in cases where there are changes or variations in the approved Subdivision Development Plan during actual construction of the project.		
Office and Division	Monitoring and Evaluation Section: Zoning Enforcement and Administration Division		
Classification	Highly Technical	Total Processing Time	30 Days, 2 Hours and 10 Minutes
Type of Transaction	G2B, G2C, G2G	Total Fees	None
Who May Avail	Housing Subdivision and Memorial Parks/Cemetery Developers	Period of Extension	None

Documentary Requirements	Where to Secure
Letter stating the purpose of Alteration	To be prepared by client.
Previously Approved Subdivision Development Plan	To be prepared by client.
Complete plan and details of area affected	To be prepared by client.
New Title, Tax Declaration and Tax Receipt of Affected Area (If any)	Register of Deeds, City Assessors, City Treasurer

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Applicant submit the corrected Subdivision Development Plan documents to City Planning Development Office	1.1. Evaluate Completeness of Requirements and Endorse to Local Sanggunian	None	30 Minutes	<i>Zoning Officer III</i> City Planning Development Office	09974918757
	1.2. Local Sanggunian to conduct Committee Meeting prior to Sanggunian Panlungsod Reading (1st to 3rd reading)	None	15 Days	<i>Committee Chairman</i> on HSUD	09178856997



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	1.3. Local Sanggunian to prepare resolution approving the AP and furnish copy to City Planning Development Office	None	15 Days	Local Sanggunian	0957885597
	1.4. Upon Receipt of Sanggunian Panlungsod Resolution Approving the Alteration, Prepare Assessment of fees and Inform Client	None	15 Minutes	Zoning Officer III City Planning Development Office	09974918757
2. Client Proceed to Treasurer's Office for Payment	2.1. Receive Payment and Issue Official Receipt	See attached schedule of fee for SDP	25 Minutes	Local Revenue Collection Clerk-I, II & III & Local Revenue Collection Officer-I & III/ City Planning Development Office	088-813-3772 09971420315
3. Submit Official Receipt to City Planning Development Office	3.1. Prepare and Issue Alternation Permit	None	1 Hour	Zoning Officer III City Planning Development Office	09974918757
Total		None	30 Days, 2 Hours and 10 Minutes		
End of Transaction					



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2. Locational Clearance (Complex)			
Description of Service	A Locational Clearance is one of the basic requirements in securing building permits for all type of construction. It is issued to promote compatibility of land development patterns based on the approved Zoning Ordinance, like locations of residential and commercial areas and other essential services.		
Office and Division	Monitoring and Evaluation Section: Zoning Enforcement and Administration Division		
Classification	Complex	Total Processing Time	2 Days, 3 Hours and 16 Minutes
Type of Transaction	G2B, G2C, G2G	Total Fees	None
Who May Avail	All Building Permit Applicants for Complex Residential, Commercial, Institutional and Special Projects.	Period of Extension	None

Documentary Requirements	Where to Secure
List of complete requirements for special projects.	To be prepared by client.
Local Social Acceptability Requirements	Register of Deeds, City Assessors, City Treasurer

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Complete List of Requirements given by Office of the Building Official	1.1. Provide Complete List of Requirements	None	5 Minutes	Concern Applicant	09558112419
2. Liaison Officer from City Engineer's Office endorse complete documents for application of Locational Clearance	2.1. Evaluate completeness of requirements	None	20 Minutes	Zoning Officer III City Planning Development Office	09974918757
	2.2. Conducts Ocular Inspection	None	1 day	Zoning Officer III	



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				City Planning Development Office	
	2.3. Prepare Inspection Report and Endorse to City Mayor's Office	None	2 hours	Zoning Officer III City Planning Development Office	
	2.4. City Mayor's Office Approval	None	1 Day	City Mayor/OIC	
	2.5. Upon receipt of Mayor's approval, prepare Assessment of Fees and issue Locational Clearance (Liaison Officer of the City Engineer's Office get the assessment of clearance to reflect in one-time payment)	None	15 Mins	Zoning Officer III City Planning Development Office	09974918757
3. Client follow up application at Office of the Building Official	3.1. For One Time Payment	None	15 Mins.	Official Building Office Personnel	09558112419
	Total	None	2 Days, 3 Hours and 16 Minutes		
End of Transaction					



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3. Preliminary Subdivision Development Plan Permit (PSDP Permit)

Description of Service	A Preliminary Subdivision Development Plan Permit is issued to enable the applicants to commence with all activities in the approved Preliminary Subdivision Development Plan of all proposed Residential Subdivision and Memorials Park projects. The Preliminary Subdivision Development Plan which is being approved by the Sangguniang Panlungsod thru a Resolution, contains the basic plans and specifications of the project as originally prepared by the applicants. "Preliminary" in the sense that no technical review by the LGU is needed yet with regards to the design standards and specifications of some components of the project.		
Office and Division	Monitoring and Evaluation Section: Zoning Enforcement and Administration Division		
Classification	Highly Technical	Total Processing Time	12 Days, 6 Hours, 25 Minutes
Type of Transaction	G2B, G2C, G2G	Total Fees	None
Who May Avail	Housing Subdivision and Memorial Parks/Cemetery Developers.	Period of Extension	None

Documentary Requirements	Where to Secure
Preliminary Subdivision Development Plan Requirements	see attached list
Local Social Acceptability Requirements	see attached list

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit Required Documents	1.1. Check and Evaluate Completeness of Documents	None	2 Hours	<i>Zoning Officer III</i> City Planning Development Office	09974918757
	1.2. Technical Working Group Ocular site inspection	None	1 Day	City Planning Development Office/Sanggunian	09178345539



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				Panlungsod/City Engineer Office/City Assessor's Office	
	1.3. Encode letter of endorsement and forward to the Local Sanggunian.	None	2 Hours	<i>Zoning Officer III</i> City Planning Development Office	09974918757
	1.4. Local Sanggunian to prepare Resolution Approving the Preliminary Subdivision Development Plan and furnish copy to City Planning Development Office	None	10 Days	<i>City Vice Mayor/Office In-Charge</i>	09558112419
2. Visit City Planning Development Office and Proceed to City Treasurer's Office for Payment	2.1. Upon Receipt of Local Sanggunian Resolution approving the Preliminary Subdivision Development Plan, prepare payment assessment and contact the applicant	None	1 Day	<i>Zoning Officer III</i> City Planning Development Office	09974918757
3. Client Proceed to City Treasurer's Office for Payment	3.1. Receive Payment and Issue Official Receipt	-see attached schedule of fees prescribed by the Housing and Land Use Regulatory Board (LURB)-	25 Minutes	<i>Local Revenue Collection Clerk-I, II & III & Local Revenue Collection Officer-I & III/ City Planning Development Office</i>	088-813-3722
	3.2. Prepare and issue Preliminary Subdivision Development Plan Permit	None	2 Hours	<i>Zoning Officer III</i> City Planning Development Office	09974918757



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	Total	None	12 Days, 6 Hours, 25 Minutes
End of Transaction			



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4. Subdivision Development Plan Permit (SDP Permit)			
Description of Service	Subdivision Development Plan Permit is issued to all proposed Residential Subdivision and Memorials Park projects to ensure their compliance to the findings and recommendations of the Technical Working Group upon their review and evaluation of the Preliminary Subdivision Development Plan (PSDP). Thus, no Subdivision Development Plan Permit will be issued without an approved Preliminary Subdivision Development Plan (PSDP). The Subdivision Development Plan is also approved by the Local Sangguniang. The period between the issuance of Preliminary Subdivision Development Plan Permit and application of Subdivision Development Plan Permit is dependent upon the applicant/developer.		
Office and Division	Monitoring and Evaluation Section: Zoning Enforcement and Administration Division		
Classification	Highly Technical	Total Processing Time	38 Days, 9 Hours and 25 Minutes
Type of Transaction	G2B, G2C, G2G	Total Fees	None
Who May Avail	Housing Subdivision and Memorial Parks/Cemetery Developers	Period of Extension	None

Documentary Requirements	Where to Secure
Subdivision Development Plan Requirements	see attached list-(Specify)
Local Social Acceptability Requirements	see attached list- Specify
Approved Preliminary Subdivision Development Plan Permit	previously issued by City Planning Development Office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Applicant submits complete Subdivision	1.1. Receive and Evaluate as to Completeness of Documents	None	3 Hours	Zoning Officer III City Planning Development Office	09974918757



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Development Plan Permit application documents to City Planning Development Office.	1.2. Endorse Subdivision Development Plan Permit Application to City Engineer's Office for Technical Review		2 Hours		
	1.3. Technical Review and Evaluation of Subdivision Development Plan Documents	None	6 Days	Official Building Office	09558112419
	1.4. City Engineer's Office Forward Technical Corrections/Revisions to City Planning Development Office		1 Hour	<i>Liaison Officer I Laborer I</i>	09558112419
	1.5. Inform Applicants if there are corrections/revisions		1 Day	<i>Zoning Officer III City Planning Development Office</i>	09974918757
2. Client Submit to City Planning Development Office Corrected/ Revised Documents	2.1. Received Corrected/Revised Documents and endorse to Local Sanggunian	None	1 Hour	<i>City Planning Development Office</i>	
	2.2. Committee on DHSUD to conduct committee meeting with developer and City Planning Development Office		15 Days	<i>Committee Chairman on DHSUD</i>	09178856997
	2.3. Local Sanggunian to prepare Resolution approving the Subdivision Development Plan and furnish copy to City Planning Development Office		15 Days	<i>City Vice Mayor/OIC</i>	09558112419
	2.4. Upon receipt of Local Sanggunian Resolution approving the Subdivision Development Plan, prepares assessment of fees and inform client		1 Day	<i>Zoning Officer III City Planning Development Office</i>	09974918757
3. Client Proceed to Treasurer's Office for Payment	3.1. Receive Payment and Issue Official Receipt	See attached HLURB Schedule of fees	25 Minutes	<i>Local Revenue Collection Clerk-I, II & III & Local Revenue Collection Officer-I & III/ City Planning Development Office</i>	088-813-3772 09971420315



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4. Submit Official Receipt to City Planning Development Office	4.1. Prepare and issue Subdivision Development Plan Permit	None	2 Hours	<i>Zoning Officer III</i> City Planning Development Office	09974918757
Total		None	38 Days, 9 Hours and 25 Minutes		
End of Transaction					



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5. Locational Clearance (Simple)			
Description of Service	<p>A Locational Clearance is one of the basic requirements in securing building permits for all type of construction. It is issued to promote compatibility of land development patterns based on the approved Zoning Ordinance, like locations of residential and commercial areas and other essential services.</p> <p>The types of projects that are classified under Simple Locational Clearance include Residential, Commercial and Institutional projects, 1-3 Storey and up to 1,500 Sq. mtr. floor area.</p> <p>For this transaction, the first step is to submit all required documents to the City Engineer's Office. Then, assigned personnel will forward the application form together with the requirements to the City Planning Development Office for the issuance of Simple Locational Clearance. Note that there is no client-service provider (CPDO) contact being made.</p>		
Office and Division	Monitoring and Evaluation Section: Zoning Enforcement and Administration Division		
Classification	Simple	Total Processing Time	2 Days, 2 Hours and 20 Minutes <i>For all Residential and Institutional (regardless of amount) and Commercial below P500,000.00 amount</i>
			5 Days, 1 Hour and 35 Minutes <i>For Commercial PHP 500,000.00 and above</i>
Type of Transaction	G2B, G2C, G2G	Total Fees	None
Who May Avail	All Building Permit Applicants for Complex Residential, Commercial, Institutional and Special Projects.	Period of Extension	None

Documentary Requirements	Where to Secure
Accomplished and Duly Notarized Application For:	City Engineer's Office
Proof of Lot Ownership: 1 photocopy each document;	To be prepared by client



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Lot Title	City Assessor's Office
Tax Declaration	City Treasurer's Office
Latest Tax Receipt	City Engineering Liaison Officer
Any of the ff:	
Deed of Absolute Sale	To be prepared by client
Authorization	
Certifications	
Special Power of Attorney	
Usufruct Agreement	
Extra Judicial	
Vicinity Map, Site Development Plan, Perspective, Floor Plan, Elevations, Detailed Estimates	To be prepared by client
Environmental Compliance Certificate (ECC) or Certificate of Non-Compliance (CNC), if necessary;	Department of Environment and Natural Resources (DENR), To be prepared by Client

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Client submits complete requirements, including Accomplished and Duly Notarized Application for Locational Clearance to the Office of the Building Official.	1.1. Receive and Evaluate Completeness of Documents	None	20 Minutes	Engineer I, Engineer II	09558112419
	1.2. Personnel from Office of the Building Official, Forwards Required Documents to City Planning Development Office for Locational Clearance (1 or more applications)	None	1 Hour	<i>Liaison Officer I;</i> <i>Laborer I</i> City Planning Development Office	
	1.3. Conducts Ocular Inspection	None	1 Day	<i>Zoning Officer III</i> City Planning Development Office	09974918757



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<i>For all Residential and Institutional (regardless of amount) and Commercial below PHP 500,000.00 amount</i>					
	1.4. Receive, Evaluate Documents and prepare Assessment of Fees and Prepare Locational Clearance per Applicant	None	2 hours	Zoning Officer III City Planning Development Office	09974918757
	1.5. City Mayor's Office Approval	None	1 Day	City Mayor/OIC	
	1.6. Upon receipt of Mayor's approval, prepare Assessment of Fees OF Locational Clearance Personnel from Office of the Building Official, will get the Assessment and Locational Clearance from City Planning Development Office	None	15 Minutes/ Application	Zoning Officer III City Planning Development Office	
2. Client Submit Official Receipt	2.1. Issue Locational Clearance	None	15 Minutes	Zoning Officer III City Planning Development Office	09974918757
Total		None	2 Days, 2 Hours and 20 Minutes		
<i>For Commercial PHP 500,000.00 and above</i>					
	2.2. Receive, Evaluate Documents	None	15 Minutes	Zoning Officer III City Planning Development Office	09974918757
	2.3. Conducts Ocular Inspection		1 Day/ Application		
	2.4. Prepare Inspection Report and Endorse to City Mayor's Office for approval		1 Hour		
	2.5. City Mayor's Office Approval		1 Day	City Mayor's Office	



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	2.6. Upon receipt of Mayor's approval, prepare Assessment of Fees and Locational Clearance		20 Minutes	<i>Zoning Officer III</i> City Planning Development Office	
	2.7. Personnel from Office of the Building Official, will get the Assessment and Locational Clearance from City Planning Development Office		3 Days	City Engineer Office, Building Permit Personnel	09558112419
	Total	None	5 Days, 1 Hour and 35 Minutes		
End of Transaction					



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6. Zoning Certification

Description of Service	A Zoning Certification is issued to land owners as to the land use classification of their lot property based on the approved Comprehensive Land Use Plan (CLUP) and Zoning Ordinance (ZO) of the City. Land use classifications are the following:		
	a. Residential	e. Agri-Industrial	
	b. Institutional	f. Agricultural	
	c. Commercial	g. Forestall	
	d. Industrial		
	A Zoning Certificate is a vital requirement in transactions involving use of lands to ensure that all developments are consistent/ aligned with the vision of the City in terms of spatial development, as detailed in all developmental planning documents		
Office and Division	Monitoring and Evaluation Section: Zoning Enforcement and Administration Division		
Classification	Simple	Total Processing Time	55 Minutes
Type of Transaction	G2B, G2C, G2G	Total Fees	PHP 920.00
Who May Avail	Land Owners (Government and Private)	Period of Extension	None

Documentary Requirements	Where to Secure
1 Photocopy of Lot Title	Registry of Deeds
1 Photocopy of Tax Declaration	City Assessor's Office
1 Photocopy of Latest Tax Receipt/Tax Clearance	City Treasurer's Office
1 Tax Map/Vicinity Map	City Assessor's Office
1 Photocopy of Lot Title	Registry of Deeds



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Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Visit CPDO: Zoning Enforcement and Administration Section.	1.1. Provide complete list of requirements	None	5 Minutes	<i>Zoning Officer III</i> City Planning Development Office	09974918757
2. Clients submit Complete Requirements and Documents	2.1. Receive, Check, Verify to CLUP map for classification and Evaluate and Issue Assessment of Fees	None	20 Minutes.	Committee Chairman on HSUD	09178856997
3. Clients Proceed to City Treasurer's Office for Payment	3.1. Receive Payment and Issue Official Receipt	PHP 200.00 Lot area below 1 ha.); PHP 720.00/ha.	15 Minutes	<i>Local Revenue Collection Clerk-I, II & III & Local Revenue Collection Officer-I & III</i>	09971420315
4. Submit Official Receipt to Zoning Officer	4.1. Issue Zoning Certification	None	15 Minutes	<i>Zoning Officer III</i> City Planning Development Office	09974918757
Total		PHP 920.00	55 Minutes		
End of Transaction					



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1.Assistance to Individuals and Families in Crisis Situation			
Description of Service	Assistance to Families in Crisis Situation is a program to provide assistance to individuals and families who are in extremely difficult situations and have inadequate resources for medical, hospital, burial, transportation, food and emergency shelter expenses.		
Office and Division	City Social Welfare and Development Office – Protective Services Division – Crisis Intervention Section		
Classification	Complex	Total Processing Time	1 Week and 45 Minutes
Type of Transaction	G2C – Government to Transacting Public	Total Fees to be Paid	None
Who may avail	Families and Individuals at least 18 years old	Period of Extension	1 Week

Documentary Requirements	Where to Secure
<p>For Medical Assistance:</p> <ul style="list-style-type: none"> ▪ Referral Slip ▪ 2 photocopies of any valid government issued identification card of the client/person to be interviewed and beneficiary/patient ▪ 1 original and 1 photocopy of Barangay Certification for residency ▪ 2 photocopies of Recent Community Tax Certificate (Cedula) ▪ If payment for hospital bill <ul style="list-style-type: none"> - 1 original and 1 photocopy of Hospital Bill/Statement of Account (Outstanding Balance) with complete name and signature of the Billing Clerk and date of confinement is within the calendar year ▪ If for medicines <ul style="list-style-type: none"> - 1 original and 1 photocopy of Prescription with date of issuance, complete name, signature and license number of the attending physician (issued within 1 month) ▪ If for medical procedures 	<p>City Mayor's office / Sangguniang Panlungsod</p> <p>Barangay where client is residing</p> <p>Hospital where patient was confined</p> <p>Clinic or hospital where medical check-up was done</p> <p>Clinic or hospital where medical check-up was done</p>



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<ul style="list-style-type: none"> - 1 original and 1 photocopy of Laboratory/radiology requests with date of issuance, complete name, signature & license number of the attending physician (issued within 1 month) - For dialysis patient, additional 1 original and 1 photocopy of medical certificate/medical abstract, dialysis quotation issued within 1 month <p><i>* If client/person to be interviewed is not a direct family member of the patient, the Barangay Certificate should state that the representative is authorized to process the assistance & indicating the relationship of the representative & patient.</i></p>	<p>Clinic or hospital where medical check-up was done</p>
<p>For Burial Assistance:</p> <ul style="list-style-type: none"> ▪ Referral Slip ▪ 2 photocopies of any valid government issued identification card of the client/person to be interviewed and beneficiary/patient ▪ 1 original and 1 photocopy of Barangay Certification for residency ▪ 2 photocopies of recent Community Tax Certificate (Cedula) ▪ 2 photocopies of Death Certificate ▪ 1 photocopy of funeral contract <p><i>* If client/person to be interviewed is not a direct family member of the patient Barangay Certificate should state that the representative is authorized to process the assistance & indicating the relationship of the representative & patient.</i></p>	<p>City Mayor's Office or the Sangguniang Panlungsod</p> <p>Barangay where client is residing</p> <p>City Civil Registrar's Office Funeral Service Provider</p>
<p>For Transportation Assistance:</p> <ul style="list-style-type: none"> ▪ 2 photocopies of any valid government issued identification card of the client/person to be interviewed and beneficiary/patient ▪ 1 original and 1 photocopy of Barangay Certification indicating the purpose of travel. 	<p>Barangay where client is residing</p>



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<ul style="list-style-type: none"> ▪ 2 photocopies of recent Community Tax Certificate (Cedula) ▪ 1 original and 1 photocopy of Police Blotter or Certification (for stranded, victims of pick pockets, illegal recruitment, etc.) ▪ Other supporting documents such as but not limited to medical certificate, death certificate and/or court order/subpoena. 	<p>Malaybalay City Police Station</p>
<p>Emergency Shelter Assistance (ESA)</p> <ul style="list-style-type: none"> ▪ 2 photocopies of any valid government issued identification card of the client/person to be interviewed (if available) ▪ 2 photocopies of recent Community Tax Certificate (Cedula) ▪ 1 original and 1 photocopy of Barangay Certification for residency ▪ Barangay Disaster Report ▪ Picture of Damaged Properties ▪ CDRRMO Certification for families affected by natural calamities ▪ Bureau of Fire Certification, if victim of fire 	<p>Barangay where client is residing Barangay where client is residing</p> <p>City Disaster Risk Reduction and Management Office Bureau of Fire</p>
<p>For Food Subsidy Assistance:</p> <ul style="list-style-type: none"> ▪ 2 photocopies of any valid government issued identification card of the client/person near be interviewed/ ▪ 2 photocopies of recent Community Tax Certificate (Cedula) ▪ Barangay Certification justifying the client's need of such assistance 	<p>Barangay where client is residing</p>

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
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<p>1. Approach the worker in the Crisis Intervention Section for verification of required documents and eligibility to avail assistance</p>	<p>1.1 Check requirements submitted</p> <p>1.2 Assess client's eligibility to avail assistance using AIFCS Database System</p> <p>1.3 Assign client to specific worker for the interview</p>	None	5 Minutes	Social Welfare Officer IV	0953567896
<p>2. Proceed to assigned worker for interview / assessment</p>	<p>2.1 Conduct Interview and Assessment for the assistance needed: Medical, Burial, Transportation & other assistance</p>	None	5 Minutes	Social Welfare Officer IV	09535687896
<p>3. If assistance is directly paid to the hospital, get a guarantee letter from City Mayor's Office to be shown to the hospital and there's no need to follow-up the assistance</p> <p>If assistance is direct to client:</p> <ul style="list-style-type: none"> For petty cash assistance amounting to P2,500.00 and below, wait to be released within the day depending on availability of funds at the City Treasurer's Office. For Financial assistance above P2,500.00, wait for one week for the assistance to be released at the City Treasurer's Office 	<p>Prepare documents:</p> <p>3.1 Encode/type AIFCS set of documents</p> <p>3.1.2 Encode AIFCS data to the database system</p> <p>3.1.3 Review AIFCS set of documents for consistency of information</p> <p>3.1.4 Forward to CSWD Officer for signature</p> <p>3.1.5 Scan AIFCS documents for office filing</p> <p>3.1.6 Record AIFCS documents to logbook</p>	None	10 Minutes	Social Welfare Officer IV	09535687896
		None	8 Minutes		
		None	4 Minutes		
			3 Minutes		
			5 Minutes		
			3 Minutes		



2.Request for Case Summary/Social Case Study Report			
Description of Service	Case Summary/Social Case Study Report is a required document in a government hospitals or government agencies to provide assistance to patient who are in extremely difficult situation and have inadequate resources for medical and hospital expenses.		
Office and Division	City Social Welfare and Development Office – Protective Services Division		
Classification	Simple	Total Processing Time	53 Minutes
Type of Transaction	G2C – Government to Transacting Public	Total Fees to be Paid	None
Who may avail	Residents of Malaybalay City	Period of Extension	None

Documentary Requirements	Where to Secure
<ul style="list-style-type: none"> ▪ Referral Slip from government hospital/ government agencies ▪ 1 photocopy of valid government issued identification card of the beneficiary/patient ▪ 1 photocopy of Barangay Indigent Certification (indicating the patient and the client) ▪ 1 photocopy of medical abstract ▪ 1 photocopy of hospital bill/quotation ▪ Assessor’s Certification (landholding tax certification of the client) 	<p>Client</p> <p>Barangay where client is residing</p> <p>Hospital where patient was confined</p> <p>City Assessor’s Office-Records Section</p>



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Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Approach the worker in the Crisis Intervention Section for verification of required documents and eligibility to avail assistance	1.1 Check requirements submitted 1.2 Assess client's eligibility to avail assistance 1.3 Assign client to specific worker for the Interview	None	5 Minutes	<i>Social Welfare Officer IV</i>	09535687896
2. Proceed to assigned worker for interview and assessment	2.1 Conduct Interview for the Case Summary/ Social Case Study Report	None	15 Minutes	<i>Social Welfare Officer IV</i>	09535687896
3. Wait for the preparation of Case Summary/Social Case Study Report	3.1 Preparation of Case Summary/Social Case Study Report	None	30 Minutes	<i>Social Welfare Officer IV</i>	09535687896
4. Receive Case Summary/Social Case Study Report	4.1 Release of Case Summary/Social Case Study Report	None	3 Minutes	<i>Social Welfare Officer IV</i>	09535687896
Total		None	53 Minutes		
End of Transaction					



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3.Walk-in Cases of VAWC/WEDC/CNSP			
Description of Service	Walk-in/referred cases of Violence against Women and her Children (VAWC)/ Women in Especially Difficult Circumstances (WEDC)/ Children in Need of Special Protection (CNSP) – the implementation of programs and interventions that may be provided to victim-survivors of abuse, including counseling; psychological/psychiatric tests; provision of professional health services; referral for medico-legal examination; provision of mechanisms for protection from mental, emotional, physical, sexual abuse and other forms of exploitation; legal and paralegal assistance; provision of food and financial assistance; and referral or transfer to DSWD, LGU, or registered and licensed private residential care facility for temporary shelter or protective custody.		
Office and Division	City Social Welfare and Development Office – Protective Services Division – Crisis Intervention Section		
Classification	Simple	Total Processing Time	2 Hours and 5 Minutes
Type of Transaction	G2C – Government to Transacting Public	Total Fees to be Paid	None
Who may avail	Individuals and families of Malaybalay City who are victims of abuse	Period of Extension	None

Documentary Requirements	Where to Secure
<ul style="list-style-type: none"> • 1 original copy of Referral Letter (for referred clients only) 	From barangay where client is residing or from the Philippine National Police Women and Children Protection Desk

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Approach the worker in the Crisis Intervention Section inquiring for possible assistance	1.1 Conduct Initial interview to client for referral to assigned social worker 1.2 Refer client to social worker for the intake interview and assessment	None	5 Minutes	<i>Social Welfare Officer IV</i>	09535687896



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2. Proceed to social worker for intake interview and assessment	2.1 Interview and assessment of social worker	None	1-2 Hours	<i>Social Welfare Officer IV</i>	09535687896
3. Come up with an agreement with the social worker on specific activities to be conducted regarding the referred concern.	3.1 Provide appropriate intervention based on assessed need.	None	Depending on intervention conducted	<i>Social Welfare Officer IV</i>	09535687896
Total		None	2 Hours and 5 Minutes		
End of Transaction					



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4.Admission at Women & Children Crisis Center			
Description of Service	Women & Children Crisis Center is a temporary residential facility aims to provide alternative form of family care, providing full time (24/7) in catering vulnerable and disadvantaged children, youth, women, senior citizen, person with disability, and families in crisis and those who were at risk. It also provides protection and rehabilitation to all admitted clients.		
Office and Division	City Social Welfare and Development Office – Protective Services Division-Women & Children Crisis Center Section		
Classification	Simple	Total Processing Time	1 Hour and 30 Minutes
Type of Transaction	G2C – Government to Transacting Public	Total Fees to be Paid	None
Who may avail	Abused or At-risk children and women, referred from Women and Children Protection Desk of Malaybalay City Police Station, concern citizen, barangays LGU or from other agency who are needing immediate protective custody	Period of Extension	None

Documentary Requirements	Where to Secure
<ul style="list-style-type: none"> ●Referral Letter ●Birth Certificate or Baptismal Certificate, if available ●1original copy of Medical Certificate ●1original copy of Social Case Study Report (for referred cases by other LGUS) ●1original copy of Barangay blotter or police blotter if abandoned or foundling child ●1photocopy of Latest School Report Card if the child has previously attended school ●If clients filed a case,1 photocopy of affidavit and other documents needed in court 	Referring Agency Copy of Client Hospital where client was examined Referring LGU Barangay concerned or police station School last attended City Prosecutor’s Office, Regional Trial Court



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Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Approach worker assigned at the Women and Children Crisis Center and present documentary requirements	1.1 Check documents presented 1.2 Refer to Center Head	None	5 Minutes	<i>Social Welfare Officer IV</i>	09535687896
2. Follow protocols for admission of client at the Women and Children Crisis Center	2.1 Conduct Interview 2.2 Conduct Pre-Admission Conference with client and his/her family 2.3 Orient the client on the center's policies 2.4 Refer to house parent on duty for Admission in the center	None	30 Minutes 30 Minutes 20 Minutes 5 Minutes	<i>Social Welfare Officer IV</i>	09535687896
3. Sign admission forms	3.1 Provide admission forms to client for signature				
Total		None	1 Hour & 30 Minutes		
End of Transaction					



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5. Admission at Bahay Pag-asa

Description of Service	The Bahay Pag-asa is a 24-hour child-caring institution established and managed by the City Government of Malaybalay through the City Social Welfare and Development Office, providing short-term residential care for children in conflict with the law and children at risk.		
Office and Division	City Social Welfare and Development Office – Bahay Pag-asa		
Classification	Simple	Total Processing Time	1 Hour and 30 Minutes
Type of Transaction	G2C – Government to Transacting Public	Total Fees to be Paid	None



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<p>Who may avail</p>	<ol style="list-style-type: none"> 1. Above 15 years old to below 18 years old whose cases are on trial/pending 2. Above 12 years old to 15 years old, alleged to have committed serious crime under Sec 20-A of RA 10630 with commitment order issued by the court 3. Above 12 years to 15 years old, alleged to have committed an offense for the second time or oftener, previously subjected to a community-based intervention program but whose best interest can only be fully protected through placement in a residential care facility based on the local social welfare and development officer's assessment, either committed voluntarily by parents or with order for involuntary commitment from the court. 4. Above 12 years old to below 18 years old whose best interest is to be placed temporarily in a facility either because <ol style="list-style-type: none"> i) his life is at risk in the community due to the alleged commitment of offense ii) it is likely that he will continue to harm the community or iii) he has no family or no responsible individuals to provide adequate care. 	<p>Period of Extension</p>	<p>None</p>
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Documentary Requirements	Where to Secure
<ol style="list-style-type: none"> 1.1 original copy of Court Order effecting child's involuntary commitment / Referral Letter from Philippine National Police/ Order from the City Prosecutor/ a written authorization from parents 2.1 photocopy of Birth certificate or any other legal documents to show proof of age 3.1 original copy of recent medical certificate 	<p>Court/Philippine National Police/City Prosecutor's Office/Parents of CIGL</p> <p>Copy of Client Hospital where client was examined</p>



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Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Approach worker assigned at the Bahay Pag-asa and present documentary requirements	1.1 Check documents presented 1.2 Refer to Center Social Worker	None	5 Minutes	CSWD Officer	09535687896
2. Follow protocols of admission of client at the Bahay Pag-asa	2.1 Conduct Interview 2.2 Conduct Pre-Admission Conference with client and his/her family 2.3 Refer to house parent on duty for admission in the center 2.4 Conduct of body search/inspection of belongings to ensure that the child does not possess deadly weapon, prohibited drugs or items such as cigarette and alcoholic drinks, and/or money. 2.5 Orient the child on the house rules and schedule of activities	None	30 Minutes 30 Minutes 5 Minutes 5 Minutes 15 Minutes	CSWD Officer	09535687896
3. Sign Admission forms	3. Provide admission forms to client for signature		5 Minutes	CSWD Officer	09535687896
Total			2 Hours and 35 Minutes		
End of Transaction					



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6. Case Management of Children in Conflict with the Law					
Description of Service		Provision of services to Children in Conflict with the Law in the City of Malaybalay as provided in Republic Act 9344 for their rehabilitation and reintegration.			
Office and Division		City Social Welfare and Development Office – Socio-economic Services Division-Family Welfare & Special Groups Section			
Classification		Highly Technical	Total Processing Time		8 Months
Type of Transaction		G2C – Government to Transacting Public	Total Fees to be Paid		None
Who may avail		Children below 18 years old and a resident of Malaybalay City	Period of Extension		4 Months
Documentary Requirements			Where to Secure		
Original copy of the following: 1 .Case file containing details of the case 2.1 Photocopy from any of the following documents that can serve as basis to determine age: 2.1 Birth Certificate 2.2 Baptismal Certificate 2.3 School Records 2.4 Travel Papers 2.5 Health Records			Malaybalay City Police Station and/or City Prosecutor’s Office - City Civil Registrar – Records Section/Philippine Statistics Authority - Church - School - Department of Foreign Affairs - Health centers/hospitals/clinic		
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1.Approach the gatekeeper and inform him/her for the purpose	1.Refer client to social worker				
2.Present the documentary requirements regarding the case of Children in Conflict with	2.1.Review Documents Submitted 2.2Conduct Initial interview	None	1 Hour	Social Welfare Officer IV	09535687896



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the Law					
3. Appearance of Children in Conflict with the Law to the City Social Welfare Office and provide information requested for Assessment of Discernment	<p>3.1. Administer Tools for Discernment</p> <p>3.2 Prepare assessment report on the Level of Discernment to be submitted to the Prosecutors' Office.</p> <p>3.3 Determine if the Diversion is appropriate refer the child in conflict with the law for diversion to either:</p> <p>3.3.1 City Social Welfare & Development Office</p> <p>3.3.2 Barangay where the child resides</p> <p>3.3.3 Prosecutor's Office</p> <p>3.3.4 Regional Trial Court</p>	None	<p>1 Hour</p> <p>7 Days</p> <p>30 Minutes</p>	<i>Social Welfare Officer IV</i>	09535687896
4. Attend the diversion proceedings either in the City Social Welfare & Development Office, Barangay, Prosecutor's Office or Regional Trial Court.	4.1 Facilitate diversion proceedings together with the City Children in Conflict with the law, parents and the members of diversion committee	None	45 Days	<i>Social Welfare Officer IV</i>	09535687896
5. Agree to undergo Diversion Program by signing Diversion Contract.	5.1 Sign Diversion Contract	None	10 Minutes	<i>Social Welfare Officer IV</i>	09535687896



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<p>6.Undergo Diversion Program and regularly report to the handling Social Worker on the scheduled date.</p>	<p>6.1 Implement Diversion Program</p> <p>6.2 Monitor child's progress and counseling</p> <p>6.3 Submit a terminal Report on the Diversion Program once successfully completed to the Prosecutor's Office or the Regional Trial Court.</p>	<p>None</p>	<p>6 Months</p>	<p><i>Social Welfare Officer IV</i></p>	<p>09535687896</p>
<p>7.Receive copy of Certificate of compliance to Diversion Program</p>	<p>7.1 Prepare Certificate of Compliance to Diversion and provide copy to client</p>	<p>None</p>	<p>10 Minutes</p>	<p><i>Social Welfare Officer IV</i></p>	<p>09535687896</p>
<p>Total</p>		<p>None</p>	<p>8 Months</p>		
<p>End of transaction</p>					



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7.Issuance of Social Case Study Report for Children in Conflict with the Law (CICL)					
Description of Service	A Social Case Study Report is a document containing basic information about the client and his/her family, Social Worker's assessment in the client's problem, intervention plan and recommendation about the case referred.				
Office and Division	City Social Welfare and Development Office – Socio-economic Services Division-Family Welfare & Special Groups Section				
Classification	Highly Technical	Total Processing Time		8 Days, 1 Hour and 40 Minutes	
Type of Transaction	G2G– Government to Government	Total Fees to be Paid		None	
		Period of Extension		7 Days	
Who may avail	Children in Conflict with the Law below 18 years old and a resident of Malaybalay City				
Documentary Requirements			Where to Secure		
1 original copy of the following: 1. Court order requesting for Social Case Study Report of the child in conflict with the law 2. Case file containing: 2.1 Details of the case 2.2 Child's birth certificate			- Court - Court - City Civil Registrar – Records Section/Philippine Statistics Authority		
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number



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1. Approach the gatekeeper and inform him/her for the purpose	1. Refer client to the social worker	None	5 Minutes	Social Welfare Officer IV	09535687896
2. Present the documentary requirements regarding the case of Child in Conflict with the Law	2.1 Review Documents Submitted	None	5 Minutes	Social Welfare Officer IV	09535687896
	2.2 Conduct interview to parents of Child in Conflict with the Law				
3. Provide information requested during interview and home visitation	3.1 Conduct interview to Child in Conflict with the law	None	1 Hour	Social Welfare Officer IV	09535687896
	3.2 Conduct home visitation and collateral interview	None	1 Day	Social Welfare Officer IV	09535687896
		None	7 Days	Social Welfare Officer IV	09535687896
	3.3 Prepare the Social Case Study Report				
	3.4 Submit Social Case Study Report to the requesting agency/court	None	30 Minutes	Social Welfare Officer IV	09535687896
Total			8 Days, 1 Hour and 40 Minutes		
End of Transaction					



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8. Issuance of Solo Parent Identification Cards			
Description of Service	The Solo Parent Identification Card is issued to the solo parent as his/her competent proof of identification and the primary evidence of his/her status as a solo parent to enable him/her to avail the benefits under the Solo Parents Welfare Act		
Office and Division	City Social Welfare and Development Office – Socio Economic Services Division-Family Welfare & Special Groups Section		
Classification	Complex	Total Processing Time	<i>5 Days and 36 Minutes</i>
Type of Transaction	G2C – Government to Transacting Public	Total Fees to be Paid	None
Who may avail	Qualified Solo Parents as stipulated in Republic Act 8972 or the Solo Parents Welfare Act as amended by Republic Act 11681.	Period of Extension	2 Days

Documentary Requirements	Where to Secure
<p>Proof that Applicant is a Solo Parent:</p> <p>For Solo Parent with child/ren as a Consequence of Rape</p> <p>1. Authenticated or Certified True Copy of the following:</p> <ul style="list-style-type: none"> ▪ Birth Certificate/s of the child or children ▪ Complaint Affidavit ▪ Medical record on the incident of rape ▪ Sworn affidavit declaring that the solo parent has the sole parental care and support of the child or children. ▪ Affidavit of a barangay official that the solo parent is a resident of the barangay and the child or children is/are under the parental care and support of the solo parent 	<ul style="list-style-type: none"> - Philippine Statistics Authority or City Civil Registrar – Records Section - Police Station - Public or Private Facility where the solo parent had medico-legal examination - Public or Private Lawyer - Barangay where the solo parent resides



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<ul style="list-style-type: none"> ▪ 2 pieces of 1x1 picture 	
<p>For Death of Spouse</p> <p>1. Authenticated or Certified True Copy of the following:</p> <ul style="list-style-type: none"> ▪ Birth Certificate/s of the child or children ▪ Marriage Certificate ▪ Death Certificate of the spouse ▪ Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has the sole parental care and support of the child or children ▪ Affidavit of a barangay official that the solo parent is a resident of the barangay and the child or children is/are under the parental care and support of the solo parent ▪ 2 pieces 1x1 picture 	<ul style="list-style-type: none"> - Philippine Statistics Authority or City Civil Registrar-Records Section - Philippine Statistics Authority or City Civil Registrar-Records Section - Philippine Statistics Authority or City Civil Registrar-Records Section - Public or Private Lawyer - Barangay where the solo parent resides
<p>For Detention or Criminal conviction of Spouse</p> <p>1. Authenticated or Certified True Copy of the following:</p> <ul style="list-style-type: none"> ▪ Birth Certificate/s of the child or children ▪ Marriage Certificate ▪ Certificate of detention or certification that the spouse is serving sentence for at least 3 months ▪ Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has the sole parental care and support of the child or children ▪ Affidavit of a barangay official that the solo parent is a resident of the barangay and the child or children is/are under the parental care and support of the solo parent 	<ul style="list-style-type: none"> - Philippine Statistics Authority or City Civil Registrar-Records Section - Philippine Statistics Authority or City Civil Registrar-Records Section - Law Enforcement agency having actual custody of the detained spouse - Public or Private Lawyer - Barangay where the solo parent resides



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<ul style="list-style-type: none"> ▪ 2 pieces 1x1 picture 	
<p>For Physical or mental incapacity of the Spouse 1.Authenticated or Certified True Copy of the following:</p> <ul style="list-style-type: none"> ▪ Birth Certificate/s of the child or children ▪ Marriage Certificate or affidavit of cohabitation ▪ Medical records, medical abstract or a certificate of confinement in any medical hospital or facility as a result of spouse’s physical or mental incapacity and should have been issued not more than 3 months before the submission ▪ Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has the sole parental care and support of the child or children ▪ Affidavit of a barangay official that the solo parent is a resident of the barangay and the child or children is/are under the parental care and support of the solo parent ▪ 2 pieces 1x1 picture 	<ul style="list-style-type: none"> - Philippine Statistics Authority or City Civil Registrar-Records Section - Philippine Statistics Authority or City Civil Registrar-Records Section - Medical Hospital of Facility - Public or Private Lawyer - Barangay where the solo parent resides
<p>For Legal or de facto separation of spouse 1.Authenticated or Certified True Copy of the following:</p> <ul style="list-style-type: none"> ▪ Birth Certificate/s of the child or children ▪ Marriage certificate ▪ Judicial decree of legal separation of the spouse, or in the case of de facto separation, an affidavit of two (2) disinterested persons attesting to the fact of separation of the spouses 	<ul style="list-style-type: none"> - Philippine Statistics Authority or City Civil Registrar – Records Section - Philippine Statistics Authority or City Civil Registrar – Records Section - Court or Public/Private Lawyer - Public or Private Lawyer



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<ul style="list-style-type: none"> ▪ 1 original copy of Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has the sole parental care and support of the child or children ▪ 1 original copy of Affidavit of a barangay official that the solo parent is a resident of the barangay and the child or children is/are under the parental care and support of the solo parent ▪ 2 pieces 1x1 picture 	<ul style="list-style-type: none"> - Barangay where the solo parent resides
<p>For declaration of nullity or Annulment of marriage or divorce</p> <p>1. Authenticated or Certified True Copy of the following:</p> <ul style="list-style-type: none"> ▪ Birth Certificate/s of the child or children ▪ Marriage certificate, annotated with the fact of annulment ▪ Judicial decree of nullity or annulment of marriage or judicial recognition of foreign divorce ▪ 1 original copy of Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has the sole parental care and support of the child or children ▪ Affidavit of a barangay official that the solo parent is a resident of the barangay and the child or children is/are under the parental care and support of the solo parent ▪ 2 pieces 1x1 picture 	<ul style="list-style-type: none"> - Philippine Statistics Authority or City Civil Registrar-Records Section - Philippine Statistics Authority or City Civil Registrar-Records Section - Court - Public or Private Lawyer - Barangay where the solo parent resides
<p>For Abandonment by the spouse</p> <p>1. Authenticated or Certified True Copy of the following:</p> <ul style="list-style-type: none"> ▪ Birth Certificate/s of the child or children ▪ Marriage certificate or affidavit of the applicant solo parent 	<ul style="list-style-type: none"> - Philippine Statistics Authority or City Civil Registrar-Records Section - Philippine Statistics Authority or City Civil Registrar-Records Section



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<ul style="list-style-type: none"> ▪ Affidavit of two (2) disinterested persons attesting to the fact of abandonment of the spouse ▪ Police or barangay record of the fact of abandonment ▪ 1 original copy of Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has the sole parental care and support of the child or children ▪ 1 original copy of Affidavit of a barangay official that the solo parent is a resident of the barangay and the child or children is/are under the parental care and support of the solo parent ▪ 2 pieces 1x1 picture 	<ul style="list-style-type: none"> - Public or Private Lawyer - Malaybalay Police Station or Barangay where the solo parent resides - Public or Private Lawyer - Barangay where the solo parent resides
<p>For Spouse or any family member of an OFW 1. Authenticated or Certified True Copy of the following:</p> <ul style="list-style-type: none"> ▪ Birth Certificate/s of dependents ▪ Marriage certificate if the applicant is the spouse of an OFW, or birth certificate or other proof of relationship between the applicant and the OFW, if the applicant is a family member of the OFW. ▪ Philippine Overseas Employment Administration Standard Employment Contract (POEA-SEC) ▪ OFW's Passport with stamps showing continuous twelve (12) months of overseas work, or certification from Bureau of Immigration ▪ Proof of Income of the OFW's spouse or family member ▪ Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has the sole parental care and support of the child or children 	<ul style="list-style-type: none"> - Philippine Statistics Authority or City Civil Registrar – Records Section - Philippine Statistics Authority or City Civil Registrar – Records Section - Overseas Workers Welfare Administration (OWWA) - copy of client - copy of client - Public or Private Lawyer



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<ul style="list-style-type: none"> ▪ Affidavit of a barangay official that the solo parent is a resident of the barangay and the child or children is/are under the parental care and support of the solo parent ▪ 2 pieces 1x1 picture 	<ul style="list-style-type: none"> - Barangay where the solo parent resides
<p>For Unmarried father or mother 1. Authenticated or Certified True Copy of the following:</p> <ul style="list-style-type: none"> ▪ Birth Certificate/s of the child or children ▪ Certificate of No marriage (CENOMAR) ▪ 1 original copy of Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has the sole parental care and support of the child or children ▪ 1 original copy of Affidavit of a barangay official that the solo parent is a resident of the barangay and the child or children is/are under the parental care and support of the solo parent ▪ 2 pieces 1x1 picture 	<ul style="list-style-type: none"> - Philippine Statistics Authority or City Civil Registrar-Records Section - Philippine Statistics Authority or City Civil Registrar-Records Section - Public or Private Lawyer - Barangay where the solo parent resides
<p>For Solo Parent who is a legal guardian, adoptive or foster parent 1. Authenticated or Certified True Copy of the following:</p> <ul style="list-style-type: none"> ▪ Birth Certificate/s of the child or children ▪ Proof of guardianship, such as the decision granting legal guardianship issued by court; proof of adoption, such as the decree of adoption issued by court, or order of Adoption issued by DSWD or NACC; proof of foster care such as Foster Parent license issued by DSWD or NACC 	<ul style="list-style-type: none"> - Philippine Statistics Authority or City Civil Registrar – Records Section - Court / DSWD / National Authority on Child Care (NACC) - Public or Private Lawyer



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<ul style="list-style-type: none"> ▪ 1 original copy of Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent, and has the sole parental care and support of the child or children ▪ 1 original copy of Affidavit of a barangay official that the solo parent is a resident of the ▪ barangay and the child or children is/are under the parental care and support of the solo parent ▪ 2 pieces 1x1 picture 	<ul style="list-style-type: none"> - Barangay where the solo parent resides
<p>For any Relative within the fourth (4th) civil degree of consanguinity or affinity of the parent or legal guardian who assumes parental care and support</p> <p>1. Authenticated or Certified True Copy of the following:</p> <ul style="list-style-type: none"> ▪ Birth Certificate/s of the child or children ▪ Death certificate, certificate of incapacity, or judicial declaration of absence or presumptive death of the parents or legal guardian; police or barangay records evidencing the fact of disappearance or absence of the parent or legal guardian for at least six (6) months\ ▪ Proof of relationship of the relative of the parent or legal guardian, such as birth certificate, marriage certificate, family records or analogous proof of relationship ▪ 1 original copy of Sworn affidavit declaring that the solo parent has sole parental care and support of the child or children ▪ 1 original copy of Affidavit of a barangay official that the solo parent is a resident of the barangay and the child or children is/are under the parental care and support of the solo parent ▪ 2 pieces 1x1 picture 	<ul style="list-style-type: none"> - Philippine Statistics Authority or City Civil Registrar - Philippine Statistics Authority or City Civil Registrar – Records Section or Court - Public or Private Lawyer - Barangay where the solo parent resides



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<p>For Solo Parent who is a pregnant woman</p> <p>1. Authenticated or Certified True Copy of medical record of pregnancy:</p> <ul style="list-style-type: none"> ▪ 1 original copy of Affidavit of a barangay official that the solo parent is a resident of the barangay ▪ 1 original copy of Sworn affidavit declaring that the solo parent is not cohabiting with a partner or co-parent who is providing support to the pregnant woman. ▪ 2 pieces 1x1 picture 	<ul style="list-style-type: none"> - Medical hospital or facility - Barangay where the solo parent resides - Public or Private Lawyer
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Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Approach the worker in the Family Welfare and Special groups Section and request for solo parent identification card application form	1. Provide checklist of requirements depending on the circumstance of the solo parent and application form	None	5 Minutes	<i>Social Welfare Officer IV</i>	09535687896
2. Fill out application form.	2. Check documents and accomplished application form	None	3 Minutes	<i>Social Welfare Officer IV</i>	09535687896
3. Provide information requested during the interview.	3. Conduct interview with the client to get pertinent information	None	20 Minutes	<i>Social Welfare Officer IV</i>	09535687896
4. Wait for the information when the identification card may be claimed.	4.1 Prepare identification card	None	5 Minutes	<i>Social Welfare Officer IV</i>	09535687896
	4.2 Forward identification card to City Mayor for signature (by batch of identification cards processed)	None	5 Days	<i>Social Welfare Officer IV</i>	09535687896
5. Receive identification card and sign logbook	5. Record in the logbook and release identification card	None	3 Minutes	<i>Social Welfare Officer IV</i>	09535687896
Total			5 Days and 36 Minutes		
End of Transaction					



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9.Assistive Device for Persons with Disability			
Description of Service	This service provides assistance to Person with Disability to improve his/her physical capacity or mobility through the use of assistive device such as wheelchairs, crutches, cane, artificial leg and the like.		
Office and Division	City Social Welfare and Development Office – Socio-economic Services Division-Family Welfare & Special Groups Section		
Classification	Complex	Total Processing Time	9 Days and 1 Hour
Type of Transaction	G2C – Government to Transacting Public	Total Fees to be Paid	None
		Period of Extension	1 Day
Who may avail	Persons with Disability who belong to the following categories: - Physical Disability - Disability due to Chronic Illness		

Documentary Requirements		Where to Secure			
Intake form		CSWD Office-Socio-economic Services Division-Family Welfare & Special Groups Section			
<ul style="list-style-type: none"> ▪ 2 photocopies of any valid government issued identification card of the client/person to be interviewed ▪ 1 original and 1 photocopy of Barangay Certification for residency ▪ 2 photocopies of Recent Community Tax Certificate (Cedula) • 2 copies whole body picture (3Rsize) 		Client			
		Barangay Office where client is residing			
		Client			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Approach the worker in the Family Welfare and Special Groups Section to submit requirements	1.Check all the Requirements submitted and conduct interview	None	15 Minutes	<i>Social Welfare Officer IV</i>	09535687896
2. Wait for the scheduled home visit by the office personnel	2. Schedule and conduct home visit with the client to get pertinent information and assess if qualified to avail of the assistive device	None	2 Days	<i>Social Welfare Officer IV</i>	09535687896



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<p>3. Wait for confirmation through a phone call from the office personnel as to the status of the Assistive Device requested</p>	<p>3.1 Prepare the financial assistance voucher:</p> <p>3.2 Forward the documents to the Social Welfare Officer IV for review as to the Correctness and completeness of the documents</p> <p>3.3 Forward the documents to the Protective Services Division for encoding in the Database and signature of City Social Welfare & Development Officer</p> <p>3.4 Forward the documents for approval to City Mayor's Office, City Budget Office, City Accountant's Office, and City Treasurer's Office</p> <p>3.5 Coordinate with the supplier for the purchase and delivery of the assistive device</p>	<p>None</p>	<p>20 Minutes</p> <p>5 Minutes</p> <p>15 Minutes</p> <p>6 Days</p> <p>1 Day</p>	<p><i>Social Welfare Officer IV</i></p>	<p>09535687896</p>
<p>4. Receive the assistive device and sign logbook</p>	<p>4. Release the assistive device to the client</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Social Welfare Officer IV</i></p>	<p>09535687896</p>
<p>Total</p>			<p>9 Days and 1 Hour</p>		
<p>End of Transaction</p>					



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10. Issuance of Certificate of Indigency			
Description of Service	A Certificate of Indigency is issued to indigent residents of Malaybalay City to avail the free legal assistance, correction of birth certificate, medical assistance, PhilHealth benefits, scholarship program and other services of different agencies.		
Office and Division	City Social Welfare and Development Office – Socio-economic Services Division-Community Welfare & Livelihood Section		
Classification	Simple	Total Processing Time	20 Minutes
Type of Transaction	G2C – Government to Transacting Public	Total Fees to be Paid	None
Who may avail	Families and Individuals 18 years old and above assessed as Indigents	Period of Extension	None

Documentary Requirements		Where to Secure			
1 original copy of Barangay Certification of Residency and Indigency 1 photocopy of Community Tax Certificate		Barangay Office where client is residing			
1 original copy of Land Holding Tax Certification		City Assessor's Office – Records Section			
Additional Requirement for purposes of availing free legal assistance and scholarship program: 1 original copy of Certificate of Tax Exemption		Bureau of Internal Revenue			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Approach the worker in the Livelihood and Community Welfare Section	1.1 Check requirements submitted	None	3 Minutes	Social Welfare Officer IV	09535687896
	1.2 Conduct interview with the client to get pertinent information.	None	10 Minutes	Social Welfare Officer IV	09535687896
	1.3 If found eligible and assessed as indigent or low-income family, prepare certification If not eligible inform client for the reason	None	5 Minutes	Social Welfare Officer IV	09535687896



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2.Receive certification and sign logbook	2.1 Record in the logbook	None	2 Minutes	<i>Social Welfare Officer IV</i>	09535687896
	2.2 Release the certification to the client				
Total			20 Minutes		
End of Transaction					

11. Self- Employment Assistance to Groups

Description of Service	Self-Employment Assistance Program is the extension of capital assistance to qualified organized groups to be used as an additional capital to the existing projects of the beneficiaries.		
Office and Division	City Social Welfare and Development Office – Socio-economic Services Division-Community Welfare & Livelihood Section		
Classification	Complex	Total Processing Time	<i>11 Days, 4 Hours and 15 Minutes</i>
Type of Transaction	G2C – Government to Transacting Public	Total Fees to be Paid	None
Who may avail	Organized Groups People's Organizations	Period of Extension	<i>3 days</i>

Documentary Requirements	Where to Secure
1.Request Letter for Livelihood Assistance	Clients
2 List of group members	Clients
3.Proof of active operation	Clients
a. 1 photo copy of Minutes of meeting (of at least 2 recent meetings of the group)	Clients
b.1 original copy of Certification from the Punong Barangay that the	Barangay where clients reside



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organization/association have been in existence for at least 6 months	
4.1 Photocopy of Community Tax Certificate for each group member	Barangay where clients reside
5.1 Photocopy of Barangay Certificate of Residency for each group member	Barangay where clients reside

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit to Community Welfare and Livelihood Section the following requirements: request letter, list of group members and proof of active operation	1.1 Receive and review requirements submitted by the clients 1.2 Schedule Livelihood Program Orientation	None		<i>Social Welfare Officer IV</i>	09535687896
2. Attend Livelihood Orientation	2. Conduct Livelihood Orientation to the identified group	None	4 Hours	<i>Social Welfare Officer IV</i>	09535687896
3. Fill-out application form	3.1 Conduct individual interview 3.2 Assess eligibility of group members for livelihood assistance 3.3 If eligible, inform client of the additional requirements to be submitted If not eligible, inform client for the reason.	None	1 Day	<i>Social Welfare Officer IV</i>	09535687896



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<p>4.If eligible, submit photocopies of community tax certificate and barangay certificate of residency for each group member and sign needed forms</p>	<p>4.1 Prepare attachments for processing of livelihood assistance and facilitate signing of group members to the forms</p> <p>4.2 Submit prepared Self Employment Assistance documents to City Social Welfare & Development Officer for approval</p> <p>4.3 Forward Self-Employment Assistance documents to the City Mayor’s Office, City Budget Office, City Accountant’s Office and City Treasurer’s Office</p> <p>4.4 Schedule Basic Business Management Training with the group</p>	<p>None</p>	<p>8 Days</p>	<p><i>Social Welfare Officer IV</i></p>	<p>09535687896</p>
<p>5.Attend Basic Business Management Training</p>	<p>5.1 Conduct of Basic Business Management Training</p> <p>5.2 Schedule release of livelihood assistance</p>	<p>None</p>	<p>2 Days</p>	<p><i>Social Welfare Officer IV</i></p>	<p>09535687896</p>
<p>6.Receive cheque and sign the voucher.</p>	<p>6. Assist client in signing of voucher and claiming the cheque at the City Treasurer’s Office</p>	<p>None</p>	<p>5 Minutes</p>	<p><i>Social Welfare Officer IV</i></p>	<p>09535687896</p>
<p>Total</p>			<p>11 Days, 4 Hours and 15 Minutes</p>		
<p>End of Transaction</p>					



CITY TREASURER'S OFFICE HOURS

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CITY TREASURER'S OFFICE



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1. Issuance of Community Tax Certificate					
Description of Service	Every inhabitant of the Philippines eighteen (18) years of age or over who has been regularly employed on a wage or salary basis for at least thirty (30) consecutive working days during any calendar year, or an individual who is engaged in business occupation, or an individual who owns real property with an aggregate assessed value of one thousand pesos (P 1,000.00) or more, and an individual who is required by law to file an income tax return.				
Office and Division	City Treasurer's Office – Revenue Generation Division				
Classification	Simple	Total Processing Time	8 Minutes		
Type of Transaction	G2C – Government to Citizen	Total Fees to be Paid	PHP 5.00 Basic community tax and additional tax of PHP 1.00 for every PHP 1,000.00 Income		
Who may avail	Residents only eighteen (18) years of age or over	Period of Extension	None		
Documentary Requirements		Where to Secure			
Previous Community Tax Certificate (1 Original/ 1 Photocopy)		Copy in Custody of Individual Tax Payer.			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to collectors window (windows 1-12) and ask for Community Tax Certificate	1.1 Ask for previous Community Tax Certificate (CTC). If none, provide client with information sheet	None	1 Minute	Local Revenue Collection Officer III	09564579134
2. Fill up necessary information in the information sheet	2.1 Collectors prepares the Community Tax Certificate and give it to the client for his/her signature	None	5 Minutes	Local Revenue Collection Officer III	09564579134



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3. Sign the Community Tax Certificate and Pay the corresponding amount	3.1 Receive payment via cash, online payment or G-cash and issue the Community Tax Certificate to the client	PHP 5.00 Basic community tax and additional tax of PHP 1.00 for every PHP 1,000.00 Income	2 Minutes	<i>Local Revenue Collection Officer III</i>	09564579134
Total		PHP 5.00 Basic community tax and additional tax of PHP 1.00 for every PHP 1,000.00 Income	8 Minutes		
End of Transaction					



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2. Securing Real Property Tax clearance					
Description of Service	To prove that realty taxes have been paid and updated. A certification of a real property tax payment is issued. This is required in certain transaction e.g securing a building permit.				
Office and Division	City Treasurer's Office – Revenue Generation Division				
Classification	Simple	Total Processing Time	15 Minutes		
Type of Transaction	G2C – Government to Citizen	Total Fees to be Paid	PHP 100/page		
Who may avail	Real Property Owners	Period of Extension	None		
Documentary Requirements		Where to Secure			
Official Receipt of Real Property tax payment (1 Original/ 1Photocopy)		City Treasurer's Office – Collectors window (numbers 1-6 & 8-12)			
Copy of latest Real Property Tax Declaration (1 Original/ 1Photocopy)		City Assessor's Office			
Certification Fee payment – Official Receipt (1 Original/ 1Photocopy)		City Treasurer's Office - Collectors window (numbers 1-6 & 8-12)			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Pay Certification fee at the collectors window (windows 1-12)	1.1 Receive payment via cash, online payment or G-cash and issue Official Receipt.	Certification fee PHP 100/page	5 Minutes	<i>Local Revenue Collection Officer III</i>	09564579134
2. Present the requirements at the Records and Billing Section (windows 13 & 14) and inform the assigned personnel as to the purpose of the requested certificate.	2.1 Receive the required documents and check for completeness. If none of the mentioned documents is present, the personnel assigned may search the system for the client's verification of payments. 2.2 Print the Tax Clearance.	None	10 Minutes	<i>City Treasurer</i> <i>Asst. City Treasurer</i> <i>Local Revenue Collection Officer IV</i>	09564579134



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	<p>2.3 Counter sign the printed certificate and forward the same to the CityTreasurer/Asst. City Treasurer/Revenue Collection Officer for signature.</p> <p>2.4 Release the Tax Clearance to the Client.</p>			<i>Cashier IV</i>	
		Total	PHP 100/page	15 Minutes	
End of Transaction					



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3. Payment of Business Tax (Quarterly-2ND to 4TH quarter)					
Description of Service	All business firms are required to secure business license and mayors permit and pay the corresponding taxes before they could start operation. License renewal is done every January 2 nd to January 20 th yearly without penalty. Business owners may opt to pay their business taxes on an annually or quarterly.				
Office and Division	City Treasurer's Office – Revenue Generation Division				
Classification	Simple	Total Processing Time	10 Minutes		
Type of Transaction	G2B – Government to Business entity	Total Fees to be Paid	Refer to Ordinance No. 880 (Tax due reflected in the Tax Due Worksheet)		
Who may avail	Business Owners	Period of Extension	None		
Documentary Requirements		Where to Secure			
Business Permit (1 Original/ 1Photocopy)		Business Permit and Licensing Division Office			
Tax Due Worksheet (1 Original/ 1Photocopy)		Business Permit and Licensing Division Office			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to Records and Billing section and present the Business Permit/Official Receipt and ask for Business Permit order of payment	1.1 Print Business Permit order of payment	None	5 Minutes	<i>License Officer III</i>	095645791 34
2. Proceed to collectors window (windows 1-12) and present the Business Permit order of payment	2.1 Prepare the Official Receipt	None	3 Minutes	<i>Local Revenue Collection Officer III</i>	095645791 34
3. Pay the tax due reflected in the Tax Due Worksheet	3.1 Receive payment via cash, online payment or G-cash and give the Official Receipt	Refer to Ordinance No. 880	2 Minutes	<i>Local Revenue Collection Officer III</i>	095645791 34



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		(Tax due reflected in the Tax Due Worksheet)		
		Total		
End of Transaction				



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4. Payment of Real Property Tax					
Description of Service	Owners of land, buildings or machinery has to pay real property taxes annually. Taxpayers may choose to pay on annual or quarterly basis at 10% discount given to those who pay promptly and 20% discount for those who pay in advance.				
Office and Division	City Treasurer's Office – Revenue Generation Division				
Classification	Simple	Total Processing Time	20 Minutes		
Type of Transaction	G2C – Government to Citizen	Total Fees to be Paid	AV x 1% x No. of years to be paid x 2 (Basic & SEF)		
Who may avail	Real Property Owners	Period of Extension	None		
Documentary Requirements		Where to Secure			
Latest Official Receipt of Real Property tax (1 Original/ 1Photocopy)		City Treasurer's Office – Collectors window (numbers 1-6 & 8-12)			
Real Property Tax Declaration (1 Original/ 1Photocopy)		City Assessor's Office			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to Records and Billing section (windows 13 & 14) present the requirements and ask for Real Property billing	1.1 Verifies and print the Real Property Tax billing	None	10 Minutes	License Officer III	09564579134
2. Proceed to collectors window (windows 1-12) and present the Tax Bill	2.1 Prepare the Official Receipt	None	8 Minutes	Local Revenue Collection Officer III	09564579134
3. Pay the tax due	3.1 Receive payment via cash, online payment or G-cash and give the Official Receipt	AV x 1% x No. of years to be paid x 2 (Basic & SEF)	2 Minutes	Local Revenue Collection Officer III	09564579134



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	Total	AV x 1% x No. of years to be paid x 2 (Basic & SEF)	20 Minutes	
End of Transaction				



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5. Payment of Transfer Tax					
Description of Service	Transfer tax are paid for transaction involving transfer of ownership of real property. The City Assessor shall likewise make the same requirement before cancelling the old tax declaration and issuance of a new one in place thereof.				
Office and Division	City Treasurer's Office – Revenue Generation Division				
Classification	Simple	Total Processing Time	5 Minutes		
Type of Transaction	G2C – Government to Citizen	Total Fees to be Paid	75% of 1% of the Market Value or the Selling Price whichever is the higher		
Who may avail	Real Property Owners	Period of Extension	None		
Documentary Requirements		Where to Secure			
Computation from City Assessors Office (1 Original/ 1Photocopy)		City Assessor's Office – Assessment Division			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to collector's window (windows 1-12) and present the Transfer tax computation for payment.	1.1 Prepare the Official Receipt base on the computation given by the City Assessors Office.	None	3 Minutes	Local Revenue Collection Officer III	09564579134
2. Pay the tax due	2.1 Receive payment via cash, online payment or G-cash and give the Official Receipt	75% of 1% of the Market Value or the Selling Price whichever	2 Minutes	Local Revenue Collection Officer III	09564579134



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		is the higher			
		75% of 1% of the Market Value or the Selling Price whichever is the higher	5 minutes		
End of Transaction					



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6. Payment of Professional Tax					
Description of Service	An annual professional tax is required to each person engaged in the exercise or practice of his profession requiring government examination at such amount and reasonable classification as the Sangguniang Panlungsod.				
Office and Division	City Treasurer's Office – Revenue Generation Division				
Classification	Simple	Total Processing Time	5 Minutes		
Type of Transaction	G2C – Government to Citizen	Total Fees to be Paid	PHP 300		
Who may avail	Every person legally authorized to practice his profession	Period of Extension	None		
Documentary Requirements		Where to Secure			
Government Issued Identification Card (1 Original/ 1 Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to collector's window (windows 1-12) and ask for professional tax receipt.	1.1 Prepare the Official Receipt	None	3 Minutes	<i>Local Revenue Collection Officer III</i>	09564579134
2. Pay the tax due to the collector (window 1-12)	2.1 Receive payment via cash, online payment or G-cash and give the Official Receipt	PHP 300	2 Minutes	<i>Local Revenue Collection Officer III</i>	09564579134
Total		PHP 300	5 Minutes		
End of Transaction					



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7. Various regulatory fees and charges					
Description of Service	The City government unit may impose and collect fees and service or user charges for any service rendered by it in an amount reasonably commensurate to such service for the following: Marriage Application/License, solemnization, Birth registration, correction of entry, extract documents, death registration, fiscal clearance, mayor's clearance, Judge clearance, PLEB clearance, Secretaries fees/certification fee and tax clearance and etc.				
Office and Division	City Treasurer's Office – Revenue Generation Division				
Classification	Simple	Total Processing Time	5 Minutes		
Type of Transaction	G2C – Government to Citizen G2B – Government to Business entity G2G – Government to Government	Total Fees to be Paid	*PHP 100 - Marriage Application/ License, Certification fee, Birth & Death registration, PLEB clearance, Secretaries fee, Certification fee, tax clearance, Mayor's clearance, Judge clearance, Burial Permit, Service Record *PHP 200 - Late birth & Death registration, For Abroad - Mayor's clearance, Judge clearance, Birth extract, marriage extract.		
Who may avail	All	Period of Extension	NONE		
Documentary Requirements		Where to Secure			
Payment slip		City Civil Registrar, City Assessor's Office, City Mayor's Office, City Engineer's office, City Planning & Development Office, Business Permit & Licensing Division and City Environment & Natural Resources			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to collectors window (windows 1-12) and present the payment slip	1.1 Prepare the Official Receipt	None	3 Minutes	Local Revenue Collection Officer III	09564579134
2. Pay the fees or charges to collector (windows 1-12)	2.1 Receive payment via cash, online payment or G-cash	*PHP 100 - Marriage Application/ License, Certification fee, Birth & Death registration, PLEB clearance, Sec. fee, Certification fee,	2 Minutes	Local Revenue Collection Officer III	09564579134



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	and give the Official Receipt	tax clearance, Mayor's clearance, Judge clearance, Burial Permit, Service Record *PHP 200 - Late birth & Death registration, For Abroad - Mayor's clearance, Judge clearance, Birth extract, marriage extract.			
	Total	*PHP 100 - Marriage Application/ License, Certification fee, Birth & Death registration, PLEB clearance, Sec. fee, Certification fee, tax clearance, Mayor's clearance, Judge clearance, Burial Permit, Service Record *PHP 200 - Late birth & Death registration, For Abroad - Mayor's clearance, Judge clearance, Birth extract, marriage extract.	5 Minutes		
End of Transaction					



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8. Payment of Traffic Violation					
Description of Service		Traffic problems and issues must be resolved in a rational manner, guided by facts and shaped through consultation, collaboration, and coordination with the different Barangays as well as national agencies.			
Office and Division		City Treasurer's Office – Revenue Generation Division			
Classification		Simple	Total Processing Time	5 Minutes	
Type of Transaction		G2C – Government to Citizen G2B – Government to Business entity G2G – Government to Government	Total Fees to be Paid	Refer to City Ordinance no. 900 series of 2019 for the traffic violations and there corresponding amount of penalty	
Who may avail		All	Period of Extension	None	
Documentary Requirements			Where to Secure		
Traffic Citation Ticket (TCT) (1 Original/ 1 Photocopy)			Traffic Enforcer		
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to collectors window (windows 1-12) and present the Traffic Citation Ticket (TCT)	1.1 Prepare the Official Receipt	None	3 Minutes	Local Revenue Collection Officer III	09564579134
2. Pay the amount corresponds to the violation specified in the Citation Ticket	2.1 Receive payment via cash, online payment or G-cash and issue the Official Receipt	Refer to City Ordinance no. 900 series of 2019 for the traffic violations and	2 Minutes	Local Revenue Collection Officer III	09564579134



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		there corresponding amount of penalty			
	Total	Refer to City Ordinance no. 900 series of 2019 for the traffic violations and there corresponding amount of penalty	5 minutes		
End of Transaction					



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9. Payment of Financial Assistance, Employees claim-per diems, Honorarium, Cash advance and Reimbursements.					
Description of Service	An indigent resident of Malaybalay City asking for financial assistance through the City Mayor and City Social Welfare and Development Office to defray expenses for medical, educational and burial expenses. City Government employees had claims such as their travel expenses and reimbursements.				
Office and Division	City Treasurer's Office – Cash Division				
Classification	Simple	Total Processing Time	6 Minutes		
Type of Transaction	G2C – Government to Citizen	Total Fees to be Paid	None		
Who may avail	Residents and Government Employees of this City	Period of Extension	None		
Documentary Requirements		Where to Secure			
Government Issued Identification Card		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO			
Community Tax Certificate (1 Original/ 1Photocopy)		Barangay Hall – Barangay Treasurer City Treasurer's Office – Collection Section			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to cashier's windows (windows A-E) inquire if voucher or check is ready for payment or release	1.1 Ask for valid ID's and CTC. 1.2 Check status of the documents which the client inquired at the Transaction Protocol Manual (TPM) 1.3 If check or Petty cash voucher is approved, let the client signs the disbursement voucher	None	3 Minutes	Cashier III	09564579134



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2. Sign the disbursement voucher	2.1 Reflect the valid ID and CTC number at the disbursement voucher	None	2 Minutes	<i>Cashier III</i>	09564579134
	2.2 Verify the signature of the client				
	2.3 Give the check or cash to the client				
3. Receive the check or cash and signs the check register	3.1 Verify if client signs the check register	None	1 minute	<i>Cashier III</i>	09564579134
	Total		None		
End of Transaction					



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10. Releasing of Check to the Suppliers and Contractors							
Description of Service		Various Suppliers and contractors come to the City Treasurers Office to collect payment of Goods, supplies and equipment purchases and for the services rendered such as construction of various projects/programs by the City Government.					
Office and Division		City Treasurer's Office – Cash Division					
Classification		Simple	Total Processing Time		10 Minutes		
Type of Transaction		G2B – Government to Business entity	Total Fees to be Paid		None		
Who may avail		Contractors and Suppliers	Period of Extension		None		
Documentary Requirements			Where to Secure				
Official Receipt of the Contractors and Suppliers (1 Original/ 1Photocopy)		BIR registered					
Valid ID's for individual Contractor/Supplier(1 Original/ 1Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO					
Client Action (Detailed Steps)		Agency Action (Detailed Steps)		Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to cashier's windows (windows A-E) inquire if check is ready for release		1.1 Ask for trade name or barcode number if they have. 1.2 Find the trade name or barcode at the Transaction Protocol Manual (TPM)		None	3 Minutes	Cashier III	09564579134
2. Borrow the voucher for photocopy and reference purposes. Issue Official receipt and sign the disbursement voucher.		2.1 Verify the amount reflected in the official receipt and the amount of check.		None	5 Minutes	Cashier III	09564579134
3. Sign the check register upon receiving the check		3.1 Verify if client signs the check register		None	2 minute	Cashier III	09564579134
Total				None	10 minutes		
End of transaction							



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11. Releasing of Salaries/Wages/Honorarium/Allowances and etc.					
Description of Service	The City Treasurer's Office takes charge of the disbursement of local fund on the settlement of government payables and obligations made in accordance with the approved ordinance for the specific purpose for which they have been appropriated.				
Office and Division	City Treasurer's Office – Cash Division				
Classification	Simple	Total Processing Time	5 Minutes		
Type of Transaction	G2C – Government to Citizen	Total Fees to be Paid	None		
Who may avail	Regular Employees/Job Order/BHW/BNS/Day Care Workers/ CVO/ Summer Job/Scholars/Sr. Citizens	Period of Extension	None		
Documentary Requirements		Where to Secure			
Government Issued Identification Card (1 Original/ 1Photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Proceed to cashier's windows (windows A-E) inquire if voucher or payroll is ready for payment	1.1 Find the payroll or voucher if ready for payment	None	2 Minutes	Cashier III	09564579134
2. Present valid Identification card and latest Community Tax Certificate	2.1 Give the payroll or voucher to the claimant to affix signature	None	1 Minute	Cashier III	09564579134
3. Sign the voucher or payroll and receive payment.	3.1 Verify the signature of the claimant and release the cash	None	2 Minutes	Cashier III	09564579134
Total		None	5 Minutes		
End of Transaction					



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12. Release of Accountable Forms with Money Value					
Description of Service	The CTO personnel assigned as the custodian of all the Accountable forms releases this forms to all accountable officers upon their request.				
Office and Division	City Treasurer's Office – Cash Division				
Classification	Simple	Total Processing Time	5 Minutes		
Type of Transaction	G2G – Government to Government	Total Fees to be Paid	*None for Collectors *For Duly Appointed brgy treasurers: *BIR 0016 – 100.00 *Af 51 – 135.00 *Cash Tickets – 236.00		
Who may avail	Bonded Accountable Officers	Period of Extension	None		
Documentary Requirements		Where to Secure			
Requisition and Issue Slip (1 Original/ 1Photocopy)		Cash Division - Accountable Forms Section			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Present Requisition Slip	1.1 Record and released Accountable Forms to Accountable Officer	None for Collectors For Duly Appointed brgy treasurers:	5 Minutes	<i>Cashier III</i>	09564579134



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		*BIR 0016 – 100.00 *Af 51 – 135.00 *Cash Tickets – 236.00		
	Total	None for Collectors For Duly Appointed brgy treasurers: *BIR 0016 – 100.00 *Af 51 – 135.00 *Cash Tickets – 236.00	5 Minutes	
End of Transaction				



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13. Receive Incoming/Outgoing Communication						
Description of Service	Proper recording and actions to be taken, if necessary, for all the official communication coming in and coming out of the office.					
Office and Division	City Treasurer's Office - Administrative Division - Records Section					
Classification	Simple	Total Processing Time	1 Hour			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity	Total Fees to be Paid	None			
Who may avail	All	Period of Extension	None			
Documentary Requirements		Where to Secure				
Communication and Correspondence attachment, if any(1 Original/ 1Photocopy)		Requesting Party				
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number	
1. Submit the communication/Inform the CTO personnel for any Official Request	1.1 Record the communication (logbook) for tracing and record purposes 1.2 Refer to concern CTO division/services for evaluation and immediate action 1. 3 Inform the client of the necessary action to be taken on the particular communication	None	1 Minute 59 minutes	<i>Administrative Officer III</i>	09564579134	
Total		None	60 Minutes			
End of Transaction						



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14. Correspondences					
Description of Service	Official e-mails, mails, memos and the alike.				
Office and Division	City Treasurer's Office - Administrative Division - Records Section				
Classification	Simple	Total Processing Time	5 hours		
Type of Transaction	G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity	Total Fees to be Paid	None		
Who may avail	All	Period of Extension	None		
Documentary Requirements		Where to Secure			
None		None			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Inform the CTO personnel for any Official Request	1.1 Record the communication (logbook) for tracing and record purposes, if the request is written. 1.2 Refer to concern CTO division/services for evaluation and immediate action 1.3 Prepare reply on the action taken by the division/services 1.4 Record/ Release the response/reply to correspondence	None	5 Hours	<i>Administrative Officer III</i>	09564579134
Total		None	5 Hours		
End of Transaction					



CITY VETERINARY OFFICE HOURS

Monday to Friday 8:00 Am – 5:00 Pm
(Including holidays)



CITY VETERINARY OFFICE



CITY VETERINARY OFFICE HOURS

Monday to Friday 8:00 Am – 5:00 Pm
(Including holidays)

1. Rabies Vaccination			
Description of Service	Vaccination of dogs, cats and monkeys is done throughout the city in the objective of control, prevention and eradication of rabies.		
Office and Division	Animal Health and Production Division		
Classification	Simple	Total Processing Time	40 minutes
Type of Transaction	G2C – Government to Citizen	Total Fees to be Paid	None
Who may avail	Pet owners	Period of Extension	5 minutes

Documentary Requirements	Where to Secure
Vaccination Card: if for revaccination	Owner

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Request that the animal be vaccinated against rabies. (Mammals only).	interview owner and accomplish form	None	10 minutes	Veterinarian/ Officer of the day	09261986992
2. Present and restrain the animal for physical examination	2.1. Physical examination of the animal 2.2 .If animal is healthy, prepare vaccine and vaccinate 2.3 .Update vaccination card; if present 2.4 .If client opts to register animal; proceed with pet registration	None	30 minutes	Veterinarian/ Officer of the day	09261986992
	Total	None	40 minutes		
	End of transaction				



CITY VETERINARY OFFICE HOURS

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2. Pet Registration			
Description of Service	Pursuant to City Ordinance No. 668 under Section 9, all pets found within the city including those that has been previously registered shall be registered. Owners who register their pets are given a vaccination card to signify that their pet has been vaccinated against rabies.		
Office and Division	Animal Health and Production Division		
Classification	Simple	Total Processing Time	50 minutes
Type of Transaction	G2C – Government to Citizen	Total Fees to be Paid	Intact – 100.00 Neuter – 50.00
Who may avail	Animal owners	Period of Extension	None

Documentary Requirements	Where to Secure
1. Animal health card/Vaccination card	Owner
2. Receipt of payment	City Veterinary Office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Present the animal	Fill-up pet registration form of the present animal	none	10 minutes	Veterinarian/ Officer of the day	09261986992
2. Pay registration fee to the officer of the day.	2. Issue receipt	Intact – 100.00 Neuter – 50.00	10 minutes	Veterinarian/ Officer of the day	09261986992
3. If unvaccinated, request for vaccination and restrain the animal to be vaccinated.	3.1 Vaccinate the restrained animal. 3.2 Administer dewormer and vitamins	none	30 minutes	Veterinarian/ Officer of the day	09261986992



CITY VETERINARY OFFICE HOURS

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	3.3 Issue vaccination certificate and dog tag				
4. Restrain animal to vaccinated		-	-	-	-
	Total	Intact – PHP 100.00 Neuter – PHP 50.00	50 minutes		
End of transaction					



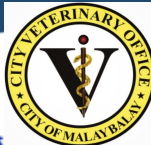
CITY VETERINARY OFFICE HOURS

Monday to Friday 8:00 Am – 5:00 Pm
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3. Consultation and Treatment			
Description of Service	Consultation of clients regarding their animals is performed in the City Veterinary Office. The treatment of animals includes deworming, de-ticking, vitamin and mineral supplementation, and vaccination of large animals against hemorrhagic septicemia). The office accepts walk-in clients as well as house calls.		
Office and Division	Animal Health and Production Division		
Classification	Simple	Total Processing Time	Small Animal: 40– 70 minutes Large animal: 70 – 130 minutes
Type of Transaction	G2C – Government to Citizen	Total Fees	NONE
Who may avail	Animal owners	Period of Extension	NONE

Documentary Requirements	Where to Secure
Prescription (if necessary)	Licensed Veterinarian

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Present the animal to the officer of the day.	1.1 Physical examination of the animal 1.2 Interview the owner and accomplish animal health monitoring form	NONE	Small animal: 10 minutes Large animal: 10 minutes	Veterinarian/ Officer of the day	09261986992



CITY VETERINARY OFFICE HOURS

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2. The owner or the caretaker will restrain the animal.	2.1 Prepare medicines 2.2 Treat the animal 2.3 Instruct client about post treatment care	NONE	FOR ROUTINE PROCEDURES: Small animal: 30 minutes Large animal: 60 minutes FOR SURGICAL PROCEDURES: Small animal: 60 minutes Large animal: 120 minutes	Veterinarian/ Officer of the day	09261986992
	Total	None	Small animal: 40-70 minutes Large Animal: 70-130 minutes		
End of Transaction					



4. Artificial Insemination (Large ruminants, Small ruminants)

Description of Service	Insemination of large ruminants (carabao and cattle), small ruminants (sheep and goat), and swine is done with the aim to increase and upgrade the population of livestock. AI shall be done at the owner's premises.		
Office and Division	Livestock Production		
Classification	Simple	Total Processing Time	<ul style="list-style-type: none"> • Small ruminants: 40 minutes • Large ruminants: 50 minutes
Type of Transaction	G2C – Government to Citizen	Total Fees	NONE
Who may avail	Animal owners	Period of Extension	NONE

Documentary Requirements	Where to Secure
1. None	Owner

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Present the animal to be inseminated to the responding technician	1.1. Conduct physical examination of the animal 1.2. Accomplish the clients profile form	NONE	10 minutes	Artificial Insemination Technician	09261986992
2. Restraint of the animal	2.1. Conduct pregnancy diagnosis 2.2. Actual Insemination 2.3. Post insemination care	NONE	Small ruminants: 30 minutes Large ruminants: 40 minutes	Artificial Insemination Technician	09261986992
	Total	NONE	Small ruminants: 40 Minutes Large ruminants: 50 Minutes		
End of Transaction					



5. Artificial Insemination (Swine)

Description of Service	Insemination is done with the aim to increase and upgrade the population of swine livestock. AI shall be done at the owner's premises after payment of 500 pesos in compliance to Approved City Ordinance 1030 series of 2023.		
Office and Division	Malaybalay City Livestock Production, Breeding and Training Center		
Classification	Simple	Total Processing Time	35 minutes
Type of Transaction	G2C – Government to Citizen	Total Fees to be Paid	Php 500.00
Who may avail	Swine Animal owners	Period of Extension	none

Documentary Requirements	Where to Secure
2. Owner/Client present official receipt of payment	Livestock Technician, Admin Office, Swine Breeding Center

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Request for Swine Artificial Insemination Service	1. Facilitate clients request and payment 1.1 Entry client details 1.2 Dispatch livestock technician	Php. 500.00	2 minutes	Alexis I Flores II	09277038993
2. Presentation of the animal	2. Physical examination of the animal 2.1 Prepare artificial insemination kits and equipment	NONE	3 minutes	AI Technician	



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	2.2 Actual Insemination				
	2.3 Advice Post insemination care		30 minutes		
	2.4 Submit record of Artificial Insemination for monitoring				
	Total	Php. 500.00	35 Minutes		
End of Transaction					



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6. Dog Impoundment

Description of Service	Impoundment of dogs is done pursuant to City Ordinance No. 668 (Malaybalay City Anti-rabies Ordinance), Republic Act 9482 (Anti-Rabies Act of 2007), and Republic Act 8485 as amended by Republic Act 10631 (Animal Welfare Act).		
Office and Division	Animal Health and Production		
Classification	Simple	Total Processing Time	10 minutes
Type of Transaction	G2C, G2G, G2B	Total Fees to be Paid	NONE
Who may avail	All	Period of Extension	NONE

Documentary Requirements	Where to Secure
1. Letter of request from concerned citizen/ barangay/ subdivision/ school/ office	Client

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit request letter to officer of the day	1.1. Receive communication 1.2. Assigns schedule for dog impoundment	NONE	10 minutes	Veterinarian/ Officer of the day/ Team Leader (Dog impoundment)	09261986992
	1.3. Perform humane handling of dogs using catching nets	NONE	10 minutes per animal	Team Leader (Dog impoundment) / Dog catchers	09261986992
	Total	NONE	10 minutes and 10 minutes per Animal		
End of Transaction					



CITY VETERINARY OFFICE HOURS

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7. Claiming of impounded dogs			
Description of Service	After dog impoundment, pet owners are given the chance to claim their dog in the pound. This is pursuant to the Malaybalay City Anti-rabies ordinance and is released for a fee.		
Office and Division	Animal Health and Production		
Classification	Simple	Total Processing Time	90 minutes
Type of Transaction	G2C, G2G, G2B	Total Fees to be Paid	DOG IMPOUNDMENT FEE: Registered-300.00 Unregistered-500.00 NO LEASH: 500.00 PET REGISTRATION FEE: Intact-100.00 Neuter-50.00
Who may avail	Animal Owners	Period of Extension	None

Documentary Requirements	Where to Secure
1. Proof of ownership (picture, vaccination certificate)	Owner
2. Receipt of payment for violation of City Ordinance No. 668	City Veterinary Office



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Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Check and confirm the presence of the dog in the cages	1.1. Assist the dog owner to the dog pound	NONE	15 minutes	Warden (Dog impoundment) / Dog catchers)	09261986992
2. Payment of fees	2.1. Issue receipt	DOG IMPOUNDMENT FEE: Registered-300.00 Unregistered-500.00 NO LEASH: 500.00 PET REGISTRATION FEE: Intact-100.00 Neuter-50.00	15 minutes	Veterinarian / Officer of the day	09261986992
3. Receive official receipt	3.1. Accompany dog owner to retrieve the dog from the cage	NONE	5 minutes	Veterinarian / Officer of the day	09261986992
4. Present leash and put on dog	4.1. Assist the client	NONE	30 minutes	Warden (Dog impoundment) / Dog catchers)	09261986992
5. Restrain the animal	5.1. Administer anti-rabies vaccine (if unvaccinated), dewormer and vitamins. 5.2. Issue vaccination card 5.3. Give information on Responsible pet ownership.	NONE	30 minutes	Veterinarian / Officer of the day	09261986992
	Total	Dog impoundment Fee: Registered – PHP 300.00 Unregistered – PHP 500.00 No leash: PHP 500.00	90 minutes		



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		Pet Registration Fee: Intact – 100.00 Neuter – 50.00			
End of Transaction					



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8. Spay and Castration of Dogs and Cats			
Description of Service	Spay is the surgical removal of the ovaries and uterus of a female dog or cat while castration is the surgical removal of the testes of a male dog or cat. These are surgical procedures to humanely address the problem on dog and cat overpopulation.		
Office and Division	Animal Health and Production		
Classification	Simple	Total Processing Time	Castration: 50 to 105 minutes Spay: 75 to 165 minutes
Type of Transaction	G2C – Government to Citizen	Total Fees to be Paid	PHP 50.00
Who may avail	Animal owners	Period of Extension	None

Documentary Requirements	Where to Secure
1. Prescription (if necessary)	Licensed Veterinarian
2. Pet registration card	City Veterinary Office/Animal Health Section

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Present the animal and restrain To where? To Whom?	1.1 Physical examination of animal, take weight of the animal 1.2. Take weight of the animal 1.3. Interview the owner and explain the waiver form	NONE	10 minutes	Veterinarian/ livestock technician	09261986992
2. Fill up and sign the waiver form	2.1. Receive waiver form and file	NONE	10 minutes	Veterinarian/ livestock technician	09261986992
3. If pet is unregistered, register pet and pay fee	3.1. if unregistered, facilitate pet registration 3.2. Issue receipt	50.00	5 minutes	Veterinarian/ livestock technician	09261986992



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4. Restrain the animal	4.1. Conduct 6 pre-operative procedures	None	10 minutes	Veterinarian/ livestock technician	09261986992
	Total	PHP 50.00	Castration: 50 to 105 minutes Spay: 78 to 165 minutes		
End of Transaction					



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9. Application for Swine Dispersal

Description of Service	It is one of the major programs of the Livestock Animal Production Division promoting swine production as a livelihood for backyard farmers. In which the office will provide fatteners as starting material for Pig Raising. The recipient will then return a produced weanling piglet to the City Veterinary Office to be given to another applicant for the dispersal program.		
Office and Division	Animal Health and Production		
Classification	Highly Technical	Total Processing Time	30 days
Type of Transaction	G2C – Government to Citizen	Total Fees to be Paid	NONE
Who may avail	Backyard Farmer	Period of Extension	NONE

Documentary Requirements	Where to Secure
1. Seminar/Orientation depends on the experience of endorsed farmer recipient	City Veterinary Office - Livestock Animal Production Division
1. Letter of Intent - to be submitted every last Friday of the month	Farmer

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processi ng Time	Person in- Charge (Position/Unit/Division)	Contact Number
1. Submit letter of intent	1.1 Receive and review letter of intent	NONE	1 day	Client	
	1.2 Evaluation of housing area/ Site inspection	NONE	1 day	Veterinarian	09152333363
	1.3 Approved for waiting list	NONE	1 day	Veterinarian	09161141934
	1.4 Orientation/ Seminar	NONE	1 day	Veterinarian	09152333363
	1.5 Reserve stock to be dispersed	NONE	25 days	Veterinarian	09152333363
	1.6 Signing of Memorandum of Agreement (MOA), RSBSA & PCIC registration and dispersal	NONE	1 day	Veterinarian	09261986992 09057259062
	Total	NONE	30 days		



CITY VETERINARY OFFICE HOURS

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10. Issuance of large animal Certification of Ownership (Cattle, Carabao, Horse)

Description of Service	Large animal certification is issued as proof of ownership of large animals such as cattle, carabao and horse. This also serves as requirement for shipping permits and laboratory tests.		
Office and Division	Livestock Animal Production Division		
Classification	Simple	Total Processing Time	25 minutes
Type of Transaction	G2C – Government to Citizen	Total Fees to be Paid	PHP 200.00
Who may avail	Animal Owners	Period of Extension	None

Documentary Requirements		Where to Secure			
1. Barangay Certification to prove ownership		Barangay			
Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Present barangay certification	1. Inspect document	NONE	5 minutes	Credential officer	09152333363
2. Present and restrain the animal	2.1. Identify Cowlick Markings Color and Features of the animal 2.2. Issue large animal certificate of ownership. Receipt of payment	PHP200.00 / head	20 minutes	Credential officer	09152333363
	Total	PHP 200.00/ Head	25 minutes		
End of Transaction					



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11. Issuance of Veterinary Health Certificate

Description of Service	The veterinary health certificate is issued by a licensed veterinarian to prove the animal is apparently healthy with no signs of disease. This may be required for purposes of slaughter and shipping permit.		
Office and Division	Animal Health and Production		
Classification	Simple	Total Processing Time	45 minutes
Type of Transaction	G2C – Government to Citizen	Total Fees to be Paid	PHP 100.00
Who may avail	Animal owners	Period of Extension	NONE

Documentary Requirements	Where to Secure
<p>For DOG, CAT, AVIAN: Proof of vaccination</p> <p>For CATTLE, CARABAO, HORSE: a. Original Certificate of ownership b. Original Barangay Certificate (if sourced within Malaybalay City) c. Original Animal Inspection Certificate (if sourced from outside Malaybalay City)</p> <p>For SWINE: a. Original Barangay Certificate (if sourced within Malaybalay City) b. Original Animal Inspection Certificate (if sourced from outside Malaybalay City)</p>	<p>Owner/ Signed by Licensed Veterinarian</p> <p>City Veterinary Office, Barangay Barangay</p> <p>Municipality</p> <p>Barangay Municipality</p>
3. Receipt of payment of Veterinary Health Certificate	City Veterinary Office/Animal Health Section



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Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge <small>(Position/Unit/Division)</small>	Contact Number
1. Present pertinent documents	1.1 Check correctness of documents	NONE	5 minutes	Veterinarian	09261986992
2. Present Animal for Inspection	2.1 The Veterinarian will assess the physical condition of the animal	NONE	10 minutes	Veterinarian	09261986992
3. Pay Veterinary health certificate to the officer of the day	3.1 Issue receipt 3.2 Issue Veterinary health certificate 3.3 For shipping permit; direct client to the Provincial Veterinary Office	100.00/ certificate	30 minutes	Veterinarian	09261986992
	Total	PHP 100.00	45 minutes		
End of Transaction					



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12. Meat Inspection			
Description of Service	The inspection of food animals to ensure that only apparently healthy physiologically normal animals are slaughtered for human consumption and that abnormal animals are separated to guarantee that fresh meat intended for human consumption is safe and wholesome.		
Office and Division	Meat Inspection Service Division		
Classification	Simple	Total Processing Time	Small animal: 15 minutes Large animal: 15 minutes
Type of Transaction	G2G – Government to Government	Total Fees to be Paid	NONE
Who may avail	City Economic Enterprise and Development Office	Period of Extension	NONE

Documentary Requirements	Where to Secure
1. Veterinary Health Certificate	City Veterinary Office, Licensed Veterinarian/Meat Safety Section
2. Certificate of Ownership, Transfer Certificate of Ownership	City Veterinary Office, Licensed Veterinarian/Meat Safety Section

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
Present food animals for slaughter 1.1.1. Small animal 1.1.2. Large animal	1.1. Interview and validate necessary documents 1.2. Conduct ante-mortem inspection 1.3. Record observations and endorse final action	NONE	5 minutes	Meat Inspector	09261986992
	1.4. Interview client and validate necessary documents 1.5. Perform pregnancy diagnosis (female)	NONE	10 minutes	Meat Inspector	09261986992



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	1.6. Conduct ante-mortem inspection 1.7. Record observations and endorse final action				
	1.8. Conduct post-mortem inspection 1.9. Issuance of Meat Inspection Certificate 1.10. Issue receipt 1.11 Record condemned parts/ carcass	NONE	Small animals: 10 minutes Large animals: 15 minutes	Meat Inspector	09261986992
	Total	NONE	Small animals: 10 minutes Large animals: 15 minutes		
End of Transaction					



CITY VETERINARY OFFICE HOURS

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13. Post Meat Establishment Control

Description of Service	The regulation of the flow, preparation and sale of meat and meat products for human consumption in accordance with national policies, procedures, guidelines, rules and regulations to ensure that meat and meat products have undergone meat inspection.		
Office and Division	Meat Inspection Service Division		
Classification	Simple	Total Processing Time	15 minutes
Type of Transaction	G2C – Government to Citizen	Total Fees to be Paid	NONE
Who may avail	Meat Establishment Owner and Operator	Period of Extension	NONE

Documentary Requirements	Where to Secure
1. Meat Inspection Certificate for fresh and frozen meat and meat products (local) Original Copy	City Veterinary Office, National Meat Inspection Service
2. Certificate of Product Registration (processed meat and meat products) Original Copy	Manufacturer, Supplier
3. License to Operate (processed meat and meat products) Original Copy	Manufacturer, Supplier

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Allow meat inspectors to inspect meat establishment	1.1 Interview owner or representative and validate necessary documents 1.2 Conduct meat establishment inspection	NONE	10 minutes	Meat Inspector	09261986992
2. Receive and acknowledge report	2.1 Record findings and endorse final action	NONE	5 minutes	Meat Inspector	09261986992
	Total	NONE	15 minutes		
End of Transaction					



CITY VETERINARY OFFICE HOURS

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14. Meat Establishment Application

Description of Service	Before granting a franchise and license to operate as a legitimate meat establishment in the city it is a must that the establishment in concern must be inspected and verified and should pass according to National Meat Inspection Services NMIS - National Standards		
Office and Division	Meat Inspection Service Division		
Classification	Simple	Total Processing Time	50 minutes
Type of Transaction	G2C – Government to Citizen	Total Fees to be Paid	NONE
Who may avail	Meat Establishment Owner and Operator	Period of Extension	30 minutes

Documentary Requirements	Where to Secure
1. Endorsement letter from mayor's office to inspect the applicant proposed site	Mayor's Office
2. Pertinent Documents from the City Licensing Office and Business Permit	City Licensing Office and Business Permit

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Present pertinent documents	1.1 verify presented documents	NONE	10 minutes	Meat Inspector	09261986992
2. Present the applied Meat Establishment	2.1 Conduct on-site Inspection 2.2 Make Letter of Endorsement	NONE NONE	30 minutes 10 minutes	Meat Inspector City Veterinarian	09261986992
3. Submit approved letter of endorsement together with other pertinent documents	3.1 City Licensing Office and Business Permit	NONE	NONE	NONE	NONE
Total		NONE	40 minutes		
End of Transaction					



CITY VICE MAYOR'S OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)



CITY VICE MAYOR'S OFFICE



CITY VICE MAYOR'S OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

1. Issuances of Medical Assistance (Assistance to Individual/Families in Crisis Situation)			
Description of Service	Assistance to Individual/Families in Crisis Situation is an assistance given to individuals asking for aide for their hospital bills, medicines prescribed by the doctor and other medical attendance needed.		
Office and Division	City Vice Mayor's Office		
Classification	Simple	Total Processing Time	1 Day and 9 Minutes
Type of Transaction	G2C, G2G	Total Fees	None
Who May Avail	All constituents of Malaybalay City	Period of Extension	1 Day

Documentary Requirements	Where to Secure
1 Copy of Original Supporting Documents (e.g.- Latest or updated Medical Abstract, Final Billing/ quotation of procedure or prescription)	Requesting Party

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Sign Log book and Present said Documents Above	1.1. Review Documents and Interview Requesting Party	None	5 Minutes Note: Depends upon availability of all required documents (1 Day extension)	Secretary II City Vice Mayor's Office	09171288087



CITY VICE MAYOR'S OFFICE HOURS

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<p>2. Wait for Medical Assistance Slip</p> <p>Note: Medical Assistance Slip will be given to City Social Welfare and Development Office</p>	<p>2.1. Sign and issue Medical Assistance Slip</p>	<p>None</p>	<p>3 Minutes</p>	<p><i>Secretary II</i> City Vice Mayor's Office</p>	<p>09171288087</p>
<p>3. Receive Medical Assistance Slip</p>	<p>3.1. Give Medical Assistance Slip</p>	<p>None</p>	<p>1 Minute</p>	<p><i>Secretary II</i> City Vice Mayor's Office</p>	<p>09171288087</p>
<p>Total</p>		<p>None</p>	<p>9 Minutes</p> <p>Note: Depends upon availability of all required documents (1 Day extension)</p>	<p><i>Secretary II</i> City Vice Mayor's Office</p>	<p>09171288087</p>
<p>End of Transaction</p>					



CITY VICE MAYOR'S OFFICE HOURS

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2. Issuance of Educational Grants

Description of Service	Given to students asking for aide and assistance who are studying in a private school		
Office and Division	City Vice Mayor's Office		
Classification	Simple	Total Processing Time	3 Days, 2 Hours & 5 Minutes
Type of Transaction	G2C	Total Fees	None
Who May Avail	College Students Studying in a Private School	Period of Extension	3 Days

Documentary Requirements	Where to Secure
1 original copy of Letter from the Student	Requesting Party
1 original copy of Statement of Account	School of the Requesting Party
1 original copy of Study Load	School of the Requesting Party
1 original copy of Barangay Certificate for Educational Assistance	Barangay Office of the Requesting Party
1 original copy of School ID for the School Year	Requesting Party
1 original copy of Voter's Certificate	Commission on Election Office

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Sign log book and Present Documents mentioned above	1.1. Receive and review documents	None	5 Minutes	Secretary 1 City Vice Mayor's Office	09171288087



CITY VICE MAYOR'S OFFICE HOURS

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			Note: Depends upon availability of all required documents (3 Days extension)		
2. Wait and Follow up said request to the school (Assistance are directly given to the school and reflected on the billing of the student)	2.1. Make Obligation Request, Voucher, Endorsement and Transmittal 2.2. Submit Documents to City Budget	None	2 Hours Note: Depends upon availability of budget.	Secretary 1 City Vice Mayor's Office	09171288087
	Total	None	2 Hours and 2 Minutes Note: Depends upon availability of all required documents (3 Days extension)	Secretary 1 City Vice Mayor's Office	09171288087
End of Transaction					



CITY VICE MAYOR'S OFFICE HOURS

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(except on holidays)

3. Issuances of Barangay Grants

Description of Service	Given to all Barangays who ask aide or assistance as to their events, projects or supplies needed.		
Office and Division	City Vice Mayor's Office		
Classification	Highly Technical	Total Processing Time	25 Days, 2 Hours & 32 Minutes
Type of Transaction	G2G	Total Fees	None
Who May Avail	Barangay Officials	Period of Extension	90 Days

Documentary Requirements	Where to Secure
1 original copy of Barangay Resolution	Requesting Party
1 original copy of Supporting Documents for Araw (Payroll, Picture of Winners, Invitation, Program and the like...)	Requesting Party

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Sign log book and Present Documents mentioned above	1.1. Receive and review documents	None	2 Minutes Note: Depends upon availability of all required documents (3 Days extension)	Secretary 1 City Vice Mayor's Office	09171288087



CITY VICE MAYOR'S OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

2. Wait for CVMO to call and	2.1 Canvass prices of the supplies requested. 2.2 Make Documents needed by the City Budget Office 2.3 Submit documents to the City Budget Office 2.4 Wait for warehouse to call and get supplies	None	1 Day 2 Hours 30 Minutes 20 Days Note: Depends upon the length when the paper is approve and when supplies will be available at the warehouse.	Secretary 1 City Vice Mayor's Office	09171288087
3. Receive the supplies requested	3.1. Deliver supplies to the requested Barangay		1 Day	Secretary 1 City Vice Mayor's Office	09171288087
Total		None	22 Days, 2 Hours, and 32 Minutes Note: Depends upon the length when the paper is approved and when supplies will be available at the warehouse	Secretary 1 City Vice Mayor's Office	09171288087
End of Transaction					



CITY VICE MAYOR'S OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

4. Issuances of Travel Order

Description of Service	The City Vice Mayor's Office issue travel order to employees under the Sangguniang Panlungsod		
Office and Division	City Vice Mayor's Office		
Classification	Simple	Total Processing Time	1 Day, 1 Hour & 2 Minutes
Type of Transaction	G2G	Total Fees	None
Who May Avail	Sangguniang Panlungsod Employees	Period of Extension	1 Day

Documentary Requirements	Where to Secure
1 original copy of Communication Letter of Travel	Requesting Party

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Present Communication Letter of Travel	1.1. Receive Communication letter	None	1 Minute	Secretary 1 City Vice Mayor's Office	09171288087
2. Wait for City Vice Mayor's Office to Call	2.1. Make Travel Order 2.2. Have it signed by the City Vice Mayor	None	1 Hour Note: Depends upon the availability of the City	Secretary 1 City Vice Mayor's Office	09171288087



CITY VICE MAYOR'S OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

			Vice Mayor (1 Day extension)		
3. Receive Travel Order	3.1. Release travel order once signed by the City Vice Mayor	None	1 Minute	Secretary 1 City Vice Mayor's Office	09171288087
			1 Hour and 2 Minutes		
	Total	None	Note: Depends upon the availability of the City Vice Mayor (1 Day extension)	Secretary 1 City Vice Mayor's Office	09171288087
End of Transaction					



CITY VICE MAYOR'S OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

5. Issuances of Memorandum Order

Description of Service	The City Vice Mayor's Office issue Memorandum Order as a directive to employees within its scope and jurisdiction specific activities and events required to their presence.		
Office and Division	City Vice Mayor's Office		
Classification	Simple	Total Processing Time	1 Day, 1 Hour & 31 Minutes
Type of Transaction	G2G	Total Fees	None
Who May Avail	Sangguniang Panlungsod Employees	Period of Extension	1 Day

Documentary Requirements	Where to Secure
1 original copy of Communication Letter	Requesting Party

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Present Communication Letter	1.1. Receive Communication letter	None	1 Minute	Secretary 1 City Vice Mayor's Office	09171288087



CITY VICE MAYOR'S OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

2. Wait for the City Vice Mayor's Office to disseminate Memorandum Order	2.1. Make Memorandum Order have it signed by the City Vice Mayor	None	30 Minutes 1 Hour Note: Depends upon the availability of the City Vice Mayor (1 Day extension)	Secretary 1 City Vice Mayor's Office	09171288087
3. Receive Memorandum Order	3.1. Release and disseminate Memorandum Order once signed by Vice Mayor		1 Minute	Secretary 1 City Vice Mayor's Office	09171288087
Total		None	1 Hour and 31 Minutes Note: Depends upon the availability of the City Vice Mayor (1 Day extension)	Secretary 1 City Vice Mayor's Office	09171288087
End of Transaction					



CITY VICE MAYOR'S OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

6. Issuances of Administrative Order

Description of Service	The City Vice Mayor's Office issue Administrative Order		
Office and Division	City Vice Mayor's Office		
Classification	Simple	Total Processing Time	1 Day, 1 Hour & 1 Minute
Type of Transaction	G2G	Total Fees	None
Who May Avail	Sangguniang Panlungsod Employees	Period of Extension	1 Day

Documentary Requirements	Where to Secure
1 original copy of Communication Letter	Requesting Party

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Present Communication Letter of Travel	1.1. Receive Communication letter	None	1 Minute	Secretary 1 City Vice Mayor's Office	09171288087
2. Wait for CVMO to disseminate Administrative Order	2.1. Make Administrative Order 2.2. Have it signed by the City Vice Mayor	None	1 Hour Note: Depends upon the availability of the City Vice Mayor (1 Day Extension)	Secretary 1 City Vice Mayor's Office	09171288087



CITY VICE MAYOR'S OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

3. Receive Memorandum Order	3.1. Release and disseminate Administrative Order once signed by VM	None	1 Minute	Secretary 1 City Vice Mayor's Office	09171288087
	Total	None	1 Hour and 2 Minutes Note: Depends upon the availability of the City Vice Mayor (1 Day Extension)	Secretary 1 City Vice Mayor's Office	09171288087
End of Transaction					



CITY VICE MAYOR'S OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

7. Signing of Official Documents

Description of Service	The City Vice Mayor will affix his signature on the official documents processed by the employees of the Sangguniang Panlungsod as to wit: Resolutions, Payrolls, Obligation Requests, Disbursement Vouchers, PR, PO, Abstracts, Trip Tickets, PPMP, SPPMP, Leave of Absence, Activity Designs, Appointment/renewal of employees, DTR and the like.		
Office and Division	City Vice Mayor's Office		
Classification	Simple	Total Processing Time	3 Days and 47 Minutes
Type of Transaction	G2G	Total Fees	None
Who May Avail	ALL SP Employees	Period of Extension	3 Days

Documentary Requirements	Where to Secure
3 original copies of Documents Needed to be signed	Requesting Party

Client Action (Detailed Steps)	Agency Action (Detailed Steps)	Fees to be Paid	Processing Time	Person in-Charge (Position/Unit/Division)	Contact Number
1. Submit Documents to be signed	1.1. Receive and log documents	None	2 Minutes	<i>Private Secretary 1</i> City Vice Mayor's Office	09171288087
2. Wait for CVMO to call	2.1. Affix initial on documents and have it signed by the City Vice Mayor Release documents signed	None	45 Minutes Note: Depends upon the availability	<i>Private Secretary 1</i> City Vice Mayor's Office	09171288087



CITY VICE MAYOR'S OFFICE HOURS

Monday to Friday 8:00 AM – 5:00 PM
(except on holidays)

			of the City Vice Mayor (3 Days Extension)		
			47 minutes		
		Total	None	Depends upon the availability of the City Vice Mayor (3 Days Extension)	Private Secretary 1 City Vice Mayor's Office
End of Transaction					



LIST OF OFFICES



LIST OF OFFICES

Office	Address	Contact Information
City Mayors Office	2 nd Floor, New City Hall, Barangay Casisang, Malaybalay City	(088)813-4726 Local 109
Business and Licensing Office	1 st Floor, New City Hall, Malaybalay City	(088)813-4726 Local 120
City Urban Development Housing	1 st Floor, New City Hall, Malaybalay City	(088)813-4726 Local 114
City Disaster Risk Reduction Management (CDRRMO)	Market Side, Barangay 9, Malaybalay City	(088)813-3611 0917-827-6117
Acer/ 117	San Isidro St., Barangay 8, Malaybalay City	(088)813-4441
City Tourism Office	Murillo St., Barangay 8, Malaybalay City	(088)813-3404
Sangguniang Panlungsod	Claro M. Recto St., Barangay 1 Malaybalay City	(088)813-4350 0917-497-6861
Administrator Office	2 nd Floor, New City Hall, Barangay Casisang, Malaybalay City	(088)813-4726 Local 105
City Human Resource Management Office (CHRMO)	2 nd Floor, New City Hall, Barangay Casisang, Malaybalay City	(088)813-4726 Local 113
City Planning Development Office (CPDO)	2 nd Floor, New City Hall, Barangay Casisang, Malaybalay City	(088)813-4726 Local 102
City Civil Registrar Office (CCRO)	1 st Floor, New City Hall, Barangay Casisang, Malaybalay City	(088)813-4726 Local 122
City General Service Office	1 st Floor, New City Hall, Barangay Casisang, Malaybalay City	(088)813-4726 Local 104



LIST OF OFFICES

City Budget Office	2 nd Floor, New City Hall, Barangay Casisang, Malaybalay City	(088)813-4726 Local 112
City Accounting Office	2 nd Floor, New City Hall, Barangay Casisang, Malaybalay City	(088)813-4726 Local 110
City Treasurer Office	1 st Floor, New City Hall, Barangay Casisang, Malaybalay City	(088)813-4726 Local 119
City Assessor Office	1 st Floor, New City Hall, Barangay Casisang, Malaybalay City	(088)813-4726 Local 121
City Legal Office	2 nd Floor, New City Hall, Barangay Casisang, Malaybalay City	(088)813-4726 Local 101
City Agriculture Office	Barangay Casisang, Malaybalay City	(088)813-1254 0916-111-5646
City Veterinary Office	Barangay Casisang, Malaybalay City	0926-196-6992
City Environment and Natural Resources Office (CENRO)	1 st Floor, New City Hall, Barangay Casisang, Malaybalay City	(088)813-4726 Local 116
City Engineering Office	Barangay Casisang, Malaybalay City	(088)813-1695
City Health Office	Freedom Park, Barangay 4, Malaybalay City	(088)813-2877
City Social Welfare and Development Office (CSWDO)	1 st Floor, New City Hall, Barangay Casisang, Malaybalay City	(088)813-4726 Local 118
City Economic Enterprise Development and Management Office	Market Side, Barangay 9, Malaybalay City	0935-740-5424



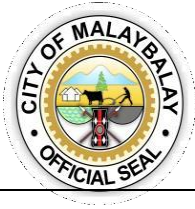
FEEDBACK AND COMPLAINTS MECHANISM





FEEDBACK AND COMPLAINTS MECHANISM

How to send Feedback?	The client must fill up the feedback slip and drop it on the provided feedback/suggestion box.
How feedbacks are Processed?	<p>The feedback/suggestion box is opened Weekly by the City Administrator's Office (CAo) personnel.</p> <p>Feedback needing attention/answers will be forwarded to the respected Office for proper action.</p> <p>The complainant or the person concerned will be notified of the answer/action of the office.</p>
How to file a complaint?	<p>By filling up the client's feedback slip and dropping it in the feedback/suggestion box.</p> <p>Complaints can also be filed via telephone. Make sure to provide the following information</p> <ul style="list-style-type: none"> <input type="checkbox"/> Name of person being complained <input type="checkbox"/> Incident <input type="checkbox"/> Evidence <p>For inquiries and follow-ups, Clients may contact the following telephone number: (088) 813-4707</p>
How complaints are processed?	<p>The City Administrator's Office (CAo) opens the complaints drop box on a Weekly basis and evaluates each complaint.</p> <p>Upon evaluation, the City Administrator's Office (CAo) shall start the investigation and</p>



FEEDBACK AND COMPLAINTS MECHANISM

	<p>forward the complaints to the relevant office for their explanation. The City Administrator's Office (CAo) will create a report after the investigation and shall submit it to the Head of Office for appropriate action.</p> <p>The City Administrator's Office (CAo) will give the feedback to the client. For inquiries and follow-ups, Clients may contact the following telephone number: (088) 813-4707</p>
Contact Information of City Mayor's Office	New City Hall Compound, Sayre Highway Barangay Casisang, City of Malaybalay. Phone (Fax): (088) 813-2739 Phone (Landline): (088) 813-5643 Email: cmomalaybalay2019@gmail.com



CUSTOMER FEEDBACK SURVEY



CUSTOMER FEEDBACK SURVEY

CITY GOVERNMENT OF MALAYBALAY

New City Hall, Sayre Hi-way Casisang, Malaybalay City 8700
cadodmo.malaybalacity@gmail.com
(088) 813-4726/ (088) 813-4761/Local 105

ANTI-RED TAPE AUTHORITY
CLIENT SATISFACTION
MEASUREMENT FORM
PSA Approval No.: ARTA-2242-3
Expires on 31 July 2023

HELP US SERVE YOU BETTER!

Control No: CSM-2023-0

This Client Satisfaction Measurement (CSM) tracks the customer experience of government offices. Your feedback on your recently concluded transaction will help this office provide a better service. Personal information shared will be kept confidential and you always have the option to not answer this form.

Client type: Citizen Business Government (Employee or another agency)

Date: _____ Sex: Male Female Other Preference: _____ Age: 18-28 29-39 40-Above

Barangay: _____ Provincial: _____ Region of residence: _____

Service Availed: _____

INSTRUCTIONS: **Check mark (✓)** your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a Citizens Charter?

- 1. I know what a Citizens Charter is and I saw this office's Citizens Charter.
- 2. I know what a Citizens Charter is but I did NOT see this office's Citizens Charter.
- 3. I learned of the Citizens Charter only when I saw this office's Citizens Charter.
- 4. I do not know what a Citizens Charter is and I did not see one in this office. (Answer 'N/A' on Citizens Charter 2 and Citizens Charter 3)

CC2 If aware of Citizens Charter (answered 1-3 in Citizens Charter 1), would you say that the Citizens Charter of this office was ... ?

- 1. Easy to see
- 2. Somewhat easy to see
- 3. Difficult to see
- 4. Not visible at all
- 5. N/A

CC3 If aware of Citizens Charter (answered codes 1-3 in Citizens Charter 1), how much did the Citizens Charter help you in your transaction?






- 1. Helped very much
- 2. Somewhat helped
- 3. Did not help
- 4. N/A



CUSTOMER FEEDBACK SURVEY

INSTRUCTIONS:

For SQD 0-8, please put a **check mark (✓)** on the column that best corresponds to your answer.

	 Strongly Disagree	 Disagree	 Neither Agree nor Disagree	 Agree	 Strongly Agree	N/A Not Applicable
SQD0. I am satisfied with the service that I availed.						
SQD1. I spent a reasonable amount of time for my transaction.						
SQD2. The office followed the transaction's requirements and steps based on the information provided.						
SQD3. The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4. I easily found information about my transaction from the office or its website.						
SQD5. I paid a reasonable amount of fees for my transaction.						
SQD6. I feel the office was fair to everyone, or " <i>walang palakasan</i> ", during my transaction.						
SQD7. I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8. I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Suggestions on how we can further improve our services (optional):

Email address/ Messenger Account (optional): _____

THANK YOU!



COMPLAINT FORM



COMPLAINT FORM COMPLAINT (REKLAMO) FORM

Date (Petsa): _____

Name of Complainant: _____
(Pangalan ng Nagrereklamo)

Tel/Fax/CP No. _____ Email Address: _____

Residence Address: _____
(Tirahan)

Name of Person Being Complained of: _____
(Pangalan ng Taong Nais Ireklamo)

Name of Office: _____
(Pangalan ng Tanggapan)

Particulars of Complaint (Detalye ng Reklamo):



COMPLAINT FORM

Particulars of Complaint (Detalye ng Reklamo):

Please attach proof/supporting documents

Complete information regarding the complaint, with the required supporting documents shall be provided for the University to determine the merit of the complaint, otherwise, it may cause delay in, or prevent the University from taking action on the complaint. Information provided shall be used only in matters relative to the complaint.

Signature (Pirma)



CITY ADMINISTRATOR'S OFFICE

☎ 0917 -135-2831

☎ (088) 813-4726/(088) 813-4761/Local 105

✉ imalaybalay.8700@gmail.com

📘 Lgu Malaybalay Adminfo