



CITY GOVERNMENT OF ALAMINOS, PANGASINAN

Cv

CITIZEN'S CHARTER

CY 2024 2nd Edition



CITY GOVERNMENT OF ALAMINOS, PANGASINAN

I. MANDATE

Every local government unit shall exercise the powers expressly granted. Those necessarily implied therefrom, as well as powers necessary, appropriate or incidental for its efficient and effective governance and those which are essential to the promotion of the general welfare. Within their respective territorial jurisdictions, local government units shall ensure and support among other things, the preservation and enrichment of culture promote health and safety, enhance the right of the people to a balance ecology, encourage and support the development of appropriate and self-reliant scientific and technological capabilities, improve public morals, enhance economic prosperity and social justice, promote full employment among their residents, maintain peace and order and preserve the comfort and convenience of their inhabitants. (Sec. 16 RA 7160).

II. MISSION

A pro-active City Government, setting standards in good governance, serving as an architect of holistic development initiatives and provider of opportunities to the broadest segments of its constituents.

III. VISSION

We envision Alaminos City by 2030 to be a major growth center and prime tourism hub in Region 1 propelled by a sustainable, competitive and progressive local economy, with adequate, appropriate and world-class facilities within a conserved and ecologically-balanced environment, which are inhabited by a healthy, God-loving and educated citizens, and served by transparent, united and responsive local government leaders.

IV. QUALITY POLICY

We, at the City Government of Alaminos, Pangasinan, a Local Government Unit, inspired by the tagline “Alaminos City Para sa Lahat: Ituloy ang Progreso”, commit to an efficient public service for all our constituents, stakeholders and other external investors through the use of Quality Management System.

We guarantee excellent customer satisfaction through our upgraded services in accordance with all the laws, rules and regulations anchored on the City Government Vission-Mission.

We continuously improve out Quality Management System with Integrity, Resiliency, Innovation, Spirituality and Excellence (I-RISE) core values to support the realization of the Filipino’s aspirations for a matatag, maginhawa, at panatag na buhay para sa lahat.

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ECONOMIC SERVICES

1. City Agriculture Office External Services



1.1 Farm Inputs and Technology Assistance on Rice and Corn Production Service

Distribution of High Quality and Hybrid Rice Seeds, Fertilizers and Corn Seeds to the farmers of Alaminos City

Office or Division:	City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	Resident of the City of Alaminos and member of farmers' association/farmer's cooperative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement Letter signed by the Association President		Association		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission and Accomplishment of Requirements				
1.1.Sign the Visitor's Logbook in the Office Information desk	1.Give the Visitor's Logbook	None	5 minutes	<i>Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer)</i>
1.2.Request for farm input and submit Endorsement Letter	1.1. Validate the presented requirement and check for completeness of information	None	5 minutes	<i>Senior Administrative Assistant II, Agricultural Extension Workers</i>
	1.2. Verify the Farmer's name to the RSBSA Masterlist / AEW assigned and in their respective	None	5 minutes	
1.3. Fill-out the Post-masterlist Form	1.3.Give the Post-masterlist Form	None	5 minutes	
2. Issuance / Releasing of Requested Input / Commodity				
2.1. Get the Release Stub	2.1. Sign and Provide the release stub with complete information	None	5 minutes	<i>Farm Superintendent II, Agricultural Extension Workers (AEWs)</i>
2.2. Present the Release Stub Form	2.2. Receive the Release stub Form	None	5 minutes	
2.3. Receive the requested commodity/input	2.3 Release the commodity/input	None	5 minutes	
TOTAL		None	35 MINUTES	



1.2 Provision of Vegetable Seed/Seedlings for Backyard Gardening

Distribution of Vegetable seeds/seedlings to the residents of Alaminos City for backyard gardening.

Office or Division:	City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to the Transacting Public			
Who may avail:	Bona fide residents of Alaminos City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Slip Form			City Agriculture Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission and Accomplishment of Requirements				
1.1. Sign the Visitor's Logbook in the Office Information desk	1.1.Give the Visitor's Logbook	None	5 minutes	<i>Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer)</i>
1.2. Request for vegetable seeds/seedlings	1.2.Advise the Client to fill-out the request slip form	None	5 minutes	
1.3.. Fill out and submit the request slip form	1.3. Receive the request slip form	None	5 minutes	
2. Issuance / Releasing of Requested Input / Commodity				
2.1.Receive requested seeds/seedlings and sign on the Post Masterlist Form	2.1.Advise the client to fill-out Post-Masterlist Form	None	5 minutes	<i>Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer)</i>
	2.2.Release requested seeds/seedlings	None	5 minutes	
	TOTAL	None	25 MINUTES	



1.3 Provision of Bamboo Planting Materials

Distribution of Bamboo planting materials to the residents of Alaminos City.

Office or Division:	City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to the Transacting Public			
Who may avail:	Bona fide residents of Alaminos City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Slip Form			City Agriculture Office	
Request Letter Form			City Agriculture Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform / Submit Request				
1.1. Sign the Visitor's Logbook in the Office Information desk	1.1. Give the Visitor's Logbook	None	5 minutes	<i>Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer)</i>
1.2. Request for bamboo planting materials	1.2. Advise the Client to fill-out the request slip and letter form	None	5 minutes	
2. Accomplishment of Request Forms				
2.1. Fill-out and submit the request slip and letter form	2.1. Receive the request slip and letter form	None	5 minutes	<i>Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer), Agriculturist II</i>
	2.2. Endorse the request letter form to the City Mayor for approval of releasing	None	5 minutes	
	2.3. Receive the approved request letter	None	1 day	
3. Issuance / Releasing of Requested Input / Commodity				
3.1. Get the Release Stub Form	3.1. Sign and Provide the Release Stub Form	None	5 minutes	<i>Agriculturist II, Farm Superintendent II, E-Kawayan Focal Person, Administrative Aide II</i>
3.2. Present the Release Stub Form to the assigned warehouse	3.2. Receive the Release Stub Form	None	1 day	
3.3. Receive the requested bamboo seedlings/planting materials	3.3. Release the requested bamboo seedlings/planting materials	None	1 day	
	3.4. Update records and inventory of Farm Inputs	None	5 minutes	<i>Agriculturist II, Farm Superintendent II, E-Kawayan Focal Person, Administrative Aide II</i>
	TOTAL	None	3 days & 30 minutes	



1.4 Issuance of Farmers Certification and Other Certifications

This service covers all the Farmers and Fisherfolk of Alaminos City requesting for certification attesting them as a registered Farmer/Fisherfolk as a requirement for loan and other related certifications for agriculture and fishery purposes only.

Office or Division:	City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to the Transacting Public			
Who may avail:	Bona fide residents of Alaminos City			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Barangay Certification			Barangay Hall of the requesting Client	
RSBSA Form (for Farmers not registered on the Masterlist)			City Agriculture Office	
Request Slip Form			City Agriculture Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission and Accomplishment of Requirements				
1.1. Sign the Visitor's Logbook in the Office Information desk	1.1. Give the Visitor's Logbook	None	2 minutes	<i>Senior Administrative Assistant II, Aquaculturist I Agriculture Staff (Information Desk Officer)</i>
1.2. Request for Farmers Certification	1.2. Advise the Client to fill-out the request slip form	None	2 minutes	
1.3. Fill-out and submit the Request Slip Form	1.3. Receive the request slip form	None	2 minutes	
1.4. If not on the RSBSA Masterlist, fill-up the RSBSA Form for updating of records	1.4. Verify the Name of the Client on the RSBSA Masterlist	None	5 minutes	
2. Payment				
2.1 Pay the requested Certification and present receipt of payment	2.1. Accomplish the Request for payment form and advise the Client to proceed to Window No. 4/5/6 at the City Treasurer's Office for the payment of the necessary clearances	General Certification Fee - Php 50.00 Documentary Stamp - Php 30.00 ICT Fees - Php 25.00	5 minutes	<i>City Treasurer's Office Staff</i>
	2.2 Receive the Official Receipt	None	5 minutes	<i>Senior Administrative Assistant II, Aquaculturist I Agriculture Staff (Information Desk Officer)</i>
	2.3. Sign the Certification for Approval	None	5 minutes	<i>City Agriculturist</i>



3. Issuance / Releasing of Requested Certificate				
3.1. Receive the Printed Farmers Certification	3.1. Release the Farmers Certification	None	2 minutes	<i>Senior Administrative Assistant II, Aquaculturist I, Agriculture Staff (Information Desk Officer)</i>
3.2. Sign the Certification Releasing Logbook	3.2. Give the Certification Releasing Logbook	None	5 minutes	
TOTAL		Php 105.00	33 minutes	

1.5 Application and Renewal of Certificate to Operate Fishery Structure

Registration and Licensing of Fishtrap and Fishpen (Lapu-lapu) Operation.

Office or Division:	City Agriculture Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to the Public			
Who may avail:	Registered Fisherfolks and Fisherfolks Association of Alaminos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Certification		Barangay Hall of the requesting Client		
Residence Certificate (current year)		Barangay Hall of the requesting Client		
Barangay Clearance (current year)		Barangay Hall of the requesting Client		
Fisherfolk Registration Form (for Fisherfolk not registered on the Masterlist)		City Agriculture Office		
Request Slip Form		City Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission and Accomplishment of Requirements				
1.1. Sign the Visitor's Logbook in the Office Information desk	1.1. Give the Visitor's Logbook	None	3 minutes	<i>Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer)</i>
1.2. Request for licensing and registration of Fishtrap and Fishpen	1.2. Advise the Client to fill-out the request slip form	None	3 minutes	
1.3. Fill-out and submit the request slip form	1.3. Receive the request slip form	None	1 minute	<i>Fisheries Staff</i>
1.4. If the client is not a registered fisherfolk, fill-out Fisherfolk registration	1.4. Check if client is a Registered Fisherfolk	None	3 minutes	



1.5. Fill-out/Present pre-required documents	1.5.1 Check the pre-required requirements presented for completeness of information <i>*If approved, inspection of the applied location will be scheduled</i> <i>*If disapproved, applicant will be notified of lacking documents or reason of pending status</i>	None	5 minutes	
	1.5.2 Advice Client to fill-out Application to Lease Fishery Lot (For New Applicants)	None	5 minutes	
	1.5.3 Notarized Application to Lease Fishery Lot	None	5 minutes	
	1.5.4. On-site inspection	None	1 day	
1.6. Accomplish and secure the additional requirements	1.6. Prepare and provide the following additional requirements <i>*Certificate to Operate Fishery Structure</i>	None	3 minutes	
2. Payment				
2.1. Proceed to City Treasurer's Office and pay the necessary clearances and required payments/fees:	2.1. Accomplish the Payment Order Form and advise the Client to proceed to Window No. 6 at the City Treasurer's Office for the payment of the necessary fees	None	5 minutes	City Treasurer's Office Staff
	CLEARANCES			
	*Account Clearance (For Renewal)	PHP 50.00		
	*Mayor's Clearance	PHP 50.00		
	BUSINESS TAX			
	*Fishtrap per unit	PHP 200.00		
	*Fishpen, Oyster, Seaweeds and other Structures	Based on investment capital		
	FISHERY STRUCTURES			
	*Application Fee	PHP 50.00		
	*Mayor's Permit	PHP 50.00		
	*Business Inspection Fee	PHP 200.00		
	*Business Plate	PHP 200.00		
	*Sticker (for renewal)	PHP 75.00		
BOND DEPOSIT (FOR NEW)				



	*Fishtrap/unit	PHP 300.00		
	*Fishpen/unit	PHP1000.00		
	*Payao/unit	PHP 500.00		
	*Oyster, Seaweeds, and Other Structure/Unit	PHP 250.00		
	CLEARING BOND (FOR NEW)			
	*Fishtrap/unit	PHP 1000.00		
	*Fishpen/unit	PHP 1000.00		
	*Payao/unit	PHP 500.00		
	*Oyster, Seaweeds, and Other Structure/Unit	PHP 500.00		
	I.C.T FEE	25.00		
3.Releasing				
3.1. Proceed to the City Agriculture Office	3.1.Update of masterlist releasing & Logbook	None	5 minutes	<i>Aquaculturist II</i>
3.2. Proceed to Business Permit and Licensing Office	3.2. Advise the Client to proceed to the Business Permit and Licensing Office (BPLO) for Mayor's Permit and Plate/Sticker Release and Other Final Processing Requirements.	None	1 minute	<i>Aquaculturist II</i>
	TOTAL	Corresponding payment per Fishery Structure applies	39 mins.	

1.6 Application and Renewal of Certificate for Gear and Fishing Boat Operation

Registration and Licensing of Fishing Gear and Fishing Boat, three (3) Gross Tonnage and Below, used in fishing within the city waters of Alaminos City.

Office or Division:	City Agriculture Office		
Classification:	Simple		
Type of Transaction:	G2C-Government to the Transacting Public		
Who may avail:	Registered Fisherfolks of Alaminos City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Residence Certificate (Current Year)		Barangay Hall of the requesting Client/City Treasurer's Office	
Barangay Clearance (Current Year)		Barangay Hall of the requesting Client	



Certificate of Ownership duly signed by the Barangay Captain and BFARMC (for Newly Constructed Fishing Boat)		Barangay Hall of the requesting Client		
Deed of Sale (for Newly Purchased Fishing Boat)		Notary Public		
Original Copy of Motorboat/Vessel Registration Certificate (for Renewal)		City Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform / Submit Request				
1.1. Sign the Visitor's Logbook in the Office Information desk	1.1. Give the Visitor's Logbook	None	3 minutes	<i>Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer)</i>
1.2. Fill-out and submit request slip form	1.2. Advise the Client to fill-out the request slip form	None	3 minutes	
1.3. Request for application/renewal of registration of gear and fishing boat and fishing permit.	1.3. Receive the application form	None	3 minutes	<i>Fisheries Staff</i>
1.4. If the client is not registered, fill-out the Fisherfolk Registration	1.4. Check if client is a registered fisherfolk.	None	3 minutes	
1.5. Fill-out Vessel/Gear Registration Application/Renewal form at the City Agriculture Office-Fishery Sector	1.5. Receive and assess the form for completeness of information	None	3 minutes	
	1.5 Evaluation of Pre-Required Documents <i>*If approved, proceed to next step</i> <i>*If disapproved, client will be notified of lacking documents or reason of pending status</i>	None	5 minutes	
2. Payment				
2.1. Proceed to City Treasurer's Office and pay the necessary clearances and required payment/fees:	2.1. Issuance of Payment Order Form and advise the Client to proceed to Window No. 6 of the City Treasurer's Office for payment	None	10 minutes	<i>City Treasurer's Office Staff</i>
	GEAR LICENSE			
	*Drift Gill Net (Liting, Pamo)	PHP 200.00		
	*Multiple Long Line, Trolling	PHP 100.00		
	*Gill Net	PHP 15.00/unit		
	*Modified Lift net (Bintol)	PHP 150.00		
	*Crab Lift Net (Bintol), Crab pot (Nasa-Alimasag)	PHP 50.00		
	*Fishpot (Nasa-isda)	PHP 200.00		
*Spear Gun, Squid Jigger, Hook and Line, Cast Net, Other Gears	PHP 25.00			



	Man Push Net (Sayudsod)	PHP 50.00		
	Scoop Net (Sagap)	PHP 50.00		
	FISHING BOAT/VESSEL PERMIT FEE			
	*0.001-100 GRT	PHP 150.00		
	*1.01-2.00 GRT	PHP 200.00		
	*2.01-3.00 GRT	PHP 250.00		
	Application Fee	PHP 50.00		
	Mayor's Permit	PHP 50.00		
	Business Inspection Fee	PHP 200.00		
	Sticker (for renewal)	PHP 100.00		
	CLEARANCES			
	*Mayor's Clearances	PHP 50.00		
	*Account Clearance	PHP 50.00 for renewal		
	*ICT FEE	PHP 25.00		
2.2. Proceed to the City Agriculture Office-Fishery Sector for the following:	2.2. Check for the Official receipt of payment for printing of the following: *Motorized Fishing Boat and Gear License Certificate (MFBGLC) /Mayor' s Clearance *Mayor's Permit (Fishing)	None	5 minutes	<i>Fisheries Staff</i>
3.Approval and Releasing				
	3.1 Releasing of MFBGLC and update masterlist	None	5 minutes	<i>Fisheries Staff</i>
	TOTAL	Corresponding payment per Vessel/ Gear applies	40 mins.	



1.7 Requisition of E-Kawayan Products

Promotion and marketing of E-Kawayan products

Office or Division:	City Agriculture Office			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to the Transacting Public			
Who may avail:	All interested clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Slip Form			City Agriculture Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of Request				
1.1. Sign the Visitor's Logbook in the Office Information desk	1.1. Give the Visitor's Logbook	None	5 minutes	<i>Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer), E-Kawayan Focal Person</i>
1.2. Request for E-kawayan product	1.2 Advise the Client to fill-out the request slip form	None	5 minutes	
1.3. Fill-out and submit the Request Slip Form	1.3 Receive the request slip form	None	5 minutes	
	1.3.1 Endorse request to the E-Kawayan Focal Person (Jaime C. Navarro) for verification	None	5 minutes	<i>Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer)</i>
	1.3.2. Record request / order on the Logbook	None	5 minutes	<i>Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer), E-Kawayan Focal Person</i>
2. Processing / Manufacturing of Request				
	2.1. Start manufacturing the requested order/product	None	19 days	<i>Senior Administrative Assistant II/E-Kawayan Focal Person, Machinist III, Administrative Assistant IV, Administrative Aide II</i>
3. Payment and Releasing				
3.1.Acknowledge confirmation of the completion of request and proceed to City Agriculture Office	3.1.Advise client to claim / pay requested product	Corresponding payment per product applies	5 minutes	<i>Senior Administrative Assistant II, Agriculture Staff (Information Desk Officer), Senior Administrative Assistant II/E-Kawayan Focal Person</i>
3.2. Pay the products ordered and present receipt of payment	3.2 Photocopy the receipt and file / record	None	5 minutes	



	3.2.1 Release the product to the client	None	5 minutes	
	TOTAL	Corresponding payment per product applies	19 days 40 minutes	

1.8 Provision of Farm Machinery Services

To provide farm machinery services to the constituents of the City of Alaminos.

Office or Division:	City Agriculture Office			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to the Transacting Public			
Who may avail:	All interested clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip Form		City Agriculture Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Request				
1.1. Sign the Visitor's Logbook in the Office Information desk	1.1. Give the Visitor's Logbook	None	5 minutes	<i>Farm Superintendent II</i>
1.2. Request for Farm Machinery service/s	1.2 Advise the Client to fill-out the request slip form	None	5 minutes	
1.3. Fill-out and submit the Request Slip Form	1.3. Receive the request slip form	None	5 minutes	
	1.3.1 Check for availability on the Calendar of Farm Machinery Schedule	None	5 minutes	
	1.3.2 Record request on the Reservation Record Logbook	None	5 minutes	
2. Processing of Request				
	2.1.1 Issue the Dispatch slip form to the Farm Machinery Operator	None	5 minutes	<i>Farm Superintendent II</i>
	2.2.1 Perform the requested service/s on the scheduled date	None	1 day	<i>Farm Machinery Operators (Administrative Aide I, Administrative Aide)</i>
3. Payment				
3.1. Sign the Dispatch Slip Form (proof of service rendered)	3.1 Advise the client to sign the Dispatch Slip form	None	5 minutes	<i>Farm Machinery Operators</i>



3.2. Pay the service/s availed	3.2. Issue an Official Receipt	For 4-Wheel Tractor Php 800.00/hr For Rice Combine Harvester 10% of the total no. of bags harvested For Recirculating Dryer Php 1,500.00/batch For Riding-type Rice Transplanter Php 7,500/hectare	5 minutes	<i>Farm Superintendent II</i>
	TOTAL	Corresponding payment per service/s applies	1 day and 40 minutes	



ECONOMIC SERVICES

2. City Veterinary Office External Services



2.1 Anti-Rabies Vaccination for Walk-in Clients

Anti-rabies vaccination for dogs and cats three (3) months and above against the dreaded zoonotic rabies disease in accordance to R.A. 9482 or National Rabies Act of 2007 and Veterinary Code of Alaminos City.

Office or Division:	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	Pet owners of Alaminos City and other towns nearby			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pet Owners shall bring their pets in our office	1.1 Assist and Interview the Client	None	2 minutes	<i>Administrative Assistant III (Computer Operator II)</i>
2. Pet Owners shall inquire for requirements	2.1 Assist and Interview the Client	None	3 minutes	<i>Administrative Assistant III (Computer Operator II)</i>
	2.2 Vaccine preparation and inoculation	None	1 minute	<i>City Veterinarian, Veterinarian III, Veterinarian II or Administrative Officer V</i>
	2.3 Post - vaccination examination	None	3 minutes	
3. Check at Personal Information System	3.1. Check at Personal Information System if the client was already enrolled at PIS so he/she can avail the services and can pay the fees and charges. 3.2 if not yet enrolled at PIS advice the client to proceed at MIS to enroll his/her datum.	none	2 minutes	<i>Administrative Assistant III (Computer Operator II)</i>
4. Sign the logbook and receive form	4.1 Print Registration Form and release the animal	None	1 min	<i>Administrative Assistant III (Computer Operator II)</i>
5. Applicants shall pay the following fees	5.1 Issue Official Receipt	Registration Fee	Php 75.00	<i>Ticket Checker</i>
	<i>*If pet is not yet registered</i>	ICT Fee Anti-Rabies Fee	Php 25.00 Php 300.00	
	TOTAL	Registered Pet Php 300.00/pet Not Registered Pet Php 400.00/pet	15 MINUTES	



2.2 Walk-in Veterinary Services

To serve walk - in client who seek veterinary services.

Office or Division:	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	Pet owners of Alaminos City and other towns nearby			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients shall bring their pets in our office	1.1 Interview and log the Client's and pet's information	None	5 minutes	<i>Administrative Assistant III (Computer Operator II)</i>
2. Client shall sign the consent form	2.1 Check and diagnose the animal	None	10 minutes	<i>City Veterinarian, Veterinarian III, Veterinarian II or Administrative Officer V</i>
	2.2 Treat the animal	None	30 minutes	
	2.3 Post - vaccination examination	None	3 minutes	
	2.4 Fill-up and file the Veterinary Medical Record	None	3 minutes	
	2.5 Prescribe medication and observation to animal	None	5 minutes	
	2.6 Release the animal	None	1 min	<i>Administrative Assistant III (Computer Operator II)</i>
	TOTAL	None	54 MINUTES	



2.3 Pet Registration

To register all pet animals as database for planning, budgeting and regulation in accordance with provision of IRR of the Alaminos City Veterinary Code.

Office or Division:	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	Pet owners of Alaminos City and other towns nearby			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pet Owners shall bring their pets in our office	1.1 Assist and Interview the Client	None	2 mins	<i>Administrative Assistant III (Computer Operator II)</i>
2. Pet Owners shall inquire for requirements	2.1 Assist and Interview the Client	None	3 mins	
3. Client shall fill up Pre - Registration Form	3.1 Encode the information into the PetRis System (database) and print Pet Registration Form	None	5 mins	
4. Applicants shall pay the following fees	4.1 Issue Official Receipt Registration Fee ICT Fee	Php 75.00 Php 25.00	3 minutes	<i>Ticket Checker</i>
5. Sign the logbook and receive Pet Registration Form	5. Release the animal.	None	1 minute	<i>Administrative Assistant III (Computer Operator II)</i>
TOTAL		Php 100.00	12 MINUTES	



2.4 Slaughtering and Meat Inspection Services

To produce a safe, clean, wholesome and quality meat that are fit for domestic consumption.

Office or Division:	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Stakeholders of Alaminos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate Of Ownership		City Treasurers Office		
Brgy. Certification		Barangay Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure certificate of ownership at the City Treasurer's Office (CTO)/Slaughterhouse section. (original copy is needed to submit)	1.1 Advice Traders to secure documents	None	5 minutes	<i>Slaughterhouse Master III</i>
2. Proceed to Veterinary Office and bring their animals for inspection	2.1 Inspect - Re-Inspect Animals for slaughter and issue Veterinary Health Certificate	None	5 minutes	<i>City Veterinarian, Veterinarian III, Veterinarian II, Administrative Officer V, Slaughterhouse Master II or Livestock Inspector I</i>
3. Applicants shall pay the following fees. (Note: the following charges will multiply to the number according on how many animal shall be enter for slaughter except for the ICT Fee)	4. Collect fees and issue Official Receipt		5 minutes	<i>Slaughterhouse Master III Or Ticket Checker</i>
	Hog/Goat	PHP 25.00		
	ICT	PHP 40.00		
	Facility Fee	PHP 30.00		
	Service Fee	PHP 10.00		
Ante-Mortem Fee	PHP 20.00			
Corral Fee	PHP 30.00			
Post-Mortem Fee	PHP 30.00			
Slaughter Fee	PHP 20.00			
Slaughter Permit				
Cattle/Carabao				<i>Slaughterhouse Master III Or Ticket Checker</i>
	ICT	PHP 25.00		
	Facility Fee	PHP 60.00		
Service Fee	PHP 60.00			



	Ante-Mortem Fee	PHP 20.00		
	Corral Fee	PHP 40.00		
	Post-Mortem Fee	PHP 50.00		
	Slaughter Fee	PHP 50.00		
	Slaughter Permit	PHP 50.00		
	Transfer			<i>Slaughterhouse Master III Or Ticket Checker</i>
	ICT	PHP 25.00		
	Documentary Stamp	PHP 30.00		
	Market Fee	PHP 10.00		
	Miscellaneous Fee	PHP 10.00		
	Accountable Form #52	PHP 10.00		
	Ownership			<i>Slaughterhouse Master III Or Ticket Checker</i>
	ICT	PHP 25.00		
	Documentary Stamp	PHP 30.00		
	Livestock Development Fund	PHP 2.00		
	Market Fee	PHP 1.00		
	Miscellaneous Fee	PHP 15.00		
	Accountable Form #53	PHP 5.00		
	3.1 Receiving/ Conducting Ante-Mortem Inspection	None	10 mins.	<i>Slaughterhouse Master III, Meat Inspector III or Meat Inspector I</i>
	3.2 Slaughtering operation/Conduct Post Mortem Inspection and dispatch meat to city markets	None	7 hrs.	<i>Slaughterhouse Master III, Meat Inspector III or Meat Inspector I</i>
	3.3 Conduct Post-Abattoir Meat Inspection at city markets and other meat establishment	None	4 hrs.	<i>Slaughterhouse Master III, Meat Inspector III or Meat Inspector I</i>
	3.4 Issuance of the Meat Inspection Certificate	None	2 mins.	<i>Slaughterhouse Master III, Meat Inspector III or Meat Inspector I</i>
	TOTAL	Hog/Sheep/Goat Php 205/head Cattle/Carabao Php 355/head Additional Payment:	11 hrs. & 32 minutes	



		<p>Php78.00 if the stakeholder has no Cert. of Ownership</p> <p>Php85.00 for transfer of ownership if the the stakeholder's Cert. of Ownership is not under his/her name</p>		
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2.5 Veterinary Extension Services (Field, Home)

To attend Veterinary related activities such as but not limited to: Treatment of Animal Diseases, Prevention and Control of Animal Diseases and Surgeries.

Office or Division:	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Livestock Farmers and Pet Owners of Alaminos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/animal owner inquire requirements	1.1 Interview clients and logging of Client/Animal owner's complete address and availability	None	5 minutes	<i>Administrative Assistant III (Computer Operator II) City Veterinarian, Veterinarian III, Veterinarian II or Administrative Officer V</i>
	1.1 Preparation and travel to client's place for service	None	30 minutes depends on address distance	
	1.2 Assess animal condition	None	15 minutes.	
	1.3 Treatment/ Medication and other procedures	None	30 minutes	
	1.4 Post treatment advice and prescription	None	10 minutes	
TOTAL		None	1 hr. & 30 minutes	



2.6 Deworming of Small and Large Animals (i.e. Goat, Sheep, Cattle and Carabao)

All Ruminants must be drench/orally given dewormer for economical considerations.

Office or Division:	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Livestock Farmers of Alaminos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
N/A		N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client/animal owner inquire requirements	1. Interview clients and logging of Client/Animal owner's complete address and availability	None	5 minutes	<i>Administrative Assistant III (Computer Operator II)</i>
	1.1 Preparation and travel to client's place for service	None	5 minutes	<i>City Veterinarian, Veterinarian III, Veterinarian II or Administrative Officer V</i>
	1.2 Assess animal condition	None	10 minutes	
	1.3 If animal is suitable for deworming - drench deworming	None	2 minutes	
	1.4 Post deworming advice, recording	None	5 minutes	
TOTAL		None	27 MINUTES	

2.7 Issuance of Veterinary Health Certificate

To inspect and re-inspect animals for slaughter and transport purposes. To produce a safe, clean, wholesome and quality meat that are fit for domestic consumption.

Office or Division:	City Veterinary Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Stakeholders of Alaminos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Brgy. Certification		Brgy. Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Stakeholder shall bring their animals for inspection	1.1 Livestock Inspectors will inspect and passing the animals	None	2 minutes	<i>Slaughterhouse Master II or Livestock Inspector I</i>



	1.2 Veterinarian will issue Veterinary Health Certificate	None	2 minutes	<i>City Veterinarian, Veterinarian III, Veterinarian II or Administrative Officer V</i>
2. Stake Holder shall pay the Veterinary Health Certificate	2.1 bonded Collector shall collect the payment	VHC Php 20.00 ICT – Php 25 Note: Per transaction	2 minutes	<i>Slaughterhouse Master III Or Ticket Checker</i>
3. Stakeholder shall sign the logbook	3.1 Administrative Staff will log to the logbook and release the Veterinary Health Certificate and release the animal for slaughter	None	1 minute	<i>Administrative Assistant III (Computer Operator II)</i>
	TOTAL	Php 45.00 per transaction	7 MINUTES	



ECONOMIC SERVICES

3. City Cooperative's Office External Services



3.1 Organizing and Registration of Cooperative and Association

This cover all groups from the different sectors within the city that seek assistance on how to establish an organization and to register it at Security Exchange Commission (SEC), Cooperative Development Authority (CDA) and Department of Labor and Employment (DOLE).

Office or Division:	City Cooperatives Office
Classification:	Highly Technical
Type of Transaction:	G2C-Government to Citizen
Who may avail:	Group who wants to register as an association or cooperative
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Name of Proposed Organization	Client
2. Pre- Registration Requirements	City Cooperatives Office
<p>A. CDA Requirements:</p> <ol style="list-style-type: none"> 1. Economic Survey, duly notarized; 2. Article of Cooperation, duly notarized; 3. Surety bond of accountable officers; 4. Treasurer's Affidavit, duly notarized; 5. Approved Cooperative Name Reservation Slip; 6. Certificate of PMES. <p>B. SEC Requirements:</p> <ol style="list-style-type: none"> 1. Accomplished On-line Application Form; (Name of the Association, Principal Address of the Association, Complete Name of Incorporators and Officers; Birthdate of the Incorporators; Tax Identification Number of the Incorporators; Capitalization of the Association; Date of Annual Meeting; 2. Pay Registration Fee. <p>C. DOLE Requirements:</p> <ol style="list-style-type: none"> 1. Accomplished Application Form; 2. Request Letter to Regional Director; 3. Minutes of Organizational Meeting with Attendance; 4. List of Officers and Members with complete address; 5. Constitution and By Laws; 6. Financial Report if existing for one (1) year or more. 	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request Form				
1. Fill-up Request form	1.1 Receive accomplished Request Form	None	1 minute	<i>Administrative Assistant III (Computer Operator II) or Cooperatives Dev't. Specialist I</i>
	1.2 Interview and assess the client to see if they are ready to organize.	None	10 minutes	<i>City Cooperatives Dev't Officer I Senior Cooperatives Dev't Specialist Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist I</i>
	1.3 Explain & provide checklist of SEC/DOLE/CDA Registration Requirements	None	5 minutes	<i>City Cooperatives Dev't Officer I or Senior Cooperatives Dev't Specialist</i>
	1.4 Schedule the Pre-Membership Education Seminar for the proposed cooperative/association.	None	2 minutes	
2. Conduct Pre- Membership Education Seminar (PMES) and Pre-Registration Seminar (PRS)				
	2.1 Write request letter to CDA for the conduct of Pre Registration Seminar	None	5 minutes	<i>City Cooperatives Dev't Officer I or Senior Cooperatives Dev't Specialist</i>
	2.2 Upon approval, inform the proposed Cooperative of the schedule date of PRS	None	5 minutes	<i>Senior Cooperatives Dev't Specialist Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist I</i>
2.3. Prepare venue and ensure members' attendance (For Cooperative)	2.3 Assist the CDA during the PRS seminar and act as secretariat	None	8 hours	<i>City Cooperatives Dev't Officer I Senior Cooperatives Dev't Specialist Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist I/ Administrative Assistant II (Clerk IV)</i>
3. Register Cooperative and Association				
3.1 Submit Requirements for registration (Cooperative)	3.1 Conduct online Registration for the proposed cooperative (Accomplish Application Form)	None	1 hour	<i>Senior Cooperatives Dev't Specialist Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist I</i>
	3.1.1 Prepare documents and submit to CDA portal the following requirements: Economic Survey; Four copies of Duly notarized Articles of Cooperation and By-Laws; Surety bond of accountable officers; Treasurer's Affidavit.	None	5 days	<i>City Cooperatives Dev't Officer I Senior Cooperatives Dev't Specialist Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist I</i>



	Approved Cooperative Name Reservation Slip. Certificate of PMES			
	3.1.2 Coordinate with CDA for any corrections r approvals of the documents	None	20 minutes	<i>City Cooperatives Dev't Officer I Senior Cooperatives Dev't Specialist Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist I</i>
3.2 Submit the documents at pay the registration at CDA	3.2 Review a hard copy of documents and advise clients to submit them to the CDA	None	10 minutes	
	3.2.1 Coordinate with CDA for the schedule release of Certificate of Registration	None	2 minutes	
3.3 Claim COR at CDA	3.3 Inform the client to claim the COR at the CDA office	None	1 minutes	
3.4 Submit SEC Requirements for registration (Association)	3.4 Conduct online Registration to the proposed association (Accomplish Application Form)	None	5 minutes	<i>City Cooperatives Dev't Officer I Senior Cooperatives Dev't Specialist Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist I</i>
	3.4.1 Encode and submit documents to SEC portal for review and approval	None	1 hour	
	3.4.2 Once approved print five (5) copies of the documents for member's signature and to be notarized.	None	20 minutes	
	3.4.3 Submit a hard copy of the encoded documents to the SEC Office	None	4 hours	
	3.4.4 Follow up to the SEC the schedule of release of the Certificate of Registration	None	1 minute	
	3.4.5 Get the Certificate of Registration to the SEC Office and award to the association	None	8 hours	
3.5 Submit DOLE Requirements for registration (Association)	3.5 Request client to submit requirements for registration	None	2 minutes	<i>City Cooperatives Dev't Officer I Senior Cooperatives Dev't Specialist Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist I</i>
	3.5.1 Prepare and finalize documents and print in five (5) copies	None	1 hour	
	3.5.2 Advice the client to get Certification from PESO Officer	None	1 minute	
3.6 Submit in person the documents for registration	3.6.1 Verify the completeness of the documents and request that the clients submit the application for registration in person.	None	30 minutes	<i>City Cooperatives Dev't Officer I Senior Cooperatives Dev't Specialist</i>



3.7 Pick up COR	3.7.1 Coordinate with DOLE for the approval and release of COR	None	5 minutes	<i>Cooperatives Dev't. Specialist II</i> <i>Cooperatives Dev't. Specialist I</i>
4. Register at BIR				
	4.1 Advise the client to register their association with BIR	None	2 minutes	<i>City Cooperatives Dev't Officer I</i> <i>Senior Cooperatives Dev't Specialist</i> <i>Cooperatives Dev't. Specialist II</i> <i>Cooperatives Dev't. Specialist I</i>
	TOTAL	None	18 Days, 3 hour and 24 Minutes	

3.2 Training and Development

This covers all groups from the different sectors within the city that seek assistance for various trainings and development, including but not limited to capability and livelihood trainings.

Office or Division:	City Cooperatives Office			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Registered Cooperatives or Associations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		City Cooperatives Office		
2. Request Letter		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Identify Training and Development Program				
1.1 Fill-up Request form	1.1 Receive Request Form	None	1 minute	<i>Administrative Assistant III (Computer Operator II) or Cooperatives Dev't. Specialist I</i>
1.2 Fill-up Training Needs Survey Form: Livelihood or Capability Building	1.2 Identify the Training Needs based on the survey and the trainings available from CCO and National Agencies	None	5 minutes	<i>City Cooperatives Dev't Officer I</i> <i>Senior Cooperatives Dev't Specialist</i> <i>Cooperatives Dev't. Specialist II</i> <i>Cooperatives Dev't. Specialist I</i>
2. Establish Training and Development Program				
	2.1 Prepare Project Proposal	None	4 hours	<i>City Cooperatives Dev't Officer I</i> <i>Senior Cooperatives Dev't Specialist</i>



				<i>Cooperatives Dev't. Specialist II</i> <i>Cooperatives Dev't. Specialist I</i>
	2.2 Submit Project Proposal for Approval (Budget, Admin, Mayor)	None	10 minutes	<i>Senior Cooperatives Dev't Specialist</i> <i>Cooperatives Dev't. Specialist II</i> <i>Cooperatives Dev't. Specialist I</i>
	2.3 Process project proposal (BAC)	None	3 weeks	<i>BAC</i>
	2.4 Prepare materials and logistic needed	None	3 hours	<i>City Cooperatives Dev't Officer I</i> <i>Senior Cooperatives Dev't Specialist</i> <i>Cooperatives Dev't. Specialist II</i> <i>Cooperatives Dev't. Specialist I</i>
3. Implement Training and Development Program				
3.1. Ensure members' attendance (For Association)	3.1 Conduct training and development program	None	Depending on the type of trianing	<i>City Cooperatives Dev't Officer I</i> <i>Senior Cooperatives Dev't Specialist</i> <i>Cooperatives Dev't. Specialist II</i> <i>Cooperatives Dev't. Specialist I</i>
4. Evaluate Training and Development Program				
4. Assists CCO staff during evaluation survey	4.1 Conduct Training Evaluation Survey	None	5 minutes	<i>City Cooperatives Dev't Officer I</i> <i>Cooperatives Dev't. Specialist II</i> <i>Cooperatives Dev't. Specialist I</i>
	4.2 Prepare the activity report	None	20 minutes	
5. Monitor the training and Development Program				
	5.1 Monitor the Program as to its effectiveness	None	20 minutes	<i>City Cooperatives Dev't Officer I</i> <i>Cooperatives Dev't. Specialist II</i> <i>Cooperatives Dev't. Specialist I</i>
	5.2 Prepare monitoring report	None	10 minutes	
	TOTAL	None	16 Days, and 23 Minutes	



3.3 Issuance of Certificate of Good Standing/Compliance for Cooperatives

This covers to all cooperatives that secures business permits. (Pre-Requisite Document)

Office or Division:	City Cooperatives Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Cooperative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		City Cooperatives Office		
2. Copy of Submitted CAPR at CDA of the Previous Year		CDA/Cooperative		
3. Copy of Certificate of Registration and Articles and By-laws (for new cooperatives)		CDA/Cooperative		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Fill-up Request form	1.1 Receive Request Form	None	1 minute	<i>Administrative Assistant III (Computer Operator II) or Cooperatives Dev't. Specialist I</i>
1.2 Submit the Required Documents	1.2 Assess and check the submitted documents	None	4 minutes	<i>City Cooperatives Dev't Officer I Senior Cooperatives Dev't Specialist Cooperatives Dev't. Specialist II Cooperatives Dev't. Specialist I</i>
	1.3 Prepare the Certificate of Good Standing	None	5 minutes	<i>City Cooperatives Dev't Officer I Senior Cooperatives Dev't Specialist Cooperatives Dev't. Specialist II</i>
	1.4 Signed Certificate of Good Standing	None	1 Minute	<i>City Cooperatives Dev't Officer I Senior Cooperatives Dev't Specialist</i>
2. Receive the Certificate of Good Standing	2.1 File Copy of Certificate of Good Standing	None	1 minute	<i>Administrative Assistant III (Computer Operator II) or Cooperatives Dev't. Specialist I</i>
TOTAL		None	12 MINUTES	



ECONOMIC SERVICES

4. City Market and Cemetery Section External Services



4.1 Processing Application for Operation of Rolling Store

This service involves receipt of application for operation of rolling store (a mobile store, usually a cart, attached to a motorcycle or bicycle, selling food), inspection of rolling store and recommendation for issuance of business permit for Rolling Stores to the City Business Permit and Licensing Office.

Office or Division:	City Market and Cemetery Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Cedula (1 photocopy)		City Treasurer's Office or Barangay Hall		
Brgy. Clearance (1 photocopy)		Barangay in w/c the applicant resides		
Brgy. Clearance - Business to Operate (1 photocopy)		Barangay in w/c the applicant shall conduct his/her business		
Rolling Store (photo is acceptable)				
If motorized:				
a. Latest OR/CR (1 photocopy)		Applicant/LTO		
b. Driver's License 1 photocopy)		Applicant/LTO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the CMCS Service Request Log book.	1. Receive and review request.	None	5 minutes	Administrative Aide VI Administrative Aide IV Administrative Officer III
1.1 Present requirements.	1.1 Review requirements. a. If complete, endorse to CMCS Head. b. If incomplete, advise client to comply.			
2. Present rolling store or show photo of rolling store	2 Interview client and endorse to inspection staff.	None	10 minutes	Supervising Administrative Officer
	2.1 Conduct inspection and accomplish the Inspection and Recommendation Slip (IRS).	None	May vary, depending on location of rolling store	Administrative Aide VI Administrative Aide IV Administrative Aide III
3. Return to CMCS Head 3.1. Acknowledge receipt of IRS by signing the IRS Issuance Log book then proceed to City Business	3. Review accomplished IRS and advise client to proceed to CBPLO.	None	10 minutes	Supervising Administrative Officer
	If IRS indicates "passed", 3.1 Orient client on guidelines in operating rolling store			



Permit and Licensing Office (CBPLO).	3.2 Tick the "Recommended for Issuance of Business Permit" box on the IRS, sign the IRS and issue to client. 3.3. Advise client to proceed to CBPLO. If IRS indicates "To comply with required specifications", advise client to comply.			
	TOTAL	None	25 MINUTES	

4.2 Processing Application for Lease of Apartment-type Tombs at Public Cemetery

This service covers all applications for new lease and renewal of lease of 3-layer apartment type tombs in new public cemetery and 4-layer apartment type tombs in the old public cemetery of the City of Alaminos, Pangasinan.

Office or Division:	City Market and Cemetery Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NEW APPLICATION				
Death Certificate (1 photocopy)		Civil Registry Office		
Community Tax Certificate (1 photocopy) <i>If no CTC, present any valid ID</i>		City Treasurer's Office or Barangay Applicant		
FOR RENEWAL OF LEASE				
Community Tax Certificate (1 photocopy) <i>If no CTC, present any valid ID</i>		City Treasurer's Office or Barangay Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the CMCS Service Request Log book.	1. Receive and review request then endorse to staff-in-charge.	None	2 minutes	<i>Administrative Aide VI Administrative Aide IV Administrative Aide III Administrative Officer III</i>
2. Proceed to staff-in-charge.	2. Interview client. 2.1. For new application orient the client on the following: available apartment-type tomb, lease period, cost of lease per level and requirements for new lease.	None	10 minutes	



	2.2. For renewal, check Masterlist of Burial Space – Apartment-type for confirmation of expiration of lease and orient client on requirements and fees for renewal.			
3. Present requirements.	3. Review requirements for completeness.	None	2 minutes	<i>Administrative Aide VI Administrative Aide IV Administrative Officer III</i>
	3.1. If complete, enroll application in the Cemetery Registration Form and prepare Contract of Lease of Tomb (COLT) for new or renewal for review of client.		10 minutes (if requirements presented are complete)	
	3.2. If incomplete, advise client to complete the requirements.			
4. Review COLT.	4. Finalize COLT and advise client on next step.	None	5 minutes	<i>Administrative Aide VI Administrative Officer III</i>
4.1. If all information on COLT is correct, return to staff-in-charge for finalization.	4.1 If all information in the COLT is correct, print four (4) copies and advise client to sign the COLT.			
4.2. If a correction is to be made, inform staff-in-charge.	4.2. If a correction is to be made, edit and print four (4) copies and advise client to sign the COLT.			
4.3. Sign the COLT.	4.3. Advise client to: pay the required fees at the City Treasurer's Office, submit COLT to the City Mayor's Office for signature, and return to CMCS to provide photocopy of proof of payment.			
	New Cemetery apartment-type tombs	PhP		
	Level 1	7,000.00		
	Level 2	6,000.00		
	Level 3	5,000.00		
		6 years		
	Old Cemetery apartment type tomb	PhP		
	Level 1	6,000.00		
	Level 2	5,000.00		
	Level 3 and 4	4,000.00		
		6 years		
	Exhumation fee	PhP 200.00		



	Burial fee	PhP 100.00		
	ICT fee:	PhP 25.00		
5. Submit photocopy of proof of payment and/or notarized COLT.	5. File proof of payment and/or notarized COLT	None	1 minute	<i>Administrative Aide VI Administrative Officer III</i>
5.1. If COLT was signed by the City Mayor on the same day of application, have the COLT notarized then submit notarized COLT and proof of payment to CMCS staff-in-charge.	5.1. If COLT was notarized, issue client's copy to the client and file office copy.			
5.2. If COLT was not signed on the same day of application, submit photocopy of proof of payment to CMCS staff-in-charge.	5.2. If COLT was not signed by the City Mayor on the same day of application, follow-up the status and inform client via SMS and advise to have the signed COLT notarized.			
	TOTAL	New Cemetery Apartment-type Tombs Rental Fee + Burial Fee+ Exhumation Fee+ ICT Fee Rental Rates: Level 1 PhP 7,325.00 Level 2 PhP 6,325.00 Level 3 PhP 5,325.00 (for 6 years) Old Cemetery Apartment-type Tombs Rental Fee + Burial Fee+ Exhumation Fee+ ICT Fee Rental Rates: Level 1 PhP 6,325.00 Level 2 PhP 5,325.00 Level 3 PhP 4,325.00 Level 4 PhP 4,325.00 (for 6 years)	30 minutes	



4.3 Processing Application for Lease of Cemetery Lot at Public Cemetery

This service covers all applications for new lease and renewal of lease of cemetery lots in the old public cemetery of the City of Alaminos, Pangasinan.

Office or Division:	City Market and Cemetery Section			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NEW APPLICATION				
Death Certificate		City Civil Registrar or Civil Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the CMCS Service Request Log book.	1. Receive and review request then endorse client to staff in charge.	None	2 minutes	<i>Administrative Aide VI Administrative Aide IV Administrative Aide III Administrative Officer III</i>
2. Proceed to staff-in-charge.	2. Interview client.	None	10 minutes	<i>Administrative Aide VI Administrative Officer III</i>
	2.1. For new application, check Masterlist of Old Public Cemetery Burials for any vacant lots to lease. If None, recommend other available burial spaces for lease.			
	2.2. For renewal, check Masterlist of Old Public Cemetery Burials for confirmation of expiration of lease and orient client on requirements and fees for renewal.			
3. Submit requirements.	3. Review requirements for completeness.	None	10 minutes	<i>Administrative Aide VI Administrative Officer III</i>
	3.1. If complete, register/record the application or renewal in the Cemetery Lot Rental Logbook, then advise client to pay required fees at the City Treasurer's Office			
	Lot rental (for lease period of 6 years).	PHP 1,000.00		
	3.2. If incomplete, advise client to complete the requirements.			



4. Submit photocopy of proof of payment.	4. Prepare Cemetery Lot Rental Certificate (CLRC) and advise client to sign the Certificate.	None	5 minutes	<i>Administrative Aide VI Administrative Officer III Supervising Administrative Officer</i>
4.1 Sign the Cemetery Lot Rental Certificate (CLRC).	4.1 Sign the CLRC and issue the Certificate to client.			
4.2. Acknowledge receipt of Certificate by signing CLRC Issuance Logbook.	4.2 Advise client to sign the CLRC Issuance Logbook.			
	TOTAL	Php 1,000.00	27 MINUTES	



ECONOMIC SERVICES

5. City Business Permit and Licensing Office External Services



5.1 On-site Application for New Business Permit

Provide Mayor's and Business Permit

Office/Division:	Business Permit & Licensing Office			
Classification:	G2B			
Type of Transaction:	Simple			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Community Tax Certificate (CTC) (Original)		Barangay Hall or City Treasurer		
Barangay Clearance(1 Photocopy)-If not yet integrated in iBPLS		Where business establishment is located.		
Owner and Representative must enrolled to Personal Information System (PIS)		Management Information System (MIS)		
Contract of Lease if Lessee / Mayor's Permit of the Lessor / Letter of Consent / Tax Declaration of the Property (Photocopy) /Certification from Alaminos City Tourism & Cultural Affairs Office (Photo Copy) / Inspection and Recommendation slip from City Market & Cemetery Section Office		Property Owner/ Alaminos City Tourism & Cultural Affairs Office / Market & Cemetery Office		City
Special Power of Attorney (SPA) or Authorization letter from the business owner (Photocopy)		Business Owner		
License from National Government Agencies (Photocopy)		BSP, FDA, DENR, DFA, PCSO, DOLE, DOE, DOT, HLURB/DHSUD, and other concerned agencies (if needed)		
Certificate of Registration for Sole Proprietorship, Partnership / Corporation (Photocopy)		DTI, SEC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Proceed to Business One Stop Shop (BOSS) for submission, of pre-requirements and application form for Mayor's Permit.	1. BPLO-1 Verifies if all the pre-requirements are secured and if application form is properly filled out, encode and issues one (1) time assessment for Mayor's Permit and other regulatory fees.	None	25 minutes	<i>Licensing Officer II License Inspector I/ Administrative Aide IV/ Administrative Aide I</i>



Step 2. Payment of Mayor's Permit and other regulatory fees.	2. CTO accept payment of Mayor's Permit and other regulatory fees	Mayor's Permit	Fee will depend on capitalization refer to Revenue Code Chapter III. Permit and Regulatory Fees Article A	10 minutes	City Treasurers Office (CTro) Staff
		Business Plate	Php 200.00		
		Business Inspection fee will depend on type/nature of business			
		Zoning Clearance	Php 20.00		
		Real Property Tax Clearance	Php 50.00		
		Sanitary Permit	Php 100.00		
		Sanitary Inspection	based on area		
		Documentary stamp	Php 90.00		
		ICT Fee	Php 25.00		
Step 3. Securing of Mayor's Permit.	3. BPLO-2 Print and release Mayor's Permit and Business Plate.	None		25 minutes	Administrative Aide III Licensing Officer I/ Licensing Officer II
Note: Zoning Clearance, Real Property Tax Clearance , Sanitary Permit, Fire Safety Inspection Certificate (FSIC) must copy within 30 calendar days from release of Mayor's / Business Permit.		Php 485.00 + Mayor's Permit Fee (depend on capitalization and nature of business) + 15%of total fees and charges (FSIC) + Sanitary Inspection fee (based on area)		60 minutes	



5.2 On-site Application for Renewal of Business Permit

Provide Mayor's and Business Permit

Office/Division:	Business Permit & Licensing Office				
Classification:	G2B				
Type of Transaction:	Simple				
Who may avail:	All				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
Real Property Tax Clearance		City Treasurer Office			
Barangay Clearance(1 Photocopy)-If not yet integrated in iBPLS		Where business establishment is located.			
Owner and Representative must enrolled to Personal Information System (PIS)		Management Information System (MIS)			
Contract of Lease (Photocopy) - if expired/ Alaminos City Tourism & Cultural Affairs Office (Photo Copy) / Inspection and Recommendation slip from City Market & Cemetery Section Office.		Property Owner / City Tourism & Cultural Affairs Office/ City Market & Cemetery Section Office			
License from National Government Agencies (Photocopy) -if there are changes to be made		BSP, FDA, DENR, DFA, PCSO,DOLE,DOE,DOT,HLURB/DHSUD, and other concerned agencies (if needed)			
Certificate of Registration for Sole Proprietorship, Partnership / Corporation (Photocopy)- if there are changes to be made		DTI, SEC			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
Step 1. Proceed to Business One Stop Shop (BOSS) Submit pre-requirements needed.	1. BPLO 1 - Verifies if all the required pre-requirements are complete	None		10 Minutes	<i>License Inspector I/ Licensing Officer II</i>
Step 2. Assessment and payment.	2. CTO - Assess Gross Sales/Receipts and accepts payment of business taxes and other fees.	Account Clearance	Php 50.00	30 minutes	<i>City Treasurer's Office (Ctro) Staff</i>
		Building Clearance	Php 20.00		
		Sanitary Permit	Php 100.00		
		Sanitary Inspection	based on area		
		Documentary stamp	Php 60.00		
		ICT Fee	Php 25.00		
Step 3. Securing of Mayor's Permit and sticker.	3. BPLO-2 Print and release of Mayor's Permit and sticker.	None		20 Minutes	<i>Administrative Aide I, Administrative Aide III, Administrative Aide IV,</i>



				Licensing Officer I/ Licensing Officer II
Note: Account Clearance, Building Clearance, Sanitary Permit, Fire Safety Inspection Certificate (FSIC) must comply within 30 calendar days from release of Mayor's / Business Permit.		Php 225.00 + Mayor's Permit Fee and Business Tax (depend on gross sales/receipts) + 15%of total fees and charges (FSIC) + Sanitary Inspection fee (based on area)	60 Minutes	

5.3 Online Filing of Application for New Business Permit (eBOSS)

Provide Mayor's and Business Permit

Office/Division:	Business Permit & Licensing Office		
Classification:	G2B		
Type of Transaction:	Simple		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Community Tax Certificate (CTC)		Barangay Hall or City Treasurer	
Barangay Clearance		Where business establishment is located if Barangay is not integrated with iBPLS	
Owner and Representative must enrolled to Personal Information System (PIS)		Management Information System(MIS) Note: If the client/representative is not yet PIS enrolled , request PIS Form and submit online	
Contract of Lease if lessee / Mayor's Permit of the Lessor / Letter of Consent / Tax Declaration of the Property		Lessor Property Owner	
Certification from Alaminos City Tourism and Cultural Affairs Office		Alaminos City Tourism and Cultural Affairs Office	
Certification/Inspection and Recommendation slip from City Market and Cemetery Section		City Market and Cemetery Section	
Special Power of Attorney (SPA) or Authorization letter from the business owner		Notary Public Business Owner	
License from National Government Agencies		BSP, FDA, DENR, DFA, PCSO, CDA,DOLE,DOE,DOT,HLURB/DHSUD,PNP and other concern agencies (if needed)	
Certificate of Registration for Sole Proprietorship, Partnership / Corporation		DTI, SEC	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Message BPLO FB Messenger to request downloadable link of business application form and submit thru email: bploalaminocity@gmail.com or FB Messenger: https://www.facebook.com/profile.php?id=100086496702196 and Submit Application form and scanned copies/picture of Requirements for Mayor's Permit.	1. Assist client and verify submitted pre-requirements and application form	None	15 minutes	<i>Licensed Inspector I Administrative Aide IV</i>
	1.1 Encode business data & Issues one (1) time assessment for regulatory fees thru email or FB Messenger.	None	15 minutes	<i>Licensing Officer II Licensing Officer I</i>
2. Pay via bank transfer, e-Money transfer to City Government Landbank Account No. 1272101864 for Payment of Mayor's Permit and other regulatory fees and send proof of deposit/transfer via email or FB Messenger of the City Treasurer's Office email: cto.alaminocity.pangasinan@gmail.com, FB Messenger: https://www.facebook.com/CTOAlaminosCity	2. City Treasurer's Office staff shall verify proof of payment and accept the payment.	None	10 minutes	<i>City Treasurer Staff</i>
	<p style="text-align: center;">Mayor's Permit</p>	<i>Fee will depend on capitalization - refer to Revenue Code Chapter III. PERMIT and REGULATORY FEES Article A</i>		
	<p style="text-align: center;">Business Plate</p>	Php 200.00		
	<p style="text-align: center;">Business Inspection fee</p>	<i>Depend on nature/type of business</i>		
	<p style="text-align: center;">Fire Safety Inspection Certificate</p>	15% of total fees and charge		
	<p style="text-align: center;">Zoning Clearance</p>	Php 20.00		
	<p style="text-align: center;">Real Property Tax Clearance</p>	Php 50.00		
	<p style="text-align: center;">Sanitary Permit</p>	Php 100.00		
	<p style="text-align: center;">Sanitary Inspection</p>	<i>based on area</i>		
	<p style="text-align: center;">Documentary stamp</p>	Php 60.00		
<p style="text-align: center;">ICT Fee</p>	Php 25.00			



3. Print Mayor's Permit and post in conspicuous place within the business establishment. Comply with post requirements within 15 working days.	3. Send e-File of Mayor's Permit, Post-requirements list to be complied within 15 working days upon receipt and Orientation Checklist	None	10 minutes	Licensing Officer II Licensing Officer I
	Php 455 + Mayor's Permit Fee (depend on capitalization) + 15% of total fees and charges (FSIC)+Sanitary Inspection Fee (based on area)	50 minutes		

5.4 Online Filing of Application for Renewal of Business Permit (eBOSS)

Provide Mayor's and Business Permit

Office/Division:	Business Permit & Licensing Office		
Classification:	G2B		
Type of Transaction:	Simple		
Who may avail:	All		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
Community Tax Certificate (CTC) (Original)	Barangay Hall or City Treasurer		
Barangay Clearance (Optional)	Where business establishment is located if Barangay is not integrated with iBPLS		
Owner and Representative must enrolled to Personal Information System (PIS)	Management Information System(MIS) Note: If the client/representative is not yet PIS enrolled , request PIS Form and submit online		
Contract of Lease -if expired	Lessor		
Certification from Alaminos City Tourism and Cultural Affairs Office	Alaminos City Tourism and Cultural Affairs Office		
Certification/Inspection and Recommendation slip from City Market and Cemetery Section	City Market and Cemetery Section		
Special Power of Attorney (SPA) or Authorization letter from the business owner	Notary Public Business Owner		
License from National Government Agencies -if there are changes to be made	BSP, FDA, DENR, DFA, PCSO, CDA,DOLE,DOE,DOT,HLURB/DHSUD,PNP and other concern agencies (if needed)		
Certificate of Registration for Sole Proprietorship, Partnership / Corporation -if there are changes to be made	DTI, SEC		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Message BPLO FB Messenger and submit scanned copies/pictures of pre-requirements for Mayor's Permit thru email: bploalaminocity@gmail.com or FB Messenger: https://www.facebook.com/profile.php?id=100086496702196	1. Verify submitted pre-requirements.	None	15 minutes	Licensing Officer II Licensed Inspector I Administrative Aide IV
	1.1 Issuance of Payment Order Form (POF) thru email or FB Messenger.	None	15 minutes	Licensing Officer II Licensing Officer I
2. Send private message to CTO FB Messenger to request assessment of gross sales/receipts and pay via bank transfer, e-Money transfer to City Government Landbank Account No. 1272101864 for Payment of Mayor's Permit and other regulatory fees and send proof of deposit/transfer via email or FB Messenger of the City Treasurer's Office : email: cto.alaminocity.pangasinan@gmail.com, FB Messenger: https://www.facebook.com/CTOAlaminosCity	2. City Treasurer's Office staff shall verify proof of payment and accept the payment			City Treasurer Staff
	Account Clearance	Php 50.00		
	Building Clearance	Php 20.00		
	Sanitary Permit	Php 100.00		
	Sanitary Inspection	based on area		
	Fire Safety Inspection Certificate	15% of total fees and charges		
	Real Property Tax Clearance	Php 50.00		
	ICT FEE	Php 25.00		
	Documentary stamp	Php 90.00		
	2.1 Issuance of clearances, assessment of gross sales/receipts thru email or FB Messenger			
3. Print Mayor's Permit and post in conspicuous place	3. Send e-File of Mayor's Permit	None	10 minutes	Licensing Officer II Licensing Officer I



within the business establishment.			
	TOTAL	Php 335 + Mayor's Permit Fee (depend on gross sales/receipts)+ 15% of total fees and charges (FSIC)+Sanitary Inspection Fee (based on area)	40 minutes

5.5 Issuance of General Permit

Issue general permit to Cooperative, Association/Foundation, Chainsaw Operators, Firecracker Stallholders, Lucap Wharf Vendors, Permit for Promotions & Exhibitors, Cemetery Stallholders, Fishtrap/ Fishpen & Fishpond.

Office or Division:	Business Permit & Licensing Office
Classification:	Simple
Type of Transaction:	G2B
Who may avail:	All

For COOPERATIVE:

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Information System (PIS) if not yet enrolled		Management Information Office (MIS)		
Community Tax Certificate (CTC)		Barangay Hall / City Treasurer's Office		
Barangay Clearance		Where business is located		
License from National Agencies		CDA		
Certificate of Compliance		City Cooperative Office		
SPA or Authorization Letter of Representative		Business Owner		
Contract of Lease and xerox copy of Mayor's Permit of Lessor (if lessee)		Lessor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CBPLO for submission, verification of documents and affix signature in the encoded application form	1.1 Receive request, verify documents and encode data/ process application form	None	10 mins	<i>License Inspector I Admin. Aide I or Admin. Aide</i>
	1.2 Instruct client on the required clearances to be accomplished			
2. Proceed to City Treasurer's Office for Payment of Mayor's Permit and other	2.1 City Treasurer's Office staff shall accept the payment.	Mayor's Permit -Php100.00		<i>City Treasurer's Office (CTRO)Staff</i>



regulatory fees and comply required clearances		Business Plate - Php200.00		
		Sticker Fee - Php65.00		
		RPT Clearance - Php50.00		
		Account Clearance- Php50.00		
		ICT Fee - Php25.00		
3. Proceed to CBPLO for releasing of Mayor's Permit	3.1 Print Mayor's Permit	None	5 minutes	<i>License Inspector I, Admin. Aide or Admin. Aide</i>
	3.2 Release and orientation	None	10 minutes	
	TOTAL	Php490.00	25 minutes	
For ASSOCIATION/FOUNDATION				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Information System (PIS) if not yet enrolled		Management Information Office (MIS)		
Community Tax Certificate (CTC)		Barangay Hall / City Treasurer's Office		
Barangay Clearance		Where business is located		
License from National Agencies		CDA		
Certificate of Compliance		City Cooperative Office		
SPA or Authorization Letter of Representative		Business Owner		
Contract of Lease and xerox copy of Mayor's Permit of Lessor (if lessee)		Lessor		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CBPLO for submission, verification of documents and affix signature in the encoded application form	1.1 Receive request, verify documents and encode data/ process application form	None	10 mins	<i>License Inspector I Admin. Aide I Admin. Aide</i>
	1.2 Instruct client on the required clearances to be accomplished			
2. Proceed to City Treasurer's Office for Payment of Mayor's Permit and other regulatory fees and comply required clearances	2. City Treasurer's Office staff shall accept the payment.	Mayor's Permit - Php 100.00		<i>City Treasurer's Office (CTrO) Staff</i>
		Business Plate - Php 200.00		
		Sticker Fee - Php 65.00		
		RPT Clearance - Php 50.00		
		Account Clearance- Php 50.00		
		ICT Fee - Php 25.00		
3. Proceed to CBPLO for releasing of Mayor's Permit	3.1 Print Mayor's Permit	None	5 minutes	<i>License Inspector I Admin. Aide I Admin. Aide</i>



	3.2 Release and orientation	None	10 minutes	
	TOTAL	Php 490	25 minutes	

For CHAINSAW PERMIT

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal Information System (PIS) if not yet enrolled	Management Information Office (MIS)
Community Tax Certificate (CTC)	Barangay Hall or City Treasurer's Office
Barangay Clearance	Where business is located
Certification of Chainsaw Ownership	Barangay Hall
Stencil of Chainsaw Serial No.	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CBPLO for submission, verification of documents and affix signature in the encoded application form	1. Receive request, verify documents and encode data/ process application form	None	10 mins	License Inspector / Admin. Aide / Admin. Aide
	1.2 Instruct client on the required clearances to be accomplished			
2. Proceed to City Treasurer's Office for Payment of Mayor's Permit and other regulatory fees and comply required clearances	2. City Treasurer's Office staff shall accept the payment.	Mayor's Permit - Php 100.00		City Treasurer's Office (CTrO) Staff
		Business Plate - Php 200.00		
		Sticker Fee -Php 65.00		
		RPT Clearance - Php 50.00		
		Account Clearance- Php 50.00		
3. Proceed to CBPLO for releasing of Mayor's Permit	3.1 Print Mayor's Permit	None	5 minutes	License Inspector / Admin. Aide / Admin. Aide
	3.2 Release and orientation	None	10 minutes	
	TOTAL	Php 490	25 minutes	

For FIRECRACKERS STALLHOLDERS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Personal Information System (PIS) if not yet enrolled	Management Information Office (MIS)
Community Tax Certificate (CTC)	Barangay Hall or City Treasurer's Office
Barangay Clearance	Where business is located
Letter of Approval by City Market and Cemetery Section Head	City Market and Cemetery Office
Authenticated photocopy of Dealers/Manufacturer's License of Source from PNP Camp Crame	Authorized Firecrackers Dealers



Authorization/Certification of Dealers/Licensee of Source		Authorized Firecrackers Dealers		
Fireworks Retailers Seminar Certificate		PNP CAMP CRAME		
Fire Safety Inspection Certificate (FSIC)		BFP		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CBPLO for submission, verification of documents and affix signature in the encoded application form	1.1 Receive request, verify documents and encode data/ process application form	None	10 mins	License Inspector I Admin. Aide I Admin. Aide
	1.2 Instruct client on the required clearances to be accomplished			
2. Proceed to City Treasurer's Office for Payment of Mayor's Permit and other regulatory fees and comply required clearances	2. City Treasurer's Office staff shall accept the payment.	Mayor's Permit - Php 100.00		City Treasurer's Office (CTRO) Staff
		Inspection Fee - Php 100.00		
		Garbage Fee- Php 200.00		
		Space Rental Fee –Php 450.00		
3. Proceed to CBPLO for releasing of Mayor's Permit	3.1 Print Mayor's Permit	None	5 minutes	License Inspector I Admin. Aide I Admin. Aide
	3.2 Release and orientation	None	10 minutes	
	TOTAL	Php 875	25 minutes	
For LUCAP WHARF VENDORS				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Information System (PIS) if not yet enrolled		Management Information Office (MIS)		
Community Tax Certificate (CTC)		Barangay Hall or City Treasurer's Office		
Barangay Clearance		Where business is located		
Certification from Tourism Office		City Tourism Office		
Letter of Approval by City Market and Cemetery Section Head		City Market and Cemetery Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CBPLO for submission, verification of documents and affix signature in the encoded application form	1. Receive request, verify documents and encode data/ process application form	None	10 mins	License Inspector I Admin. Aide I Admin. Aide
2. Proceed to City Treasurer's Office for Payment of Mayor's Permit and other regulatory fees.	2. City Treasurer's Office staff shall accept the payment.	Mayor's Permit - Php 100.00		City Treasurer's Office (CTRO) Staff
		Inspection Fee - Php 100.00		
		Garbage Fee- Php 200.00		
		ICT Fee - Php 25.00		



3. Proceed to CBPLO for releasing of Mayor's Permit	3.1 Print Mayor's Permit	None	5 minutes	License Inspector I Admin. Aide I Admin. Aide
	3.2 Release and orientation	None	10 minutes	
	TOTAL	Php 425	25 minutes	

For LUCAP WHARF VENDORS

WHERE TO SECURE	WHERE TO SECURE
Personal Information System (PIS) if not yet enrolled	Management Information Office (MIS)
Community Tax Certificate (CTC)	Barangay Hall or City Treasurer's Office
Barangay Clearance	Where business is located
Certification from Tourism Office	City Tourism Office
Letter of Approval by City Market and Cemetery Section Head	City Market and Cemetery Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CBPLO for submission, verification of documents and affix signature in the encoded application form	1. Receive request, verify documents and encode data/ process application form	None	10 mins	License Inspector I Admin. Aide I Admin. Aide
2. Proceed to City Treasurer's Office for Payment of Mayor's Permit and other regulatory fees.	2. City Treasurer's Office staff shall accept the payment.	Mayor's Permit - Php 100.00		City Treasurer's Office (CTrO) Staff
		Inspection Fee - Php 100.00		
		Garbage Fee- Php 200.00		
		ICT Fee - Php 25.00		
3. Proceed to CBPLO for releasing of Mayor's Permit	3.1 Print Mayor's Permit	None	5 minutes	License Inspector I Admin. Aide I Admin. Aide
	TOTAL	Php 425	25 minutes	

Permit for PROMOTIONS and EXHIBITORS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
PIS of requesting party	Management Information Office (MIS)
Request letter approved by City Administrator	
Letter of Approval by City Market and Cemetery Section Head	City Market and Cemetery Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CBPLO for submission and verification of documents	1. Receive request, verify documents and encode data/ process application form	None	10 mins	License Inspector I Admin. Aide I Admin. Aide



2. Proceed to City Treasurer's Office for Payment of Mayor's Permit ang other regulatory fees.	2. City Treasurer's Office staff shall accept the payment.	Special Permit - Php 1000.00		<i>City Treasurer's Office (CTrO) Staff</i>
		Inspection Fee - Php 100.00		
		Electrical Consumption- Php 375.00		
		ICT Fee- Php 25.00		
3. Proceed to CBPLO for releasing of Mayor's Permit	3.1 Print Mayor's Permit	None	5 minutes	<i>License Inspector I Admin. Aide I Admin. Aide</i>
	3.2 Release and orientation	None	10 minutes	
	TOTAL	Php 1,500	25 minutes	

For CEMETERY STALLHOLDERS

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Information System (PIS) if not yet enrolled		Management Information Office (MIS)		
Community Tax Certificate (CTC)		Barangay Hall or City Treasurer's Office		
Barangay Clearance		Where business is located		
Letter of Approval by City Market and Cemetery Section Head		City Market and Cemetery Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CBPLO for submission, verification of documents and affix signature in the encoded application form	1. Receive request, verify documents and encode data/ process application form	None	10 mins	<i>License Inspector I Admin. Aide I Admin. Aide</i>
2. Proceed to City Treasurer's Office for Payment of Mayor's Permit ang other regulatory fees.	2. City Treasurer's Office staff shall accept the payment.	Mayor's Permit - Php 100.00		<i>City Treasurer's Office (CTrO) Staff</i>
		Inspection Fee - Php 100.00		
		Garbage Fee- Php 200.00		
		Space Rental Fee - Php 112.50		
		ICT Fee - Php 25.00		
3. Proceed to CBPLO for releasing of Mayor's Permit	3.1 Print Mayor's Permit	None	5 minutes	<i>License Inspector I Admin. Aide I Admin. Aide</i>
	3.2 Release and orientation	None	10 minutes	
	TOTAL	Php 537.50	25 minutes	

For FISHTRAP/FISHPEN

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Information System (PIS) if not yet enrolled		Management Information Office (MIS)		
Community Tax Certificate (CTC)		Barangay Hall or City Treasurer's Office		



Barangay Clearance		Where business is located		
Certification from Brgy. Captain and duly noted by CFARMC Chairman		Barangay Hall		
Certification from City Agriculturist		City Agriculture Office		
Contract of Lease(for New)		City Agriculture Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CBPLO for submission, verification of documents and affix signature in the encoded application form	1.1 Receive request, verify documents and encode data/ process application form	None	10 mins	License Inspector I Admin. Aide I Admin. Aide
	1.2 Instruct client on the required clearances to be accomplished			
2. Proceed to City Treasurer's Office for Payment of Mayor's Permit and other regulatory fees and comply required clearances	2. City Treasurer's Office staff shall accept the payment.	Application Fee - Php 50.00		City Treasurer's Office (CTrO) Staff
		Mayor's Permit - Php 100.00		
		Inspection Fee - Php 200.00		
		Bond Deposit – FT Php 300.00 FP Php 1,000.00		
		Clearing Bond FT Php 1,000.00 FP Php 1,000.00		
		Rental Fee - FT Php 600.00/unit FP Php 5.00/m2		
		Business Plate - Php 200.00		
		Sticker Fee - Php 65.00 ICT Fee - Php 25.00		
3. Proceed to CBPLO for releasing of Mayor's Permit	3.1 Print Mayor's Permit	None	5 minutes	License Inspector I Admin. Aide I Admin. Aide
	3.2 Release and orientation	None	10 minutes	
	TOTAL	Php 640+Php300(Bond Deposit)+Php 1000(Clearing Bond) for Fishtrap Php 640+Php1000(Bond Deposit)+ Php 1000(Clearing Bond) for FishPen	25 minutes	
For FISHPOND				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Information System (PIS) if not yet enrolled		Management Information Office (MIS)		
Community Tax Certificate (CTC)		Barangay Hall or City Treasurer's Office		



Barangay Clearance				
Tax Declaration of the Property (Photocopy)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to CBPLO for submission, verification of documents and affix signature in the encoded application form	1.1 Receive request, verify documents and encode data/ process application form	None	10 mins	License Inspector I Admin. Aide I Admin. Aide
	1.2 Instruct client on the required clearances to be accomplished			
2. Proceed to City Treasurer's Office for Payment of Mayor's Permit and other regulatory fees and comply required clearances	2. City Treasurer's Office staff shall accept the payment.	Application Fee - P50.00		City Treasurer's Office (CTro) Staff
		Mayor's Permit -Php 100.00 per hectare		
		Inspection Fee - Php. 1,200.00		
		Business Plate - P200.00		
		Sticker Fee -Php 65.00		
		Account Clearance- Php 50.00		
		RPT Clearance - Php 50.00		
ICT Fee - Php 25.00				
3. Proceed to CBPLO for releasing of Mayor's Permit	3.1 Print Mayor's Permit	None	5 minutes	License Inspector I Admin. Aide I Admin. Aide
	3.2 Release and orientation	None	10 minutes	
	TOTAL	Php 1640+Mayor's Permit P100/Hectare	25 minutes	



ECONOMIC SERVICES

6. Alaminos City Tourism and Cultural Affairs Office External Services



6.1 Registration of Hundred Islands National Park (HINP) Guest

To register guest visiting Hundred Islands National Park in compliance with the City Ordinance No. 2013-10 known as “The Alaminos City Tourism Code of 2013”

Office or Division:	Alaminos City Tourism and Cultural Affairs Office			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	Hundred Islands National Park (HINP) Guests			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Passenger Manifest Form		Office of the Tourism Officer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the tour, fees and charges	1.1 Answer the inquiries and provide additional necessary information.	None	1 minute	<i>Administrative Assistant VI or Administrative Staff</i>
2. Secure Passenger Manifest Form	2.1 Issue Passenger Manifest Form and guide the client on how to fill up the form.	None	8 minutes <i>depending on the number of guest per group</i>	<i>Administrative Assistant VI Administrative Aide I or Administrative Staff (Tourism)</i>
3. Fill up Passenger Manifest and submit.	3.1. Receive and assess the completeness of the Passenger Manifest Form.	None	5 minutes <i>depending on the number of guests in the group</i>	<i>Administrative Aide I or Administrative Staff (Tourism)</i>
	3.2. Assess fees and charges (i.e. entrance/IPAF, environmental fee, emergency fund and boat rent life vest rent and garbage bag deposit.	None	4 minutes	<i>Cashier I, Administrative Aide I or Administrative Staff (Tourism)</i>
4. Pay the required fees at the Payment Counters.	4.1 Counter 1 to receive payment for entrance (IPAF), environmental and emergency fund fees and issue official receipt.	Day tour: Environmental Fee Php 80 Entrance Fee/IPAF Php 30 Emergency Fund Php 10 Overnight:	3 minutes	<i>Counter 1 Collectors IPAF Collector (HINP-PAMB) and Admin. Aide I (Tourism)</i>



		Environmental Fee: Php 160 Entrance fee/IPAF: Php 30 Emergency Fund: Php 10		
	4.2 Counter 2 to receive deposit for “Basura Mo, luwi Mo” program and provide the form to be signed by the guest as proof of deposit.	Php 200.00 per group (refundable)	1 minute	Counter 2 Collectors IPAF Collector (HINP-PAMB) and Admin. Aide I (Tourism)
	4.2.1. Provide a pair of garbage bag.	None		Counter 2 Collectors (IPAF Collector) HINP-PAMB
	4.3. Counter 3 to receive payment for boat and life vest rental issue boat number card.	3 Island Tour Drop Off and Pick-up Small - Php 1,400 Medium – Php 1,800 Large – Php 2,000 DAYTOUR Small – Php 1,600 Medium – Php 2,000 Large – Php 2,400.00 OVERNIGHT Small – Php 3,000 Medium – Php 3,800 Large – Php 4,500 Snorkel - Php 150.00 Life vest - Php 50.00	1 minute	Counter 3 Collectors Administrative Aide I (Tourism)
5. Present the boat card to the boat station to secure the boat assigned for the tour.	Assist guest for boat assignment.	None	1 minute	Watchman III and Administrative Aide I (Tourism)



8. Embarkation at the Wharf.	Dispatch and assist guest in boarding the boat.	None	4 minutes	Watchman III and Administrative Aide I (Tourism)
	TOTAL	Depends on the number of guest	28 MINUTES	

6.2 Registration and Accreditation of Tourism Related Business

To register and accredit Tourism Related Business in compliance with The City Ordinance No. 2013-10 known as “The Alaminos City Tourism Code of 2013”)

Office or Division:	Alaminos City Tourism and Cultural Affairs Office		
Classification:	Simple		
Type of Transaction:	G2G, G2C		
Who may avail:	Accommodation Establishments, Concessionaires, Tourism Related Establishments		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
ACCOMMODATION ESTABLISHMENTS I.RESORT - Single Proprietorship 1. A copy of the Registration of the Business Name (<i>new business</i>) 2. Annual General Liability Insurance for the guest in the amount of not less than Five Hundred Thousand Pesos (Php 500,000.00) 3. Schedule of current rates 4. Safety Declaration Certificate in compliance with the Occupational Safety and Health Standards 5. DOT Accreditation Certificate (2nd year operation) 6. Authority to Transact(if the owner is not available) - Corporation or Partnership 1. A certified true copy of the Articles of Incorporation, its By-laws, or Articles of Partnership and amendments thereof, if any (new business) 2. Certified copy of the Certificate of Registration with the SEC, and the business name certificate and changes thereof, if any (new business) 3. List of officials and employees, and their respective designations, nationality, home address, and or alien personnel, valid visa from the		Agencies as provided by law.	



Bureau of Immigration and the proper permit from the Department of Labor and Employment

4. Annual General Liability Insurance for the guest in the amount of not less than Five Hundred Thousand Pesos (Php 500,000.00)

5. List of proprietors, principal owners, major partners, major stockholders, controlling members, their nationalities, capital contributions, stock or participation; in the case of corporation, such list must indicate the quantity per value and type (whether voting or non-voting) of the stock with an indication of the absolute total value of the outstanding non-voting stock; and in all cases, the list shall be accomplished by proof of their financial capacity such as Sworn Statements of Assets and Liabilities, and Income Tax Returns

6. Sworn Certificate or list containing the names of the hotel keeper/manager, assistant hotel keeper/manager and other members of the hotel staff and their respective designations, nationalities, home address, and a passport size photo of each of them

7. Schedule of current rates

8. Safety Declaration Certificate in compliance with the Occupational Safety and Health Standards

9. DOT Accreditation Certificate (2nd year operation)

10. Authority to Transact (if the owner is not available)

II. HOTEL/APARMENT HOTEL

-Single Proprietorship

1. A copy of the Registration of the Business Name (new business)

2. Annual General Liability Insurance for guest in the amount of not less than Two Hundred Thousand Pesos (Php 200,000.00)

3. Schedule of current room rates, Food and Beverage (F&B) prices of menu for hotels

4. Safety Declaration Certificate in compliance to the Occupational Safety and Health Standards

5. DOT Accreditation Certificate (2nd year operation)

6. Authority to Transact (if the owner is not available)

- Corporation or Partnership

1. Certified copy of Articles of Incorporation and By-Laws, Articles



- of Partnership or Association (new business)
2. Registration of Business Name and changes thereof, if any (new business)
 3. Copy of the Certificate of Registration with the Securities and Exchange Commission and other registering government agency as the case may be (new business)
 4. Resolution of the Board of Directors of the corporation, association and other entity authorizing the filing of the application and designating its representative authorized to act for and its behalf
 5. List of proprietorships, principal owners, major concerns, major stockholders or controlling members, their nationalities, capital contribution, stock, or participation; in case of corporation, such list must indicate the quantity, per value and type (whether voting or non-voting) of the stock with an indication of the absolute total value of the outstanding voting stocks; and in all cases, the list should be accompanied by proof of the financial capacity such as Sworn Statements of Assets and Liabilities and Income Tax Returns
 6. Sworn Certificate or list containing the names of the hotel keeper/manager, assistant hotel keeper/manager and other members of the hotel staff and their respective designations, nationalities, home address and a passport size photo of each of them
 7. Joint venture and/or technological assistance agreements, if any, existing and proposed and about to be entered into with foreign nationals
 8. Schedule of current room rates, Food and Beverage (F&B) prices of menu for hotels
 9. Annual General Liability Insurance for guest with in the amount of not less than Five Hundred Thousand Pesos (Php 500,000.00)
 10. Safety Declaration Certificate in compliance to the Occupational Safety and Health Standards
 11. Such other papers or documents as may be required bpertinent laws, rules and Regulations
 12. DOT Accreditation Certificate (2nd year operation)
 13. Authority to Transact (if the owner is not available)



III. MABUHAY ACCOMMODATION

-Single Proprietorship

1. A copy of the Registration of the Business Name (new business)
2. Annual General Liability Insurance for guest in the amount of not less than One Hundred Thousand Pesos (Php 100,000.00)
3. Safety Declaration Certificate in compliance with the Occupational Safety and Health Standards
4. DOT Accreditation Certificate (2nd year operation)
5. Authority to Transact (if the owner is not available)

- Corporation or Partnership

1. Certified copy of Articles of Incorporation and By-laws, Constitution and By-Laws, Articles of Partnership or Association (new business)
2. Registration of Business Name and amendments thereof (new business)
3. Copy of the Certificate of Registration with the Securities and Exchange Commission and other registering government agency as the may be (new business)
4. Resolution of the Board of Directors of the corporation, association and other entity authorizing the filling of the application and designating its representative authorized to act for and its behalf
5. Annual General Liability Insurance for guest in the amount of not less than Two Hundred Thousand Pesos(Php 200,000.00)
6. Safety Declaration Certificate in compliance with the Occupational Safety and Health Standards
7. DOT Accreditation Certificate(2nd year operation)
8. Authority to Transact(if the owner is not available)

IV. HOMESTAY

1. A copy of the Registration of the Business Name, if sole proprietorship (new business)
2. Proof of attendance to a Homestay Training conducted by DOT or any DOT-recognized or accredited training institute/partner
3. Annual General Liability Insurance for guest in the amount of not less than One Hundred Thousand Pesos(Php 100,000.00)



4. Safety Declaration Certificate in compliance with the Occupational Safety and Health Standards
5. DOT Accreditation Certificate (2nd year operation)
6. Authority to Transact(if the owner is not available)

V. OTHER ACCOMMODATION ESTABLISHMENTS AND COTTAGES

1. A copy of the Registration of the Business Name (new business)
2. Annual General Liability Insurance for guest in the amount of not less than One Hundred Thousand Pesos(Php 100,000.00)
3. Safety Declaration Certificate in compliance with the Occupational Safety and Health Standards
4. DOT Accreditation Certificate(2nd year operation; for establishment with swimming pool)
5. Authority to Transact(if the owner is not available)

CONCESSIONAIRES AND TOURISM RELATED ESTABLISHMENTS

I.TOUR OPERATOR/TRAVEL AGENCY/TRAVEL AND TOUR AGENCY

- Single Proprietorship

1. A copy of the Registration of the Business Name(new business)
2. For general manager, proof of three (3) years managerial experience in travel and tour agency operations or proof of passing DOT accredited training center(new business)
3. Complete list of personnel together with one (1) 1x1 photo each and notarized certification of the manager that they are without criminal record
4. List of names and addresses of Tour Guide and Travel Representatives
5. Proof of working capital of at least Two Hundred Thousand Pesos (Php 200,000.00)(new business)
6. Certified list of motor vehicles and the corresponding Land Transportation Office (LTO) registration certificate numbers
7. DOT Accreditation Certificate (2nd year operation)



8. Authority to Transact(if the owner is not available)

- **Corporation or Partnership**

1. A copy of the Certificate of Registration with the Securities and Exchange Commission (new business)
2. A copy of the Registration of the Business Name new business)
3. Two-year projected financial statements to reflect, among other things, a minimum working capital of Five Hundred Thousand Pesos (Php 500,000.00)
4. Surety bond in the amount of Five Hundred Thousand Pesos (Php 500,000.00) issued by a duly accredited bonding company of good standing in favor of the City Government, and condition to answer for any and all liabilities resulting from or incurred in the course of travel or tour operation, which shall be valid for a period of one (1) year from the date of issuance of the license (new business)
5. Complete list of personnel together with one (1) 1x1 photo of each and notarized certification of the manager that they are without criminal record
6. List of names and addresses of Tour Guide and Travel Representatives
7. For alien personnel, valid visa from the Bureau of Immigration and the proper working permit from the Department of Labor and Employment
8. Contract of Lease or Contract to Lease the office space intended for the use of the agency and in the case of the owner of the agency is also the owner of the building or the premises concerned, proof of ownership must be submitted
9. A Board resolution designating the person authorized to represent and transact the business
10. Such other documents required pursuant to existing laws, ordinances, and other legal Issuances
11. Proof of working capital of Php 500,000.00. For Corporation/Partnership/ Cooperative Php 500,000.00 Paid-up/partners capital (new business)
12. For general manager, proof of three (3) years managerial experience in travel and tour agency operations or proof of passing



a travel and tour operator management course conducted by a DOT accredited training center

13. DOT Accreditation Certificate (2nd year operation)

14. Authority to Transact(if the owner is not available)

II. TOUR OPERATOR/TRAVEL AGENCY/TRAVEL AND TOUR AGENCY ESTABLISHMENT OF A BRANCH IN ALAMINOS CITY

1. Notice of establishment of a Branch to the ACTCAO (new business)

2. A copy of the Registration of the Business Name (new business)

3. Business Permit of the main branch

4. For general manager, proof of three (3) years managerial experience in travel and tour agency operations or proof of passing DOT accredited training center

5. Complete list of personnel together with one (1) 1x1 photo each and notarized certification of the manager that they are without criminal record

6. For tour operator and travel and tour agency, certified list of motor vehicles and the corresponding Land Transportation Office (LTO) registration certificate numbers

7. DOT Accreditation Certificate

8. Authority to Transact(if the owner is not available)

III. TOUR OPERATOR/TRAVEL AGENCY/TRAVEL AND TOUR AGENCY WITH OFFICES OUTSIDE ALAMINOS CITY

1. A copy of the Registration of the Business Name

2. Business Permit

3. Registration of Business with the Bureau of Internal Revenue

4. DOT Accreditation

5. Authority to Transact (if the owner is not available)



IV. SPA

-Single Proprietorship

1. A copy of the Registration of the Business Name (new business)
2. Complete list of personnel together with one (1) 1x1 photo each and certification of the manager that they are without criminal record
3. Certificate of good health of all spa attendants issued by any duly accredited government physician (2nd year)
4. Copy of certificates of training of massage therapists and other spa attendants
5. Proof of working capital of at least Five Hundred Thousand Pesos (Php 500,000.00) (new business)
6. Contract of Lease or Contract to Lease a space intended for the use of the company, and in the case of the owner of the agency is also the owner of the building or the premises concerned, proof of ownership must be submitted
7. Safety Declaration Certificate in compliance to the Occupational Safety and Health Standards
8. Authority to Transact (if the owner is not available)

-Corporation of Proprietorship

1. A copy of the Certificate of Registration with the Securities and Exchange Commission (new business)
2. A copy of the Registration of the Business Name (new business)
3. Complete list of personnel together with one (1) 1x1 photo of each and notarized certification of the manager that they are without criminal record
4. Certificate of good health of all spa attendants issued by any duly accredited government physician (2nd year)
5. Copy of certificates of training of massage therapists and other spa attendants
6. For alien personnel, valid visa from the Bureau of Immigration and the proper working permit from the Department of Labor and Employment
7. Contract of Lease or Contract to Lease a space intended for the use of the company, and in the case of the owner of the agency is



- also the owner of the building or the premises concerned, proof of ownership must be submitted
8. A Board resolution designating the person authorized to represent and transact Business
 9. Such other documents required pursuant to existing laws, ordinances, and other legal Issuances
 10. Proof of working capital of Php 500,000.00(new business)
 11. Authority to Transact(if the owner is not available)

V. WATER SPORTS

1. Copy of the registration of the business name(new business)
2. HINP-Protected Area Management Board resolution of its approval (new business)
3. Contract with the City of Alaminos(new business)
4. Complete list of personnel together with one(1) 1x1 photo of each and certification of the manager that they are without criminal record
5. Certificate of good health of all operators/attendants issued by any duly accredited government physician(2nd year)
6. Occupational permit of all personnel issued by the City BPLO(2nd year)
7. Safety Declaration Certificate in compliance to the Occupational Safety and Health Standards
8. Authority to Transact(if the owner is not available)

VI. ASSOCIATIONS AND CULTURAL GROUPS

1. Certificate of Registration to any of the authorized registration entities(DOLE, SEC, CDA)(new business)
2. Business permit issued by the City BPLO
3. Copy of Articles of Incorporation
4. Constitution and By-Laws
5. Certified list of officers and members
6. Authority to Transact(if the owner is not available)



VII. TOURIST TRANSPORT OPERATION

-Single Proprietorship

1. Proof of ownership or lease over and area adequate to serve as maintenance depot and garage for all its units
2. Surety bond in the amount of Ten Thousand Pesos (Php 10,000.00) issued by a duly licensed insurance or bonding company of good standing in favor of the City Government, and condition to answer for any and all liabilities resulting from or incurred in the course of travel or tour operation
3. Such other papers or documents as maybe required from time to time pursuant to existing laws, ordinances, and other legal issuances
4. Authority to Transact(if the owner is not available)

- Corporation or Partnership

1. Certified True Copy of Business Name Certificate and all amendments thereto, if any
2. Copy of Article of Incorporation, its by-laws or Articles of Partnership and amendments thereto, if any
3. Copy of the Certificate of Registration with the Securities and Exchange Commission

VIII. DOCUMENTS REQUIRED TO SUPPORT APPLICATION FOR REGISTRATION OF VEHICLES AS TOURIST TRANSPORT

1. LTO registration of the tourist transport/taxis
2. A copy of the LTFRB Certificate of Public Convenience franchise or authorization
3. A copy of the transportation rates as approved by the LTFRB
4. A compulsory motor vehicle liability insurance in the amount of not less than the following:
Third Party Liability - Php 200,000.00/unit
Passenger Accident - Php 60,000.00/passenger
5. Pictures of the vehicle showing the side, back, and front view thereof, with the company's name and logo imprinted at its rear and sides, respectively



6. Such other papers and documents as may be required from time to time pursuant to existing laws, ordinances, and other legal issuances

7. Authority to Transact(if the owner is not available)

IX. TOURISM RELATED ENTERPRISES

-Single Proprietorship

1.A copy of the Registration of the Business Name(new business)

2. Such other requirements as may be requested and deemed necessary

3. Authority to Transact(if the owner is not available)

-Corporation or Partnership

1. A certified copy of the Articles of Incorporation(new business)

2. Copy of By-Laws or Article of Partnership or any amendments thereof

3. Copy of the Certificate of Registration with the Securities and Exchange Commission

4. Such other requirements as may be requested and deemed necessary

5. Authority to Transact(if the owner is not available)

X. MOTORBOAT

1. Certificate of membership from the association

2. Safety Declaration Certificate

3. Deed of Sale(if bought)

4. Community Tax Certificate(CTC)(2nd year)

5. Authority to Transact(if the owner is not available)

XI. BOATMAN AND ASSISTANT BOATMAN

1.Certificate of membership from the association

2. Certificate of training/seminar on boat operation or any related Seminar

3. Community Tax Certificate(CTC) (2nd year)

4. Certificate of good health issued by any duly accredited government physician (2nd year)



5. Occupational permit issued by the City BPLO(2nd year)
6. Clearance from the Phillipine National Police; for boatman(2nd year)
7. Authority to Transact(if the owner is not available)

**XII. CONCESSIONAIRES(ANNUAL)
(Food/Refreshments/Souvenir)**

1. A copy of the Registration of the Business Name (new business)
2. Certificate of Membership from Association (if any)
3. Occupational Permit & Health I.D of Employees (2nd year)
4. Community Tax Certificate (CTC)(2nd year)
5. Authority to Transact (if the owner is not available)

**XIII. CONCESSIONAIRES(MONTHLY)
(Souvenir, Refreshments, Sunglass, Toys, Ice Cream, etc.)**

1. Certificate of Membership from Association (if any)
2. Occupational Permit & Health I.D of Employees (2nd year)
3. Community Tax Certificate (CTC)(2nd year)
4. Authority to Transact (if the owner is not available)

XIV. TOUR GUIDES

1. Proof that the applicant has passed or complete a training for tour guides duly conducted by any of the following: (new tour guide) Department of Tourism City Government Other government agencies duly authorized by the Department of Tourism to conduct seminar
2. Certificate of good health issued by any duly accredited government physician (2nd year)
3. Occupational permit issued by the City BPLO (2nd year)
4. Clearance from the National Bureau of Investigation for regional guides; and clearance from Philippine National Police for community guides (2nd year)
5. An average passing rate of seventy-five percent (75%) for oral exam administered by the ACTCAO (2nd year)



6. In the case of alien applicants, proof of employment with duly licensed agency, permit to work or registration certificate from the Department of Labor and Employment and proof of reciprocity which shall consist of a certificate by the proper official of the home state of the applicant to the effect that the law of such state allows or permits reciprocal rights to Filipino Citizens to engage in tour guiding which must be properly authenticated
7. In case of non-resident of Alaminos City, must present DOT license or tour guide's ID, proof of residence and proof of residence and proof of tour guide's training
8. DOT Accreditation Certificate (2nd year)
9. Authority to Transact (if the owner is not available)

XV. SPECIALIZED TOUR GUIDE

1. Proof that the applicant has passed or completed a training for specialized tour guides duly conducted by any of the following:(new tour guide) Department of Tourism City Government Other government agencies, duly authorized by the Department of Tourism to conduct seminar
2. DOT accredited
3. Certificate of good health issued by any duly accredited government physician (2nd year)
4. Clearance from the National Bureau of Investigation for regional guides, and clearance from Philippine National Police for community guides (2nd year)
5. In the case of alien applicants, proof of employment with duly licensed agency, permit to work or registration certificate from the Department of Labor and Employment and proof of reciprocity which shall consist of a certificate by the proper official of the home state of the applicant to the effect that the law of such state allows or permits reciprocal rights to Filipino Citizens to engage in tour guiding which must be properly authenticated
6. Authority to Transact(if the owner is not available)



XVI. DIVE GUIDE

1. Diver's License
2. Diver Stress & Rescue Certification
3. At least 40 logged dives
4. Certificate of good health issued by any duly accredited government physician
5. Clearance from the Philippine National Police
6. In the case of alien applicants, proof of employment with duly licensed agency, permit to work or registration certificate from the Department of Labor and Employment and proof of reciprocity which shall consist of a certificate by the proper official of the home state of the applicant to the effect that the law of such state allows or permits reciprocal rights to Filipino Citizens to engage in tour guiding which must be properly authenticated
7. In case of non-resident of Alaminos City, must present DOT license or tour guide's ID, proof of residence and proof of residence and proof of tour guide's training
8. Authority to Transact(if the owner is not available)

XVII. MESSAGE THERAPISTS

1. Proof that the applicant has passed a training for massage therapists duly conducted by any accredited training institutions, programs and training providers for massage therapists, duly authorized by the Department of Health. Provided, however, that this requirement maybe waived by the City Government with the concurrence of the Department of Tourism where the applicant possesses special academic professional qualification (new therapist)
2. Certificate of good health issued by any duly accredited government physician(2nd year)
3. Occupational permit issued by the City BPLO(2nd year)
4. In the case of alien applicants, proof of employment with duly licensed agency, permit to work or registration certificate from the Department of Labor and Employment, and proof of reciprocity which shall consist of a certificate by the proper official of the home state of



the applicant to the effect that the law of such state allows or permits reciprocal rights to Filipino Citizens to engage in massage therapy which must be properly authenticated
 5. Authority to Transact(if the owner is not available)

XVIII. PROFESSIONAL CONGRESS/EVENT ORGANIZER

1. Business permit (new business)
2. At least a certificate of training in event management, Public Relation, marketing or hospitality management or other related training or profession(new business)
3. Complete list of personnel together with one (1) 1x1 photo of each, and certification of the manager that they are without criminal record
4. Certificate of good health of all attendants issued by any duly accredited government Physician (new business)
5. Safety Declaration Certificate in compliance to the Occupancy Safety and Health Standards
6. Authority to Transact (if the owner is not available)

XIX. BUSINESS CLOSURE ENDORSEMENT

1. Request letter for Business Closure address to the City Tourism Officer
2. Request letter (For other purposes)
3. Copy of Previous Mayors Permit
4. Authority to Transact (if the owner is not available)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up the clientele log sheet	1.1 Verify completeness and authenticity of required documents such as: DTI Certificates, certificate of membership and authority to transact	None	1 minute	<i>Tourism Operations Officer I and Administrative Aide (Tourism)</i>
1.2 Secure and Fill up Service Request Form.			2 minutes	
2. Submit filled-out service request form and all required documents	2.1 Receive Service Request Form	None	2 minutes	<i>Tourism Operations Officer I (Tourism)</i>



<p>3. Pay required fees.</p>	<p>3.1 Receive payment and issue official receipts.</p>	<p>Registration: Accommodation Resort - Php 5,000 Hotel - Php 5,000 Mabuhay Accommodation - Php 500 Homestay - Php 300 Cottages and other Accommodation - Php 300</p> <p>Travel and Tour Main Office - Php 1,100 Branch Office - Php 600 Outside(Alaminos City) - Php 600 Motorboat Large Php 150 Medium Php 130 Small Php 110</p> <p>Water Sports Equipment Php 1,100 Banana boat Php 1,000 Helmet Diving Php 1,000 Kayak Php 500 Snorkel Php 1,000 Jetski Php 1,000</p> <p>Other Establishments Spa Php 250 Restaurant Php 250 Store Php 250 Street Food Php 50 Souvenir Shop Php 250 Ambulant/Mobile Php 50 Tour guides Php 250</p>	<p>1 to 2 minutes</p>	<p>Counter 1 Admin Aide I (Tourism)</p>
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		Massage Therapists Php 250 Boatman Php 150 Assistant Boatman Php 150 Professional Congress/ Event Organizer Php 550 Cooperatives/Associations/ Cultural group Php 250		
4. Present the Official Receipt.	4.1 Prepare Certificate of Registration/ Accreditation signed by the CTO, bearing the following; Business Ownership, Business Address and Address of Owner, Type of Business, Issuance date and Validity period of the certification.	None	1 minute	<i>Tourism Operations Officer I (Tourism)</i>
5. Receive Certificate.	5.1 Advise the client to secure business requirements from the barangay hall then proceed to the BPLO	None	1 minute	<i>Tourism Operations Officer I (Tourism) and Administrative Aide (Tourism)</i>
	TOTAL	Depends on the	6 to 7 MINUTES	



ECONOMIC SERVICES

7. City Transportation Regulation Unit External Services



7.1 Motorized Tricycle Operator's Permit Service

This service is for tricycle operators who apply for a Motorized Tricycle Operator's Permit in the City of Alaminos.

Office or Division:	City Transportation Regulation Unit (CTRU)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Renewal/New Applicants of Motorized Tricycle Operator's Permit			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original or photocopy of Community Tax Certificate (CTC)		Barangay of residence / City Treasurer's Office		
1 original or photocopy of Barangay Clearance/Certification		Barangay of residence		
1 photocopy of Official Receipt (OR)		Land Transportation Office		
1 photocopy of Certificate of Registration (CR)		Land Transportation Office		
1 original Tricycle Operators and Drivers Association (TODA) Certification		TODA President		
1 photocopy of Professional Driver's License		Driver		
1 Picture (2x2)		Client		
1 Stencil of Motor and Chassis		Tricycle for application		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1. For renewal applications, client fills up the Public Motorized Tricycle Service Request Form (PMTSRF) attached with the following initial requirements: 1 photocopy each of OR, CR and Driver's License, original TODA Certification, original CTC and Barangay Clearance / Certification.	1.1. CTRU Staff shall fill up the Payment Order Form (POF) and review submitted documents.	None	2 minutes	Administrative Aide, Administrative Aide I, Administrative Assistant I, Planning Officer I, or Transportation Regul'n. Officer I
1.2. For approved new applications, client fills up the PMTSRF attached with the following initial requirements: 1 photocopy each of OR, CR and Driver's License, original TODA	1.2. CTRU Staff shall inspect the tricycle if it complies with the sidecar requirements. If complied, CTRU Head shall affix signature of approval. CTRU Staff shall up the POF	None	5 minutes	Administrative Aide, Administrative Aide I, Administrative Assistant I, Planning Officer I, Transportation. Regul'n. Officer I or Supervising Transportation Regulation Officer



Certification, original CTC and Barangay Clearance / Certification. Client shall comply with the following sidecar requirements: standard backrest, body number, lights in the body number, prescribed body paint.	and check submitted documents.			
2. Client settles payment at the City Treasurer's Office. For applicants renewing only their tricycle franchise, client shall secure Account Clearance.	2.1 City Treasurer's Office staff shall accept the payment based on the POF.			
	2.2 Issue Official Receipt.	None	3 minutes	<i>City Treasurer's Office</i>

FEEs	NEW	1 YEAR
Public Motorized Tricycle		
ICT	25.00	25.00
MTOP FEE	100.00	100.00
REGISTRATION/FILING FEE	150.00	150.00
FRANCHISE FEE	200.00	200.00
STICKER FEE	65.00	65.00
ACCOUNT CLEARANCE	-	50.00
POSO CLEARANCE	-	50.00
ID	50.00	-
TOTAL	590.00	640.00
Penalty (25% of the total fees [P450] + 50% of Franchise Fee) - P212.50		
Interest - P2 per day after 2 months grace period (or 60 days)		

	2.3 Issue Account Clearance to applicants who are renewing their application.	None	5 minutes	<i>City Treasurer's Office</i>
	2.4 Tick the "Recommended for Issuance of Business Permit" box on the IRS, sign the IRS and issue to client.	None	1 minute	<i>City Treasurer's Office</i>



3. Client returns to CTRU Office for further processing.	3. CTRU Staff shall detach the PMTSRF along with the CTC, Barangay Clearance/ Certification, TODA Certification, and photocopy of OR and CR. CTRU shall advise the client to secure POSO Clearance.	None	1 minute	<i>Administrative Aide, Administrative Aide I, Administrative Assistant I, Planning Officer I, or Transportation Regul'n. Officer I</i>
4. Client secures POSO Clearance.	4.1 CTRU Staff shall register the application in the log book.	None	1 minute	<i>Administrative Aide, Administrative Aide I, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I</i>
	4.2 CTRU Staff shall print the Motorized Tricycle Operator's Permit (MTO). (Note: The original text says MTOP, which is likely a typo for MTO).	None	2 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Assistant I or Transportation Regul'n. Officer I</i>
5. Client presents complete documents and clearances.	5. CTRU Staff shall assist the client in signing the MTO.	None		<i>Administrative Aide, Administrative Aide I, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I</i>
6. Client seeks the recommending approval of his/her application.	6. CTRU Head shall sign the MTO to recommend its approval to the City Mayor.	None	1 minute	<i>Supervising Transportation Regulation Officer</i>
7. Client seeks the final approval of application.	7. City Administrator shall sign the MTO for final approval.			<i>City Administrator</i>



8. Client returns to CTRU for the release of documents and/or sticker.	8.1. For renewal applications, CTRU Staff shall release the MTOP (owner's copy), documentary requirements, and sticker.	None	2 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I</i>
	8.2. For new applications, CTRU Staff shall release the MTOP (owner's copy) only, and advise the client to complete his/her registration at LTO.			
9. Client registers his application at LTO and shall submit 1 photocopy of the updated OR, CR, and Authorization (if necessary) to CTRU.	9. CTRU Staff shall release the documentary requirements, and sticker to the client.	None	2 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I</i>
		TOTAL (for 1 tricycle)	Renewal = 20 MINUTES New = 25 MINUTES	

7.2 Mayor's Permit for Passenger Boat Service

This service is for passenger boat operators who apply for a Mayor's Permit in the City of Alaminos.

Office or Division:	City Transportation Regulation Unit (CTRU)	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Renewal/New applicants of Mayor's Permit for Passenger Boats	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1 original or photocopy of Community Tax Certificate (CTC)		Barangay of Residence
1 original and photocopy of Barangay Clearance/Certification		Barangay of Residence
1 original Barangay Business Clearance (for Lucap operators only)		Lucap Barangay Hall
1 original City Tourism Office Certification		City Tourism Office
1 original/photocopy of Association Certification		Association



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For renewal/new applications, client presents his original CTC and Barangay Clearance / Certification, City Tourism Office Certification, and Barangay Business Clearance (for Barangay Lucap Operators only). For new applications, client shall present first the approval from the Office of the City Mayor.	1. CTRU Staff shall fill up the Mayor's Permit for Passenger Boat Application Form (MPPBAF) and check submitted documents.	None	3 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I</i>
2. Client settles payment at City Treasurer's Office and shall secure the following required clearances:	2.1 City Treasurer's Office staff shall accept the payment based on the Order of Payment.			<i>City Treasurer's Office</i>
	2.2 Issue Official Receipt.			

FEES	1 YEAR
Passenger Boat	1 Boat
ICT	25.00
MAYOR'S PERMIT	100.00
INSPECTION FEE	200.00
LAND TAX CLEARANCE	50.00
ACCOUNT CLEARANCE	50.00
STICKER FEE	65.00
TOTAL	490.00
Penalty (25% of the Mayor's Permit [P100]) = P25	
Interest (2% of the Mayor's Permit and Penalty Fees for every month of delay) = P2.50 per month per boat	

a. Land Tax (new/renewal)	2.2 Issue Land Tax Clearance			
b. Account (renewal)	2.3 Issue Account Clearance			



3. Client returns to CTRU Office for further processing.	3.1. CTRU Staff shall record in the log book.	None	1 minute	<i>Administrative Aide, Administrative Aide I, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I</i>
	3.2. CTRU Staff shall prepare the Mayor's Permit for Passenger Boat.		2 minutes	
4. Client seeks the recommending approval of his/her application.	4. CTRU Head shall sign the Mayor's Permit to recommend its approval.	None	1 minute	<i>Supervising Transportation Regulation Officer</i>
5. Client seeks the final approval of his/her application.	5. City Administrator shall sign the Mayor's Permit for Passenger Boat for final approval.	None		<i>City Administrator</i>
6. Client returns to CTRU for the release of documents and sticker.	6. CTRU Staff shall release the Mayor's Permit (owner's copy), documentary requirements and sticker.	None	2 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I</i>
	TOTAL (for 1 boat)		9 MINUTES	

7.3 PUV Registration Service

This service is for operators of public utility vehicles (PUV) such as jeepney, mini-bus, bus, and van who apply for annual sticker as prescribed by Municipal Ordinance No. 2000-02.

Office or Division:	City Transportation Regulation Unit (CTRU)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Renewal/new applicants of annual sticker			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 photocopy of Official Receipt (OR)		Land Transportation Office		
1 photocopy of Certificate of Registration (CR)		Land Transportation Office		
1 photocopy of Provisional Authority (PA) or Certificate of Public Conveyance or equivalent		Land Transportation Franchising and Regulatory Board		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. For new/renewal applications, client presents his photocopy of OR, CR and PA or any equivalent.	1. CTRU Staff shall fill up the Payment Order Form (POF).	None	1 minute	<i>Administrative Aide, Administrative Aide I, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I</i>
2 Client settles his payment at City Treasurer's Office.	2. City Treasurer's Office staff shall accept the payment based on the Order of Payment.		3 minutes	<i>City Treasurer's Office</i>
	2.1 Issue Official Receipt.			

FEEs	1 YEAR
PUV	1 unit
ICT	25.00
STICKER	
<i>Jeep/UV</i>	750.00
<i>Mini bus</i>	1,000.00
<i>Ord. Bus</i>	1,000.00
<i>AC Bus</i>	1,500.00
<i>Taxi</i>	500.00

3. Client returns to CTRU Office for the release of sticker.	3.1. CTRU Staff shall record the data in the log book and release the sticker to the client.	None	2 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I</i>
	3.2. CTRU Staff shall release the sticker to the client.	None		
	TOTAL (for 1 vehicle)		6 MINUTES	



7.4 Request for other documents related to Tricycle

This service is for tricycle-for-hire operators who request for any of the following: Certificate of Transfer of Ownership, Order for Dropping and Permit to Travel.

Office or Division:	City Transportation Regulation Unit (CTRU)			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	MTOP Permittees/Tricycle Operators and/or Drivers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 original or photocopy of Community Tax Certificate		Barangay of Residence		
1 original or photocopy of Official Receipt (OR)		Land Transportation Office		
1 original or photocopy of Certificate of Registration (CR)		Land Transportation Office		
1 original or photocopy of MTOP		Client/CTRU		
1 original or photocopy of Deed of Sale		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up the Public Motorized Tricycle Service Request Form (PMTSRF) attached with the necessary requirements.	1. CTRU Staff shall fill up the Payment Order Form (POF).	None	1 minute	<i>Administrative Aide, Administrative Aide I, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I</i>
2. Client settles payment at City Treasurer's Office.	2. City Treasurer's Office staff shall accept the payment.		3 minutes	<i>City Treasurer's Office</i>
	2.1 Issue Official Receipt.			

FEES	
Tricycle	1 unit
Order for Dropping	100.00
Substitution of Motor/Unit	100.00
Certification for Cancellation of Franchise	50.00
Special Permit for Out-of-Line Operation	50.00
Fee for the issuance of amended MTOP	100.00
Fare Matrix Fee	150.00
Special Permit	100.00



3. Client returns to CTRU Office for further processing.	3. CTRU Staff shall prepare the document requested in two copies.		2 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I</i>
3.1 Client affixes his signature if necessary in the document requested.	3.1 CTRU Staff shall assist the client in signing the document if necessary.			
4. Client seeks the recommending approval of his request for Order for Dropping or Permit to Travel.	4. CTRU Head shall sign the requested document for recommending approval (Order for Dropping, Permit to Travel) or for final approval (Certificate of Transfer of Ownership).	None	1 minute	<i>Supervising Transportation Regulation Officer</i>
5. Client seeks the final approval of his application.	5. City Administrator shall sign the Order for Dropping or Permit to Travel for final approval.			<i>City Administrator</i>
6. Client returns to CTRU for the release of the requested document.	6. CTRU Staff shall release the owner's copy of the requested document to the client.	None	1 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Assistant I, Planning Officer I or Transportation Regul'n. Officer I</i>
	TOTAL (for 1 document)		8 MINUTES	



ECONOMIC SERVICES

8. City Assessor's Office External Services



8.1 Request for Certified Copy of Tax Declaration (System Generated Only)

This service covered all issuance of certified true copy of tax declaration (active and encoded in the system only).

Office or Division:	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Real Property Owners or authorized representative and Any interested parties			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Request letter or authorization (1 copy)				
Valid ID (1 photocopy)				
Accountable Forms no. 51	Office of the City Treasurer			
Owner's Copy of Tax declaration - if available				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the service -Certified True Copy (verbal, written & electronic request)	1. Receive the request of Certified True Copy	None	1 minute	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/ Assesment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ Taxmapper I/ Taxmapper IV/ Draftsman I/ RCC I/ DCW</i>
	1.1. Search the tax declaration in the system	None	10 minutes	
	1.2 Verify file copy of tax declaration in the book	None	10 minutes	
	1.3. Print out of requested tax declarations	None	3 minutes (per copy)	
2. Payment of corresponding fees	2. Inform the client to pay corresponding fees at the City Treasurer's Office	Certified true copy – 50.00 ICT – 25.00 DST – 30.00	3 minutes	<i>City Assessor/ Asst. City Assessor or Officer- in- Charge</i>
	2.1 Sign the tax declarations and documents	None	5 minutes	
3. Receive and acknowledge the requested tax declarations	3. Release of Certified True Copy upon presentation of Official Receipt.	None	5 minutes	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/ Assesment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ Taxmapper I/ Taxmapper IV/ RCC I/ DCW</i>



	TOTAL	P 80.00 / copy P25.00 - ICT	37 minutes	
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8.2 Request for Certified Copy of Tax Declaration and Documents

To build up history of transaction per tax declaration.

Office or Division:	City Assessor's Office			
Classification:	Complex			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Real Property Owners or authorized representative and Any interested parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter or authorization (1 copy)				
Valid ID (1 photocopy)				
Accountable Forms no. 51		Office of the City Treasurer		
Owner's Copy of Tax declaration - if available				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the service -Certified True Copy and Documents (verbal, written & electronic request)	1. Receive request	None	1 minute	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/Assesment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ Taxmapper I/ Taxmapper IV/Draftsman I/ RCC I/ DCW</i>
	1.1. Clarify the request	None	15 minutes	
	1.2 Start manual verification of tax declarations and documents (series 2018 back to series 1951)	None	3 days	
	1.3 Print out and/or photocopy of requested tax declarations and documents	None	5 minutes (per copy)	
2. Payment of corresponding fees	2. Inform the client to pay corresponding fees at the City Treasurer's Office	Certified True Copy -50.00 Certified Photocopy of documents-50.00 DST- 30.00 ICT - 25.00	5 minutes	
	2.1. Sign the tax declarations and documents	None	10minutes	<i>City Assessor/ Asst. City Assessor or Officer- in- Charge</i>



3. Receive and acknowledge the requested tax declarations and documents	3. Release copy of tax declaration and documents upon presentation of Official Receipt.	None	15 minutes	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/Assesment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ Taxmapper I/ Taxmapper IIV/ Draftsman I/RCC I/ DCW</i>
	TOTAL	P 80.00/ page P 25.00 - ICT	3 days, and 27 minutes	

8.3 Annotation and Cancellation of Encumbrances

To reflect any liens or encumbrances, or cancellation and discharge of encumbrances in the tax declaration.

Office or Division:	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Real Property Owners or authorized representative or Any interested parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Deed of Contract, Loan Mortgage Agreement, Court Orders, Cancellation and discharge of encumbrances, etc. (1 Original Copy)				
Affidavit of Request - if applicable				
Accountable Forms no. 51		Office of the City Treasurer		
Owner's Copy of Tax declaration - if available				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the service- Annotation and Cancellation of Encumbrances	1. Receive request	None	1 minute	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/Assesment</i>
	1.1. Review documents	None	10 minutes (per deed of contract)	



	1.2 Search and verification of records (In-house system and office file)	None	10 minutes	Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ Taxmapper I/ Taxmapper IV/ Draftsman I/RCCI/ DCW
2. Payment of corresponding fees	2.1 Require the client to pay corresponding fees at the City Treasurer's Office	Annotation (Loan Availment) 25% of 1% of the loan amount ICT –25.00 Annotation (other encumbrances) 150.00 ICT-25.00 DST- 30 Cancellation –P150.00 ICT-25.00 DST-30.00	3 minutes	Administrative Aide/ Administrative Aide I/ Administrative Aide VI/Assesment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ Taxmapper I/ Taxmapper IV/ Draftsman I/ RCC I/ DCW
	2.2 Reflect annotation or cancellation into the affected tax declaration (office file and owner's copy - if available)	None	10 minutes (per TD)	Administrative Aide/ Administrative Aide I/ Administrative Aide VI/Assesment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW
	2.3 Review and Sign the tax declarations and documents	None	5 minutes	City Assessor/ Asst. City Assessor or Officer- in- Charge
	2.4 Update the system	None	3 minutes (per TD)	LAOO III/ LAOO IV
3. Sign in the log sheet of annotation and cancellation of encumbrances and receive the annotated owner's copy if available	3. Update the log sheet	None	5 minutes	Administrative Aide/ Administrative Aide I/ Administrative Aide VI/Assesment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW
	3.1 File Records	None	15 minutes	Administrative Aide/ Administrative Aide I/



				<i>Administrative Aide VI/Assesment Clerk I/ Draftsman I/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW</i>
	TOTAL	Annoation of Loan Availment - 25% of 1% of the Loan Amount Cancellation- P 150.00 ICT – P 25.00	1 hour and 2 minutes	

8.4 Request for Certificate of No or with Improvement

To update the status of a parcel of land.

Office or Division:	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Real Property Owners or authorized representative and any interested parties			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Deed of Conveyance				
Tax Declaration - if available				
Accountable Forms no. 51		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the service- Certificate of No or With Improvement	1. Receive and discuss the request	None	5 minutes	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/Assesment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ Taxmapper I/ Taxmapper IV/ RCC I/ DCW</i>
	1.1. Verification of records (In case the record of assessment is available	None	10 minutes	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/Assesment</i>



	proceed to preparation of Certification)			Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ Taxmapper I/ Taxmapper IV/Draftsman I/ RCC I/ DCW
	1.2. Upon verification and no record of assessment of improvement, Set date of Inspection	None	10 minutes	
	1.3 Conduct Ocular inspection (In case the property is with improvement and no record of assessment, refer to Issuance of Tax declaration of new building and other improvements)	None	within the day	Taxmapper III/ Taxmapper I/ Draftsman I/ Administrative Asst.III Administrative Aide I Administrative Aide
	1.4 Update Inspection log book	None	10 minutes	Taxmapper IV/ Taxmapper I/ Draftsman I/ Administrative Asst.III Administrative Aide I
	1.5 Verification of tax declaration	None	30minutes	Administrative Aide/ Administrative Aide I/
	1.6 Prepare Certification	None	10 minutes	Administrative Aide VI/Assesment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ Taxmapper I/ Taxmapper IV/ Draftsman I/ RCC I/ DCW
2. Payment of corresponding fees	2. Issue payment slip and pay corresponding fees at the City Treasurer's Office	Certificate of No/ with Improvement – 50.00 ICT- 25.00 DST-30.00	5 minutes	Administrative Aide/ Administrative Aide I/ Administrative Aide VI/Assesment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ Taxmapper I/ Taxmapper IV/ Draftsman I/ RCC I/ DCW
	2.1 Sign the Certification	None	5 minutes	City Assessor/ Asst. City Assessor or Officer-in-Charge



3. Receive and acknowledge the requested certification	3. Release of desired request upon presentation of Official Receipt.	None	10 minutes	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/Assesment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW</i>
TOTAL		P 105.00	2 days & 35 minutes	

8.5 Issuance of Tax Declaration for New Building

To appraise and assess buildings and other improvements within the city.

Office or Division:	City Assessor's Office			
Classification:	Complex			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Real Property Owners or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Copy of Building plan and/or permit - optional		Office of the City Engineer		
Special Power of Attorney - if applicable (1 original copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the service – Issuance of Tax Declaration for New Building	1. Receive request	None	2 minutes	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/Assesment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ Taxmapper I/ Taxmapper IV/ Draftsman I/ RCC I/ DCW</i>
	1.1. Set date of ocular inspection - if needed	None	5 minutes	<i>Taxmapper IV/ Taxmapper I/ Draftsman I/Administrative Asst III/ Administrative Aide I</i>
	1.2 Conduct Ocular inspection	None	within the day	
	1.3 Fill-up Field Appraisal and Assessment Sheet and Form	None	15 minutes	<i>Taxmapper IV/ Taxmapper I/ Draftsman I/ Administrative Asst III/ Administrative Aide I</i>



	1.4. Assigning of PIN	None	10 minutes	<i>Taxmapper IV/ Taxmapper I/ Draftsman I/Administrative Asst III</i>
	1.5. Appraise and assess real property	None	within the day	<i>LAOO IV/ LAOO III/ Taxmapper IV/ Taxmapper I/ Draftsman I</i>
	1.6 Processing and updating of records to the systems <i>(In case of lack of information and discrepancies, the client shall notify immediately)</i>	None	1 hour (per TD)	<i>Assesment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW/ Administrative Aide I</i>
	1.7 Generate Tax Declaration and Notice of Assessment	None	10 minutes	<i>Assesment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW/ Administrative Aide I</i>
	1.8 Review of all documents, tax declaration and notice of assessment	None	15 minutes	<i>Local Assessment Operations Officer</i>
1.1. Sign the Tax declaration, Notice of Assessment, FAAS and Sworn Statement	1.1 Inform the Client regarding the new tax assessment	None	15 minutes	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/Assesment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ Taxmapper I/ Taxmapper IV/ Draftsman I/ RCC I/ DCW</i>
	1.1.1 Approval of tax declaration and notice of assessment	None	5 minutes	<i>City Assessor/ Asst. City Assessor</i>
2. Receive and acknowledge newly issue tax declaration and notice of assessment	2.1 Issue tax declaration and Notice of Assessment	None	10 minutes	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/Assesment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ Taxmapper I/</i>
	2.2 File Records	None	1 hour	



				Taxmapper IV/ Draftsman I/ RCC I/ DCW
	TOTAL	NONE	2 days, 3 hrs. & 27 minutes	

8.6 Complex Subdivision or Consolidation of Lots

This services covers the issuance of tax declaration as per partition of one lot into two or more parcel or consolidation of two or more parcel into one.

Office or Division:	City Assessor's Office			
Classification:	Complex			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Real Property Owners or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit of Request (1 original copy)				
Confirmation of Subdivision or Consolidation (1 original copy)				
Affidavits - if applicable (1 original copy)				
Special Power of Attorney - if applicable (1 original copy)				
Copy of Approved or certified survey plan (1 copy)				
Electronic or photocopy of Title - if titled property (1 set)				
Certifications - if applicable (1 original copy)				
Tax Clearance or Real property tax receipt for the current year		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit and Presentation of Documents	1. Receive documents	None	1 minute	Administrative Aide/ Administrative Aide I/ Administrative Aide VI/Assesment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW
	1.1 Check the availability of basic requirements	None	5 minutes	Administrative Aide/ Administrative Aide I/ Administrative Aide VI/Assesment Clerk I/ SAA II/ Administrative Asst



				<i>III/ Administrative Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW</i>
	1.2. Set date of ocular inspection	None	2 minutes	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/Assesment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW</i>
	1.3 Conduct Ocular inspection	None	Within the day	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/Assesment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW</i>
	1.4 Assigning of PIN	None	1 hour	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/Assesment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW</i>
	1.2 Pre-review, comments and suggestion	None	within the day	<i>City Assessor/ Asst. City Assessor</i>
	1.2.1 Assigning of PIN	None	within the day	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/Assesment Clerk I/ SAAII/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW</i>
	1.2.2 Processing and updating of records to the systems	None	1 hour (per TD)	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/Assesment Clerk I/ SAAII/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW</i>



	3.3 Generate Tax Declaration and Notice of Assessment	None	2 minutes (per TD)	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/Assesment Clerk I/ SAAII/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW</i>
	3.4 Review of all documents, tax declaration and notice of assessment	None	10 minutes	<i>Local Assessment Operations Officer</i>
2. Sign the Tax declaration, Notice of Assessment and FAAS	2. Inform the Client regarding the new tax assessment	None	5 minutes	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/Assesment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW</i>
	2.1 Approval of tax declaration and notice of assessment	None	10 minutes	<i>City Assessor/ Asst. City Assessor</i>
2.1. Receive and acknowledge newly issue tax declaration and notice of assessment	2.1. Issue and released tax declaration and Notice of Assessment	None	5 minutes	<i>LAOO IV/ LAOO III/ SAA II/ Assessment Clerk I/ DCW/ Admin Aide VI/ Admin Asst. IV/ Admin Aide I</i>
	2.1.1 File Records	None	25 minutes (per RPU)	<i>LAOO IV/ LAOO III/ SAA II/ Assessment Clerk I/ DCW/ Admin Aide VI/ Admin Asst. IV/ Admin Aide I</i>
	TOTAL	None	3 days, 3 hours and 5 minutes	



8.7 Simple Conformity with Title

To tie up record of assessment based on title issued.

Office or Division:	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Real Property Owners or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electronic or photocopy of Title (1 set)		Register of Deeds or Owner's Copy		
Affidavit or letter of Request (1 original copy)				
Confirmation of Subdivision or Consolidation - if applicable (1 original copy)				
Special Power of Attorney - if applicable (1 original copy)				
Copy of Approved survey plan – optional (1 copy)				
Tax Clearance or Real property tax receipt for the current year		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission and presentation of Documents	1. Receive documents	None	2 minutes	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/Assesment Clerk I/ SAAII/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW</i>
	1.1 Check the availability of basic requirements	None	5 minutes	
	1.2 Processing and updating of records to the systems	None	1 hour	<i>LAOO IV/ LAOO III/ SAA II Assessment Clerk I/ DCW/ Admin Aide VI/ Admin Asst. IV/ Admin Aide I</i>
	1.3 Generate Tax Declaration and Notice of Assessment	None	2 minutes (per TD)	
	1.4. Review of all documents, tax declaration and notice of assessment	None	10 minutes	
2. Sign the Tax declaration, Notice of Assessment and FAAS	2. Inform the Client regarding the new tax assessment	None	5 minutes	<i>LAOO IV/ Taxmapper IV/ Taxmapper I/ Draftsman I/ LAOO III/ / Admin Asst. III/ DCW/ Admin Aide VI/ Admin Asst IV/ Admin Aide I</i>
	2.1 Approval of tax declaration and notice of assessment	None	10 minutes	<i>City Assessor/ Asst City Assessor</i>
	2.1. Issue tax declaration and Notice of Assessment	None	5 minutes	<i>LAOO IV/ Taxmapper IV/ LAOO III/ / SAA II/ Assessment Clerk I/ Admin Asst. III/</i>



2.1. Receive and acknowledge newly issue tax declaration and notice of assessment	2.2. File Records	None	25 minutes	<i>DCW/ Admin Aide VI/ Admin Asst IV/ Admin Aide I/ RCC I</i>
TOTAL		None	1 hour and 34 minutes	

8.8 Simple Subdivision or Consolidation of Lots

This services covers the issuance of tax declaration as per partition of one lot into two or more parcel or consolidation of two or more parcel into one.

Office or Division:	City Assessor's Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Real Property Owners or authorized representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit or letter of Request (1 original copy)				
Confirmation of Subdivision or Consolidation (1 original copy)				
Affidavits - if applicable (1 original copy)				
Special Power of Attorney - if applicable (1 original copy)				
Copy of Approved or certified survey plan (1 copy)				
Electronic or photocopy of Title - if titled property (1 set)				
Certifications - if applicable (1 original copy)				
Tax Clearance or Real property tax receipt for the current year		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission and presentation of Documents	1. Receive documents	None	2 minutes	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/ Assesment Clerk I/ SAA II/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ Taxmapper I/ Taxmapper IV/ RCC I/ DCW Taxmapper IV/Taxmapper I/Admin Asst III/ Draftsman I/ Admin Aide I/ Admin Aide</i>
	1.1 Check the availability of basic requirements	None	5 minutes	
	1.2. Set date of ocular inspection - if applicable	None	2 minutes	
	1.3 Conduct Ocular inspection	None	within the day	



	1.4 Processing and updating of records to the systems	None	30 minutes (per TD)	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/ Assesment Clerk I/ SAA II/ Administrative Asst III/</i>
	1.5 Generate Tax Declaration and Notice of Assessment	None	2 minute (per TD)	<i>Administrative Asst IV/ LAOO III/ LAOO IV/ Taxmapper I/ Taxmapper IV/ RCC I/ DCW</i>
	1.6 Review of all documents, tax declaration and notice of assessment	None	10 minutes	<i>Local Assessment Operations Officer</i>
2. Sign the Tax declaration, Notice of Assessment and FAAS	2. Inform the Client regarding the new tax assessment	None	5 minutes	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/ Assesment Clerk I/ SAA II/ Administrative Asst III/</i>
	2.1 Approval of tax declaration and notice of assessment	None	5 minutes	<i>Administrative Asst IV/ LAOO III/ LAOO IV/ Taxmapper I/ Taxmapper IV/ RCC I/ DCW</i>
2.1. Receive and acknowledge newly issue tax declaration and notice of assessment	2.1.1. Issue tax declaration and Notice of Assessment	None	5 minutes	<i>City Assessor / Asst. City Assessor</i>
	2.1.2 File Records	None	25 minutes	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/ Assesment Clerk I/ SAA II/ Administrative Asst III/</i>
	TOTAL	None	1 day, 1 hour and 31 minutes	<i>Administrative Asst IV/ LAOO III/ LAOO IV/ Taxmapper I/ Taxmapper IV/ RCC I/ DCW</i>

8.9 Simple Transfer of Ownership

This service covered all simple transfer of ownership of real property from the previous owner to the new owner.

Office or Division:	City Assessor's Office	
Classification:	Simple	
Type of Transaction:	G2C, G2B, G2G	
Who may avail:	Real Property Owners or authorized representative	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Registered Deed of Conveyance - sale, donation, extra judicial settlement, etc. (1 original copy)	Office of the Register of Deeds	
Certificate authorizing registration (1 photocopy)	Bureau of Internal Revenue	



Photocopy or electronic copy of Title - if titled property (1 set)		Owner's Copy or Office of the Register of Deeds		
Special Power of Attorney - if applicable (1 original copy)				
Copy of Approved or certified survey plan - if applicable (1 copy)				
Transfer Tax Receipt		Office of the City Treasurer		
Tax Clearance or Real property tax receipt for the current year		Office of the City Treasurer		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission and presentation of Documents	1. Receive documents	None	5 minutes	<i>Administrative Aide/ Administrative Aide I/ Administrative Aide VI/ Assessment Clerk I/ Assessment Clerk III/ Administrative Asst III/ Administrative Asst IV/ LAOO III/ LAOO IV/ RCC I/ DCW/</i>
	1.1. Check the availability of basic requirements	None	5 minutes	
	1.2 In case the transaction is with building, machineries or other improvements, the Client and Tax mappers shall set date of ocular inspection	None	5 minutes	<i>Taxmapper III/ Taxmapper I/ Administrative Aide/ Administrative Aide I</i>
	1.3 If the transaction is land only and/or the building or any other improvements that are recently assessed, proceed to preparation of Tax declaration and Notice of Assessment	None		<i>LAOO IV/ LAOO III/ Assessment Clerk III/ Assessment Clerk I/ Admin Assy III/ DCW/ Admin Aide VI/ Admin Asst. IV/ RCC I</i>
	1.4 Conduct Ocular inspection	None	within the day	<i>Tax mapper III/ Tax Mapper I/ Admin Asst III/ Admin Aide I/ Admin Aide</i>
	1.5 Fill-up Field Appraisal and Assessment Sheet and Form	None	30 minutes	
	1.6 Assigning of PIN	None	20 minutes	<i>Tax mapper III/ Tax Mapper I/ Admin Asst III</i>
	1.7 Appraise and assess of real property	None	1 hour	<i>LAOO IV/ LAOO III/ DCW/ Assessment Clerk III/ Assessment Clerk I</i>
	1.8 Processing and updating of records to the systems	None	1 hour (per TD)	<i>LAOO IV/ LAOO III/ / Assessment Clerk I/ Assessment Clerk III/Admin Asst III/ DCW/ Admin Aide VI/ Admin Asst IV/ RCC I/ Admin Aide I</i>



	1.9 Review of all documents, tax declaration and notice of assessment	None	20 minutes	<i>Asst. City Assessor/ LAOO IV/ LAOO III</i>
2. Sign the Tax declaration, Notice of Assessment, FAAS and Sworn Statement	2. Inform the Client regarding the new tax assessment	None	5 minutes	<i>LAOO IV/ LAOO III/ / Assessment Clerk I/ Assessment Clerk III/Admin Asst III/ DCW/ Admin Aide VI/ Admin Asst IV/ RCC I/ Admin Aide I</i>
	2.1 Approval of tax declaration and notice of assessment	None	30 minutes	<i>City Assessor / Asst. City Assessor</i>
2.1. Receive and acknowledge newly issue tax declaration and notice of assessment	2.1.1. Issue tax declaration and Notice of Assessment	None	15 minutes	<i>LAOO IV/ LAOO III/ / Assessment Clerk I/ Assessment Clerk III/Admin Asst III/ DCW/ Admin Aide VI/ Admin Asst IV/ RCC I/ Admin Aide I</i>
	2.1.2 File Records	None	25 minutes	
	TOTAL		1 day, 4 hours and 40 minutes	



ECONOMIC SERVICES

9. City Public Employment Service Office External Services



9.1 Assistance to Job Seekers in Applying Local and Overseas Employment

This service shall help jobseekers to find productive and gainful work opportunities both for local and overseas employment.

Office or Division:	City Public Employment Service Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Communication letter/ request letter with complete information details.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant registers in the logbook and fills-out the National Skills Registration Program (NSRP) Jobseekers Registration Form.	1.1 PESO staff accepts duly accomplished biodata/ resume and profiles for possible referral.	None	5 minutes	<i>Administrative Aide Administrative Aide I</i>
	1.2 PESO staff encodes data of applicant to the PESO Employment Information System (PEIS)	None	5 minutes	<i>Administrative Aide</i>
	1.3 PESO staff files duly accomplished biodata/resume for reference.	None	2 minutes	<i>Administrative Aide</i>
	TOTAL	None	12 Minutes	



ECONOMIC SERVICES

10. City Agricultural and Biosystems Engineering Office External Services



10.1 Submission of Request of Farm Machinery and Equipment, Irrigation and Post-Harvest Facilities, Farm-to-Market Road and Agri-infrastructure

This service is for Barangay and Organized Farmers Associations/ Cooperatives who request/apply for the above facilities from the City Government of Alaminos and National Government Agencies.

Office or Division:	City Agricultural and Biosystems Engineering Office			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2C			
Who may avail:	BARANGAY, ORGANIZED FARMERS ASSOCIATIONS/ COOPERATIVES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent (Association/ Cooperative)- <i>1 Original Copy</i>		Requesting client		
Board Resolution stating the need for the project and the capacity of the applicant to maintain and operate the machinery/equipment/ facility signed by majority members of the Board of Directors- <i>1 Original Copy</i>		Requesting client		
List of members with corresponding signatures and service area- <i>1 Original Copy</i>		Requesting client		
SEC/DOLE/CDA Certificate of Registration- <i>1 Photocopy</i>		SEC/ DOLE/ CDA		
SEC/DOLE/CDA Certificate of Good Standing/ Compliance- <i>1 Original Copy</i>		SEC/ DOLE/ CDA		
Profile of Farmers Organization- <i>1 Original Copy</i>		Requesting client		
MAO/ABE Endorsement- <i>1 Original Copy</i>		Agricultural and Biosystems Engineer Office / City Agriculture Office		
Project Utilization Proposal- <i>1 Original Copy</i>		Requesting client		
Utilization Report of all project acquired from DA/LGU/PhilMEch and other Government Agencies- <i>1 Original Copy</i>		Requesting client		
Latest audited financial statement- <i>1 Photocopy</i>		Requesting client		
Certificate of availability of fund- <i>1 photocopy of passcode</i>		Requesting client		
GeoTagged Photos- <i>1 Original Copy</i>		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Visitor's Logbook in the Office Information Desk	1.1. Give the Visitor's Logbook	None	1 minute	<i>Agriculturist, Agri. Tech. II or Admin. Aide</i>
2. Fill-up the Present Pre-required Documents	2.1. Review as to completeness of documents (For incomplete attachments, return for compliance)	None	1 hour	<i>OIC-ABE or Agriculturist I</i>
	2.2. Conduct Validation	None	1 day	
	2.3. Review of Validation	None	1 hour	



	2.4. Report and Endorsement of all qualified recipients	None	1 hour	
3. Client notified as to the status of application	3.1. Notify the applicant if they are among the target recipient	None	5 minutes	<i>OIC-ABE or Agriculturist I</i>
	3.2. Notify recipient once release of requested machineries/ equipment is ready	None	5 minutes	
	TOTAL	NONE	1 DAY 3 HOURS & 11 MINUTES	

10.2 Submission of Validation, Inspection and Monitoring Reports for Agri-infrastructure.

This service is to provide technical assistance in validation, inspection and monitoring reports and submission for Agricultural Infrastructures.

Office or Division:	City Agricultural and Biosystems Engineering Office			
Classification:	HIGHLY TECHNICAL			
Type of Transaction:	G2C, G2B			
Who may avail:	LGU's, BARANGAY, ORGANIZED FARMERS ASSOCIATIONS/ COOPERATIVES			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent / Resolution- <i>1 Original copy</i>		Requesting client		
Proof of Ownership (Usufract or Donation)- <i>1 Original Copy</i>		Requesting client		
SEC/DOLE/CDA Certificate of Registration- <i>1 Photocopy</i>		SEC/ DOLE/ CDA		
SEC/DOLE/CDA Certificate of Good Standing/ Compliance- <i>1 Photocopy</i>		SEC/ DOLE/ CDA		
Validation Report- <i>1 Original Copy</i>		Agricultural and Biosystems Engineer Office		
Pre-Implementation pictures (Geotagged Photos) of the project site- <i>1 Original Copy</i>		Requesting client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign the Visitor's Logbook in the Office Information Desk	1.1. Give the Visitor's Logbook	None	1 minute	<i>Agriculturist, Agri. Tech. II or Admin. Aide</i>
2. Fill-up the Present Pre-required Documents	2.1 Review as to completeness of documents (For incomplete attachments, return for compliance)	None	1 hour	<i>OIC-ABE or Agriculturist I</i>
	2.2 Conduct Field Validation	None	1 day	
	2.3 Review of Validation	None	1 hour	
3. Client notified as to the status of application	3.1 Notify the applicant if they are among the target recipient	None	5 minutes	<i>OIC-ABE or Agriculturist I</i>
	TOTAL	NONE	1 DAY 2 HOURS & 6 MINUTES	



SOCIAL SERVICES

11. City Health Office External Services



11.1 Medical Consultation & Issuance of Medical certificate

General consultation, treatment, prevention and control of illness/diseases/ health problems.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory Request		Doctor		
Official Receipt		City Treasurers Office		
Anti-rabies Vaccine		Private Pharmacy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient Registration	1.1 Filling-out of patient's data form	None	3 minutes	<i>Sanitation Inspector I</i>
	1.2 Taking of vital signs, height and weight, chief complaint			
2. Consultation	2.1 History taking and assessment	None	10 mins	<i>City Health Officer, CGADH 1 (Asst. City Health Officer), Medical Officer III and Medical Specialist II</i>
	2.2 Request for laboratory examination if needed			
	2.3 Refer for slit-skin smear at Western Pangasinan District Hospital (WPDH)			
	2.4 Prescription of anti-rabies vaccine			
3. Payment of Laboratory test at the City Treasurers Office	3.1 Accepts payment and issue Official receipt	Drug test- Php 250 Urinalysis – Php 60 Fecalalysis – Php 60 CBC – Php 300 Cloting/Bleeding Time – Php 120 Blood Typing- Php 150 Hepa B- Php 250 Direct Sputum Smear Microscopy – Free for follow-up only Medical Certificate- Php 100	5 mins	<i>Treasurer's Office Staff</i>
4. Present OR for laboratory test	4.1 Testing	None	30 mins	<i>Medical Technologist II, Medical Technologist I, Medical Laboratory Technician II or</i>
	4.2 Record and Release of results		2 minutes (other laboratory test)	



			7 days (gene expert)	<i>Administrative Assistant I (Computer Operator I)</i>
5. Provide Vaccine for Anti-rabies	5.1 Vaccination	None	5 mins	Nurse II
	5.2 Fill-out Rabies Exposure Registry & Issuance of vaccination card			
6. Present Laboratory Results & Official receipt for medical certificate	6.1 Evaluate Results	None	10 mins	<i>City Health Officer, CGADH 1 (Asst. City Health Officer), Medical Officer III and Medical Specialist II</i>
	6.2 Diagnosis, Health Education and treatment/ referral (if necessary)			
	6.3 Issuance of Medical Certificate			
	TOTAL	Php 675.00	1 hour & 5 mins	

11.2 Signing of Certificate of Death

Review the circumstances on the cause of death

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	Relatives of the deceased			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Death Certificate		Hospitals/Funeral Parlor		
Barangay Certificate		Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the completely filled-out Certificate of Death & Barangay Certificate if patient died at home	1.1 Verify and review data	None	10 mins	<i>City Health Officer, CGADH 1 (Asst. City Health Officer), Medical Officer III and Medical Specialist II</i>
	1.2 Interview nearest kin or friends who has knowledge on the probable cause of death (if died at home)			
2.1 Receive the signed certificate of death	2.1.1 Review & sign	None	10 mins	
	TOTAL	Php 675.00	1 hour & 5 mins	



11.3 Medico-legal & Postmortem Examination

Help to determine the injuries and confirm a known or suspected diagnosis of the disease which cause the death of the patient for legal purposes

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	Person with Injuries / Death case			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Medico-legal / Postmortem Request		PNP/POSO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present request for conduct of Medico-legal/ Postmortem from PNP or POSO	1.1 Verify request and data	None	5 minutes	<i>Sanitation Inspector I</i>
	1.2 Taking of vital signs (for medico-legal)			
2. Consultation (for medico-legal)	2.1 Interview and assessment (for medico-legal)	None	20 minutes	<i>City Health Officer, CGADH 1 (Asst. City Health Officer), Medical Officer III and Medical Specialist II</i>
	2.2 Medico-legal examination			
3. Identify the cadaver	3.1 Conduct of postmortem examination	None	24 hours after the conduct of post mortem examination	
	3.2 Record examination findings			
	3.3 Accomplish Postmortem & Medico-legal report			
4. Receive result	4.1 Record & Release of medico-legal report	None	2 minutes	
	4.2 Submit Postmortem report to proper authority	None	2 minutes	
	TOTAL	None	2 days	

11.4 Pre-marriage Orientation and Counseling

Provide would-be couples with information they will need in performing their roles as husband and wife, and prepare them for their married life

Office or Division:	City Health Office
Classification:	Simple
Type of Transaction:	G2C-Government-to-Citizens



Who may avail:	Would-be couples			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Marriage		Local Civil Registry Office		
Pre-marriage checklist		Local Civil Registry Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client presents pre-registration checklist from LCR.	1.1 Population staff verifies the checklist	None	1 minute	<i>Nutrition Officer II or Nutrition Officer I</i>
2. Client answers the individual Marriage Expectations Inventory Form	2.1 Population Staff shall receive and check the completeness of the MEIF	None	1 minute	
3. Client signs in the PMOC logbook	3.1 Population staff shall check the basic information of client in the PMOC logbook and give schedule for the PMOC Session	None	1 minute	
4. Client attend the PMOC	4.1 Alaminos City PMOC Team conduct the PMOC Session	None	4 hours	
	4.2 Population officer shall release the Certificate of Compliance	None	1 minute	
	TOTAL	None	4 hrs and 4 minutes	

11.5 Nutrition: Out- Patient Therapeutic Feeding

Provide treatment to severely malnourished children to reduce the risk of excess mortality and morbidity

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	Severely malnourished children			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client proceed to Nutrition Section as referred by CHVs	1.1 Assist client	None	1 minute	<i>Nutrition Officer II or Nutrition Officer I</i>



2. Patient registration	2.1 Validate Nutritional Status of patient by taking anthropometric measurements	None	5 minutes	<i>Nutrition Officer II or Nutrition Officer I</i>
	2.2 Interview patient's guardian for personal details and diet history of the child	None	5 minutes	
	2.3 Assist patient for medical check-up by Medical Officer	None	10 minutes	
3. Receive therapeutic/ supplementary food & health education	3.1 Provide therapeutic/ supplementary food and dietary counselling for the patient	None	10 minutes	
	TOTAL	None	31 minutes	

11.6 Dental Services

To provide dental care to patients

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient Registration	1.1 Filling-out of Health Declaration Form and patient's data form	None	3 minutes	<i>Admin Staff Assigned</i>
	1.2 Taking of vital signs and chief complaint		5 minutes	
2. Consultation	2.1 History taking	None	5 minutes	<i>Dentist II</i>
	2.2 Conduct of Basic Oral examination		10 minutes	
	2.3 Assess if for tooth extraction or observation and prescription		10 minutes	
3. Patient undergo Tooth Extraction	3.1 Prepare dental instruments and equipment	None	15 minutes	<i>Dentist II or Admin staff assigned</i>
	3.2 Conduct of tooth extraction			
4. Receive prescription	3.1 Prescription	None	5 minutes	<i>Dentist II</i>



	3.2 Health Education			
	TOTAL	None	53 minutes	

11.7 Social Hygiene Clinic: Sexually Transmitted Infections (Vaginal Smearing)

Early detection & treatment of infections

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	All Female Sex Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Health Card		BOSS		
Official Receipt		City Treasurers Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present health cards for registration	1.1 Validate health cards	None	1 minute	<i>Sanitation Inspector II and Sanitation Inspector I</i>
2. Payment of fees at the City Treasurer's Office	2.1 Receive payment & issue Official Receipt (OR)	Php 50	5 minutes	<i>City Treasurers Office Staff</i>
3. Present OR	3.1 Validate OR	None	10 minutes	<i>Medical Technologist II</i>
	3.2 List the names to be tested in the logbook			
	3.3 Properly label the slides			
	3.4 Do the vaginal smearing and submit specimen to the laboratory			
	3.5 Examine the specimen submitted	None	1 hour	<i>Nurse II and Sanitation Inspector II/Sanitation Inspector I</i>
	3.6 Record and release result			<i>Medical Technologist II</i>
4. Present Laboratory Results	4.1 Health Education, Diagnosis & Treatment	None	5 minutes	<i>City Health Officer, CGADH 1 (Asst. City Health Officer), Medical Officer III and Medical Specialist II</i>
	TOTAL	Php 75.00	1 hour and 21 minutes	



11.8 HIV/ AIDS Prevention and Control

Early detection, counseling & referral

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1.1 Filling-out of patient's data form	None	3 minutes	<i>Administrative Aide I and Admin staff assigned</i>
	1.2 Taking of vital signs, weight & height, chief complaint			
2. Consultation	2.1 History taking and assessment	None	5 minutes	<i>City Health Officer, CGADH 1 (Asst. City Health Officer), Medical Officer III and Medical Specialist II</i>
	2.2 Request for HIV Counselling & Testing (HCT)			
3. Present laboratory request for HCT	3.1 Conduct Pre-test counselling	None	1 hour	<i>Medical Specialist II or Medical Laboratory Technician II</i>
	3.2 HIV testing	None		
	3.3 (A) Record and Release of result if non-reactive	<i>Medical Technologist II</i>		
	3.4 (B) Record and refer for confirmatory testing if reactive result			
	3.5 Post-test counselling			None
4. Present Laboratory Results	4.1 Diagnosis & Health Education	None	5 minutes	<i>City Health Officer, CGADH 1 (Asst. City Health Officer), Medical Officer III and Medical Specialist II</i>
TOTAL		None	1 hour and 13 minutes	



11.9 Laboratory Services

To validate diagnosis, predict disease severity and monitor disease progression. To find out whether or not a person has taken a prohibited drug.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card/ Health Card		Client		
Official Receipt		Treasurer's Office		
Laboratory Request		Doctor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	1.1 Verify Identity, purpose and laboratory request	None	3 minutes	<i>Medical Technologist II, Medical Technologist I, Medical Laboratory Technician II or Administrative Assistant I (Computer Operator I) and Administrative Aide I</i>
	1.2 Log patients data			
2. Payment of fees at the City Treasurer's Office	2.1 Receive payment & issue Official Receipt (OR)	Drug test- Php 250 Urinalysis – Php 60 Fecalalysis – Php 60 CBC – Php 300 Cloting/Bleeding Time – Php 120 Blood Typing- Php 150 Hepa B Screening- Php 250 HIV Screening – Php 500 for Walk-in (Free for DOH program) Syphilis – Php 250 (Free for DOH program) Direct Sputum Smear Microscopy- Free for follow-up only Gram Stain- Php 100 FBS – Php 200 Cholesterol – Php 250 Uric Acid – Php 200	5 minutes	<i>City Treasurers Office Staff</i>



		Blood Urea Nitrogen- Php 200 Creatinine- Php 200 ICT- 25		
3. Fill-out and sign Drug Testing form and Submit (for drug testing)	3.1 Check form if completely filled-out and signed (for drug testing)		3 mins	<i>Medical Laboratory Technician II or Administrative Assistant I (Computer Operator I)</i>
	3.2 Observe Urine Collection with proper instruction		2 mins	
4. Submit Specimen for testing	2.1.1 Collect and label specimen		30 mins	
	2.1.2 Testing			<i>Medical Technologist II or Medical Technologist I</i>
3.1 Receive laboratory results	3.1.1 Encoding/ Recording and issuance of results		5 mins	<i>Medical Technologist II, Medical Technologist I, Medical Laboratory Technician II or Administrative Assistant I (Computer Operator I)</i>
	TOTAL		53 minutes	
		Php 75.00		

11.10 Hemodialysis Treatment

Early diagnosis & to treat advance Kidney Failure

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Laboratory results		Hospitals/DOH accredited laboratories		
Doctor's Referral		Nephrologist		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 Inquire on admission for dialysis treatment	1.1 Provide laboratory checklist	None	5 minutes	<i>Nurse I, Administrative Aide I (Casual- Nurse Dialysis)</i>
	1.1.1 Inform patient on the rules and regulations of the clinic.			
1.2. Submit requirements	1.2 Check if all requirements are completed			



1.3 Present laboratory requirements to the nephrologist	1.3 Assessment & schedule for treatment	None	20 minutes	ACDC Medical Director
1.4 Initial registration of new patient	1.4 Obtain informed consent for HD treatment	None		Nurse I or Administrative Aide I (Casual- Nurse Dialysis)
	1.4.1 Fill out patient's chart	None		
2. Patient registration	2.1 Fill-out health declaration form	None	5 mins	
	2.2 Obtain vital sign, height & pre-weight	None		
3.. Hemodialysis Treatment	3.1 Prepare HD machines for treatment	None		Nurse I, Administrative Aide I (Casual- Nurse Dialysis) and Administrative Aide VI
	3.2 Conduct of HD treatment with administration of prescribed medications, monitoring of the patient & health education	None		
	3.3 Refer to the doctor on duty for any complications	None		Medical Officer III, Medical Specialist II or CGADH
	3.4 Terminate HD treatment & assess patient including post HD weight & record	None		Nurse I, Administrative Aide I (Casual- Nurse Dialysis) and Administrative Aide VI
4. Payment of fees	4.1 Compute the total cost & issue Official Receipt	Non PhilHealth Member: 3,250 Indigent/ Senior/ Sponsored/ PWD: 650 (initial treatment) Self-employed/ Individual paying PhilHealth member: 650 (for every new lo-flux dialyzer)	10 minutes	Nurse I, Administrative Aide I (Casual- Nurse Dialysis) and Administrative Aide VI
5. Obtain clearance slip	5.1 Issue clearance slip & discharge the patient	None	5 mins	Administrative Assistant II
	TOTAL	Non PhilHealth Member: 3,250 Indigent/ Senior/ Sponsored/ PWD: 650 (initial treatment) Self-employed/ Individual paying PhilHealth member: 650 (for every new lo-flux dialyzer)	53 minutes	



11.11 Sanitary Service: Application for Sanitary Permit to Operate

Ensure standard on the Sanitary Code of the Philippines

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		City Treasurer's Office		
Health Card		BOSS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients proceeds to BOSS	1. Sanitation Inspector assess and checking of checklist of requirements	None	5 mins	<i>Sanitation Inspector II and Sanitation Inspector I</i>
2. Payment of sanitary permit at the City Treasurers Office	2. Receive payment and issue Official Receipt	100.00	5 mins	<i>City Treasurers Office Staff</i>
3.1 Proceed to BOSS and present required documents and Official Receipt	3.1 Evaluation of required documents (health certificate)	None	5 mins	<i>Sanitation Inspector II and Sanitation Inspector I</i>
3.2 Receive Sanitary Permit	3.2 Record and release of Sanitary Permit to Operate	None		
	TOTAL	None	15 minutes	



11.12 Sanitary Service: Application of Health Certificate

Determine health status of an individual

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		City Treasurer's Office		
Laboratory Request		BOSS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients proceeds to BPLO	1. BPLO asses and issue order of payment	None	5 mins	<i>BPLO</i>
2 Payment of fees at the City Treasurers Office	2. Receive payment and issue Official Receipt	Drug Testing-250.00 Urinalysis- 60.00 Fecalalysis- 60.00 Certificate- 100.00	5 mins	<i>City Treasurers Office Staff</i>
3. Clients proceed to laboratory	3.1 Conduct the required laboratory examinations	None	10-30 mins	<i>Medical Technologist II, Medical Technologist I, Medical Laboratory Technician and Administrative Assistant I</i>
	3.2 Release laboratory results			
4.1 Present laboratory results and Official Receipt	4.1 Evaluation of laboratory results	None	5 mins	<i>Sanitation Inspector II and Sanitation Inspector I</i>
4.2 Receive Health Certificate	4.2 Recording and Issuance of Health Certificate			
	TOTAL	Drug Testing-250.00 Urinalysis- 60.00 Fecalalysis- 60.00 Certificate- 100.00	30-45 mins	



11.13 Sanitary Service: Application of Transfer Permit of Cadaver/Remains

Health requirement & legal purposes

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		City Treasurer's Office		
Certification of death		Doctor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients proceeds to CHO	1. Sanitation Inspector assess and provide checklist of requirements	None	5 mins	<i>Sanitation Inspector II and Sanitation Inspector I City Treasurers Office Staff</i>
2. Payment of Transfer Permit at the City Treasurers Office	2. Receive payment and issue Official Receipt	Php 100	5 mins	
3.1 Present required documents and Official Receipt	3.1 Review of Documents (death certificate)	None	5 mins	<i>Sanitation Inspector II and Sanitation Inspector I</i>
3.2 Receive Transfer Permit	3.2 Recording and Issuance of Transfer Permit			
TOTAL		Php 100	15 mins	

11.14 Sanitary Service: Application for Water Potability Certificate (Water Refilling Stations & ACWD)

Safe water for human consumption

Office or Division:	City Health Office		
Classification:	Simple		
Type of Transaction:	G2C-Government-to-Citizens		
Who may avail:	ALL		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Official Receipt		City Treasurer's Office	
Bacteriological & Chemical test results		DOH accredited laboratories	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients proceeds to CHO	1. Sanitation Inspector assists the client	FREE	5 mins	<i>Sanitation Inspector II and Sanitation Inspector I</i>
2 Payment of Water Potability Certificate at the City Treasurers Office (water refilling stations only)	2.1 Receive payment and issue Official Receipt	130	5 mins	<i>City Treasurers Office Staff</i>
3.1 Submission of result of Bacteriological examination from duly accredited laboratory by DOH (ACWD & Water Refilling Stations)	3.1 Review of Water potability result	FREE	5 mins	<i>Sanitation Inspector II and Sanitation Inspector I</i>
3.2 Present required documents and Official Receipt	3.2 Recording and Issuance of Water Potability Certificate if results are normal			
	TOTAL	Php 130	15 mins	

11.15 Sanitary Service: Address Sanitary Complaints

To provide necessary actions to the complaints.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of complaint				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send letter of complaint to City Administrators Office/ City Health Office	1.1 Receive and assess letter of complaint	None	10 mins	<i>City Health Officer, Medical Specialist II, Sanitation Inspector II and Sanitation Inspector I</i>
	1.2 Issuance of Mission Order by the City Health Officer	None	2 mins	<i>City Health Officer</i>
2. Accompany Sanitation Inspector/s	2.1 Coordinate to Barangay Officials	None	5 mins	<i>Sanitation Inspector II and Sanitation Inspector I</i>



	2.2 Inspection of site		30 mins	
	2.3 Accomplish report	None	1 hour	
	2.4 Submit report to Archives Office for appropriate action	None	2 mins	
	TOTAL	None	1-2 hours	

11.16 Maternal Care & Family Planning

To ensure population control health of women during pregnancy, childbirth and postnatal period.

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	Pregnant Women			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Booklet ni Nanay		Birthing Facility		
PhilHealth Members Data Form		PhilHealth		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Patient Registration for Pre-natal check-up	1.1 Filling-out of patient antenatal chart	None	2 mins	<i>Medical Specialist II, Nurse III, Midwife III and Midwife II</i>
	1.2 Conduct Antenatal check-up		10 mins	
	1.3 Health Education and prescription of vitamins		5 min	
	1.4 Update antenatal chart and release booklet ni Nanay			
	1.5 Admission if patient is in active labor			
2. Labor and Delivery	2.1 Monitoring labor and delivery		N/A	
	2.2 Delivers baby			
	2.3 Refer patient to Higher Health facility (if labor is prolonged)		30 mins	
	2.4 Monitor mother and child after delivery		24 hours	
3. Postpartum check-up & Family Planning	3.1 Conduct newborn screening and to the baby and discharge internal examination to the mother		10 mins	
	3.2 Conduct hearing screening test to the baby		N/A	



	3.3 Suggest family planning methods suitable for the patient		10-15 mins	
	3.4 Give the pills/injection/condoms with advised			
	3.1.5 Update patient's chart and discharge the mother and child with advise			
		TOTAL	24 hours-36 hours	

11.17 Primary Health Care: Immunization

To avoid vaccine preventable diseases

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	0-12 months old baby/ pregnant women			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Booklet ni Nanay		Birthing Facility/ Respective Barangay Health Center		
Immunization card		Respective Barangay Health Center		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present immunization card/ booklet ni Nanay	1.1 Review immunization card/ booklet ni Nanay	None	5 mins	<i>Midwife III and Midwife II</i>
	1.2 Taking of vital signs, height and weight		2 mins	
2. Client undergo Immunization	2.1 Conduct immunization		30 mins	
	2.2 Observe vaccine reaction to client			
3. Receive immunization card/ booklet ni Nanay	3.1 Update and release immunization card/ booklet ni Nanay			
	TOTAL		35 mins	



11.18 Tuberculosis Control Program

Cure the infection & prevent the spread

Office or Division:	City Health Office			
Classification:	Simple			
Type of Transaction:	G2C-Government-to-Citizens			
Who may avail:	ALL			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Admission	1.1 Filling-out of patient's data form	None	3 mins	<i>Administrative Aide I and other Admin Staff Assigned</i>
	1.2 Taking of vital signs, height and weight, chief complaint			
2. Consultation	2.1 History taking and assessment	None	5 mins	<i>City Health Officer, Assistant CGDH, Medical Specialist II and Medical Officer II</i>
	2.2 Request for chest x-ray			
	2.3 Request for laboratory Direct Sputum Smear Microscopy & GenXpert			
3. Present laboratory request	3. Interview, verify and instruct patient on the collection of the specimen	None	2 mins	Medical Technologist II, Medical Technologist I and Medical Laboratory Technician
4. Submission of specimen	4.1 Receive & label specimen			
	4.2 (A)for GenXpert:Transport specimen to Western Pangasinan District Hospital (WPDH) for testing	None	10 mins	
	4.3 (B) for DSSM: staining & microscopy	None	1 day	
	4.4 (A) Receive result from WPDH	None	1 min	
5. Present Laboratory Results to the doctor	4.5 Record & Release of result	None	1 min	
	5.1 Evaluate Results	None	30 mins	<i>City Health Officer, Assistant CGDH, Medical Specialist II, Medical Officer III, Nurse III and Nurse II</i>
6. Present Patient TB Treatment Record	5.2 Diagnosis, Health Education and enroll for treatment and re			
		6.1 Releasing of Medicines	None	2 mins
TOTAL		None	2 mins -1 day& 54mins	



11.19 Capacity Building/Training/Seminar

Office or Division:	City Health Office – City Epidemiology and Surveillance Unit			
Classification:	Complex Transactions			
Type of Transaction:	G2C, G2G, G2B			
Who may avail:	All Health Care Services Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Invitation from the Department of Health and other Health Agencies		From the Requesting Group/Individual		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of invitation to the City Health Officer of a specific capacity building/training with profiles of participant	1.1 Assessment or evaluation of invitation	None	3 minutes	1. Submission of invitation to the City Health Officer of a specific capacity building/training with profiles of participant
	1.2 Orientation on the content of training/seminar		30 minutes	
	1.3 Issuance of Office Order to attend		Depending on the length of the training	
	1.4 Feedback after the attendance		2 days after attending seminar	
	TOTAL	None	Depending on the length of the training	



SOCIAL SERVICES

12. City Social Welfare and Development Office External Services



12.1 Assistance to Individual in Crisis Situation

Provision of integrated services such as financial and material assistance

Office or Division:	City Social Welfare and Development Office	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizens	
Who may avail:	All citizens of Alaminos City and those from other municipalities and cities who were found in crisis during their stay in the city	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Requirements for Medical Assistance		
1. Certificate of Residency/Indigency of Patient/Representative (1 photocopy, 1 original copy)	Barangay hall where client resides	
2. Any valid or government issued ID (2 photocopy)		
3. Medical Certificate or Medical Abstract (issued within 3 months) (2 photocopy)	Hospital/ clinic	
4. Prescription (Reseta) (2 photocopy)	Hospital/ clinic	
5. Statement of Account for hospital bill (2 photocopy)	Hospital	
6. Laboratory request (for laboratory request) (2 photocopy)	Doctor/Physician	
Requirements for Burial Assistance		
1. Certificate of Residency/Indigency of Patient/Representative (1 photocopy, 1 original copy)	Barangay hall where client resides	
2. Death Certificate (2 photocopy)	LCR	
3. Funeral Contract of Service (2 photocopy)	Servicing Funeral Parlor	
Requirements for Educational Assistance		
1. Certificate of Residency/Indigency of Patient/Representative (1 photocopy, 1 original copy)	Barangay hall where client resides	
2. Certificate of Enrolment or registration or assessment form (2 photocopy)	School	
3. Current school year Identification Card Statement of Account (for College Students) (2 photocopy)	School	
Requirements for Transportation Assistance		
1. Certificate of Residency/Indigency of Patient/Representative (1 photocopy, 1 original copy)	Barangay hall where client resides	
2. Police Blotter/ Report (2 photocopy)	PNP/ POSO	



3. SCSR/ Case Summary		CSWDO		
Requirements for Food Assistance				
1. Certificate of Residency/Indigency of client (1 photocopy, 1 original copy)		Barangay hall where client resides		
1. Any valid identification card of the client/ person to be interviewed; (2 photocopy)				
2. For residents/clients in CRCGs: <ul style="list-style-type: none"> • Project Proposal • Food distribution list 				
Other Requirements may be added depending on the assistance needed.				
1. Food for Work		CSWDO		
2. Cash for Work		CSWDO		
3. Relief Assistance		CSWDO		
4. Non-food Assistance		CSWDO		
5. Emergency Shelter Assistance		CSWDO		
6. Balik- Probinsya Assistance		CSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will submit the requirements to the CSWDO staff	1.1 The CSWDO Staff shall assist the client in signing in the logbook 1.2 The CSWDO staff shall receive and verify the submitted requirements for completeness, accuracy, and truthfulness.	None	2 min	CSWD Officer, Social Welfare Assistant (SWA), Administrative Aide I
2. The Client will provide the necessary information needed in the AICS form.	2.1 The CSWDO staff shall interview and gather data to fill-in AICS form and as basis for assessment and recommendation	None	10min	Social Welfare Assistant (SWA), Administrative Aide I
3. The client will affix his/her signature in the AICS form.	3.1 The CSWDO staff shall forward the case to the CSWD Officer for review and to recommend for approval.	None	5 min	Social Welfare Assistant (SWA), Administrative Aide I
	3.2 The CSWDO staff shall endorse the client to the City Mayor's Office for final approval.			Social Welfare Assistant (SWA), Administrative Aide I
	TOTAL	NONE	17 MINUTES	



12.2 Managing Cases of Children with Disability at Stimulation and Therapeutic Activity Center (STAC)

Provision of appropriate rehabilitation programs to children with disability

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All citizens of Alaminos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Barangay Indigency (1 photocopy)		Barangay hall where client resides		
Medical Certificate (Doctor's Referral) (1 original and 1 photocopy)		Hospital/Physician		
PWD ID (1 original copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client / Representative will submit all requirements to the CSWDO Staff.	1. Admission, Initial Evaluation, Recommendation and scheduling of therapy session.	None	10 mins	<i>Recreation and Welfare Services Officer III Administrative Aide</i>
2. Client will attend OT, PT and Sign Language class as scheduled	2. OT,PT and Sign Language Session	None	45 minutes to 1 hour	
3. Client will continue with his/her therapy and sign languages sessions.	3. 1 Referral to Link Agencies/ financial assistance to CSWD Office/ Doctor's Follow up check -up for continuation/discontinuation of therapy sessions 3. 2 Provide assistive device/auxiliary devices to clients in need	None	10 minutes	<i>Recreation and Welfare Services Officer III or Administrative Aide</i>
	TOTAL	NONE	1 hour and 26 minutes	

12.3 Case Management (Crisis Intervention Program)

Provision of appropriate interventions program to victims with special protection needs

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All citizens of Alaminos City			



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Court Order/Request (1 photocopy)		RTC Office		
Birth Certificate (1 photocopy)		LCR		
School Records(1 photocopy)		SCHOOL		
Health Records (1 original copy)		CHO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will register at the logbook, submit a referral letter.	1.1 The Social Worker shall receive complaints or referrals which may be in the form of walk-in clients rescued by a referring party (from Barangay, other institutions, other LGUs, PNP other offices, etc.).	None	10 min	CSWD Officer, CGADH I, Social Welfare Assistant, Administrative Aide I
2. The client will provide the needed information. Client and family will participate in the Case Management Procedure.	2.1 CSWDO with client Family & concerned entities will conduct case conference & formulate treatment/intervention plan	None	1 hr	CSWD Officer, CGADH I, Social Welfare Assistant, Administrative Aide I
	2.2 CSWD staff and concerned entities shall implement treatment plan	None	6 months to 1 year or more (May vary as indicated in the treatment plan)	
	2.3 CSWDO with client/family & concerned entities will conduct case conference to monitor and evaluate the case to determine for closure/ termination for referral to other agency.	None	1 hr	
	Total	NONE	2 hrs and 10 minutes	

12.4 Marriage Counselling Services

Conducting PRE-Marriage Counselling to applicants securing their marriage license.

Office or Division:	City Social Welfare and Development Office		
Classification:	Simple		
Type of Transaction:	G2C - Government to Citizens		
Who may avail:	All citizens of Alaminos City		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Marriage Expectation Inventory Form (MEIF) (1 original copy)		Population Office	
Appointment Slip (1 original copy)		Population Office	



Certification of No accredited Marriage Counselor (if from other municipality) (1 original copy)		From municipal office (origin)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The would-be-couples will attend the Pre - Marriage Counselling (PMC) session	1. The CSWD Officer / Marriage Counsellor shall conduct counseling session to the would-be couple.	None	3 hrs	CSWD Officer, Administrative Officer I
2. The Client will receive the Pre-Marriage Counseling (PMC) Certificate	2. The CSWD Staff shall release the Marriage Counselling Certificate to the would-be couple.	None	3 mins.	CSWD Officer, Administrative Officer I
	Total	NONE	3 hours and 3 minutes	

12.5 Issuance of Referrals, Indigency/Eligibility, Certification, Social Case Study Report (SCSR), Parenting Capability Assessment Report (PCAR) and Solicitation Permits

Issuance of Referrals & Certification to avail services and assistance.

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All citizens of Alaminos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral letter/ Checklist		CSWD Office		
2. Request letter/ Checklist		CSWD Office		
3. Medical Abstract (1 xerox copy)		Hospital/ Clinic		
4. Certificate of Indigency from Barangay (1 xerox copy)		Brgy. Hall where the client resides		
5. Barangay Resolution (1 xerox copy)		Brgy. Hall where the client resides		
6. Letter of Intent				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will request for Assistance & will provide necessary documents	1.1 The CSWDO staff shall receive and verify submitted documents. The CSWDO staff shall inform the client of the requirements.	None	5 mins	CSWD Officer, CGADH I, Social Welfare Assistant Administrative Aide I



depending on assistance requested	1.2 For SCSR and Referrals, the CSWDO staff shall ask for Medical Records, for medical treatment; school enrollment for scholarship	None	5 mins	
	1.3 For Certification of Eligibility/ Eligibility, CSWDO Staff shall ask for Barangay Indigency and Barangay Resolution and other support documents depending on assistance being requested (AICS)	None	5 mins	
	1.4 For Solicitation Permit, the CSWDO staff shall ask for letter of intent addressed to the Mayor, SEC Registration (Incorporation), Constitution and By Laws (Association) and Accomplished Application Form.	None	10 mins	
	1.5 The CSWDO staff shall verify the submitted requirements for completeness, accuracy and truthfulness.	None	10 mins	
2. The Client will provide the necessary information.	2.1 The Social Worker/CSWDO staff shall conduct intake interview, gather further information through the client or client's representative.	None	Maximum of 2 days	<i>CSWD Officer, CGADH I, Administrative Officer I</i>
	2.2 For issuance of SCSR, the Social Worker shall conduct Collateral Interviews thru Home Visits for Information Verification and formulate assessment			
	2.3 The Social Worker/CSWDO staff shall prepare the SCSR to be approved by the CSWDO			
3. The Client will personally receive the requested certificate/document.	3. The Social Worker/CSWDO Staff shall have the client sign the Logbook upon release of the document as proof of receipt.	None	3 min	<i>CSWD Officer, CGADH I, Administrative Officer I</i>
	Total	NONE	2 DAYS AND 8 MINUTES	



12.6 Issuance of Solo Parent, Person with Disabilities and Senior Citizen ID

Provision of identification cards to Solo Parent, Person with Disabilities and Senior Citizen.

Office or Division:	City Social Welfare and Development Office	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizens	
Who may avail:	All citizens of Alaminos City	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For Solo Parent Id		
Application Form		CSWD Office
Social Case Study		CSWD Office
Birth Certificate of Children below 22 years old (1 photocopy)		Local Civil Registrar (LCR)
Marriage Certificate (1 photocopy)		Local Civil Registrar (LCR)
Certificate of No Marriage (1 photocopy)		Local Civil Registrar (LCR)
Affidavit from 2 disinterested person from applicant area (1 original copy)		Local Civil Registrar (LCR)
Certificate of Barangay Residency (1 original copy)		Barangay Hall
Barangay Record of the fact of abandonment (1 photocopy)		Barangay Hall
Death Certificate (if widow/widower) (1 photocopy)		Hospital/ Physician
Legal Separation / Declaration of Nullity of Marriage (if necessary)		Regional Trial Court (RTC)
Certificate of Detention (if the spouse is detained) (1 photocopy)		Regional Trial Court (RTC)
Medical Certificate of Physical / Mental Incapacity of spouse (1 photocopy)		Psychiatrist
Overseas Employment Certificate (OEC) (1 photocopy)		OWWA
Employment Contract (1 photocopy)		OWWA
2 pcs 1x1 ID picture (2 original)		
For PWD ID		
Medical/ Disability Certificate (1 photocopy)		HOSPITAL/PHYSICIAN
Certificate of Barangay Residency (1 photocopy)		BARANGAY
Photocopy of ID (if necessary)		
Birth Certificate (CWD) (1 photocopy)		LCR
1 whole body picture (1 original)		
3 pcs 1x1 ID picture (3 original)		
Blood type (optional)		CHO
For Senior Citizen ID		



Birth Certificate (1 photocopy)		LCR		
Any valid ID (photocopy with signature) (1 photocopy)				
Accomplished Personal Information Sheet		Senior Citizen's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will submit the requirements to the CSWDO staff	1. The CSWDO staff shall receive and verify the submitted requirements for completeness, accuracy and truthfulness		5 min	<i>Social Welfare Assistant, Day Care Worker, Administrative Aide I, Administrative Aide</i>
2. The client will provide the necessary information in the Application form.	2.1 The CSWDO staff shall conduct an interview to the client	None	20 min	<i>Social Welfare Assistant, Day Care Worker, Administrative Aide I, Administrative Aide</i>
	2.2 For Solo Parent ID, the CSWDO staff shall gather further information for case study and home visit	None	3 days	
	2.3 The CSWDO staff shall conduct orientation upon ID issuance	None	1 day	
3. The Client shall receive the ID.	3.1 The CSWDO Focal Person shall inform the client once the ID is ready for release.	None	30 min	<i>Social Welfare Assistant, Day Care Worker, Administrative Aide I, Administrative Aide</i>
	3.2 The CSWDO Focal Person shall require the client to sign in the logbook upon release of ID.			
	Total	NONE	4 day and 55 mins	



12.7 Child Development Services

Provision of services to children ages 0-4 for their total Development and Protection

Office or Division:	City Social Welfare and Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizens			
Who may avail:	All citizens of Alaminos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Birth Certificate (1 photocopy)		LCR		
Health Card from CHO (1 photocopy)		LCR		
Registration Form		CSWDO		
Parent's Consent Form		CSWDO		
CDC Intake Sheet		CSWDO		
Parents Involvement Form		CSWDO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration of Children	1.1 The CDW shall ask the parents to present the birth certificate and health card of their children.	P 100.00	5 mins	<i>Child Development Worker In charge</i>
	1.2 The CDW shall conduct the interview using the registration form, parent involvement form and parent's consent.			
	1.3 The CDW shall conduct the intake of relevant information such as name, age, date of birth, height and weight of the child, using the Intake Sheet.			
2. Attend Parents' Orientation	2.1 The CDW shall conduct initial meeting with parents.	None	2 hour	<i>Child Development Worker In charge</i>
	2.2 The CDW shall discuss the Child Development Service programs and activities to parents.			



3. Attend Child Development Session	3.1 The CDW shall prepare session plan and Instructional materials to be used for the session.	None	2 ½ hours	<i>Child Development Worker In charge</i>
	3.2 Once the session plan is prepared, the CDW shall conduct the sessions for 10 months from June to March.	50 pesos monthly 10month =500		
	TOTAL	600.00	4 hrs, 35 mins	



SOCIAL SERVICES

13. City Registrar's Office External Services



13.1 On-time Registration Certificate of Live Birth (COLB)-Municipal Form No. 102

The birth of a person being a vital event for a person must be registered within the prescribed period of 30 days from occurrence at the Office of the Local Civil Registrar of the city/municipality where the birth occurred

Office or Division:	City Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, Memorandum Circular and Data Privacy Act of 2012 (R.A. 10173)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Municipal Form No.102 - Certificate of Live Birth in quadruplicate		Local Civil Registry Office, Attendant at Birth, Hospital Authority		
Duly accomplished Municipal Form No.102, Attachment on Civil Registry Documents of Muslims and Indigenous People, in quadruplicate, if applicable		Imam or Person In-charge at the Mosque		
Any Government Issued ID / Valid ID / Proof of Identification with sufficient information– 1 photocopy (present original copy) if none (Police Clearance / Voter's Certification)		Registrant/Applicant/Authorized Issuing Agency		
Accomplished Affidavit of Admission of Paternity (AAP) (if child is illegitimate and acknowledged by the father), if applicable - 4 original copies		Back Page of COLB / Notary Public-(for separate public document)		
Affidavit to Use the Surname of the Father (AUSF) (if the illegitimate child will use the surname of father), if applicable – 4 original copies		Local Civil Registry Office / Notary Public - (for separate public document)		
Community Tax Certificate or Any Government Issued ID / Valid ID / Proof of Identification with sufficient information of Father (for illegitimate children)		Barangay / Municipal / City Treasurer (for Community Tax Certificate) / Authorized Issuing Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Signs the Visitor's Log Book, presents Valid ID and gets queuing number and Citizens Charter (ARTA) Monitoring Form	1.1 Interviews and assists client	None	3 minutes	<i>Administrative Aide VI or Administrative Assistant III</i>



1.2 Submits queuing number, documents and requirements	1.2 Receives queuing number and reviews submitted documents and requirements	None	5 minutes	<i>Administrative Aide I</i>
2. PAYMENT OF APPLICABLE FEES AT THE CITY TREASURER'S OFFICE				
2.1 Personal Information System (PIS) Verification (Without PIS, proceed to Management Information System Section) (With PIS, proceed to City Treasurer's Office) Payment of applicable fees at City Treasurer's Office	CPC Certificate of Live Birth, if applicable	PHP 100.00		<i>City Treasurer's Office</i>
	Registration of Legal Instrument (For non-marital child)	PHP 500.00		
	Fee per set for Islam Attachment, if applicable	PHP 20.00		
	Endorsement Fee, if applicable	PHP 500.00 per set		
	Documentary Stamp Tax per document	PHP 30.00		
	ICT Fee per payment	PHP 25.00		
2.2 Presents Official Receipt	2.2 Receives receipt and processes registration	None	12 minutes	<i>Administrative Aide I</i>
3. RELEASING OF THE DOCUMENT				
3.1 Receives copy of registered Certificate of Live Birth duly signed by the City Civil Registrar, signs log book and answers Harmonized Client Satisfaction Measurement and Feedback Form (optional)	3.1 Releases and issue client's copy of duly registered document and assists client in signing log book	None	5 minutes	<i>City Civil Registrar or Administrative Aide I</i>
	TOTAL	PHP 155.00 COLB for marital child PHP 685.00 COLB for non-marital child	25 minutes 35 minutes	



13.2 On-Time Registration Certificate of Marriage (COM) - Municipal Form No. 97

The marriage of a person being a vital event for a person must be registered within the prescribed period of 15 days from occurrence at the Office of the Local Civil Registrar of the city/municipality where the marriage occurred

Office or Division:	City Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, Memorandum Circular and Data Privacy Act of 2012 (R.A. 10173)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Municipal Form No. 97 - Certificate of Marriage in quadruplicate		Solemnizing Officer / Municipal Trial Court / Church / Local Government Unit attending the act of Marriage		
Duly accomplished Municipal Form No. 97 Attachment on Civil Registry Documents of Muslims and Indigenous People, in quadruplicate, if applicable		Imam or Person In-charge at the Mosque		
Any Government Issued ID / Valid ID / Proof of Identification with sufficient information – 1 photocopy (present original copy) if none, Police Clearance / Voter's Certification		Registrant/Applicant/Authorized Issuing Agency		
Duly accomplished Municipal Form No. 97 Joint Affidavit of Cohabitation, Joint Affidavit of Witnesses (under Article 34) – 4 original copy Duly accomplished Municipal Form No. 97 Attachment on Civil Registry Documents of Muslims and Indigenous People, in quadruplicate, if applicable		Notary Public Imam or Person In-charge at the Mosque		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Signs the Visitor's Log Book, presents Valid ID and gets queuing number and Citizens Charter (ARTA) Monitoring Form	1.1 Interviews and assists client	None	3 minutes	<i>Administrative Aide VI or Administrative Assistant III</i>



1.2 Submits queuing number, documents and requirements	1.2 Receives queuing number and reviews submitted documents and requirements	None	5 minutes	<i>Administrative Aide I</i>
2. PAYMENT OF APPLICABLE FEES AT THE CITY TREASURER'S OFFICE				
2.1 Personal Information System (PIS) Verification (Without PIS, proceed to Management Information System Section) (With PIS, proceed to City Treasurer's Office) Payment of applicable fees at City Treasurer's Office	CPC of Certificate of Marriage, if applicable	PHP 100.00		<i>City Treasurer's Office</i>
	Marriage Solemnization Fee (City Mayor), if applicable	PHP 300.00		
	Sponsor's Fee (Solemnized by the City Mayor), if applicable	PHP 100.00		
	Fee per set for Islam Attachment, if applicable	PHP 20.00		
	Endorsement Fee, if applicable	PHP 500.00 per set		
	Documentary Stamp Tax, per document	PHP 30.00		
	ICT Fee, per payment	PHP 25.00		
2.2 Presents Official Receipt	2.2 Receives receipt and processes registration	None	12 minutes	<i>Administrative Aide I</i>
3. RELEASING OF THE DOCUMENT				
3.1 Receives copy of registered Certificate of Marriage duly signed by the City Civil Registrar, signs log book and answers Harmonized Client Satisfaction Measurement and Feedback Form (optional)	3.1 Releases and issue client's copy of duly registered document and assists client in signing log book	None	5 minutes	<i>City Civil Registrar or Administrative Aide I</i>
	TOTAL:	PHP 155.00	25 minutes	



13.3 On-time Registration Certificate of Death (COD) - Municipal Form No. 103, Certificate of Fetal Death - Municipal Form No. 103A.

The death of a person being a vital event for a person must be registered within the prescribed period of 30 days from occurrence at the Office of the Local Civil Registrar of the city/municipality where the death occurred

Office or Division:	City Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, Memorandum Circular and Data Privacy Act of 2012 (R.A. 10173)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Certificate of Death (COD) or Municipal Form No. 103, Certificate of Fetal Death or Municipal Form No. 103A, in quadruplicate		Hospital Authority, Local Health Officer, Funeral Services Authority		
Duly accomplished Municipal Form No. 103 / Municipal Form No. 103A Attachment on Civil Registry Documents of Muslims and Indigenous People, in quadruplicate, if applicable		Imam or Person In-charge at the Mosque		
Any Government Issued ID / Valid ID / Proof of Identification with sufficient information – 1 photocopy (present original copy) if none (Police Clearance / Voter's Certification)		Registrant/Applicant/Authorized Issuing Agency		
For Municipal Form No. 103 and 103A -Certificate of Death / Fetal Death: Burial Permit, Transfer Permit, Certificate of Cremation (if applicable)		Funeral Services (for COD), Hospital Authority, Birthing Facility / City Treasurer / City Health Office / City Cemetery Office / Crematorium Agencies		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Signs the Visitor's Log Book, presents Valid ID and gets queuing number and	1.1 Interviews and assists client	None	3 minutes	<i>Administrative Aide VI, Administrative Assistant III or Administrative Aide I</i>



Citizens Charter (ARTA) Monitoring Form				
1.2 Submits queuing number, documents and requirements	1.2 Receives queuing number and reviews submitted documents and requirements	None	5 minutes	<i>Administrative Aide I</i>
2. PAYMENT OF APPLICABLE FEES AT THE CITY TREASURER'S OFFICE				
2.1 Personal Information System (PIS) Verification (Without PIS, proceed to Management Information System Section) (With PIS, proceed to City Treasurer's Office) Payment of applicable fees at City Treasurer's Office	CPC of Certificate of Death, if applicable	PHP 100.00		<i>City Treasurer's Office</i>
	Fee per set for Islam Attachment, if applicable	PHP 20.00		
	Burial Permit, if applicable	PHP 100.00		
	Transfer Permit, if applicable	PHP 200.00		
	Endorsement Fee, if applicable	PHP 500.00 per set		
	Documentary Stamp Tax, per document	PHP 30.00		
	ICT Fee (per payment)	PHP 25.00		
2.2 Presents Official Receipt	2.2 Receives receipt and processes registration	None	12 minutes	<i>City Civil Registrar or Administrative Aide I</i>
3. RELEASING OF THE DOCUMENT				
3.1 Receives copy of registered Certificate of Death duly signed by the City Civil Registrar, signs log book and answers Harmonized Client Satisfaction Measurement and Feedback Form (optional)	3.1 Releases and issue client's copy of duly registered document and assists client in signing log book	None	5 minutes	<i>City Civil Registrar or Administrative Aide I</i>
	TOTAL:	PHP 155.00	25 minutes	



13.4 Delayed Registration of Certificate of Live Birth (COLB) Municipal Form No. 102

Registration of live birth that was made beyond the 30 days reglementary period of registration.

Office or Division:	City Civil Registry Office		
Classification:	Highly Technical		
Type of Transaction:	G2C		
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, memorandum circulars and Data Privacy Act of 2012 (R.A. 10173)		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Duly accomplished Certificate of Live Birth (COLB) or Municipal Form No. 102, in quadruplicate	Local Civil Registry Office, Attendant at Birth		
Duly accomplished Municipal Form No.102, Attachments on Civil Registry Documents of Muslims and Indigenous People, in quadruplicate	Imam or Person In-charge at the Mosque		
Form 1B (Birth, Not available) or Form 1C (Birth Destroyed), if applicable – 1 original copy	Local Civil Registry Office		
Negative Certification of Birth/ CRS Form No. 1, if applicable - 1 original copy	Philippine Statistics Authority		
Certified Photo Copy (CPC) or Philippine Statistics Authority (PSA) Copy of Certificate of Marriage (COM), if applicable – 1 original copy	Local Civil Registry Office / Philippine Statistics Authority		
Affidavit of Two (2) Disinterested Persons - 2 original copies	Local Civil Registry Office / Notary Public		
Any Government Issued ID / Valid ID / Proof of Identification with sufficient information– 1 photocopy (present original copy) if none (Police Clearance / Voter's Certification)	Document Owner/Applicant/Authorized Person/Authorized Issuing Agency		
Special Power of Attorney (SPA)/ Authorization Letter, if applicable - 1 original copy	Notary Public / Authorizing Party		



<p>Affidavit of Explanation, Letter of Intent, if applicable – 1 original copy and 1 photocopy</p>	<p>Notary Public/ Requesting Party</p>
<p>Affidavit of Guardianship/Actual Custodian, if applicable – 2 original copies</p>	<p>Notary Public</p>
<p>OTHER REQUIREMENTS: Any two (2) of the following documentary evidences showing the name of the child, date and place of birth and name of parents</p>	
<p>Baptismal Certificate - 1 original copy and 1 photocopy</p>	<p>Issuing church</p>
<p>Medical/ Health Record, if applicable - 1 original copy and 1 photocopy</p>	<p>Health Centers / Attending Physician</p>
<p>Barangay Captain's Certification- 1 original copy</p>	<p>Barangay Captain</p>
<p>Certified Photo Copy (CPC) of School Record - 1 copy</p>	<p>School Attended</p>
<p>Voter's Certification - 1 original copy</p>	<p>Commission on Elections (COMELEC)</p>
<p>Certified Photo Copy (CPC) or PSA Copy of Certificate of Death (COD) (if the document owner is already deceased) -1 copy</p>	<p>Philippine Statistics Authority / Local Civil Registry Office</p>
<p>Any other supporting documents stating the name, date, place of birth and filiation of child, if applicable -1 original copy and 1 photocopy</p>	<p>Authorized Issuing Agency/ Party</p>
<p>Additional Requirements for illegitimate children acknowledged by the father:</p>	
<p>Duly Accomplished Affidavit of Admission of Paternity (AAP) at the back of Certificate of Live Birth, if applicable- 4 original copies</p>	<p>Local Civil Registry Office / Notary Public / Philippine Foreign Service Post</p>
<p>Affidavit of Admission of Paternity/ AAP (separate public document), if applicable- 4 original copies</p>	<p>Local Civil Registry Office / Notary Public / Philippine Foreign Service Post</p>



Private Handwritten Instrument/ PHI (instrument in the handwriting of the father expressly recognizes the paternity of the child during his lifetime), if applicable- 1 original copy and 1 photocopy Affidavit to Use the Surname of the Father (AUSF), if applicable – 4 original copies Sworn Attestation for AUSF, if applicable –4 original copies Note: For Out-of-Town Delayed Registration: Affidavit of Out-of-Town Registration and above stated requirements The AAP, PHI, or AUSF shall be registered within twenty (20) days from date of execution. Otherwise, the rules on delayed registration under Administrative Order No.1, Series of 1993 shall apply.		Father of Child/ Registrant Local Civil Registry Office / Notary Public / Philippine Foreign Service Post Local Civil Registry Office / Notary Public / Philippine Foreign Service Post		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Signs the Visitor's Log Book, presents Valid ID and gets queuing number and Citizens Charter (ARTA) Monitoring Form	1.1 Interviews and assists client	None	3 minutes	<i>Administrative Aide VI or Administrative Assistant III</i>
1.2 Submits queuing number, documents and requirements	1.2 Receives queuing number and reviews documents and requirements	None	10 minutes	<i>Registration Officer II, Administrative Assistant III, Administrative Aide IV or Administrative Aide I</i>
2. PAYMENT OF APPLICABLE FEES AT THE CITY TREASURER'S OFFICE				
2.1 Personal Information System (PIS) Verification (Without PIS, proceed to Management Information System Section)	Penalty Fee for Late Registration	PHP 100.00		<i>City Treasurer's Office</i>
	Registration of Legal Instrument (if applicable)	PHP 500.00		
	Fee per set of COLB/Municipal Form No. 102, if applicable	PHP 30.00		



(With PIS, proceed to City Treasurer's Office) Payment of applicable fees at City Treasurer's Office	Processing Fee for Out of Town Delayed Registration, if applicable	PHP 500.00		
	Fee per set for Islam Attachment, if applicable	PHP 20.00		
	Documentary Stamp Tax per document	PHP 30.00		
	ICT Fee Per payment	PHP 25.00		
2.2 Presents Official Receipt, receives Verification Slip and returns after the 10 days posting period	2.2 Receives receipt, processes application for delayed registration of Birth Certificate, issues Verification Slip and gives instruction to client to return after the 10 days posting period	None	1 hour and 5 minutes and 10 days (for posting period of Notice)	<i>City Civil Registrar, Registration Officer II, Administrative Assistant III, Administrative Aide VI or Administrative Aide I</i>
3. RELEASING OF THE DOCUMENT				
3.1 Signs Visitor's Log Book, presents Valid ID and Verification Slip, gets queuing number and Citizens Charter (ARTA) Monitoring Form	3.1 Assists and receives queuing number and Verification Slip	None	3 minutes	<i>Registration Officer II, Administrative Assistant III, Administrative Aide VI or Administrative Aide I</i>
3.2 Payment of applicable fees at City Treasurer's Office	CPC of COLB (if applicable)	PHP100.00		<i>City Treasurer's Office</i>
	Endorsement Fee, if applicable	PHP500.00		
	Documentary Stamp Tax per document	PHP 30.00		
	ICT Fee Per payment	PHP 25.00		
3.3 Presents Official Receipt		None	10 minutes	<i>City Civil Registrar, Registration Officer II, Administrative Assistant III, Administrative Aide VI or Administrative Aide I</i>
3.4 Receives copy of registered Certificate of Live Birth duly signed by the City Civil Registrar, signs log book and answers Harmonized Client Satisfaction Measurement and Feedback Form (optional)	3.3 Releases/ issues copy of duly registered Certificate of Live Birth and assists in signing log book	None	5 minutes	<i>City Civil Registrar, Registration Officer II, Administrative Assistant III, Administrative Aide VI or Administrative Aide I</i>



	TOTAL:	PHP 310.00 (for marital child) PHP 840.00 (for non-marital child)	1 hour and 5 minutes and 10 days (for posting period of Notice)	
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13.5 Delayed Registration of Certificates of Marriage (COM) Municipal Form No. 97

Registration of marriage that was made beyond the 15 days reglementary period of registration

Office or Division:	City Civil Registry Office		
Classification:	Highly Technical		
Type of Transaction:	G2C		
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, memorandum circulars and Data Privacy Act of 2012 (R.A. 10173)		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
Duly accomplished Certificate of Marriage (COM) Municipal Form No. 97, in quadruplicate	Local Civil Registry Office, Solemnizing Officer		
Duly accomplished Municipal Form No.97, Attachments on Civil Registry Documents of Muslims and Indigenous People, in quadruplicate	Imam or person in-charge at the Mosque		
Form 3B (Marriage, not available) or Form 3C (Marriage, destroyed), if applicable – 1 original copy	Local Civil Registry Office		
Negative Certification of Marriage / CRS Form No.3, if applicable - 1 original copy	Philippine Statistics Authority		
Certificate of No Marriage (CENOMAR) / CRS Form No. 4 of the registrants – 1 original copy	Philippine Statistics Authority		
Affidavit of Delayed Registration of Certificate of Marriage - 2 original copies	Local Civil Registry Office / Notary Public		
Affidavit of Reconstructed Certificate of Marriage – 2 original copies			



<p>Affidavit of Solemnizing Officer/Authority, if applicable -2 original copies</p> <p>Affidavit of Wedding Witnesses or Affidavit of Two (2) Disinterested Persons - 2 original copies</p> <p>Original Copy of Certificate of Marriage (COM), if applicable</p> <p>If not available, Certification from the Solemnizing Officer or Authority / Court / Church / Local Government Unit, indicating the names of the couple registrants or spouses, date and place of said marriage based from their record, if applicable – 1 original copy and 1 photocopy</p> <p>Certified Photo Copy (CPC) or Philippine Statistics Authority (PSA) Copy of Certificate of Live Birth (COLB) of their child/children with date and place of marriage of parents, if applicable-1 copy</p> <p>Affidavit of Explanation, Letter of Intent, if applicable – 1 original copy and 1 photocopy</p> <p>Wedding picture (4R), if applicable</p> <p>Any other supporting documents stating the names, date and place of marriage of the couple – registrant or spouses, if applicable -1 original copy and 1 photocopy</p> <p>Any Government Issued ID / Valid ID / Proof of Identification with sufficient information– 1 photocopy (present original copy) if none (Police Clearance / Voter's Certification)</p> <p>Special Power of Attorney (SPA) / Authorization Letter, if applicable - 1 original copy</p> <p>Note: For Out of Town Delayed Registration: Affidavit of Out of Town Registration and above stated requirements</p>	<p>Local Civil Registry Office / Notary Public</p> <p>Local Civil Registry Office / Notary Public</p> <p>Local Civil Registry Office / Notary Public</p> <p>Solemnizing Officer / Court / Church / Local Government Unit, attending the act of Marriage</p> <p>Solemnizing Officer or Authority/ Municipal Trial Court / Church / Local Government Unit attending the act of Marriage</p> <p>Local Civil Registry Office / Philippine Statistics Authority</p> <p>Notary Public/ Document Owner/ Applicant</p> <p>Document Owner</p> <p>Authorized Issuing Agency/ Party</p> <p>Document Owner/Applicant/Authorized Person/Authorized Issuing Agency</p> <p>Notary Public / Authorizing Person</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Signs the Visitor's Log Book, presents Valid ID and gets queuing number and Citizens Charter (ARTA) Monitoring Form	1.1 Interviews and assists client	None	3 minutes	<i>Administrative Aide VI or Administrative Assistant III</i>
1.2 Submits queuing number, documents and requirements	1.2 Receives queuing number and reviews documents and requirements	None	10 minutes	<i>Registration Officer II, Administrative Assistant III, Administrative Aide VI or Administrative Aide I</i>
2. PAYMENT OF APPLICABLE FEES AT THE CITY TREASURER'S OFFICE				
2.1 Personal Information System (PIS) Verification (Without PIS, proceed to Management Information System Section) (With PIS, proceed to City Treasurer's Office) Payment of applicable fees at City Treasurer's Office	Penalty Fee for Delayed Registration of Certificate of Marriage	PHP 100.00	34 minutes	<i>City Treasurer's Office</i>
	Marriage Solemnization Fee (City Mayor), if applicable	PHP 300.00		
	Sponsor's Fee (Solemnized by the City Mayor), if applicable	PHP 100.00		
	Fee per set of Municipal Form No. 97, if applicable	PHP 30.00		
	Fee per set for Islam Attachment, if applicable	PHP 20.00		
	Endorsement Fee, if applicable	PHP 500.00 per set		
	Documentary Stamp Tax, per document	PHP 30.00		
	ICT Fee, per payment	PHP 25.00		
2.2 Presents Official Receipt, receives Verification and returns after the 10 days posting period	2.2 Receives receipt, processes application for Delayed Registration of Marriage Certificate, issues Verification Slip and gives instruction to client to return after the 10 days reglementary posting period	None		<i>City Civil Registrar, Registration Officer II, Administrative Assistant III, Administrative Aide VI or Administrative Aide I</i>
3. RELEASING OF DOCUMENT				



3.1 Signs Visitor's Log Book, presents Valid ID and Verification Slip, gets queuing number and Citizens Charter (ARTA) Monitoring Form	3.1 Assists and receives queuing number and Verification Slip	None	3 minutes	<i>Registration Officer II, Administrative Assistant III, Administrative Aide VI or Administrative Aide I</i>
3.2 Payment of applicable Fees at the City Treasurer's Office	CPC of COM, if applicable	PHP100.00		<i>City Treasurer's Office</i>
	Endorsement Fee, if applicable	PHP500.00		
	Documentary Stamp Tax per document	PHP 30.00		
	ICT Fee Per payment	PHP 25.00		
3.3 Presents Official Receipt		None	10 minutes	<i>City Civil Registrar, Registration Officer II, Administrative Assistant III, Administrative Aide VI or Administrative Aide I</i>
3.4 Receives copy of registered Certificate of Live Birth duly signed by the City Civil Registrar, signs log book and answers Harmonized Client Satisfaction Measurement and Feedback Form (optional)	3.4 Releases/ issues copy of duly registered Certificate of Marriage and assists in signing log book	None	5 minutes	
	TOTAL:	PHP 310.00	1 hour and 5 minutes and 10 days (for posting period of Notice)	

13.6 Delayed Registration of Certificates of Death Municipal Form No. 103 and Municipal Form No. 103A

Registration of death that was made beyond the 30 days reglementary period of registration.

Office or Division:	City Civil Registry Office
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, memorandum circulars and Data Privacy Act of 2012 (R.A. 10173)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



Duly accomplished Certificate of Death (COD) or Municipal Form No.103 / Certificate of Fetal Death (COFD) or Municipal Form No.103A, <i>in quadruplicate</i>	Hospital Authority, Local Health Officer, Funeral Services Authority
Duly accomplished Certificate of Death (COD) or Municipal Form No.103 / Certificate of Fetal Death (COFD) or Municipal Form No.103A, Attachments on Civil Registry Documents of Muslims and Indigenous People, <i>in quadruplicate</i>	Imam or Person In-charge at the Mosque
Form 2B (<i>Death, not available</i>) or Form 2C (<i>Death, Destroyed</i>), <i>if applicable</i> – 1 original copy	Local Civil Registry Office
Negative Certification of Death / (CRS Form No. 2) -1 original copy	Philippine Statistics Authority
Affidavit of Two Disinterested Persons - 2 original copies	Notary Public / Local Civil Registry Office
Affidavit of Delayed Registration of Certificate of Death - 2 original copies	Notary Public / Local Civil Registry Office
Certificate of Death issued by the church, <i>if applicable</i> – 1 original copy	Issuing Authority
Picture of Tombstone (Lapida) – 1 original copy	Applicant
Barangay Captain's Certification – 1 original copy	Barangay Captain
Affidavit of Explanation, Letter of Intent, <i>if applicable</i> – 1 original copy and 1 photocopy	Authorized Issuing Agency
Any other supporting documents stating the name, date and place of death of the registrant- 1 original copy and 1 photocopy	Authorized Issuing Party /Agency
Any Government Issued ID / Valid ID / Proof of Identification with sufficient information – 1 photocopy (present original copy) if none (Police Clearance / Voter's Certification)	Registrant/Applicant/Authorized Person/Authorized Issuing Agency



Special Power of Attorney (SPA) / Authorization Letter, if applicable – 1 original copy		Notary Public / Authorizing Person/ Authorized Person		
Note: For Out of Town Delayed Registration: Affidavit of Out of Town Registration and above stated requirements				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Signs the Visitor's Log Book, presents Valid ID and gets queuing number and Citizens Charter (ARTA) Monitoring Form	1.1 Interviews and assists client	None	3 minutes	<i>Administrative Aide VI or Administrative Assistant III</i>
1.2 Submits queuing number, documents and requirements	1.2 Receives queuing number and reviews documents and requirements	None	10 minutes	<i>Registration Officer II, Administrative Assistant III, Administrative Aide VI or Administrative Aide I</i>
2. PAYMENT OF APPLICABLE FEES AT THE CITY TREASURER'S OFFICE				
2.1 Personal Information System (PIS) Verification (Without PIS, proceed to Management Information System Section) (With PIS, proceed to City Treasurer's Office) Payment of applicable fees at City Treasurer's Office	Penalty Fee for Delayed Registration of Certificate of Death	PHP 100.00		<i>City Treasurer's Office</i>
	Processing Fee for Out of Town Delayed Registration, if applicable	PHP 500.00		
	Fee per set of Municipal Form No. 103 / 103A if applicable	PHP 30.00		
	Burial Permit Fee, if applicable	PHP 100.00		
	Transfer Permit Fee, if applicable	PHP 200.00		
	Fee per set for Islam Attachment, if applicable	PHP 20.00		
	Documentary Stamp Tax	PHP 30.00		
	ICT Fee	PHP 25.00		



2.2 Presents Official Receipt, receives Verification and returns after the 10 days posting period	2.2 Receives receipt, processes application for delayed registration of Death Certificate, issues Verification Slip and gives instruction to client to return after the 10 days posting period	None	34 minutes	City Civil Registrar, Registration Officer II, Administrative Assistant III, Administrative Aide VI or Administrative Aide I
3. RELEASING OF DOCUMENT				
3.1 Signs Visitor's Log Book, presents Valid ID and Verification Slip, gets queuing number and Citizens Charter (ARTA) Monitoring Form	3.1 Assists and receives queuing number and Verification Slip	None	3 minutes	Registration Officer II, Administrative Assistant III, Administrative Aide VI or Administrative Aide I
3.2 Payment of applicable Fees at the City Treasurer's Office	CPC of COD, if applicable	PHP100.00		City Treasurer's Office
	Endorsement Fee, if applicable	PHP500.00		
	Documentary Stamp Tax per document	PHP 30.00		
	ICT Fee Per payment	PHP 25.00		
3.3 Presents Official Receipt		None	10 minutes	City Civil Registrar, Registration Officer II, Administrative Assistant III, Administrative Aide VI or Administrative Aide I
3.4 Receives copy of registered Certificate of Live Birth duly signed by the City Civil Registrar. signs log book and answers Harmonized Client Satisfaction Measurement and Feedback Form (optional)	3.2 Releases/ issues copy of duly registered Certificate of Death and assists in signing log book	None	5 minutes	City Civil Registrar, Registration Officer II, Administrative Assistant III, Administrative Aide VI or Administrative Aide I
	TOTAL:	PHP 310.00	1 hour and 5 minutes and 10 days (for posting period of Notice)	



13.7 Issuance of Certified Photocopy or Transcription of Civil Registry Documents such as Certificates of Live Birth, Marriage, Death and Conversion to Islam

Issuance of the available certifications, not available and destroyed certifications of Certificate of Live Birth, Marriage, Death and Conversion to Islam

Office or Division:	City Civil Registry Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, memorandum circulars and Data Privacy Act of 2012 (R.A. 10173)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Slip for Birth, Marriage, Death and Fetal Death 1 copy for each request		Local Civil Registry Office		
Any Government Issued ID / Valid ID / Proof of Identification with sufficient information– 1 photocopy (present original copy) if none Police Clearance / Voter's Certification		Document Owner/Applicant/Authorized Person/Authorized Issuing Agency		
Special Power of Attorney (SPA) / Authorization Letter of the document owner (stating the intent to secure Civil Registry Document, type of document to be requested, number of copies and other specific details of the document to be requested), if applicable – 1 original copy		Notary Public/Authorizing Person		
Printed copy of Authorization Letter and Valid ID of the authorizing person and picture of the authorizing person holding the Authorization Letter together and Valid ID (for downloaded Authorization Letter), if applicable – 1 copy		Authorizing Person		
Affidavit of Nearest Kin / Explanation, if applicable		Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Signs the Visitor's Log Book, presents Valid ID, gets queuing number and Citizens Charter	1.1 Interviews and assists client	None	3 minutes	<i>Administrative Aide VI or Administrative Assistant III</i>



(ARTA) Monitoring Form and fills out application form				
1.2 Submits queuing number and request form	1.2 Receives queuing number and check accuracy and completeness of request form	None	5 minutes	<i>Administrative Assistant III</i>
2. PAYMENT OF APPLICABLE FEES AT THE CITY TREASURER'S OFFICE				
2.1 Personal Information System (PIS) Verification (Without PIS, proceed to Management Information System Section) (With PIS, proceed to City Treasurer's Office) Payment of applicable fees at City Treasurer's Office	CPC of COLB / COM / COD	PHP 100.00		<i>City Treasurer's Office</i>
	Documentary Stamp Tax	PHP 30.00		
	ICT Fee	PHP 25.00		
2.2 Presents Official Receipt			20 minutes	<i>Administrative Assistant III</i>
3. RELEASING OF DOCUMENT				
3.1 Receives requested document duly signed by the City Civil Registrar, signs receiving log book and answers Harmonized Client Satisfaction Measurement and Feedback Form (optional)	3.1 Releases/ Issues requested document and assists client in signing Log Book		5 minutes	<i>City Civil Registrar, Administrative Assistant III or Administrative Aide I</i>
	TOTAL:	PHP 155.00	33 minutes	

11.8 Submission of Application for Marriage License (AML)

This procedure covers the needed requirements and procedures in the Application for Marriage License for couples who intends and are qualified to get married. Either or both applicants must be a resident in Alaminos City and 18 years old and above

Office or Division:	City Civil Registry Office
Classification:	Highly Technical
Type of Transaction:	G2C



Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, memorandum circulars and Data Privacy Act of 2012 (R.A. 10173)	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Duly accomplished Application for Marriage License (AML) -3 original copies	Local Civil Registry Office	
Philippine Statistics Authority (PSA) copy or Certified Photo Copy (CPC) of Certificate of Live Birth – 1 original copy and 1 photocopy	Philippine Statistics Authority / Local Civil Registry Office	
Certificate of Pre-Marriage Orientation (Certificate of Compliance) 1 original copy and 1 photocopy	Municipal / City Health Office	
Certificate of Pre-Marriage Counselling (for couples ages 18-25 years old) 1 original copy and 1 photocopy	Municipal / City Social Welfare and Development Office	
Parent's Consent (for applicants aged between 18-21 years old) 2 original copies	Municipal / Local City Civil Registry Office / Notary Public	
Advice upon Intended Marriage of Parents (for applicants aged between 21 to 25 years old) - 2 original copies If both parents are deceased, oldest sibling will execute consent	Municipal / Local City Civil Registry Office / Notary Public	
Any Government Issued ID / Valid ID / Proof of Identification with sufficient information (present original copy) if none (Police Clearance / Voter's Certification)	Municipal / Local City Civil Registry Office / Notary Public	
PSA Copy / Certified Photo Copy (CPC) of Certificate of Death of parent/s, if applicable 1 original copy and 1 photocopy	Parent/s/Authorized Issuing Agency	
Certificate of No Marriage/CENOMAR (CRS Form No. 4) – 1 original copy and 1 photocopy	Philippine Statistics Authority / Local Civil Registry Office	
Philippine Statistics Authority (PSA) copy or Certified Photo Copy (CPC) of Certificate of Death of spouse, if widow/er (1 original copy & 1 Certified PhotoCopy	Philippine Statistics Authority Philippine Statistics Authority / Local Civil Registry Office	



<p>Community Tax Certificate of Applicants or Any Government Issued ID / Valid ID / Proof of Identification with sufficient information – 2 photocopies if none (Police Clearance / Voter’s Certification / Barangay Certification)</p> <p>Picture of Applicants - 3 copies (2R - Landscape with white background)</p> <p>Affidavit of Explanation, if applicable</p> <p>Joint Affidavit of Applicants (Requesting Place of Marriage outside City Mayor’s Office), if applicable</p> <p>Court Decree/Decision, Certificate of Finality and Authenticity, Certificate of Registration of the Decision, Certificate of Marriage with annotation and Judicial Decree of Nullity (if applicant is annulled), if applicable 1 original copy and 1 Certified Photo Copy</p> <p>Foreign Divorce Decree/Foreign Judgment/Order, Certificate of Finality and Authenticity, Certificate of Registration of the Judgment/Order, Certificate of Marriage/Report of Marriage (marriage was registered abroad) with annotation, (if applicant is divorced and divorce was validly obtained abroad initiated by the foreign spouse), if applicable 1 original and 1 photocopy</p> <p>Additional Requirement for Foreign Applicants: Legal Capacity to Contract Marriage with Original Receipt or Certificate of No Impediment to Contract Marriage (CNI) 1 original copy</p> <p>Valid Passport</p>	<p>Authorized Issuing Agency</p> <p>Applicants/Authorized Issuing Agency</p> <p>Applicants</p> <p>Notary Public</p> <p>Notary Public</p> <p>Regional Trial Court in the Philippines (RTC-Phil)/ Local Civil Registry Office where the concerned RTC-Phil functions</p> <p>Regional Trial Court in the Philippines (RTC-Phil)/ Local Civil Registry Office where the concerned RTC-Phil functions/City Civil Registry Office Manila</p> <p>Authorized Issuing Agency</p>
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		Foreign Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Signs the Visitor's Log Book, presents valid ID, gets queuing number and Citizens Charter (ARTA) Monitoring Form and fills out application form	1.1 Interviews and assists client	None	3 minutes	<i>Administrative Aide VI or Administrative Assistant III</i>
1.2 Submits queuing number, Application for Marriage License and requirements	1.2 Receives queuing number and reviews Application for Marriage License and requirements	None	10 minutes	<i>Administrative Officer I or Registration Officer IV</i>
2. PAYMENT OF APPLICABLE FEES AT THE CITY TREASURER'S OFFICE				
2.1 Personal Information System (PIS) Verification (Without PIS, proceed to Management Information System Section) (With PIS, proceed to City Treasurer's Office) Payment of applicable fees at City Treasurer's Office	Application for Marriage License Fee	PHP 1,000.00		<i>City Treasurer's Office</i>
	Marriage License Fee	PHP 2.00		<i>Local Civil Registry Office</i>
	Fee for Civil Registry Form No. 97 per set for marriage to be solemnized by the City Mayor	PHP 30.00		
	Mayor's Affidavit Fee (AML Subscribed by City Mayor), if applicable	PHP 100.00		
	Registration Fee of Legal Capacity for foreign applicant, if applicable	PHP 500.00		
	Other Legal Instrument, if applicable	PHP 500.00		
	Documentary Stamp Tax	PHP 30.00		
	ICT Fee	PHP 25.00		
2.2 Presents Official Receipt and receives Verification Slip (to	2.2 Receives receipt, processes Application for Marriage License, issues verification slip and gives	None	45 minutes	<i>Administrative Officer I or Registration Officer IV</i>



return after 10 days reglementary posting period)	instruction to client to return after 10 days reglementary posting period			
3. RELEASING OF THE DOCUMENT				
3.1 Presents Verification Slip, receives Marriage License duly signed by City Civil Registrar or City Mayor / Notary Public (For and By the Absence of the Civil Registrar), signs log book and answers Harmonized Client Satisfaction Measurement (optional)	3.1 Receives Verification Slip, releases/ issues Marriage License and assists client in signing log book	None	5 minutes	<i>City Civil Registrar, Administrative Officer I or Registration Officer IV</i>
	TOTAL	PHP 1,055.00	1 hour and 3 minutes and 10 days (for posting period of Notice)	

13.9 Registration of Court Order

Court order is an official proclamation by a judge that defines the legal relationships between the parties to a hearing, a trial, an appeal or other court proceedings. Such ruling requires or authorizes the carrying out of certain steps by one or more parties to a case.

It shall be the duty of the Clerk of Court to advise the successful petitioner to have the decree/order registered in the Civil Registrar's office where the court is functioning within ten (10) days, except for Adoption which is 30 days, after the decree has become final and executory. This procedure covers the correction of clerical error, adoption, nullity of marriage, presumptive death, guardianship and other registrable decrees issued by the honorable court

Office or Division:	City Civil Registry Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, memorandum circulars and Data Privacy Act of 2012 (R.A. 10173)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



<p>A. For Locally Originated Court Decree/Order</p> <p>Certificate of Finality issued by the Clerk of Court – 3 original copies</p> <p>Certificate of Authenticity issued by the Clerk of Court – 3 original copies</p> <p>Certified Photo Copy (CPC) of Court Order/Decision issued by the Clerk of Court – 3 copies</p> <p>Certified Photo Copy (CPC) of the following: Decree of Adoption, Decree of Nullity of Marriage, Amended Decision / Order issued by the Clerk of Court, if applicable – 3 copies</p> <p>Any Government Issued ID / Valid ID / Proof of Identification with sufficient information if none, Police Clearance/Voter's Certification</p> <p>Special Power of Attorney (SPA) / Authorization Letter, if not the Petitioner – 1 original copy and 1 photocopy Affidavit of Late Registration of Court Order, if not registered within the prescribed period 3 original copies</p>	<p>Regional Trial Court where the Court Decree was rendered/issued</p> <p>Regional Trial Court where the Court Decree was rendered/issued</p> <p>Regional Trial Court where the Court Decree was rendered/issued</p> <p>Regional Trial Court where the Court Decree was rendered/issued</p> <p>Petitioner/Applicant/Authorized Person</p> <p>Notary Public / Authorized Person</p> <p>Notary Public</p>
<p>B. For Court Decrees/Order Originated from Outside the City</p> <p>Certificate of Registration – 3 copies</p> <p>Certificate of Authenticity – 3 copies</p> <p>Certified Photo Copy (CPC) of Finality – 3 copies</p> <p>Certified Photo Copy (CPC) of Authenticity – 3 copies</p> <p>Certified Photo Copy (CPC) of the Court Decree/Order – 3 copies</p> <p>Certified Photo Copy (CPC) of the following:</p>	<p>City/Municipal Civil Registry Office where Court Decree was registered Regional Trial Court where the Court Decree was rendered/issued/ City/Municipal Civil Registry Office where Court Decree was registered</p> <p>Regional Trial Court where the Court Decree was rendered/issued</p>



<p>Decree of Adoption, Decree of Nullity of Marriage, Amended Decision / Order issued by the Clerk of Court, if applicable – 3 copies</p> <p>Any Government Issued ID / Valid ID / Proof of Identification with sufficient information, if none, Police Clearance/Voter's Certification</p> <p>Special Power of Attorney (SPA) / Authorization Letter, if not the Petitioner –1 original copy and 1 photocopy</p> <p>Affidavit of Late Registration of Court Order, if not registered within the prescribed period, 3 original copies</p> <p>Note: For Court Order/Decree Note: For Court Orders originated from other Civil Registrar and Regional Trial Court (RTC), a Letter of Verification as to the authenticity of the document to the concern Civil Registrar and RTC is required before processing the registration of the court order and annotation of the subject civil registry document.</p> <p>C. For Recognition of Foreign Judgement Certificate of Registration Certificate of Authenticity Certificate of Finality and Authenticity Original and Certified Photo Copy (CPC) of Foreign Judgment/Order rendered by Foreign Courts – 3 copies</p> <p>Affidavit of Late Registration of Court Order, if not registered within the prescribed period, 3 original copies</p> <p>C. For Order of Adoption Certified Photo Copy of the Order of Adoption and Draft New Certificate of Live Birth/Report of Birth– 3 copies</p> <p>Certificate of Finality of the Order of Adoption– 3 copies</p>	<p>Petitioner/Applicant/Authorized Person</p> <p>Notary Public / Authorized Person</p> <p>Notary Public</p> <p>City Civil Registry Office where the concerned RTC-Phil functions/ City Civil Registry Office of Manila where all foreign court orders are to be registered of Manila Regional Trial Court in the Philippines (RTC-Phil) where the Judgment/Order was rendered Regional Trial Court in the Philippines (RTC-Phil) where the Judgment/Order was rendered/ City Civil Registry Office where the concerned RTC-Phil functions/City Civil Registry Office of Manila where all foreign court orders are to be registered</p> <p>Notary Public</p> <p>National Authority for Child Care (NACC)/DSWD Regional Office/Petitioner</p> <p>National Authority for Child Care (NACC)/DSWD Regional Office/ Petitioner</p>
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<p>C. For Order of Rescission of Adoption</p> <p>Certified Photo Copy of the Order of Rescission of Adoption – 3 copies</p> <p>Certificate of Finality of the Order of Rescission of Adoption, if applicable - 3 original copies and 3 Certified Photo Copies</p> <p>Affidavit of Late Registration of Court Order, if not registered within the prescribed period, 3 original copies</p> <p>Note: The Certificate of Finality of the Decision/Order shall be registered within 10 days from date of execution, except for Petition for Adoption which is within 30 days.</p>		<p>National Authority for Child Care (NACC)/DSWD Regional Office/ Petitioner</p> <p>National Authority for Child Care (NACC)/DSWD Regional Office/ Petitioner</p> <p>Notary Public</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Signs the Visitor's Log Book, presents Valid ID and gets queuing number and Citizens Charter (ARTA) Monitoring Form	1.1 Interviews and assists client	None	3 minutes	<i>Administrative Aide VI or Administrative Assistant III</i>
1.2 Submits queuing number, documents and requirements	1.2 Receives queuing number and reviews documents and requirements	None	10 minutes	<i>Registration Officer IV or City Civil Registrar</i>
2.PAYMENT OF APPLICABLE FEES AT THE CITY TREASURER'S OFFICE				
2.1 Personal Information System (PIS) Verification (Without PIS, proceed to Management Information System Section) (With PIS, proceed to City Treasurer's Office) Payment of applicable fees at City Treasurer's Office	Registration of Court Decree/ Order	PHP 1,200.00 per set		<i>City Treasurer's Office</i>
	Processing Fee of Court /Order from other town, if applicable	PHP 1,200.00 per set		
	Endorsement Fee	PHP 500.00		
	Documentary Stamp Tax per document	PHP 30.00		
	ICT Fee per payment	PHP 25.00		



2.2 Presents Official Receipt and photocopies of stamped documents	2.2 Receives receipt and processes registration of Court Order Court Decrees/Order Originated from Outside the City Court Order (not registered within the prescribed period)		60 minutes 1 hour and 10 minutes 60 minutes and 10 days (for posting period of Notice)	Registration Officer IV or City Civil Registrar
3.RELEASING OF THE DOCUMENT				
3.1 Receives copy for PSA-OCRG and mail document (thru special courier)	3.1 Issues copy for PSA-OCRG and gives instruction to client to mail copy to PSA-Main Office	None	3 minutes	Registration Officer IV or City Civil Registrar
3.2 Present courier receipt, receives copy of registered document duly signed by the City Civil Registrar, signs log book and Answers Harmonized Client Satisfaction Measurement and feedback Form (optional)	3.2 Receives courier receipt and issues the client's copy of duly registered document and assists client in signing log book	None	3 minutes	
	TOTAL:	PHP 4,245.00	1 hour and 19 minutes	

13.10 Registration of Affidavit to Use the Surname of the Father (AUSF- R.A. 9255)

This procedure covers illegitimate children to use the surname of the father; if acknowledged by his/her biological father

Office or Division:	City Civil Registry Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, memorandum circulars and Data Privacy Act of 2012 (R.A. 10173)
CHECKLIST OF REQUIREMENTS	
Philippine Statistics Authority (PSA) copy of Certificate of Live Birth of child – 1 original copy	Philippine Statistics Authority
WHERE TO SECURE	



<p>Certified Photo Copy (CPC) of Certificate of Live Birth of child – 4 copies</p> <p>Affidavit of Admission of Paternity (AAP), if applicable - 3 original copies Affidavit to Use the Surname of the Father (AUSF) - 4 original copies</p> <p>Sworn Attestation (if the child to register is 7 to 17 years old) – 4 original copies</p> <p>Affidavit of Late Registration of AUSF and/or AAP (if not registered within the prescribed period)</p> <p>Note: The AAP, PHI, or AUSF shall be registered within 20 days from date of execution.</p> <p>At least two (2) supporting documents as a proof of filiation bearing the name of father and child (Baptismal Certificate, School Record, Immunization Record, PhilHealth Member’s Data Record), if applicable 1 original copy</p> <p>Special Power of Attorney (SPA)/Authorization Letter and Valid ID of the person authorized, if applicable – 1 original copy and 1 photocopy</p> <p>Any Government Issued Valid ID of Applicant If none Police Clearance / Voter’s Certification</p>	<p>Local Civil Registry Office</p> <p>Notary Public / Philippine Foreign Service Post</p> <p>Notary Public</p> <p>Notary Public</p> <p>Authorized Issuing Agency</p> <p>Notary Public / Authorizing Person / Authorized Person</p> <p>Applicant Authorized Issuing Agency</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Signs the Visitor’s Log Book, presents Valid ID and gets queuing number and Citizens Charter (ARTA) Monitoring Form	1.1 Interviews and assists client		3 minutes	<i>Administrative Aide VI or Administrative Assistant III</i>
1.2 Submits queuing number, documents and requirements	1.2 Receives queuing number, reviews documents and requirements	None	10 minutes	<i>Registration Officer IV or Administrative Officer I</i>
2. PAYMENT OF APPLICABLE FEES AT CITY TREASURER’S OFFICE				



2.1 Personal Information System (PIS) Verification (Without PIS, proceed to Management Information System Section) (With PIS, proceed to City Treasurer's Office) Payment of applicable fees at City Treasurer's Office	Registration of Affidavit to Use the Surname of the Father (AUSF) Previously Registered	PHP 500.00 per set		<i>City Treasurer's Office</i>
	Registration of Admission of Paternity, if applicable	PHP500.00 per set		
	Endorsement Fee	PHP 500.00		
	Documentary Stamp Tax per document	PHP 30.00		
	ICT Fee per payment	PHP 25.00		
2.2. Presents Official Receipt	2.2 Receives receipt, processes Registration of AUSF	None	60 minutes	<i>Registration Officer IV or Administrative Officer I</i>
3. RELEASING OF THE DOCUMENT				
3.1 Receives copy for PSA-OCRG and mail document (thru special courier)	3.1 Issues copy for PSA-OCRG and gives instruction to client to mail copy to PSA-Main Office	None	3 minutes	<i>Registration Officer IV or Administrative Officer I</i>
3.2 Present courier receipt, receives copy of registered document duly signed by the City Civil Registrar, signs log book and Answers Harmonized Client Satisfaction Measurement and feedback Form (optional)	3.2 Receives courier receipt and issues the client's copy of duly registered document and assists client in signing log book	None	3 minutes	<i>City Civil Registrar, Registration Officer IV or Administrative Officer I</i>
	TOTAL:	PHP 2,675.00 PHP 4,795.00 (for COLB with separate AAP)	1 hour and 19 minutes	

13.11 Registration of Legitimation

A process which provides the illegitimate children to be legitimated by virtue of subsequent marriage of parents

Office or Division:	City Civil Registry Office
Classification:	Simple
Type of Transaction:	G2C



Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, memorandum circulars and Data Privacy Act of 2012 (R.A. 10173)	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Philippine Statistics Authority (PSA) copy of Certificate of Live Birth of child to be legitimated – 1 original copy	Philippine Statistics Authority	
Certified Photo Copy (CPC) of Certificate of Live Birth (COLB) of child- 4 copies	Local Civil Registry Office	
Joint Affidavit of Legitimation – 3 original copies	Notary Public	
Philippine Statistics Authority (PSA) copy of Certificate of Marriage– 1 original copy or	Philippine Statistics Authority	
Certified Photo Copy (CPC) of Certificate of Marriage (COM) - 4 photocopies	Local Civil Registry Office	
Certificate of No Marriage/CENOMAR (CRS Form No. 4) or Advisory on Marriages (CRS Form No.5) of parents 1 original copy and 4 photocopies	Philippine Statistics Authority (PSA)	
Advisory on Marriages (if with prior marriage) PSA Copy / Certified Photo Copy (CPC) of Certificate of Death of former spouse	Philippine Statistics Authority / Local Civil Registry Office	
Affidavit of Admission of Paternity, if applicable - 3 original copies	Notary Public / Philippine Foreign Service Post	
At least two (2) supporting documents as a proof of filiation bearing the name of father and child (Baptismal Certificate, School Record, Immunization Record, PhilHealth Member's Data Record), if applicable 1 original copy	Authorized Issuing Agency Philippine Statistics Authority/ Local Civil Registry Office	



Philippine Statistics Authority (PSA) copy of Certificate of Death– 1 original copy or Certified Photo Copy (CPC) of Certificate of Death (COD) (if parent is deceased) 4 photocopies Affidavit of Late Registration of Legitimation (if not registered within the prescribed period) Note: The Affidavit of Legitimation shall be registered within 30 days from date of execution. Any Government Issued Valid ID of Applicant Special Power of Attorney (SPA)/Authorization Letter and Valid ID of the person authorized, if applicable – 1 original copy and 1 photocopy Affidavit of Explanation, if applicable 3 original copies		Notary Public Authorizing Person / Authorized Person / Notary Public Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Signs the Visitor's Log Book, presents Valid ID and gets queuing number and Citizens Charter (ARTA) Monitoring Form	1.1 Interviews and assists client	None	3 minutes	<i>Administrative Aide VI or Administrative Assistant III</i>
1.2 Submits queuing number, documents and requirements	1.2 Receives queuing number, reviews documents and requirements	None	10 minutes	<i>Registration Officer IV or Administrative Officer I</i>
2. PAYMENT OF APPLICABLE FEES AT CITY TREASURER'S OFFICE				
2.1 Personal Information System (PIS) Verification (Without PIS, proceed to Management Information System Section) (With PIS, proceed to City Treasurer's Office) Payment of applicable fees at City Treasurer's Office	Registration of Legitimation	PHP 500.00 per set		<i>City Treasurer's Office</i>
	Registration of Admission of Paternity, if applicable	PHP 500.00 per set		
	Endorsement Fee	PHP 500.00		
	Documentary Stamp Tax per document	PHP 30.00		
	ICT Fee per payment	PHP 25.00		



2.2. Presents Official Receipt	2.2 Receives receipt, processes Registration of Legitimation	None	60 minutes	Registration Officer IV or Administrative Officer I
3. RELEASING OF THE DOCUMENT				
3.1 Receives copy for PSA-OCRG and mail document (thru special courier)	3.1 Issues copy for PSA-OCRG and gives instruction to client to mail copy to PSA-Main Office	None	3 minutes	Registration Officer IV or Administrative Officer I
3.2 Present courier receipt, receives copy of registered document signed by the City Civil Registrar, signs log book Answers Harmonized Client Satisfaction Measurement and feedback Form (optional) Answers	3.2 Receives courier receipt and issues the client's copy of duly registered document and assists client in signing log book	None	3 minutes	City Civil Registrar, Registration Officer IV or Administrative Officer I
	TOTAL:	PHP 2,675.00 PHP 4,795.00 (for COLB with separate AAP)	1 hour and 19 minutes	

13.12 Supplemental Report

Supplemental Report is used to supply entries / information in the Certificate of Live Birth, Certificate of Marriage, Certificate of Death, and Certificate of Fetal Death, which were inadvertently omitted when the civil registry document was registered

Office or Division:	City Civil Registry Office
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, memorandum circulars and Data Privacy Act of 2012 (R.A. 10173)
CHECKLIST OF REQUIREMENTS	
Philippine Statistics Authority (PSA) copy of Certificate of Live Birth / / Marriage / Death / Fetal Death 1 original copy	Philippine Statistics Authority
WHERE TO SECURE	



<p>Certified Photo Copy (CPC) of Certificate of Live Birth / Marriage / Death / Fetal Death, 4 copies</p> <p>Affidavit of Supplemental Report, 3 original copies</p> <p>At least two (2) supporting documents bearing the omitted entry/ies such as name, sex, month, day and place of birth and date and place of marriage, nationality of the document owner (Baptismal Certificate, Certified True Copy of School Record, Voter's Certification) 1 original copy</p> <p>Special Power of Attorney (SPA) / Authorization Letter and Valid ID of the person authorized, if applicable 1 original copy and 1 photocopy</p> <p>Any Government Issued Valid ID of Applicant, if none (Police Clearance / Voter's Certification)</p>		<p>Local Civil Registry Office</p> <p>Notary Public</p> <p>Authorized Issuing Agency</p> <p>Notary Public / Authorizing Person / Authorized Person</p> <p>Authorized Issuing Agency</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Signs the Visitor's Log Book, presents Valid ID and gets queuing number and Citizens Charter (ARTA) Monitoring Form	1.1 Interviews and assists client		3 minutes	<i>Administrative Aide VI or Administrative Assistant III</i>
1.2 Submits queuing number, documents and requirements	1.2 Receives queuing number, reviews documents and requirements	None	10 minutes	<i>Registration Officer III or Registration Officer II</i>
2. PAYMENT OF APPLICABLE FEES AT CITY TREASURER'S OFFICE				
2.1 Personal Information System (PIS) Verification (Without PIS, proceed to Management Information System Section) (With PIS, proceed to City Treasurer's Office) Payment of applicable fees at City Treasurer's Office	Processing Fee of Supplemental Report	PHP 1,000.00		<i>City Treasurer's Office</i>
	Endorsement Fee	PHP 500.00		
	Documentary Stamp Tax	PHP 30.00		
	ICT Fee	PHP 25.00		



2.2. Presents Official Receipt and signs the document	2.2 Receives receipt, processes application for supplemental report	None	45 minutes	Registration Officer III or Registration Officer II
3. RELEASING OF THE DOCUMENT				
3.1 Receives copy for PSA-OCRG and mail document (thru special courier)	3.1 Issues copy for PSA-OCRG and gives instruction to client to mail copy to PSA-Main Office	None	3 minutes	Registration Officer III or Registration Officer II
3.2 Present courier receipt, receives copy of registered document signed by the City Civil Registrar, signs log book and Answers Harmonized Client Satisfaction Measurement and feedback Form (optional)	3.2 Receives courier receipt, issues client's copy of his/her supplemental report and assists client in signing log book	None	3 minutes	City Civil Registrar, Registration Officer III or Registration Officer II
TOTAL:		PHP 1,055.00	1 hour and 4 minutes	

13.13 Application for Petition for Correction of Clerical Error in the Certificate of Birth, Death/ Fetal Death and Marriage pursuant to R.A. 9048

Clients may file petition at the office of the city or municipal civil registrar to correct a clerical or typographical error in an entry without need of a judicial order pursuant to R.A. 9048

Office or Division:	City Civil Registry Office
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, memorandum circulars and Data Privacy Act of 2012 (R.A. 10173)
CHECKLIST OF REQUIREMENTS	
Philippine Statistics Authority (PSA) Copy of affected Certificate of Live Birth (COLB), Certificate of Marriage (COM) or Certificate of Death (COD) - 1 original copy	Philippine Statistics Authority
Certified Photo Copy (CPC) of Certificate of Live Birth (COLB), Certificate of Marriage (COM) or Certificate of Death (COD) to be corrected - 1 copy	Local Civil Registry Office



<p>Community Tax Certificate / any Government issued valid ID of the Petitioner- 1 copy, If none (Police Clearance / Voter's Certification</p> <p>if applicable, Special Power of Attorney (SPA) / Authorization Letter and Valid ID of the person authorized, 1 original copy and 1 photocopy</p> <p>Note: Client must submit at least two supporting documents for every entry sought to be corrected such as:</p> <p>Baptismal Certificate - 1 original copy</p> <p>PSA Copy / Certified Photo Copy (CPC) of Certificate of Marriage of document owner (if married) - 1 copy</p> <p>Certified Photo Copy (CPC) of School Record (Form 137, Transcript of Record, Diploma, 1 copy Voter's Certification – 1 original copy</p> <p>SSS / GSIS / PhilHealth Member's Data Record - 1 copy</p> <p>Employment Service Record (if employed) 1 original copy</p> <p>Certified Photo Copy (CPC) of Land Title or Tax Declaration- 1 copy</p> <p>Certified Photo Copy (CPC) of Senior Citizen's Profile - 1 copy</p> <p>Other supporting documents: Birth Certificate of at least two siblings, children, and parents containing the right entry, Marriage Certificate and / or Death Certificate of parents, if applicable</p> <p>Affidavit of Explanation, if applicable</p>	<p>Authorized Issuing Agency</p> <p>Notary Public / Authorizing Person / Authorized Person</p> <p>Issuing Church</p> <p>Philippine Statistics Authority / Local Civil Registry Office</p> <p>Issuing School</p> <p>COMELEC</p> <p>Issuing Agency</p> <p>Issuing Agency</p> <p>Issuing Agency</p> <p>Issuing Agency</p> <p>Philippine Statistics Authority / Local Civil Registry Office</p> <p>Notary Public</p>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMISSION AND ASSESSMENT OF DOCUMENTS				



1.1 Signs the Visitor's Log Book, presents Valid ID and gets queuing number and Citizens Charter (ARTA) Monitoring Form	1.1 Interviews and assists client	None	3 minutes	<i>Administrative Aide VI or Administrative Assistant III</i>
1.2 Submits queuing number, documents and requirements	1.2 Receives queuing number, reviews documents and requirements	None	10 minutes	<i>Registration Officer III or Registration Officer II</i>
2. PAYMENT OF FEES AT CITY TREASURER'S OFFICE				
2.1 Personal Information System (PIS) Verification (Without PIS, proceed to Management Information System Section) (With PIS, proceed to City Treasurer's Office) Payment of applicable fees at City Treasurer's Office	Filing Fee	PHP 1,000.00		<i>City Treasurer's Office</i>
	Miscellaneous Fee	PHP 500.00		
	Service fee for CCE Migrant Petition if applicable	PHP 500.00		
	Documentary Stamp Tax Per document	PHP 30.00		
	ICT Fee per payment	PHP 25.00		
2.2 Presents Official Receipt, signs petition and receives Verification Slip.	2.2 Receives receipt, processes petition, issues Verification Slip and gives instruction to client to return after the 10 days reglementary posting period.	None	30 minutes	<i>Registration Officer III or Registration Officer II</i>
2.3 Proceed to City Civil Registry Office (CCRO) after the 10 days reglementary posting period. Signs Visitor's Log Book, presents verification slip and gets queuing number, mails petition (thru special courier) to PSA-OCRG for Affirmation of Petition.	2.3 Assists, issues Approved Petition and gives instruction	None	5 minutes	
2.4 Presents courier Official Receipt, receives copy of Approved Petition, signs log book and is given instruction; and	2.4 Receives courier Official Receipt, issues Approved Petition and gives instruction. (Note: staff notifies client (via call and text) upon receipt of the Affirmed Petition from the PSA-OCRG.)	None	5 minutes	



Answers Harmonized Client Satisfaction Measurement and feedback Form (optional)				
3. RELEASING OF DOCUMENT				
3.1 Proceed to CCRO upon receipt of notification, signs Visitor's Log Book, presents verification slip, gets queuing number, presents notification via text and pays necessary fees to City Treasurer's Office	3.1 Assists and advice client to pay necessary fees		5 minutes	<i>Registration Officer III or Registration Officer II</i>
NOTE: If the approved petition of the CCR is AFFIRMED by the CRG (Civil Registrar General), client pays the applicable fees upon issuance of Certificate of Finality and supporting documents	Certificate of Finality Fee	PHP500.00 per set		
	Documentary Stamp Tax per document	PHP30.00		
	ICT Fee per payment	PHP25.00		
3.2 Presents Official Receipt, receives the Certificate of Finality and is given instruction	3.2 Receives receipt and releases the Certificate of Finality and gives instruction		5 minutes	<i>City Civil Registrar, Registration Officer III or Registration Officer II</i>
	TOTAL:	PHP 1,585.00	1 hour and 3 minutes and 10 days (for posting period of Notice)	

13.14 Application for Petition for Change of First Name (CFN) Pursuant to R. A. 9048 and Petition for Correction of Sex/Date of Birth Pursuant to R.A. 10172

Clients may file petition at the office of the city or municipal civil registrar to change name or nickname given to a person which may consist of one or more names in addition to the middle and last name pursuant to R.A. 9048. Furthermore, the office of the City Civil registrar may accept and facilitate petition of or Typographical Errors in the Day and Month in the Date of Birth or Sex of a Person Appearing in the Civil Register without Need of a Judicial Order Amending for this Purpose Republic Act Numbered Ninety Forty-Eight under Clerical law (R.A. 10172)



Office or Division:	City Civil Registry Office
Classification:	Highly Technical
Type of Transaction:	G2C
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, memorandum circulars and Data Privacy Act of 2012 (R.A. 10173)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
PSA copy of affected COLB -1 copy Certified Photo Copy (CPC) of COLB to be corrected – 1 copy	Philippine Statistics Authority
Community Tax Certificate / any government issued ID of Petitioner – 1 copy	Authorized Issuing Agency
Special Power of Attorney (SPA) provided that all necessary information's are indicated therein (if applicable) – 1 original copy	Notary Public
Police Clearance and NBI Clearance – 1 original copy	Police Station / National Bureau of Investigation
Employment Clearance (if employed) or Affidavit of Non-employment (if not employed) – 1 original copy Affidavit of Publication - 1 copy	Authorized Issuing Agency / Notary Public Local Newspaper / National Circulating Newspaper
FOR PETITION UNDER 10172: CPC of Earliest School Record- 1 copy Baptismal Certificate- 1 original copy Medical Record or Affidavit of No Medical Record- 1 original copy	Issuing School Issuing Church Issuing Agency / Notary Public
FOR PETITION UNDER 10172 (Correction in the Entry of Sex): Medical Certificate from government physician – 1 original copy	City Health Physician
Note: Client must submit at least two supporting documents for every entry sought to be corrected such as:	
Baptismal Certificate – 1 original copy PSA Copy / Certified Photo Copy (CPC) of Certificate of Marriage of document owner (if married) -1 copy	Issuing Church Philippine Statistics Authority / Local Civil Registry Office



CPC of School Record -1 copy Voter's Certification – 1 original copy SSS / GSIS / PhilHealth Member's Data Record- 1 copy Employment Service Record – 1 original copy Certified Photo Copy (CPC) of Land Title or Tax Declaration- 1 copy		Issuing School COMELEC Authorized Issuing Agency Authorized Issuing Agency Authorized Issuing Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMISSION AND ASSESSMENT OF DOCUMENTS				
1.1 Signs the Visitor's Log Book, presents Valid ID and gets queuing number and Citizens Charter (ARTA) Monitoring Form	1.1 Interviews and assists client	None	3 minutes	<i>Administrative Aide VI or Administrative Assistant III</i>
1.2 Submits queuing number, documents and requirements	1.2 Receives queuing number, reviews documents and requirements	None	10 minutes	<i>Registration Officer III or Registration Officer II</i>
2. PAYMENT OF FEES AT THE CITY TREASURER'S OFFICE				
2.1 Personal Information System (PIS) Verification (Without PIS, proceed to Management Information System Section) (With PIS, proceed to City Treasurer's Office) Payment of applicable fees at City Treasurer's Office	Filing Fee	PHP 3,000.00	30 minutes	<i>City Treasurer's Office</i>
	Miscellaneous Fee per petition	PHP 500.00		
	Publication Fee Local Newspaper	PHP 2,000.00		<i>Local Newspaper</i>
	Publication Fee National Circulating Newspaper			<i>Newspaper with National Circulation</i>
	Service fee for CCE Migrant Petition if applicable	PHP 500.00		<i>City Treasurer's Office</i>
	Documentary Stamp Tax Per document	PHP 30.00		
	ICT Fee per payment	PHP 25.00		
2.2 Presents Official Receipt, signs petition and receives Verification Slip.	2.2 Receives receipt, processes petition, issues Verification Slip and gives instruction to client to return after the 10 days reglementary posting period and publication for 2 consecutive weeks.	None	30 minutes	<i>Registration Officer III or Registration Officer II</i>



<p>2.3 Proceed to City Civil Registry Office (CCRO) after the 10 days reglem entary posting period and publication for 2 consecutive weeks. Signs Visitor's Log Book, presents verification slip and gets queuing number, mails petition (thru special courier) to PSA-OCRG for Affirmation of Petition.</p>	<p>2.3 Assists, issues Approved Petition and gives instruction</p>	<p>None</p>	<p>5 minutes</p>	
<p>2.4 Presents courier Official Receipt, receives copy of Approved Petition, signs log book and is given instruction; and Answers Harmonized Client Satisfaction Measurement and feedback Form (optional)</p>	<p>2.4 Receives courier Official Receipt, issues Approved Petition and gives instruction. (Note: staff notifies client (via call and text) upon receipt of the Affirmed Petition from the PSA-OCRG.)</p>		<p>5 minutes</p>	
<p>3. RELEASING OF DOCUMENT</p>				
<p>3.1 Proceed to CCRO upon receipt of notification, signs Visitor's Log Book, presents verification slip, gets queuing number, presents notification via text and pays necessary fees to City Treasurer's Office</p>	<p>3.1 Assists and advice client to pay necessary fees</p>		<p>5 minutes</p>	<p><i>Registration Officer III or Registration Officer II</i></p>
<p>NOTE: If the approved petition of the CCR is AFFIRMED by the CRG (Civil Registrar General), client pays the applicable fees upon issuance of Certificate of Finality and supporting documents</p>	<p>Certificate of Finality Fee</p>	<p>PHP500.00 per set</p>		<p><i>City Treasurer's Office</i></p>
	<p>Documentary Stamp Tax</p>	<p>PHP30.00</p>		
	<p>ICT Fee</p>	<p>PHP25.00 per copy</p>		
<p>3.2 Presents Official Receipt, receives the Certificate of Finality and is given instruction</p>	<p>3.2 Receives receipt and releases the Certificate of Finality and gives instruction</p>		<p>5 minutes</p>	<p><i>City Civil Registrar, Registration Officer III or Registration Officer II</i></p>



	TOTAL:	3,585.00	1 hour and 3 minutes and 10 days (for posting period of Notice) and 2 consecutive weeks Publication Period (Period of Notice of Publication)	
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13.15 Offline Request of PSA Copy of Certificates of Live Birth, Marriage, Death, Fetal Death and CENOMAR Thru Batch Request Query System (BREQS) REQUEST QUERY SYSTEM (BREQS)

Offline issuance of the available certification, not available certification of Certificates of Live Birth, Marriage, Death, Fetal Death and CENOMAR thru Batch Request Query System (BREQS)

Office or Division:	City Civil Registry Office			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Any interested party covered by Civil Registration Law (Act. No. 3753), its rules and regulations, memorandum circulars and Data Privacy Act of 2012 (R.A. 10173)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Application Form of document to be requested (Birth Certificate, Marriage Certificate, Death/Fetal Death Certificate and Certificate of No Marriage) - 1 copy		Local Civil Registry Office		
Any Government Issued Valid Identification (ID) of the requesting party, if none Voter's Certification/ Police Clearance		Authorized Issuing Agency		
Special Power of Attorney (SPA)/Authorization Letter and Valid ID of the person authorized (stating the intent to secure Civil Registry Document, type of document to be requested, number of copies and other specific details of the document to be requested), if applicable – 1 original copy		Notary Public / Authorizing Person / Authorized Person		
Affidavit of Nearest Kin/Explanation, if applicable		Notary Public		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. SUBMISSION AND ASSESSMENT OF REQUEST				



1.1 Signs the Visitor's Log Book, presents valid ID, gets queuing number and Citizens Charter (ARTA) Monitoring Form and fills out application form	1.1 Interviews and assists client	None	3 minutes	<i>Administrative Aide VI or Administrative Assistant III</i>
1.2 Submits queuing number and request form	1.2 Receives queuing number and check accuracy and completeness of request form	None	5 minutes	<i>Administrative Aide IV or Administrative Aide I</i>
2. PAYMENT OF APPLICABLE FEES AT CITY TREASURER'S OFFICE				
2.1 Payment at CTO of applicable fees	Service Fee	PHP 100 .00 per document request	5 minutes	<i>City Treasurer's Office</i>
	ICT Fee	PHP25.00		
2.2 Presents Official Receipt and pays necessary fees (PSA copy of COLB/COM/ COD/ CENOMAR/ ADMAR) to CCR staff; receives Acknowledgement Slip and return after at least 10 working days upon request Answers Harmonized Client Satisfaction	2.2 Receives receipt, collects payment of request for PSA copy of document, processes request and issue acknowledgement slip		15 minutes	<i>Administrative Aide IV or Administrative Aide I</i>
Note: Payment collected by the CCRO will be deposited under the Account Name of PSA Clearing Account at LandBank-Alaminos City Branch as per MOA between LGU-Alaminos City and PSA	PSA Copy of COLB/COM & COD	PHP155.00 per copy (payment to PSA)		
	Certificate of NO Marriage Record (CENOMAR)/ Advisory on Marriages (ADMAR)	PHP210.00 per copy		
2. RELEASING OF THE DOCUMENT AFTER PRESCRIBED PERIOD				
3.1 Proceeds to CCRO after 10 working days, signs Visitor's Logbook, presents Valid ID and gets queuing number	3.1 Assists client, receives queuing number and Acknowledgement Slip and `releases requested document	None	3 minutes	<i>Administrative Aide IV or Administrative Aide I</i>



Presents Acknowledgement Slip, receives requested PSA copy and signs at the Logbook; and Answers Harmonized Client Satisfaction Measurement and feedback Form (optional)				
	TOTAL:	PHP 280.00 PHP 335.00 for CENOMAR / ADMAR	31 minutes and 10 days	



SOCIAL SERVICES

14. City Library Office External Services



14.1 Accessing Computer and Internet Services

The use of computer/ internet for an hour. *(Ang paggamit ng kompyuter/ internet ng mga kliyente sa loob ng isang oras)*

Office or Division:	Office of the City Librarian			
Classification:	Simple			
Type of Transaction:	G2C-Government to Public			
Who may avail:	the general public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Tech4ED Logsheet			Alaminos City Library	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about computer availability. <i>(Magtanong kung may maaaring magamit na kompyuter).</i>	1. The Tech4ED Center Manager shall check if there are unoccupied computer stations. <i>(Suriin ng Tech4ED Center Manager kung may bakanteng kompyuter).</i>	None	1 min.	Tech4ED Center Manager
2. The clients shall register their TIME-IN in the Tech4ED Logsheet. <i>(Itatala ng mga kliyente ang oras ng kanilang TIME-IN sa Tech4ED Logsheet).</i>	2. The Tech4ED Center Manager shall assist the user in filling the logsheet. <i>(Gagabayan ng Tech4ED Center Manager ang kliyente sa pagtatala sa Tech4ED Logsheet).</i>	None	1 min.	
3. Use the computer for maximum of 1 hour, may extend its use provided there is no queue. <i>(Gamitin ang kompyuter sa loob ng isang oras, maaaring pahabain ang paggamit nito kung walang nakapila).</i>	4. The Tech4ED Center Manager shall assist you with regards to your technical needs. <i>(Ang Tech4ED Center Manager ang siyang tutulong sa inyong pangangailangang teknikal).</i>	None	1 min.	
5. The clients shall indicate the TIME-OUT in the Tech4ED Logsheet <i>(Itatala ng mga kliyente ang oras ng kanilang TIME-OUT sa Tech4ED Logsheet)</i>	5. The Tech4ED Center Manager shall assist the clients in filling the logsheet <i>(Gagabayan ng Tech4ED Center Manager ang mga kliyente sa pagtatala sa Tech4ED Logsheet)</i>	None	1 min.	
TOTAL			4 minutes	



14.2 Reader's Reference Service

Using of books and other materials inside the library. (*Paggamit ng mga libro at iba pang materyales sa loob ng silid-aklatan*)

Office or Division:	Office of the City Librarian			
Classification:	Simple			
Type of Transaction:	G2C-Government to Public			
Who may avail:	the general public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
E-logbook, Reader's Reference Logbook		Alaminos City Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register new client and Scan the QR Code: <i>(Irehistro ang bagong kliyente at I-scan ang QR Code)</i> 1.1 The users shall scan their QR code for their TIME-IN (<i>note: in case of power interruption, the clients shall utilize the Reader's Reference Logbook.</i> <i>(I-scan ng mga kliyente ang kanilang QR code para sa kanilang TIME-IN (tandaan: kung sakaling mawalan ng kuryente, gagamitin ng mga kliyente ang Reader's Reference Logbook).</i>	1.1 The front desk officer shall register the clients in the e-logbook system <i>(Irehistro ng front desk officer ang mga kliyente sa e-logbook)</i> 1.2 The front desk officer shall provide the registered user a copy of the generated QR code or request the client to photograph the generated QR code. <i>(Ang front desk officer ay magbibigay sa rehistradong kliyente ng kopya ng QR code o hilingin sa kliyente na kunan ng larawan ang QR code).</i>	None	1 min.	<i>Front Desk Officer</i>
2. Deposit Personal Belongings: <i>(Iwanan ang Personal na Pag-aari)</i>	2.1 Request the client to deposit their personal belongings at the control desk, if any. <i>(Hilingin sa kliyente na ideposito sa control desk ang kanilang mga personal na gamit, kung mayroon man).</i> 2.2 The front desk officer shall provide the client with number tag and remind them not to leave any valuable item/s inside their baggage	None	1 min.	<i>Front Desk Officer</i>



	<i>(Bibigyan ng front desk officer ang kliyente ng number tag at papaalalahanan silang huwag mag-iwan ng anumang mahahalagang bagay sa loob ng kanilang bagahe)</i>			
3. Checking the availability of material/s: <i>(Tignan ang availability ng mga materyal)</i> 3.1 Check the availability of material/s through the use of Koha OPAC or browsing through the shelves <i>(Tignan ang availability ng mga materyal sa pamamagitan ng paggamit ng Koha OPAC o pag-browse sa mga shelves)</i>	3.1 The section in-charge shall assess the need of the client and point the location of the material if necessary <i>(Susuriin ng section in-charge ang pangangailangan ng kliyente at ituturo ang lokasyon ng materyal kung kinakailangan)</i>	None	3 mins.	Section in-charge
4. Return Personal Belongings and Scan the QR Code: <i>(Ibalik ang Mga Personal na gamit at I-scan ang QR Code)</i> 4.1 The clients shall scan their QR code for their TIME-OUT <i>(note: in case of power interruption, the client shall utilize the Reader's Reference Logbook).</i> <i>(I-scan ng mga kliyente ang kanilang QR code para sa kanilang TIME-OUT (tandaan: kung sakaling mawalan ng kuryente, gagamitin ng kliyente ang Reader's Reference Logbook).</i>	4.1 The front desk officer shall return the personal belongings of the user upon receipt of number tag, if any. <i>(Ibabalik ng front desk officer ang mga personal na gamit ng kliyente kapag natanggap ang number tag, kung mayroon man).</i>	None	1 min.	Front Desk Officer
	TOTAL	None	6 minutes	



14.3 Circulation of Library Materials

Borrowing and returning of books or non-book materials outside the library. *(Panghihiram ng mga libro o iba pang gamit sa labas ng aklatan)*

Office or Division:	Office of the City Library			
Classification:	Simple			
Type of Transaction:	G2C-Government to Public			
Who may avail:	the reading public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Borrower's Slip			Alaminos City Library	
Any valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Borrowing of books or materials: 1.1 Present the book/s or material/s to borrow: <i>(Ipakita ang mga libro o materyales na hihiramin)</i>	1.1 The Circulation Section In-charge shall check the status and physical condition of the book/s or material/s <i>(Susuriin ng Circulation Section In-charge ang status at pisikal na kondisyon ng mga libro o materyales)</i>	None	1 min.	Circulation Section in-charge
1.2 Leave Valid ID <i>(Mag-iwan ng Valid ID)</i>	1.2 The Library Staff shall check the validity of the ID <i>(Susuriin ng Library Staff ang bisa ng ID)</i>	None	1 min.	
1.3 The client shall fill up the borrower's slip in order to borrow any book/s to read except for materials considered "FOR ROOM USE ONLY." Books in Reserved Section may be borrowed within a day and one week for Fiction Collection, other books may be borrowed over-night <i>(Pupunan ng kliyente ang borrower's slip upang makahiram ng anumang librong babasahin maliban sa mga materyal na itinuturing na "FOR</i>	1.3 The Circulation Section In-charge shall fill up the Book Card and the Date Due Slip of the book <i>(Pupunan ng Circulation Section In-charge ang Book Card at ang Date Due Slip ng libro)</i> 1.4 The Circulation Section in-charge shall scan the barcode of the book to update the Koha. <i>(I-scan ng Circulation Section In-charge ang barcode ng libro para i-update ang Koha)</i>	None	2 min.	



<p><i>ROOM USE ONLY." Ang mga libro sa RESERVED SECTION ay maaaring hiram sa loob ng naturang araw at isang linggo naman para sa Fiction Collection, ang iba pang mga libro ay maaaring hiram ng magdamag)</i></p>				
<p>1.4 The client can borrow the book or material until its due date <i>(Maaari ng hiram sa loob ng naturang araw at isang linggo naman para sa Fiction Collection, ang iba pang mga libro ay maaaring hiram ng magdamag)</i></p>	<p>1.5 The Circulation Section In-charge shall issue the book or material and remind its due date <i>(Ang Circulation Section In-charge ang magbibigay ng libro o materyal at magpapaalala sa takdang petsa ng pagbabalik)</i></p>	<p>None</p>	<p>1 min.</p>	
<p>2. Returning of books or materials: <i>(Pagbabalik ng mga libro o materyales)</i> 2.1. Present the borrowed book/s or material/s to the Circulation Section in-charge <i>(Ipakita ang hiniram na mga libro o materyal sa circulation section in-charge)</i></p>	<p>2.1 The Circulation Section In-charge shall check the due date and the physical condition of the material <i>(Susuriin ng Circulation Section In-charge ang takdang petsa at ang pisikal na kondisyon ng materyal)</i></p>	<p>None</p>	<p>1 min.</p>	
	<p>2.2 The Circulation Section In-charge shall scan the barcode of the returned book to update the Koha <i>(I-scan ng Circulation Section In-charge ang barcode ng ibinalik na libro upang i-update ang Koha)</i></p>	<p>None</p>	<p>1 min.</p>	
	<p>2.3 The Circulation Section In-charge shall return the Valid ID of the client <i>(Ibabalik ng Circulation Section In-charge ang Valid ID ng kliyente)</i></p>	<p>None</p>	<p>1 min.</p>	
	<p>TOTAL</p>	<p>None</p>	<p>8 minutes</p>	



SOCIAL SERVICES

15. City Public Order and Safety Office External Services



15.1 Settlement of Penalty/Fine on Traffic Violations and other ordinances

A violator of local ordinances who was apprehended and issued Ordinance Violation Receipt (OVR) ticket or Notice of Violation needs to settle the corresponding fine/ penalty of his/her violation within three (3) days; otherwise, appropriate legal charges shall be filed against him/her and in the case of traffic violator, record of his/her traffic violation shall be forwarded to the Land Transportation Office (LTO) for alarms purposes after thirty (30) days of failure to settle his/her fine/penalty.

Office/Division:	Public Order and Safety Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Violators of ordinances or their Authorized Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Issued OVR Ticket (blue/ duplicate copy) or Notice of Violation		POSO Apprehending Officer/Enforcer		
Official Receipt showing Payment of Fine / Penalty		POSO Bonded Collecting Officer		
Valid ID Card or Proof of Identity		Department of Foreign Affairs, Land Transportation Office, PhilHealth, Bureau of Internal Revenue, Commission on Elections, Professional Regulation Commission, Office for Senior Citizens Affairs, Philippine Overseas Employment Administration, Company		
Personal Information System (PIS) Registered		POSO Traffic Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Traffic violator shall proceed to POSO station and log in at the Visitors / Clients Logbook	1.1 Ask the client to log in at the Visitors / Clients Logbook	None	1 minute	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i>
2. Traffic violator shall present the OVR ticket issued to him/her.	2.1 Check on the database if the details on the OVR ticket had been entered/ encoded in the database. If yes, proceed immediately to 2.3.	None	3 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i>



	<p>2.2 Check on the Logbook if the Traffic Officer or Enforcer had already turned-over or surrendered the original copy of OVR ticket to POSO station. If YES, proceed immediately to the NEXT STEP.</p> <p>If NOT, the clerk or POSO Admin Aide or Traffic clerk shall encode in the database all details indicated on the OVR ticket.</p>	<p>None</p> <p>None</p>	<p>2 minutes</p> <p>3 minutes</p>	<p><i>Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i></p> <p><i>Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i></p>
	<p>2.3 Check how many times the violator had committed the present violation/s then certify and sign it on the back of said OVR ticket.</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i></p>
	<p>2.4 Check in the PIS database if violator's data had been captured.</p> <p>*If violator ALREADY HAD DATA, proceed immediately to Step No. 4 for collection of payment.</p> <p>*IF NO DATA IS FOUND, proceed to Step No. 3 - Registration/ enrollment in the Personal Information System (PIS)</p>	<p>None</p>	<p>2 minutes</p>	<p><i>Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i></p>
<p>3. Registration/ enrollment in the Personal Information System (PIS)</p>	<p>3.1 Client shall fill-up and submit duly accomplished PIS Data Capture Form and present valid ID card or proof of identity</p> <p>3.2 Client shall undergo photo capture then confirms that the encoded data is correct</p> <p>3.3 Client shall undergo thumbprint registration (Optional)</p>		<p>7 minutes</p> <p>2 minutes</p> <p>2 minutes</p>	<p><i>Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i></p>



4. Traffic violator shall pay the corresponding fine / penalty of his/her violation	Collect payment of traffic violator and issue Official Receipt of his/her payment	<ul style="list-style-type: none"> ➤ Refer to the table of violations and corresponding penalties ➤ ICT Fee: ₱ 25.00 pesos ➤ Documentary stamp, if applicable: ₱ 30.00 pesos 	3 minutes	<i>Administrative Aide IV, Security Officer I, Traffic Operations Officer I, POSO Bonded Collecting Officers</i>
5. Traffic violator shall present the Official Receipt as proof of payment for his/her violation penalty.	Encode important details of the Official Receipt such as the OR number, amount paid, and date of payment on the database	NONE	1 minute	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i>
	Total	<ul style="list-style-type: none"> ➤ Refer to the table of violations and corresponding penalties 	28 minutes	

TABLE OF VIOLATIONS WITH CORRESPONDING PENALTIES
Inclusive of ₱ 25.00 ICT Fee per ticket/ transaction

Tax Ordinance # 2022-01 - 2023 Revised Revenue Code of Alaminos City. Chapter III. Article F. Section 110. Paragraph O. Violations and Penalties of Comprehensive Transportation and Traffic Ordinance

Violations	Penalties
1. Wearing Sando, Shorts, Slippers or Barefooted While Driving	1 st offense: ₱ 525.00 2 nd offense: ₱ 1,025.00 3 rd and succeeding offenses: ₱ 3,025.00 and cancellation of Local Franchise issued by LGU Alaminos City upon due notice
2. Disregarding Signals/Signs: A.No Parking, Loading, Unloading B.No U-Turn C.No Entry	1 st offense: ₱ 225.00 2 nd offense: ₱ 325.00 3 rd and succeeding offenses: ₱ 525.00



D.No Left Turn/ No Right Turn E.Making U-Turn, Left or Right Turn on Pedestrian Lanes	
3. Obstruction to Traffic	1 st offense: ₱ 225.00 2 nd offense: ₱ 325.00 3 rd and succeeding offenses: ₱ 525.00
4. Use of City Roadsides as Parking Space by Machine Shops/Talyer	1 st offense: ₱ 1,025.00 2 nd offense: ₱ 2,025.00 3 rd and succeeding offenses: ₱ 3,025.00 and revocation of business permit upon due notice
5. Violation of “Nose in, Nose Out” Policy	1 st offense: ₱ 2,025.00 2 nd offense: ₱ 3,025.00 3 rd and succeeding offenses: ₱ 5,025.00
6. Driving/Parking Against Traffic Flow / Driving Backward Along Thoroughfare	1 st offense: ₱ 225.00 2 nd offense: ₱ 325.00 3 rd and succeeding offenses: ₱ 525.00 and impounding until fine is paid
7. Driving Under the Influence of Liquor/Drug	1 st offense: ₱ 2,025.00 and impounding until fine is paid 2 nd offense: ₱ 2,525.00 and impounding until fine is paid 3 rd and succeeding offenses: ₱ 3,025.00 and impounding until fine is paid

8. Reckless Driving / Racing with Another Vehicle	1 st offense: ₱ 1,025.00 and impounding until fine is paid 2 nd offense: ₱ 1,525.00 and impounding until fine is paid 3 rd and succeeding offenses: ₱ 2,025.00 and impounding until fine is paid
9. Texting/Talking Using Cellphone While Driving	₱ 1,025.00 Provided, however, that if a violation causes a traffic accident, the driver shall be subjected to an additional fine not exceeding ₱ 5,000.00 Provided further that the violator shall be subjected to the confiscation of his/her driver’s license by the Traffic Management Unit of the PNP, other duly authorized/ deputized traffic personnel by the LTO. The confiscated license shall then be turned-over to the LTO for retrieval by the person upon payment at the City Treasurer’s Office of the fine as above-provided.
10. Smoking while Driving	1 st offense: ₱ 525.00 2 nd offense: ₱ 625.00 3 rd and succeeding offenses: ₱ 725.00
11. Blocking Vehicle / Cutting Vehicle / Overtaking Vehicle	1 st offense: ₱ 675.00 2 nd offense: ₱ 725.00 3 rd and succeeding offenses: ₱ 775.00 and impounding until fine is paid



12. Driving/Riding a Motorcycle Without Wearing Protective Helmet	1 st offense: ₱ 1,025.00 and impounding until fine is paid 2 nd offense: ₱ 2,025.00 and impounding until fine is paid 3 rd and succeeding offenses: ₱ 3,025.00 and impounding until fine is paid
13. Driving a Motorcycle with More Than One (1) Back rider	1 st offense: ₱ 1,025.00 and impounding until fine is paid 2 nd offense: ₱ 2,025.00 and impounding until fine is paid 3 rd and succeeding offenses: ₱ 3,025.00 and impounding until fine is paid
14. Driving Without License / Driving with Student Permit Only (Public Utility Vehicles)	1 st offense: ₱ 1,025.00 and impounding until fine is paid 2 nd offense: ₱ 1,525.00 and impounding until fine is paid 3 rd and succeeding offenses: ₱ 2,025.00 and impounding until fine is paid
15. Driving with Fake License / Revoked License / Expired License / Borrowed License	1 st offense: ₱ 1,025.00 and impounding until fine is paid 2 nd offense: ₱ 1,525.00 and impounding until fine is paid 3 rd and succeeding offenses: ₱ 2,025.00 and impounding until fine is paid
16. Driving with Improper Restriction Code/Improper License	1 st offense: ₱ 225.00 2 nd offense: ₱ 325.00 3 rd and succeeding offenses: ₱ 425.00
17. Driving with Student Permit without the company of duly license driver	1 st offense: ₱ 675.00 2 nd offense: ₱ 725.00 3 rd and succeeding offenses: ₱ 775.00
18. Refusal to show or surrender his/her Driver's License	1 st offense: ₱ 225.00 2 nd offense: ₱ 325.00 3 rd and succeeding offenses: ₱ 425.00
19. Evading Apprehension / Running Away Due to Unsettled/Previous Violation	1 st offense: ₱ 325.00 2 nd offense: ₱ 425.00 3 rd and succeeding offenses: ₱ 525.00 and impounding until fine is paid
20. Refusal to Convey Passengers	1 st offense: ₱ 525.00 2 nd offense: ₱ 1,025.00 3 rd and succeeding offenses: ₱ 3,025.00 and cancellation of Local Franchise issued by LGU Alaminos City upon due notice
21. Overcharging / Not Giving Discount to Student/ Senior Citizen/Disabled	1 st offense: ₱ 525.00 2 nd offense: ₱ 725.00 3 rd and succeeding offenses: ₱ 1,025.00 and impounding until fine is paid
22. Arrogance or Discourtesy (Driver) / Employing Arrogant Driver	1 st offense: ₱ 225.00 2 nd offense: ₱ 325.00 3 rd and succeeding offenses: ₱ 425.00 and impounding until fine is paid
23. Colorum / Unregistered / No Plate	1 st offense: ₱ 2,025.00 and impounding until fine is paid



	2 nd offense: ₱ 2,525.00 and impounding until fine is paid 3 rd and succeeding offenses: ₱ 3,025.00 and impounding until fine is paid
24. Fake OR/CR	1 st offense: ₱ 1,025.00 and impounding until fine is paid 2 nd offense: ₱ 1,525.00 and impounding until fine is paid 3 rd and succeeding offenses: ₱ 2,025.00 and impounding until fine is paid
25. Expired OR/CR / Expired Mayors Permit / Expired Sticker	1 st offense: ₱ 425.00 and impounding until fine is paid 2 nd offense: ₱ 525.00 and impounding until fine is paid 3 rd and succeeding offenses: ₱ 625.00 and impounding until fine is paid
26. No authorized Driver's ID (Public Motorized Tricycles)	1 st offense: ₱ 325.00 2 nd offense: ₱ 425.00 3 rd and succeeding offenses: ₱ 525.00
27. Authorized Driver's ID Does Not Correspond to the Body Number	1 st offense: ₱ 325.00 2 nd offense: ₱ 425.00 3 rd and succeeding offenses: ₱ 525.00
28. Tricycle Fare Rate Not Posted Inside Side Car Facing Passenger	1 st offense: ₱ 325.00 and impounding until fine is paid 2 nd offense: ₱ 425.00 and impounding until fine is paid 3 rd and succeeding offenses: ₱ 525.00 and impounding until fine is paid
29. No Trash Can/Garbage Receptacle	1 st offense: ₱ 125.00 2 nd offense: ₱ 225.00 3 rd and succeeding offenses: ₱ 325.00
30. Unreadable/Disfigured Plate Number	1 st offense: ₱ 325.00 2 nd offense: ₱ 425.00 3 rd and succeeding offenses: ₱ 525.00 and impounding until fine is paid
31. No Lights at the back Where the Body Number and Plate Number or Mark "NOT FOR HIRE" Are Indicated or Said Lights Are Defective and Not Lighted During Night Operation	1 st offense: ₱ 525.00 2 nd offense: ₱ 625.00 3 rd and succeeding offenses: ₱ 725.00 and impounding until fine is paid
32. Defective/Not Functioning Stop Light/ Flasher	1 st offense: ₱ 225.00 2 nd offense: ₱ 325.00 3 rd and succeeding offenses: ₱ 425.00 and impounding until fine is paid
33. No Backrest	1 st offense: ₱ 325.00 2 nd offense: ₱ 425.00 3 rd and succeeding offenses: ₱ 525.00



34. More Than One (1) back Rider (All Tricycles)	1 st offense: ₱ 325.00 2 nd offense: ₱ 425.00 3 rd and succeeding offenses: ₱ 525.00
35. Nuisance muffler	1 st offense: ₱ 525.00 and confiscation of muffler 2 nd offense: ₱ 625.00 and confiscation of muffler 3 rd and succeeding offenses: ₱ 725.00 and confiscation of muffler
36. No Mark “NOT FOR HIRE” IN Front and Back of Body (Private Tricycles & Jeepneys	1 st offense: ₱ 525.00 2 nd offense: ₱ 625.00 3 rd and succeeding offenses: ₱ 725.00 and impounding until fine is paid
37. Failure to Give Signal When Turning left and Right	1 st offense: ₱ 125.00 2 nd offense: ₱ 150.00 3 rd and succeeding offenses: ₱ 175.00 and impounding until fine is paid
38. Overloading (Tricycles: maximum of four (4) passengers only)	1 st offense: ₱ 1,025.00 2 nd offense: ₱ 3,025.00 and suspension of one (1) month of local franchise issued by the City Government upon due notice 3 rd and succeeding offenses: ₱ 5,025.00 and revocation of the local franchise issued by the City Government upon due notice If such violation causes damage or injury to person or property, then the appropriate provisions of the Civil Code and the Revised Penal Code shall be enforced
39. Children placed in Front of the Tricycle or Motorcycle Driver	1 st offense: ₱ 225.00 2 nd offense: ₱ 325.00 3 rd and succeeding offenses: ₱ 525.00 and impounding until fine is paid
40. Carrying Protruding Loads Without Warning Device Vividly Visible to Other Drivers	₱ 325.00
41. Tricycles from Other Towns Conveying Passengers of Alaminos Within the Territorial Jurisdiction of the City	1 st offense: ₱ 525.00 and impounding until fine is paid 2 nd offense: ₱ 1,025.00 and impounding until fine is paid 3 rd and succeeding offenses: ₱ 1,525.00 and impounding until fine is paid
42. No Backlight (4-wheeled tractors)	1 st offense: ₱ 225.00 2 nd offense: ₱ 275.00 3 rd and succeeding offenses: ₱ 375.00 and impounding until fine is paid
43. No Light & Reflector During Night Travel (kuliglig w/ attached carriage)	1 st offense: ₱ 225.00 2 nd offense: ₱ 275.00 3 rd and succeeding offenses: ₱ 375.00 and impounding until fine is paid



44. Minor Using Padyak/Push Cart / Minor Driving a Motor/Motorized Vehicle	1 st offense: ₱ 325.00 2 nd offense: ₱ 525.00 3 rd and succeeding offenses: ₱ 725.00 and impounding until fine is paid																																	
45. Drinking at Parking Terminal / Gambling at Parking Terminal	1 st offense: ₱ 675.00 2 nd offense: ₱ 725.00 3 rd and succeeding offenses: ₱ 775.00 and impounding until fine is paid																																	
46. Using Sidewalk/Footway for Private Convenience	₱ 1025.00 or imprisonment of 5 days, or both upon the discretion of the court																																	
47. Leaving of unserviceable, dilapidated or junk vehicle on any part of the roads/thoroughfares	<table border="1"> <thead> <tr> <th data-bbox="782 613 1131 646">Vehicles</th> <th data-bbox="1131 613 1405 646">Towing fee</th> <th data-bbox="1405 613 2417 646">Impounding fee/day</th> </tr> </thead> <tbody> <tr> <td data-bbox="782 652 1131 685">a. Push cart</td> <td data-bbox="1131 652 1405 685">P500.00</td> <td data-bbox="1405 652 2417 685">P50.00</td> </tr> <tr> <td data-bbox="782 691 1131 724">b. Tri-bike</td> <td data-bbox="1131 691 1405 724">500.00</td> <td data-bbox="1405 691 2417 724">50.00</td> </tr> <tr> <td data-bbox="782 730 1131 763">c. Motorcycle</td> <td data-bbox="1131 730 1405 763">500.00</td> <td data-bbox="1405 730 2417 763">100.00</td> </tr> <tr> <td data-bbox="782 769 1131 802">d. Kuliglig</td> <td data-bbox="1131 769 1405 802">500.00</td> <td data-bbox="1405 769 2417 802">100.00</td> </tr> <tr> <td data-bbox="782 808 1131 841">e. Tricycle</td> <td data-bbox="1131 808 1405 841">500.00</td> <td data-bbox="1405 808 2417 841">100.00</td> </tr> <tr> <td data-bbox="782 847 1131 880">f. Tractor</td> <td data-bbox="1131 847 1405 880">700.00</td> <td data-bbox="1405 847 2417 880">100.00</td> </tr> <tr> <td data-bbox="782 886 1131 919">g. 4-Wheelers</td> <td data-bbox="1131 886 1405 919">1,000.00</td> <td data-bbox="1405 886 2417 919">100.00</td> </tr> <tr> <td data-bbox="782 925 1131 958">h. 6-Wheelers</td> <td data-bbox="1131 925 1405 958">1,500.00</td> <td data-bbox="1405 925 2417 958">100.00</td> </tr> <tr> <td data-bbox="782 964 1131 997">i. 10-14 Wheelers</td> <td data-bbox="1131 964 1405 997">2,500.00</td> <td data-bbox="1405 964 2417 997">100.00</td> </tr> <tr> <td data-bbox="782 1003 1131 1036">j. 18-Wheelers</td> <td data-bbox="1131 1003 1405 1036">3,000.00</td> <td data-bbox="1405 1003 2417 1036">100.00</td> </tr> </tbody> </table>	Vehicles	Towing fee	Impounding fee/day	a. Push cart	P500.00	P50.00	b. Tri-bike	500.00	50.00	c. Motorcycle	500.00	100.00	d. Kuliglig	500.00	100.00	e. Tricycle	500.00	100.00	f. Tractor	700.00	100.00	g. 4-Wheelers	1,000.00	100.00	h. 6-Wheelers	1,500.00	100.00	i. 10-14 Wheelers	2,500.00	100.00	j. 18-Wheelers	3,000.00	100.00
Vehicles	Towing fee	Impounding fee/day																																
a. Push cart	P500.00	P50.00																																
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g. 4-Wheelers	1,000.00	100.00																																
h. 6-Wheelers	1,500.00	100.00																																
i. 10-14 Wheelers	2,500.00	100.00																																
j. 18-Wheelers	3,000.00	100.00																																
48. Stealing/Selling of Traffic Sign Boards	₱ 1525.00 /sign board and 30 days' imprisonment																																	
49. Removal, Transfer or Change of position of Any Traffic Control Sign/Item Without Proper Authority	1 st offense: ₱ 525.00 2 nd offense: ₱ 725.00 3 rd and succeeding offenses: ₱ 1025.00 and 5 days' imprisonment																																	
50. Erection, Display or Maintenance of Anything Which Purports to be an Imitation of Any Traffic Control Sign or Item	1 st offense: ₱ 325.00 2 nd offense: ₱ 425.00 3 rd and succeeding offenses: ₱ 525.00 and 3 days' imprisonment																																	
51. Leaving/Parking a Vehicle or loading/Unloading Inside Towing Zone	1 st offense: ₱ 525.00 with towing and impounding fee 2 nd offense: ₱ 625.00 with towing and impounding fee 3 rd and succeeding offenses: ₱ 725.00 with towing and impounding fee																																	
52. Jaywalking	1 st offense: ₱ 525.00 2 nd offense: ₱ 1025.00																																	



	3 rd and succeeding offenses: ₱ 3025.00 or imprisonment of not less than 15 days but not more than 6 months
53. Failure to dim headlights	₱ 175.00
54. Fake ID/Permit	₱ 1,525.00
55. Not Carrying Driver's License	₱ 175.00
56. Illegal Terminal	₱ 525.00
57. No CR/OR	₱ 325.00
58. No Body Number (Plate) For Hire Motor Vehicle	1 st offense: ₱ 225.00 2 nd offense: ₱ 325.00 3 rd and succeeding offenses: ₱ 425.00
59. No Body Number (Public Motorizes Tricycles)	1 st offense: ₱ 525.00 2 nd offense: ₱ 625.00 3 rd and succeeding offenses: ₱ 725.00
60. Smoke Belching	₱ 425.00
61. Truck Ban	1 st offense: ₱ 525.00 2 nd offense: ₱ 625.00 3 rd and succeeding offenses: ₱ 725.00
62. No Side Mirror	1 st offense: ₱ 225.00 2 nd offense: ₱ 325.00 3 rd and succeeding offenses: ₱ 425.00 and impounding until fine is paid
63. No Head Light / Defective Headlight	1 st offense: ₱ 1,025.00 2 nd offense: ₱ 2,025.00 3 rd and succeeding offenses: ₱ 3,025.00 and impounding until fine is paid
64. Violation on the Provision of Number Coding	1 st offense: ₱ 525.00 2 nd offense: ₱ 1,025.00 3 rd and succeeding offenses: ₱ 1,525.00 and impounding until fine is paid
65. Minor Driving Motorcycle / Motorized Vehicle	1 st offense: ₱ 2,025.00 2 nd offense: ₱ 3,025.00 3 rd and succeeding offenses: ₱ 5,025.00 and impounding until fine is paid
66. No Horn	1 st offense: ₱ 525.00 2 nd offense: ₱ 1,025.00 3 rd and succeeding offenses: ₱ 2,025.00 and impounding until fine is paid
67. Disregarding Traffic Signal	1 st offense: ₱ 225.00 2 nd offense: ₱ 325.00 3 rd and succeeding offenses: ₱ 525.00 and impounding until fine is paid



68. Overloading (Private Vehicles)	1 st offense: ₱ 525.00 2 nd offense: ₱ 1,025.00 3 rd and succeeding offenses: ₱ 1,525.00 and impounding until fine is paid																																			
69. Disregarding Traffic Signal	1 st offense: ₱ 225.00 2 nd offense: ₱ 325.00 3 rd and succeeding offenses: ₱ 525.00 and impounding until fine is paid																																			
70. Not carried OR/CR Upon Apprehension	1 st offense: ₱ 325.00 2 nd offense: ₱ 425.00 3 rd and succeeding offenses: ₱ 525.00 and impounding until fine is paid																																			
71. Not Carried Driver's License Upon Apprehension	1 st offense: ₱ 325.00 2 nd offense: ₱ 425.00 3 rd and succeeding offenses: ₱ 525.00 and impounding until fine is paid																																			
72. All vehicles subjected to towing and/or impoundment shall pay the corresponding fines indicated as follows:	<table border="1"> <thead> <tr> <th data-bbox="784 743 1116 776">Vehicles</th> <th data-bbox="1166 743 1333 776">Towing fee</th> <th data-bbox="1525 743 1824 776">Impounding fee/day</th> </tr> </thead> <tbody> <tr> <td data-bbox="784 781 1116 813">a. Push cart</td> <td data-bbox="1166 781 1333 813">P500.00</td> <td data-bbox="1525 781 1632 813">P50.00</td> </tr> <tr> <td data-bbox="784 818 1116 850">b. Tri-bike</td> <td data-bbox="1166 818 1333 850">500.00</td> <td data-bbox="1525 818 1632 850">50.00</td> </tr> <tr> <td data-bbox="784 855 1116 888">c. Motorcycle</td> <td data-bbox="1166 855 1333 888">500.00</td> <td data-bbox="1525 855 1632 888">100.00</td> </tr> <tr> <td data-bbox="784 893 1116 925">d. Kuliglig</td> <td data-bbox="1166 893 1333 925">500.00</td> <td data-bbox="1525 893 1632 925">100.00</td> </tr> <tr> <td data-bbox="784 930 1116 963">e. Tricycle</td> <td data-bbox="1166 930 1333 963">500.00</td> <td data-bbox="1525 930 1632 963">100.00</td> </tr> <tr> <td data-bbox="784 967 1116 1000">f. Tractor</td> <td data-bbox="1166 967 1333 1000">700.00</td> <td data-bbox="1525 967 1632 1000">100.00</td> </tr> <tr> <td data-bbox="784 1005 1116 1037">g. 4-Wheelers</td> <td data-bbox="1166 1005 1333 1037">1,000.00</td> <td data-bbox="1525 1005 1632 1037">200.00</td> </tr> <tr> <td data-bbox="784 1042 1116 1075">h. 6-Wheelers</td> <td data-bbox="1166 1042 1333 1075">1,500.00</td> <td data-bbox="1525 1042 1632 1075">200.00</td> </tr> <tr> <td data-bbox="784 1079 1116 1112">i. 10-14 Wheelers</td> <td data-bbox="1166 1079 1333 1112">2,500.00</td> <td data-bbox="1525 1079 1632 1112">300.00</td> </tr> <tr> <td data-bbox="784 1117 1116 1149">j. 18-Wheelers</td> <td data-bbox="1166 1117 1333 1149">3,000.00</td> <td data-bbox="1525 1117 1632 1149">500.00</td> </tr> </tbody> </table>	Vehicles	Towing fee	Impounding fee/day	a. Push cart	P500.00	P50.00	b. Tri-bike	500.00	50.00	c. Motorcycle	500.00	100.00	d. Kuliglig	500.00	100.00	e. Tricycle	500.00	100.00	f. Tractor	700.00	100.00	g. 4-Wheelers	1,000.00	200.00	h. 6-Wheelers	1,500.00	200.00	i. 10-14 Wheelers	2,500.00	300.00	j. 18-Wheelers	3,000.00	500.00		
Vehicles	Towing fee	Impounding fee/day																																		
a. Push cart	P500.00	P50.00																																		
b. Tri-bike	500.00	50.00																																		
c. Motorcycle	500.00	100.00																																		
d. Kuliglig	500.00	100.00																																		
e. Tricycle	500.00	100.00																																		
f. Tractor	700.00	100.00																																		
g. 4-Wheelers	1,000.00	200.00																																		
h. 6-Wheelers	1,500.00	200.00																																		
i. 10-14 Wheelers	2,500.00	300.00																																		
j. 18-Wheelers	3,000.00	500.00																																		
73. PMT operating Out of Route	1 st offense: ₱ 525.00 2 nd offense: ₱ 1,025.00 3 rd and succeeding offenses: ₱ 2,025.00 and impounding until fine is paid																																			



15.2 Releasing of Impounded Vehicle

The Public Order and Safety Office is in-charge in the management of Impounding Area located at Brgy. Tangarang, Alaminos City where all vehicles, including pushcarts and tri-bikes subjected for impoundment and safekeeping, are kept for temporary custody until it has been claimed. This process is provided in order to deliver the simplest and fastest, yet proper way of releasing impounded vehicle to the client.

Office/Division:	Public Order and Safety Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Registered owner of vehicle; Lawful possessor of the vehicle; Authorized representative of registered owner or lawful possessor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OR/CR of vehicle/ motorcycle		LTO		
For lawful possessor: Deed of Absolute Sale of Motor Vehicle; Certificate of Mortgage		Notary Public		
Additional requirement for authorized person/ representative: Authorization Letter and ID of owner or lawful possessor and the claimant/ payor		Registered owner/ lawful possessor		
Clearance if vehicle was involved in a crime		ACPS, Investigation Section and/or POSO Investigation Section		
Clearance / Order		City Prosecutor's Office or Court		
Impounding Receipt duplicate copy		Issued by the Towing and Impounding Staff		
Official Receipt issued from the City Treasurer's Office showing Payment of Fine / Penalty		POSO Bonded Collecting Officer		
Personal Information System (PIS) Registered, if applicable		POSO Traffic Office		
Valid ID Card or Proof of Identity		Department of Foreign Affairs, Land Transportation Office, PhilHealth, Bureau of Internal Revenue, Commission on Elections, Professional Regulation Commission, Office for Senior Citizens Affairs, Philippine Overseas Employment Administration		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Initial interview and logging in at the Visitors / Clients Logbook	1.1 Conduct initial interview as to the purpose of the client then ask him/her to log in at the Visitor's / Client's Logbook	None	2 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i>
2. Payor/ claimant shall present the duplicate copy of Towing and Impounding	2.1 Check TIR, OR/CR of impounded vehicle, and other	None	7 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i>



Receipt (TIR), and the OR/ CR of the impounded vehicle, including other documentary requirements, if applicable	documentary requirements presented by the claimant/ payor Note: If impounding receipt was not issued, proceed immediately to Step No. 5			
	2.2 The traffic clerk shall compute the total number of days the vehicle was impounded, starting on the first day of impoundment, then sign on the computed amount.	1) Pushcart & Tribike: 50 pesos per day; 2) Motorcycle, Kuliglig, Tricycle, Tractor: 100 pesos per day; 3) 4 to 6 wheelers: 200 pesos per day; 4) 10-14 wheelers: 300 pesos per day; 5) 18 wheelers: 500 pesos per day	3 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i>
	2.4 Check in the PIS database if violator's data had been captured. *If violator ALREADY HAD DATA , proceed immediately to Step No. 4 for collection of payment. * IF NO DATA IS FOUND , proceed to Step No. 3 - Registration/ enrollment in the Personal Information System (PIS)	None	2 minutes	<i>Administrative Aide, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i>
3. Registration/ enrollment in the Personal Information System (PIS)	3.1 Client shall fill-up and submit duly accomplished PIS Data Capture Form and present valid ID card or proof of identity 3.2 Client shall undergo photo capture then confirms that the encoded data is correct 3.3 Client shall undergo thumbprint registration (Optional)	None	7 minutes 2 minutes 2 minutes	<i>Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i>



4. Client shall pay the computed amount	Collect payment of traffic violator and issue Official Receipt of his/her payment	<ul style="list-style-type: none"> ➤ Towing/impounding fee: The fee depends on the type of vehicle and how many days it has been impounded (Refer to agency action 2.2) ➤ ICT Fee: ₱ 25.00 pesos ➤ Documentary stamp, if applicable: ₱ 30.00 pesos 	3 minutes	<i>Administrative Aide IV, Security Officer I, Traffic Operations Officer I, POSO Bonded Collecting Officers</i>
5. Client shall proceed to the Impounding area located at Brgy. Tangarang, Alaminos City and present to the guard-on-duty the CLEARANCE issued from the PNP and/or POSO indicating the release of impounded vehicle, if applicable, including other documentary requirements such as Court Order	4.1 Check the documents presented.	NONE	3 minutes	<i>Security Guard</i>
	4.2 Both claimant and Guard on duty shall inspect the condition of the impounded vehicle.		10 minutes	<i>Security Guard</i>
	4.3 Release the impounded vehicle to the claimant and let him sign the release document in the logbook		5 minutes	<i>Security Guard</i>
TOTAL			46 minutes	

15.3 Issuance of POSO Clearance

The Tax Ordinance No. 2022-01 otherwise known as the new Revenue Code of Alaminos City requires all tricycle operators/ drivers applying new/renewal for tricycle permit/ legalization to secure clearance from Public Order and Safety Office, hence, the office provided the simplest and fastest process for the client to avail the service.

Office/Division:	Public Order and Safety Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Tricycle owners/ operators/ drivers applying for tricycle permit/ legalization
CHECKLIST OF REQUIREMENTS	
Certificate of Registration and latest Official Receipt (OR/CR)	LTO
Official Receipt indicating payment for POSO Clearance	City Treasurer's Office



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logging in at the Visitors / Clients Logbook	Ask the client to log in at the Visitors / Clients Logbook	NONE	1 minute	<i>Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i>
2. Client shall present his documents such as OR/CR and Official Receipt as proof of payment for the requested clearance to the traffic clerk	2.1 – Check if all required documents are presented	NONE	1 minute	<i>Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i>
	IF client failed to present the Official Receipt, he/she shall pay to the POSO bonded collecting officer.	POSO Clearance: ₱ 50.00 Documentary stamp: ₱ 30.00 ICT Fee: ₱ 25.00	(3 minutes)	<i>Administrative Aide IV, Security Officer I, Traffic Operations Officer I, POSO Bonded Collecting Officers</i>
	2.2 – Verify in the database if the owner/ operator/ driver and/or the tricycle plate number or MV file number has no pending traffic violation/s	None	3 minutes	<i>Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i>
	IF THERE IS PENDING TRAFFIC VIOLATION, proceed to Process No. 27.1. SETTLEMENT OF PENALTY/ FINE ON TRAFFIC VIOLATIONS.	Refer to the mentioned process	Refer to the mentioned process	Refer to the mentioned process
	2.3 – Prepare the requested document	None	2 minutes	<i>Administrative Aides, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i>



3. Signing and Issuance of POSO clearance	3.1 – Traffic clerk and Head of Office (or authorized officer in the absence of Head of Office) shall sign the POSO clearance	NONE	1 minute	<i>Administrative Aides, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i> <i>Executive Assistant IV (Head of Office)</i> <i>Authorized Officer/s: Security Officer I Traffic Operations Officer I Admin Aide IV</i>
	3.2 – Let the client acknowledge the receipt of requested document	NONE	1 minute	<i>Administrative Aides, Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I</i>
	TOTAL	₱ 105.00	9 MINUTES	

15.4 Receiving and Recording of Complaint/Report

The Public Order and Safety Office was created to act as force multiplier to the Alaminos City Police Station in maintaining peace and order and providing safety and security to the public. It responds to emergency calls or situations and helps ease the burden of Alaminos City Police Station in handling minor cases and petty crimes.

Office/Division:	Public Order and Safety Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	All victims of minor cases or petty crimes that transpired within the territorial jurisdiction of Alaminos City; Witness/es on the commission of a certain crime that transpired within the territorial jurisdiction of Alaminos City; or those requesting to record some



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal appearance of victim or witness		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logging in at the Visitors / Clients Logbook	1.1 Ask the client to log in at the Visitors / Clients Logbook	NONE	1 minute	Administrative Aide OR Security Officer I
2. Recording of facts and details of the incident on the blotter logbook / PINK book	2.1 Interview the client (victim/witness). Gather information answering 5Ws and 1H (What, Who, Where, When, Why, and How) surrounding the incident.	NONE	20 minutes	Administrative Aide or Security Officer I
	2.2 – Write down /or record on the Blotter logbook (or in PINK Book by the VAWC Officer, if the case involves women and/or children) all gathered details surrounding the incident	NONE	30 minutes	Administrative Aide or Security Officer I
3. For cases of Physical Injury, VAWC, and Child Abuse , wherein victim was physically injured; or other cases that needed Medico-Legal Certificate	3.1 – Fill-out CPOSO-RIC-F06 (Request for Medico-Legal Examination)	NONE	5 minutes	Administrative Aide or Security Officer I
	3.2 – The Head of Office (or Duty Investigator in the absence of the Head of Office) shall sign the filled-out CPOSO-RIC-F06	NONE	1 minute	Administrative Aide or Security Officer I
TOTAL		NONE	57 minutes	

15.5 Issuance of Blotter/Journal Certification

The Public Order and Safety Office keeps a Blotter Logbook for all cases being recorded, handled and responded. Most often times, the client requests for a copy of recorded entry in the logbook; hence, the office provided the simplest and fastest process for him/her to avail the service.

Office/Division:	Public Order and Safety Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who may avail:	Client who made the report; Either any of the involved parties in the incident



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID Card or Proof of Identity		Department of Foreign Affairs, Land Transportation Office, PhilHealth, Bureau of Internal Revenue, Commission on Elections, Professional Regulation Commission, Office for Senior Citizens Affairs, Philippine Overseas Employment Administration. Company		
Personal Information System (PIS) Registered		POSO Traffic Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Initial interview and logging in at the Visitors / Clients Logbook	1.1 – Conduct initial interview on the client's purpose then ask him/her to log in at the Visitor's / Client's Logbook	NONE	2 minutes	Administrative Aide or Security Officer I
	1.2 – Check the particular entry that the client asked for Certification in the Blotter Book/ Pink Book	NONE	3 minutes (If the client knows the exact date of entry in the blotter book)	Administrative Aide or Security Officer I
2. Client shall pay the corresponding amount for the requested document	Collect payment of client and issue Official Receipt of his/her payment	POSO Clearance: ₱ 50.00 Documentary stamp: ₱ 30.00 ICT Fee: ₱ 25.00	3 minutes	Administrative Aide IV, Security Officer I, Traffic Operations Officer I, POSO Bonded Collecting Officers
	*IF client have not registered/enrolled in the PIS database, instruct client to proceed to POSO Traffic Office for Registration/ enrollment in the Personal Information System (PIS)	NONE	11 minutes	Administrative Aide I, Administrative Aide IV, and Traffic Operations Officer I
3. Preparation of the requested document	3.1 – Office clerk shall ENCODE the excerpt entry from the Blotter Logbook on the Blotter/ Journal Certification template, print three (3) copies	NONE	15 minutes	Administrative Aide or Security Officer I
	3.2 – The duty personnel who prepared the document and the Head of Office (or authorized	NONE	1 minute	Administrative Aide or Security Officer I



	officer in the absence of the Head of Office) shall sign the Blotter/ Journal Certification			<i>Executive Assistant IV (Head of Office)</i> <i>Authorized Officer/s:</i> <i>Security Officer I</i> <i>Traffic Operations Officer I</i> <i>Admin Aide IV</i>
4. Issuance of the requested document	Let the client acknowledge the receipt of requested document	NONE	1 minute	<i>Administrative Aide or Security Officer I</i>
TOTAL TIME:		₱ 105.00	36 MINUTES	



SOCIAL SERVICES

16. City Youth and Sports Development Office External Services



16.1 Alaminos City Sports Complex Reservation

This procedure is for clients to use the Alaminos City Sports Complex.

Office or Division:	City Youth and Sports Development Office			
Classification:	Simple			
Type of Transaction:	G2C, G3C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 Communication letter/ request letter with complete information details.		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires on the availability of the Alaminos City Sports Complex (ACSC).	1.1. CYSDO Staff shall assist and interview the client. 1.2. Inform client to will submit request letter for reservation of the Alaminos City Sports Complex (ACSC) at City Archives Office	None	3 minutes	<i>Administrative Aide, Administrative Aide I, Construction Maintenance Man or Local Youth Dev't Officer I</i>
2. Submit request letter at the City Archives Section.	2. Receive request letter and forward to the City Administrator's Office for approval.	None	2 minutes	<i>Administrative Aide, Administrative Aide I, Construction Maintenance Man or Local Youth Dev't Officer I</i>
3. Received approved letter and file the copy.	3.. Calendar the date of Alaminos City Sports (ACSC) reservation.	None	2 minutes	<i>Administrative Aide, Administrative Aide I, Construction Maintenance Man or Local Youth Dev't Officer I</i>
TOTAL		None	7 Minutes	



INFRASTRUCTURE SERVICES

17. City Engineering Office External Services



17.1 Securing Locational Clearance for Building Permit

Zoning is the division of a community/city into zones or districts according to the present and potential uses of its lands to maximize, regulate and direct their use and development in accordance with the physical development plan of the city/community. Prior to the start of construction, all enterprises and private persons constructing a new building or expansion/ renovation thereof are required to secure a Locational clearance upon application for building permit to ensure that the building is allowed.

**Note: Classifications of Applications were stated at 8.2 (Securing Building Permits & other related permits)*

Refer to 8.2.1 for Simple Applications;

8.2.2 for Complex applications; and

8.2.3 for Highly Technical Applications

Office or Division:	City Engineering Office	
Classification:	Simple	
Type of Transaction:	G2C-Government to Client	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Duly accomplished and notarized Unified Application Form for Building Permit (1 copy)		Business One-Stop-Shop (BOSS) Office (CEO 2)
2. A. In case the applicant is the REGISTERED OWNER of the lot:		
• Certified True Copy of Certificate of Title (1 photocopy)		Registry of Deeds
• Certified true copy of Tax Declaration (1 photocopy)		City Assessor's Office
• Land Tax Receipt of current year (1 photocopy)		Business One-Stop-Shop (BOSS) Office (CTO 2) Or City Treasury Office - Window 9, 10, 11
B. In the absence of Certificate of Title in the name of applicant:		
• Notarized Deed of Absolute Sale or or Notarized Deed of Donation (1 photocopy)		Notary Public
• Notarized Pro-forma Affidavit (1 original copy)		
• Barangay Certification as to lot ownership and related controversy, if any (1 photocopy)		Barangay Hall
C. In case the applicant is NOT the owner of the lot, in addition to the above;		



<ul style="list-style-type: none"> • Notarized Affidavit of Consent (1 original copy); or • Notarized Contract of Lease (1 photocopy) 	Notary Public			
3. Architectural (<i>including Vicinity map & Site Development Plan</i>) and Structural Plans signed and sealed by a duly licensed Architect & Civil Engineer with the conformity of the owner (1 original copy)	Architect or Civil Engineer of the Project			
4. Notarized Detailed cost of Materials with Specifications signed and sealed by a duly licensed Civil Engineer or Architect (1 original copy)	Architect or Civil Engineer of the Project			
5. Sworn Special Power of Attorney for the authorized representative (1 original copy)	Notary Public			
6. Affidavit of Non-objection from adjacent lot owners, for non/conforming projects only (1 original copy)	Notary Public			
7. Affidavit of Non-objection from Mortgage, if lot is mortgaged (1 original copy)	Notary Public			
8. Certification from MARO that lot is not Tenanted or within the coverage of CARP, for small scale regular projects located in existing/zoned agricultural areas (1 original copy, 1 photocopy)	Department of Agrarian Reform			
9. Conversion Clearance or Certificate of Exemption for Conversion (1 original copy, 1 photocopy)	Department of Agrarian Reform			
10. Environmental Compliance Certificate for applicable projects only (1 original copy, 1 photocopy)	Department of Environment and Natural Resources			
11. Road-Right-of-Way of at least three (3) meters for dwellings to be constructed on rear lots	N/A			
12. Order of Payment (1 original, 1 photocopy)	Business One-Stop-Shop (BOSS) Office (CEO 2)			
13. Official Receipt (1 original, 3 photocopy)	City Treasury Office – Window 4,5,6,7			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form	1.1 Receive application form and verify the submitted required documents	None	15 minutes	<i>Construction and Maintenance Man or Administrative Aide</i>



and required documents at Business One-Stop-Shop (BOSS) Office (CEO 2)	1.2 Verification of Land Use (Zoning)	None	1 day	<i>Zoning Officer II</i>
	1.3 Assess and print payment order of fees	None		<i>Administrative Assistant III or Administrative Aide</i>
	1.4 Issue payment order of fees	None		<i>Zoning Officer II</i>
2. Proceed to City Treasury Office for the payment of fees *Make sure to secure Official Receipt that will be issued upon payment	2.1 Accept payment based on the Order of Payment	Documentary Stamp –PHP 30 ICT – PHP 25 + *fees based on the assessment of fees	2 Minutes	<i>City Treasury Office Staff</i>
3. Client get the approved Locational Clearance at Business One-Stop-Shop (BOSS) Office (CEO 2)	3.1 Approve and issue Locational Clearance	None	1 Day	<i>Zoning Officer II</i>
	3.2 Release the approve Locational Clearance to client	None	5 minutes	<i>Constraction and Maintenance Man or Administrative Aide</i>
	TOTAL:	Php 55.00 + fees based on the assessment of fees	2 Days, 22 minutes	



17.2 Securing a Building Permit & Other Building Related Permits

The general public is required to secure necessary permit (building, mechanical, sanitary/ plumbing, electrical/ electrical for indigenous, sign, fencing, demolition, excavation and ground preparation, etc.) prior to construction of any building or structures.

17.2.1 Simple Applications

1. Construction/erection/addition/alteration/renovation/repair/legalization of the following structures/Occupancy under Group J Section 701 Division of the NBCP:
 - i. Private garage not more than ninety (90) square meters;
 - ii. Carport;
 - iii. Sheds not less than six (6) square meters;
 - iv. Agricultural buildings;
 - v. Fences over 1.80 meters in height; and
 - vi. Tanks and towers.
2. Repairs which do not involve any alteration/changes from the building plans covered by a previously issued Building Permit, Repair Permits other than those mentioned in Section 301.3 of the NBCP (exemption from Building and Repair Permit);
3. Demolition of a single residential structure not more than three hundred (300) square meters and three storeys in height;
4. Signages for advertising and business signs; and
5. Stand-alone permit applications for Building Service Equipment and other support facilities including:
 - i. Mechanical;
 - ii. Sanitary;
 - iii. Electrical;
 - iv. Electronics; and



- v. Accelerographs.

17.2.2 Complex Applications

The construction/erection/addition/alteration/renovation/repair/legalization of any of the following Complex Type of Project Activity/Structures/Occupancy:

1. Interior Renovations covered by an appropriate Building Permit;
2. Conversion of existing building occupancy classification;
3. Multiple unit residential houses (such as row houses, townhouses, and the like);
4. Single detached residential house not more than 7 storeys;
5. Commercial buildings not more than 9 storeys;
6. Warehouses not more than 9 storeys;
7. Market buildings not more than 9 storeys;
8. Demolition (any type of occupancy/use with area of more than three hundred (300) square meters);
9. Billboard structures; and
10. All other types of Occupancy not more than 9 storeys.

17.2.3 Highly-Technical Applications

The construcyion/erection/addition/alteration/renovation/repair/legalization of any of the following Highly Technical Type of Project Activity/Structures/Occupancy:

1. Commercial buildings exceeding 9 storeys;
2. Market buildings exceeding 9 storeys;
3. All applications belonging to Group D of the NBCP;
 - i. Mental hospitals, Sanitaria and Mental Asylums and those belonging to Division D-1 of the NBCP;
 - ii. Public and private hospitals (Division D-2 of the NBCP);
 - iii. Nursing homes for ambulatory patients, school and home, for children over kindergarten age, orphanages and those belonging to Division D-3 of the NBCP;
4. Those belonging to Group H and I of the NBCP:
 - i. Recreational or similar public assembly buildings, such as stadia, sports complex, convention centers, etc.
 - ii. Structures that have a non-regular form, as classified in the Structural Reference Standards; and



- iii. Those buildings/structures whose use has very advanced structural calculation method in design, as classified in the Structural Reference Standards.
5. All other types of occupancy of more than 9 storeys.
 6. All other building/s or structure/s with occupancy and use as for Disaster Response as defined by the National Disaster Risk Reduction and Management Council (NDRRMC)
 7. Special Structures such as but not limited to Aerodome Facilities, Fixed Gateway Transit and Passenger Rail Systems, Historical Building and Structures, and Historic Centers/Heritage Zones, Wind Turbine Energy Generating Facilities, Immobilized vehicle and Vessels, Motion Picture and Television Production, Studio Soundstages and approved production facilities, Off-shore Energy Facilities, Piers and water-surrounded facilities, Solar Photovoltaic (PV) System, Towers and Underground structures and windowless buildings.

Office or Division:	City Engineering Office	
Classification:	Simple, Complex, Highly Technical	
Type of Transaction:	G2C-Government to Client	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Approved Certificate of Construction Occupational Safety and Health Program from DOLE Office <i>Note: Submit Affidavit of Undertaking if the approval of COSH Program is still on process</i> (1 original copy, 3 photocopies)		Department of Labor and Employment
2. Locational Clearance (4 original copies)		Business One-Stop-Shop (BOSS) Office (CEO 2)
3. Notarized Unified application form for building permit and accomplished NBC Forms, duly signed and sealed by the Architect or Civil Engineer (full-time supervisor or inspector of construction) (4 original copies)		Business One-Stop-Shop (BOSS) Office (CEO 2)
4. A. In case the applicant is the REGISTERED owner of the lot:		
<ul style="list-style-type: none"> • Certified true copy of OCT/TCT, on file with the Registry of Deeds (1 original copy, 3 photocopies) 		Registry of Deeds
<ul style="list-style-type: none"> • Certified true copy of Tax Declaration (1 original Copy, 3 photocopies) 		City Assessor's Office



<ul style="list-style-type: none"> • Current Real Property Tax Receipt (1 original copy, 3 photocopies) 	Business One-Stop-Shop (BOSS) Office (CTO 2) Or City Treasury Office - Window 9, 10, 11
B. In case the applicant is NOT the registered owner of the lot, in addition to the above;	
<ul style="list-style-type: none"> • Duly notarized Contract of lease; (1 original copy, 3 photocopies) or Notarized Deed of Sale or Notarized Deed of Donation; (1 original copy, 3 photocopies) or Notarized Affidavit of Consent of the owner/administrator (1 original copy, 3 photocopies) with attached <u>Community Tax Certificate</u> for the current year and <u>valid ID</u> (1 photocopies) 	<ul style="list-style-type: none"> • Notary Public • City Treasury Office – Window 4 & 5/Barangay Hall
C. Certificate of Award, in case of Government lots (3 photocopies)	
5. Photocopies of valid IDs: <ul style="list-style-type: none"> • Licenses of all involved professional (i.e., Professional Tax Receipt & PRC ID) (1 photocopy); • Valid ID and Community Tax Certificate of the applicant for the current year (1 photocopy) 	<ul style="list-style-type: none"> • All professionals involved in the project • City Treasury Office – Window 4 & 5/ Barangay Hall
6. Complete plans prepared, signed and sealed over printed names of the duly licensed and registered professionals (4 Sets) <ol style="list-style-type: none"> Geodetic Engineer, in case of Lot Survey Plans; <i>Note: Submit Affidavit of Undertaking to conduct land survey prior to construction (in the absence of lot survey plans)</i> Architect, in case if Architectural plans and documents; Civil Engineer, in case of Civil/Structural plans and documents; 	Design professionals



<ul style="list-style-type: none"> d. Professional Electrical Engineer, in case of Electrical plans and documents; e. Professional Mechanical Engineer, in case of mechanical plans and documents; f. Sanitary Engineer, in case of sanitary plans and documents; g. Master Plumber, in case of plumbing plans and documents; h. Electronics Engineer, in case of electronics plans and documents 	
<p>7. Notarized Estimated Cost of the proposed work or Bill of materials, duly signed and sealed by Architect/Civil Engineer (4 original copies)</p>	<p>Architect or Civil Engineer of the project</p>
<p>8. Specifications, duly signed and sealed by Architect/Civil Engineer (4 original copies)</p>	<p>Design professionals</p>
<p>9. For Two (2) storey structures and more</p> <ul style="list-style-type: none"> a. Structural Design Analysis, duly signed and sealed by Civil Engineer (1 original copy, 3 photocopies) 	<p>Civil Engineer of the project</p>
<p>10. For Three (3) storey structures or 7.50 meters high, and more</p> <ul style="list-style-type: none"> a. Geotechnical Report/Soil Boring Test Certification; (1 original copy, 3 photocopies) 	
<p>11. For Four (4) storey structures or 12 meters high, and more</p> <ul style="list-style-type: none"> a. Fire Suppression System Plan, computations and specification; b. Elevator System plan, specifications, and computations (1 original copy, 3 photocopies) 	



12. For structures 50 meters high, or 10,000 sq. meters or more; hospitals (50 beds or more); or schools (20 classrooms and 3 storeys or more) a. Application for installation of accelerogram, with baseline parameters and seismic analysis (1 original copy, 3 photocopies)				
13. For Structures 75 meters high or more a. Structural Design Peer Review (1 original copy, 3 photocopies)				
14. Electrical Design Analysis and Short Circuit Calculation, duly signed and sealed by Professional Electrical Engineer (1 original copy, 3 photocopies)		Professional Electrical Engineer of the project		
15. Fire Safety Evaluation Clearance, Endorsement and receipt issued (1 original copy, 3 photocopies)		Business One-Stop-Shop (BOSS) Office - Bureau of Fire Protection (BFP 1 & BFP 2)		
16. Assessment of Building Permit Fees (1 original copy, 3 photocopies)		Business One-Stop-Shop (BOSS) Office (CEO 2)		
17. Receipt of Building Permit Fees and Signboard (1 original copy, 3 photocopies)		City Treasury Office - Window 4,5,6,7		
18. Logbook, signed and sealed by the full-time inspector and supervisor of construction works (1 copy)		Architect or Civil Engineer (full-time supervisor or inspector of construction works)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form and required documents at Business One-Stop-Shop (BOSS) Office (CEO 2)	1.1 Receive application form and verify the submitted required documents *attach checklist of requirements and evaluation checklist	None	30 minutes	<i>Construction and Maintenance Man or Administrative Aide</i>
	1.2 Evaluate plans and documents	None	1 day (<i>Simple Application</i>); 5 days (<i>Complex Application</i>);	<ul style="list-style-type: none"> • <i>Line & Grade Engineer II or Engineer III</i> • <i>Architectural Architect II or Supervising Administrative Officer</i> • <i>Civil/ Structural</i>



			18 days (<i>Highly Technical Application</i>)	<p><i>Acting Assistant City Building Official, Engineer III or Engineer II</i></p> <ul style="list-style-type: none"> • <i>Plumbing Admiinistrative Aide I or Acting City Building Official</i> • <i>Electrical Engineer II or Engineer I</i> • <i>Sanitary, Electronics & Mechanical Acting City Building Official or Acting Assistant City Building Official</i>
1.3 Inspection & Verification	<p>Inspection & Verification - PHP 200</p> <p>*included in the assessment of fees for Building permit</p>			<p><i>Inspectorate Team Land Use & Zoning Zoning Officer II</i></p> <ul style="list-style-type: none"> • <i>Line & Grade Engineer II</i> • <i>Architectural, Plumbing & Sanitary Admiinistrative. Aide I</i> • <i>Civil/ Structural Engineer II</i> • <i>Electrical Engineer III</i>
1.4 Assess, print and issue payment order of fees	<p>*Bases of assessment for fees</p> <p>a. Character of Occupancy or use of building structure;</p> <p>b. floor area;</p> <p>and</p> <p>c. fixtures that will be installed in the building</p> <p>d. Estimated Cost of the proposed work or Bill of materials</p>		1 Hour	<p><i>Engineer II, Architect II, Engineer I or Administrative Aide I</i></p>



	1.5 Prepare, print and issue fire endorsement	None	5 minutes	<i>Administrative Assistant III or Administrative Assistant VI City Treasury Office Staff</i>
2. Proceed to City Treasury Office for the payment of fees *Make sure to secure Official Receipt that will be issued upon payment	2.1 Accept the payment based on the Order of Payment	Documentary Stamp – PHP 30 ICT – PHP 25 Signboard – PHP 200 Inspection & Verification - PHP 200 * Building permit fees based on the assessment of fees	2 minutes	
3. Client get the approved permit and signboard and sign in the Building Permit Logbook at Business One-Stop-Shop (BOSS) Office (CEO 2)	3.1 Prepare the necessary documents of permit for the approval of Acting City Building Official or Acting Assistant City Building Official	None	1 Day	<i>Administrative Assistant VI, Construction and Maintenance Man or Administrative Aide</i>
	3.2 Approve the permit	None		<i>Acting City Building Official or Acting Assistant City Building Official</i>
	3.3 Release the approved permit to the client	None	5 minutes	<i>Construction and Maintenance Man or Administrative Aide</i>
	TOTAL:	Php 455.00 + Locational Clearance fee and Building permit fees based on the payment order of fees	2 days, 1 hour, 42 minutes (Simple Application); 6 days, 1 hours, 42 minutes (Complex Application); 19 days, 1 hours, 42 minutes (Highly Technical Application)	



17.3 Securing a Certificate of Occupancy

The general public is required to secure a certificate of occupancy prior to actual use or occupancy of structures.

**Note: Classifications of Applications were stated at 8.2 (Securing Building Permits & other related permits)*

Refer to 17.2.1 for Simple Applications;

17.2.2 for Complex applications; and

17.2.3 for Highly Technical Applications

Office or Division:	City Engineering Office	
Classification:	Simple, Complex, and Highly Technical	
Type of Transaction:	G2C-Government to Client	
Who may avail:	Public	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. A. Notarized Unified Application Form for Certificate of Occupancy, duly accomplished (4 copies)	Business One-Stop-Shop (BOSS) Office (CEO 2)	
B. <u>Notarized Certificate of Completion</u> (NBC Form No. B-10) signed by the owner/applicant together with the <u>Construction Logbook with Certification</u> signed and sealed by the duly licensed Architect or Civil Engineer in-charge of the construction <i>(Note: if the construction was undertaken through a contract, the Certificate of Completion shall be signed by the Contractor/Authorized Managing Officer)</i>	<ul style="list-style-type: none"> ● Business One-Stop-Shop (BOSS) Office (CEO 2) ● Architect or Civil Engineer (full-time supervisor or inspector of construction works) 	
2. Zoning Clearance (from Zoning Officer that the building has complied with the Locational/Zoning of land use)	Business One-Stop-Shop (BOSS) Office (CEO 2)	



<p>3. Complete sets of As-built plans and Specifications prepared, signed and sealed by the Design Professionals and confirmed by the owner (4 Sets)</p> <ul style="list-style-type: none"> a. Architect, in case if Architectural plans and documents; b. Civil Engineer, in case of Civil/Structural plans and documents; c. Professional Electrical Engineer, in case of Electrical plans and documents; d. Professional Mechanical Engineer, in case of mechanical plans and documents; e. Sanitary Engineer, in case of sanitary plans & documents; f. Sanitary Engineer, in case of sanitary plans and documents; g. Master Plumber, in case of plumbing plans and documents; h. Electronics Engineer, in case of electronics plans and documents 	<p>Design professionals</p>
<p>4. Photocopies of valid licenses of all involved professionals (2 photocopies, signed and sealed)</p>	<p>All professionals involved in the project</p>
<p>5. Photographs of the completed structure/building showing front, sides and rear areas (1 set colored copy)</p>	<p>N/A</p>
<p>6. Issued Building Permit with ancillary permit forms (1 photocopy)</p>	<p>Owner</p>
<p>7. Fire Safety Inspection Certificate (FSIC), Endorsement and receipt issued (1 original copy, 3 photocopies)</p>	<p>Bureau of Fire Protection Office</p>
<p>8. Assessment of Occupancy Permit Fees (1 original copy, 3 photocopies)</p>	<p>Business One-Stop-Shop (BOSS) Office (CEO 2)</p>
<p>9. Receipt of Certificate of Occupancy (1 original, 3 photocopies)</p>	<p>City Treasury Office – Window 4, 5, 6, 7</p>



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished application form and required documents at Business One-Stop-Shop (BOSS) Office (CEO 2)	1.1 Receive application form and verify the submitted required documents *attach checklist of requirements and evaluation checklist	None	30 minutes	<i>Construction and Maintenance Man or Administrative Aide</i>
	1.2 Evaluate plans and documents	None	1 day (<i>Simple Application</i>); 5 days (<i>Complex Application</i>); 18 days (<i>Highly Technical Application</i>)	<ul style="list-style-type: none"> • <i>Line & Grade Engineer II or Engineer III</i> • <i>Architectural Architect II or Supervising Administrative Officer</i> • <i>Civil/ Structural Acting Assistant City Building Official, Engineer III or Engineer II</i> • <i>Plumbing Administrative Aide I or Acting City Building Official</i> • <i>Electrical Engineer II or Engineer I</i> • <i>Sanitary, Electronics & Mechanical Acting City Building Official or Acting Assistant City Building Official</i>
	1.3 Assess, print and issue payment order of fees	*Bases of assessment for fees a. Character of Occupancy or use of building structure; b. actual cost of the building; and c. fixtures installed in the building	1 Hour	<i>Engineer II, Architect II, Engineer I or Administrative Aide I</i>
	1.4 Prepare, print and issue endorsement to City Fire Marshall	None	5 minutes	<i>Administrative Assistant III or Administrative Assistant VI</i>



	1.5 Joint inspection of building/structure together with City Assessor's Office and Bureau of Fire Protection (BFP)	*included in the assessment of fees	1 day	<i>Inspectorate Team</i> <i>Land Use & Zoning</i> <i>Zoning Officer II</i> <ul style="list-style-type: none"> • <i>Line & Grade Engineer II</i> • <i>Architectural, Plumbing & Sanitary Administrative. Aide I</i> • <i>Civil/ Structural Engineer II</i> • <i>Electrical Engineer III</i>
2. Proceed to City Treasury Office for the payment of fees *Make sure to secure Official Receipt that will be issued upon payment	2.1 Accept the payment based on the Order of Payment	Documentary Stamp – PHP 30 ICT – PHP 25 Signboard – PHP 200 Zoning Certification - 105 *Occupancy permit fees based on the assessment of fees	2 minutes	<i>City Treasury Office Staff</i>
3. Client get the approved permit and sign in the Occupancy Permit Logbook at Business One-Stop-Shop (BOSS) Office (CEO 2)	3.1 Issue approved Zoning Certification	None	5 minutes	<i>Zoning Officer II</i>
	3.2 Prepare the necessary documents of permit for the approval of Building Official	None	1 Hour	<i>Administrative Assistant VI, Construction and Maintenance Man or Administrative Aide</i>
	3.3 Approve the permit	None		<i>Acting City Building Official or Acting Assistant City Building Official</i>
	3.4 Release the approve permit to client	None	5 minutes	<i>Construction and Maintenance Man or Administrative Aide</i>



	TOTAL:	Php 360.00 + Occupancy permit fees based on the assessment fees	2 days, 2 hours, 47 minutes (Simple Application); 5 days, 2 hours, 47 minutes (Complex Application); 18 days, 2 hours, 47 minutes (Highly Technical Application)	
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ENVIRONMENTAL SERVICES

18. City General Services Office External Services



18.1 Solid Waste Management

The City General Services Office collates and store various information about the City. Information ranges from socio-economic data, development plans, maps, land use, and other information which are available to the general public upon request.

Office or Division:	City General Services Office			
Classification:	Simple			
Type of Transaction:	G2C , G2B, G2G			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approval of Request		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
I. Availing of Soil Condition / Vermicasts /Worms/Eco-Bricks				
A. For Private Sector/Entities				
1. Clients secures and submit a copy of Letter Request received by the Records Officer	1.1 Approval of the City Mayor/City Administrator	None	7 mins	<i>City Mayor or City Administrator</i>
	1.2 Approved request letter will be forwarded to the CGSO to take action on the request.	None	5 mins	<i>City General Services Officer</i>
	1.3 Check on the availability of the stock and provides the payment order form	Php 170.00 per sack for soil conditioner plus Php 25.00 ICT Fee	5 mins	<i>City Government Assistant Department Head I</i>
2. Client pays to the City Treasurer's Office	2.1 MRF Staff releases the requested material	None	32 mins min	<i>-MRF Staff</i>
	TOTAL	195 per sack	49 MINUTES	
B. For Government Programs				
1 Clients secures and submit a copy of Letter Request received by the Records Officer	1.1 Approval of the City Mayor/City Administrator	None	12 mins	<i>City Mayor or City Administrator</i>
	1.2 Approved request letter will be forwarded to the CGSO to take action on the request.	None	5 mins	<i>City General Services Officer</i>
	3. Check on the availability of the stock	None	30 mins	<i>City Government Assistant Department Head I</i>
	TOTAL	None	47 MINUTES	



II. Collection of Solid Wastes				
A. From Barangay Materials Recovery Facility (MRF)				
1. Client informs the City General Services Office for the need to collect plastic residuals from Brgy MRFs	1.1 Informs the client for the time of collection	None	5 mins	City Government Assistant Department Head I
TOTAL		None	5 MINUTES	
B. From Private Individual/Entity				
1. Clients secures and submit a copy of Letter Request received by the Records Officer	1.1 Approval of the City Mayor/City Administrator	None	7 mins	City Mayor or City Administrator
	1.2 Approved request letter will be forwarded to the CGSO. Engr. Bonifacio T. Martinez Jr. (City General Services Officer) to take action on the approved letter.	None	5 mins	City General Services Officer
	1.3 Informs the client for the time of collection	None	5 mins	City Government Assistant Department Head I
TOTAL		None	17 MINUTES	

18.2 Availment of Government Vehicle and Equipment

The City General Services Office collates and store various information about the City. Information ranges from socio-economic data, development plans, maps, land use, and other information which are available to the general public upon request.

Office or Division:	City General Services Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approval of Request		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Availing Government Vehicle/Vessel (Private/Government)				
1. Clients secures and submit a copy of Letter	1.1 Approval of the City Mayor/City Administrator	None	5 mins	City Mayor or City Administrator



Request received by the Records Officer	1.2 Approved request letter will be forwarded to the CGSO to take action on the request		5 mins	<i>City General Services Officer</i>
2. Client secures and accomplishes Request Form (CGSO-RUCP-F19 / CGSO-RUCP-F20)	2.1 Check the availability of the vehicle and a. if available -book the travel b. if unavailable - assign other vehicle	None	3 mins	<i>Administrative Assistant VI</i>
	2.2 Prepares request letter for travel Order	None	20 mins	
	2.3 Once travel order is approved, dispatch the vehicle/vessel on the scheduled date	None	3 mins	<i>Supervising Administrative Officer</i>
	TOTAL	None	36 MINUTES	
B. Availing of monoblock chairs & tables, sound system, podium, flags etc.)				
1. Clients secures and submit a copy of Letter Request received by the Records Officer	1.1 Approval of the City Mayor/City Administrator	None	12 mins	<i>City Mayor or City Administrator</i>
	1.2 Approved request letter will be forwarded to the CGSO to take action on the request	None	5 mins	<i>City General Services Officer</i>
	1.3 Prepares / Issues Event Order Slip to responsible person	None	6 mins	<i>Engineer III</i>
	TOTAL	None	23 MINUTES	
C. Availing City Heavy Equipment (grader,loader,dumptrucks,backhoe,manlift/lowbed trucks)				
a. For Private Sector/Entities				
1. Clients secures and submit a copy of Letter Request received by the Records Officer	1.1 Approval of the City Mayor/City Administrator	None	7 mins	<i>City Mayor or City Administrator</i>
	1.2 Approved request letter will be forwarded to the CGSO to take action on the request	None	5 mins	<i>City General Services Officer</i>
	1.3 Endorse accomplished Rental for Heavy Equipment Form to the City Administrator for approval	None	7 mins	<i>Administrative Assistant VI</i>



2. Payment of Fees at the City Treasurers Office and submit a copy of official receipt to CGSO staff	2.1 Once approved, dispatch requested heavy equipment on the schedule date	None	6 mins	<i>Executive Assistant V</i>
TOTAL		None	24 MINUTES	
b. For Government Sector/Entities				
1. Clients secures and submit a copy of Letter Request received by the Records Officer	1. Approval of the City Mayor/City Administrator	None	7 mins	<i>City Mayor or City Administrator</i>
	2. Approved request letter will be forwarded to the CGSO to take action on the request	None	5 mins	<i>City General Services Officer</i>
	3. Dispatch requested heavy equipment on the schedule date	None	5 mins	<i>Executive Assistant V</i>
TOTAL		None	22 MINUTES	



ENVIRONMENTAL SERVICES

18. City General Services Office Internal Services



18.3 Request for Office Supplies

The City General Services Office collates and store various information about the City. Information ranges from socio-economic data, development plans, maps, land use, and other information which are available to the general public upon request.

Office or Division:	City General Services Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approval of Request		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client inquires availability of supplies	1.1 Approval of the City Mayor/City Administrator	None	7 mins	<i>City Mayor or City Administrator</i>
	1.2 Approved request letter will be forwarded to the CGSO to take action on the request.	None	5 mins	<i>City General Services Officer</i>
	1.3 Prepares the RIS for the approval of the City Mayor/City Administrator	None	5 mins	<i>Supply Officer I</i>
	1.4 Once approved by the City Mayor/City Administrator, issue the available supplies.	None	2 mins	<i>Supervising Administrative Officer</i>
	5. If requested supplies are unavailable it will proceed to procurement process (RA 9184)	None		
	TOTAL	None	19 MINUTES	



18.4 Request for Repair and Maintenance

The City General Services Office collates and store various information about the City. Information ranges from socio-economic data, development plans, maps, land use, and other information which are available to the general public upon request.

Office or Division:	City General Services Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approval of Request		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Motorpool (Vehicles)				
1. Clients secures and submit a copy of Letter Request received by the Records Officer	1.1 Approval of the City Mayor/City Administrator	None	7 mins	<i>City Mayor or City Administrator</i>
	1.2 Approved request letter will be forwarded to the CGSO to take action on the request	None	5 mins	<i>City General Services Officer</i>
2. Client secures and accomplish the Request Form (CGSO-REP-F16)	2.1. Prepares Cost Estimate Note: More than Php 1,000.00 will be under BAC process and if less than Php 1,000.00 reimbursement proces.	None	15 mins	<i>Mechanical Shop General Foreman</i>
	2.2 Prepares Purchase Request to be signed by the City General Services Officer and forwarded to City Budget Office	None	20 mins	<i>Engineer II</i>
	2.3 Once approved PR by City Budget Office, City Treasurer's Office and the City Mayor, it will proceed to the procurement process (RA 9184)	None	5 mins	<i>City Budget Officer, City Treasurer and City Mayor Procurement</i>
	2.4 Motorpool staff will execute/conduct the repair and maintenance of the government vehicle	None	Variable (Depends on the POW)	<i>Motorpool staff</i>
B. Building Maintenance				
1. Clients secures and submit a copy of Letter	1.1 Approval of the City Mayor/City Administrator	None	7 mins	<i>City Mayor or City Administrator</i>



Request received by the Records Officer	1.2 Approved request letter will be forwarded to the CGSO to take action on the request	None	5 mins	<i>City General Services Officer</i>
2. Client secures and accomplish the Request Form (CGSO-REP-F16)	2.1. Assesses and prepares Cost Estimate Note: More than Php 1,000.00 will be under BAC process and if less than Php 1,000.00 reimbursement proces.	None	15 mins	<i>Engineer II</i>
	2.2 Prepares Purchase Request to be signed by the City General Services Officer and forwarded to City Budget Office	None	20 mins	
	2.3 Once approved PR by City Budget Office, City Treasurer's Office and the City Mayor, it will proceed to the procurement process (RA 9184)	None	5 mins	<i>City Budget Officer, City Treasurer and City Mayor Procurement</i>
	2.4 Maintenance staff will execute/conduct the repair and maintenance of the government vehicle	None	Variable (Depends on the POW)	<i>Maintenance staff</i>
C. Electrical Maintenance				
1. Clients secures and submit a copy of Letter Request received by the Records Officer	1.1 Approval of the City Mayor/City Administrator	None	7 mins	<i>City Mayor or City Administrator</i>
	1.2 Approved request letter will be forwarded to the CGSO to take action on the request	None	5 mins	<i>City General Services Officer</i>
2. Client secures and accomplish the Request Form (CGSO-REP-F16)	2.1. Engr. Nelson Nacar Jr. assesses and prepares Cost Estimate Note: More than Php 1,000.00 will be under BAC process and if less than Php 1,000.00 reimbursement proces.	None	15 mins	<i>Engineer II</i>
	2.2 Prepares Purchase Request to be signed by the City General Services Officer and forwarded to City Budget Office	None	20 mins	
	2.3 Once approved PR by City Budget Office, City Treasurer's Office and the City Mayor, it will proceed to the procurement process (RA 9184)	None	5 mins	<i>City Budget Officer, City Treasurer and City Mayor Procurement</i>



	2.4 Maintenance staff will execute/conduct the repair and maintenance of the government vehicle	None	Variable (Depends on the POW)	<i>Maintenance staff</i>
D. AIR CONDITION				
1. Clients secures and submit a copy of Letter Request received by the Records Officer	1.1 Approval of the City Mayor/City Administrator	None	7 mins	<i>City Mayor or City Administrator</i>
	1.2 Approved request letter will be forwarded to the CGSO to take action on the request	None	5 mins	<i>City General Services Officer</i>
2. Client secures and accomplish the Request Form (CGSO-REP-F16)	2.1. Assesses and prepares Cost Estimate Note: More than Php 1,000.00 will be under BAC process and if less than Php 1,000.00 reimbursement process.	None	15 mins	<i>Engineer II</i>
	2.2 Prepares Purchase Request to be signed by the City General Services Officer and forwarded to City Budget Office	None	20 mins	
	2.3 Once approved PR by City Budget Office, City Treasurer's Office and the City Mayor, it will proceed to the procurement process (RA 9184)	None	5 mins	<i>City Budget Officer, City Treasurer and City Mayor Procurement</i>
	2.4 Maintenance staff will execute/conduct the repair and maintenance of the government vehicle	None	Variable (Depends on the POW)	<i>Maintenance staff</i>
	TOTAL	None	Depends on the Program of Work	



ENVIRONMENTAL SERVICES

19. City Disaster Risk Reduction and Management Office External Services



19.1 Request for Ambulance Conduction 24/7

This service renders emergency transport of patients from the hospital of origin to hospital of choice following hospital protocols.

Office or Division:	City Disaster Risk Reduction Management Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to public			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
ID of patient (1 photocopy)			Requesting Party	
Referral Slip or Laboratory Request Slip (1 original)			Hospital of Origin from the Doctor on duty	
Temporary Travel Order (1 original)			Alaminos Response Team Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Review the requirements and interview the requesting party.	None	3 minutes	<i>Nurse I or Administrative Aide I Action Officers</i>
2. Request for ambulance	2.1 Confirm referral slip thru phone call	None	5 minutes	
	2.2 Generate temporary travel order.	None	2 minutes	
3. Sign the travel Order	3.1 Dispatch conducting team.	None	2 minutes	
	TOTAL*	None	12 minutes	

19.2 Request for Emergency Response 24/7

Provision of immediate response to any untoward incident reported or monitored and providing first aid and if necessary, transfer to the appropriate and nearest health facility.

Office or Division:	City Disaster Risk Reduction Management Office			
Classification:	Simple			
Type of Transaction:	G2C-Government to public			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to CDRRMO or call the Emergency Hotline any	1.1 Gather vital information like location or landmark, the nature of incident,	None	2 minutes	<i>CGADH I or Administrative Aide</i>



untoward incident, vehicular accident or request for medical assistance	numbers of involved identified on the scene, extent of injury, name and address of the caller.			Command Center Staff and Personnel
	1.2 The Command Center will relay the information to the Action Officer. If necessary, request for augmentation from response cluster agencies if required.	None	1 minute	
	1.3 The Action Officer will dispatch the team for emergency response.	None	1-2 minutes	<i>Administrative Aide I</i>
	TOTAL*	None	5 minutes	



ENVIRONMENTAL SERVICES

20. City Environment and Natural Resources Office External Services



20.1 Securing Partnership and Sponsorship in the Conduct of Environment Related Activities

To forge partnerships in the conduct of environmental activities such as but not limited to mangrove or tree propagation and planting, SCUBA surfer, clean-up drives and financial or logistical assistance.

Office or Division:	City Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Government Agencies, Non-Government Organizations, Academe, Youth Organizations, Private Companies and other concerned individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Intent		The letter request must be prepared by the client.		
Memorandum of Agreement (for at least 6 months partnership)		Proposed Memorandum of Agreement must be submitted by the proponent or interested party.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the possible arrangements, requirements on logistics and schedule	1.1 Answer the inquiries and provide additional necessary information.	None	10 minutes	<i>Environmental Management Specialist II or Administrative Aide I</i>
2. Submit a Letter of Intent to the City Archives Office	2.1. Act based on the issued Action Slip by the City Administrator or instruction by the City Mayor	None	10 minutes	<i>Environmental Management Specialist II or Administrative Aide I</i>
	2.2. Confirmation of schedule and agree on the necessary arrangements.	None	10 minutes	<i>Environmental Management Specialist II or Administrative Aide</i>
	2.3. Request a resolution from the Sangguniang Panlungsod for City Mayor's authority to sign to a Memorandum of Agreement or send a confirmation letter/form to the interested party whichever is applicable.	None	10 working days	<i>OIC-City Environment and Natural Resources Office or Engineer III</i>
3. Memorandum of Agreement signing	3.1. Facilitate signing of the Memorandum of Agreement upon the issuance of resolution of Authority to Sign for the City Mayor from the Sangguniang Panlungsod	None	30 minutes	<i>OIC-City Environment and Natural Resources Office and Environmental Management Specialist II</i>
4. Conduct/Participate in the activity.	4.1. Require participants to fill-up the attendance forms	None	2 to 4 hours depending on the nature of activity	<i>Environmental Management Specialist II or Administrative Aide I</i>



	4.2. Document the activity	None		<i>Environmental Management Specialist II or Administrative Aide I</i>
	4.3. Provide certificates of partnership and sponsorship	None	1 minute	<i>Environmental Management Specialist II or Administrative Aide I</i>
	TOTAL	None	10 day, 5 hours and 1 minute	

20.2 Accommodation of Volunteers in the Conduct of Environment Related Activities

To accommodate volunteers in the conduct of environmental activities such as but not limited to mangrove or tree propagation and planting and clean-up drives.

Office or Division:	City Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Government Agencies, Non-Government Organizations, Academe, Youth Organizations, Private Companies and other concerned individuals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Intent		The letter request must be prepared by the client.		
Memorandum of Agreement (for at least 6 months partnership)		Proposed Memorandum of Agreement must be submitted by the proponent or interested party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the possible arrangements, requirements on logistics and schedule	1.2 Answer the inquiries and provide additional necessary information.	None	10 minutes	<i>Environmental Management Specialist II or Administrative Aide I</i>
2. Submit a Letter of Intent to the City Archives Office	a. Act based on the issued Action Slip by the City Administrator or instruction by the City Mayor	None	10 minutes	<i>Environmental Management Specialist II or Administrative Aide I</i>
	b. Confirmation of schedule and agree on the necessary arrangements.	None	10 minutes	<i>Environmental Management Specialist II or Administrative Aide I</i>
3. Conduct/Participate in the activity.	c. Require participants to fill-up the attendance forms	None	2 to 4 hours depending on the activity	<i>Environmental Management Specialist II or Administrative Aide I</i>
	d. Document the activity	None		<i>Environmental Management Specialist II or Administrative Aide I</i>



	e. Provide certificates of participation	None	1 minute	<i>Environmental Management Specialist II or Administrative Aide I</i>
	TOTAL.	None	4 hours and 31 minutes	

20.3 Securing Permit to conduct Scientific and Environment Related Research Project

To issue permits in the conduct of scientific and environment related research project in order to protect and conserve the natural resources of the City and to promote ethics in the conduct of studies.

Office or Division:	City Environment and Natural Resources Office			
Classification:	Highly Technical			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Individual Researcher or Research Institutions conducting research involving sampling and collection of specimens, surveys and monitoring of environmental parameters.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent Memorandum of Agreement Prior Informed Consent (PIC) when applicable		The letter request must be prepared by the client. Proposed Memorandum of Agreement must be submitted by the proponent or interested party PIC Issued by the concern National Agency/s		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the possible arrangements, requirements on logistics and schedule	f. Answer the inquiries and provide additional necessary information.	None	10 minutes	<i>Engineer III or Administrative Aide I</i>
2. Submit a Letter of Intent and other requirements to the City Archives Office	2.1. Act based on the issued Action Slip by the City Administrator or instruction by the City Mayor	None	10 minutes	<i>Engineer III or Administrative Aide I</i>
	2.2. Request a resolution from the Sangguniang Panlungsod for City Mayor's authority to sign to a Memorandum of Agreement.		10 days	<i>OIC-City Environment and Natural Resources Office or Engineer III</i>
3. Memorandum of Agreement signing	3.1. Facilitate signing of the Memorandum of Agreement upon the issuance of resolution of Authority to Sign for the City	None	30 minutes	<i>OIC-City Environment and Natural Resources Office and Engineer III</i>



	Mayor from the Sangguniang Panlungsod.			
4. Secure a Prior Informed Consent	4.1. Issuance of a Prior Informed Consent Form signed by the City Mayor	None	5 minutes	<i>OIC-City Environment and Natural Resources Office</i>
5. Conduct of the research activity	5.1. Require participants to fill-up the registration forms	None	5 minutes	<i>Engineer III or Administrative Aide I</i>
6. Feedback Results	6.1. Facilitate a conference for the feedbacking of results	None	30 minutes	<i>Engineer III or Administrative Aide I</i>
7. Provide the LGU a copy of the final paper (published or unpublished)	7.1 Issue Certificate for the End of Research Study	None	5 minutes	<i>Administrative Aide I</i>
	TOTAL.	None	10 days, 1 hour and 35 minutes	

20.4 Wildlife stranding and rescue.

Brief description

Office or Division:	City Environment and Natural Resources Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Residents or Institutions within Alaminos City			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photo/Video Documentation		Photo/ Video Documentation must be sent by the informant through the messenger of Alaminos City ENRO.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report the incident	1.1 Receive report and take all necessary information.	None	10 minutes	<i>Environmental Management Specialist II or Administrative Aide I</i>
	1.1. Coordinate with other offices and agencies for assistance.	None	10 minutes	<i>Environmental Management Specialist II or Administrative Aide I</i>
2. Fill-up the information sheet	2.1. Conduct rescue and assessment.	None	20 minutes	<i>Environmental Management Specialist II or Administrative Aide I</i>



3. Surrender the wildlife	3.1. Assess the well-being of the wildlife.	None	10 minutes	<i>Environmental Management Specialist II</i>
	3.2. Facilitate rehabilitation and/or release.	None	2 hours (when rehabilitation is not needed)	<i>Environmental Management Specialist II or Administrative Aide I</i>
	3.3. Provide feedback to the informant	None	10 minutes	<i>Administrative Aide I</i>
	3.4. Issue certificate of recognition	None	10 minutes	<i>Administrative Aide I</i>
	TOTAL	None	3 hours and 10 minutes	



INSTITUTIONAL SERVICES

21. City Information Office External Services



21.1 Events Documentation

This service covers all the latest events undertaken by the Local Government Unit, Government Line Agencies, NGOs and other entities that provide relevant, adequate and timely information to the general public.

Office or Division:	City Information Office			
Classification:	Simple			
Type of Transaction:	G2G, G2C, G2B			
Who may avail:	Local Government Unit, Government Line Agencies, NGOs and other			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter and Action Slip				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Received the Action Slip				
1. Client writes a letter/ program of invitation to the Office of the City Mayor and/or the City Administrator for approval/route to document through the action slip.	1.1 Receive the Communication/Program of Activities with Action Slip to document events, programs, projects and/or activities and calendar to the schedule of activities board	None	2 minutes	<i>City Information Officer, CGADH-1 Administrative Officer V, Administrative Officer IV, Administrative Assistant VI, Administrative Assistant I, Administrative Aide I, Administrative Aide</i>
	1.2 Assign focal person/s to the events.	None	1 minute	<i>City Information Officer, CGADH-1 (in the absence of the two, the next in rank employee will assign)</i>
	1.3 Assigned focal person/s shall coordinate with the office Concerned regarding the details of the event/activity	None	5 minutes (depends on the availability of the concerned department/ agency)	<i>Administrative Officer V, Administrative Officer IV, Administrative Assistant VI, Administrative Assistant I, Administrative Aide I, Administrative Aide</i>
2. Document the Event				
	2.1 Prepare the necessary equipment needed for the event	None	5 - 20 mins (depends on the equipment needed, includes charging time)	<i>Administrative Officer V, Administrative Officer IV, Administrative Assistant VI, Administrative Assistant I, Administrative Aide I, Administrative Aide</i>
	2.2 The focal person shall document the event by taking photos/Videos	None	2-8 Hours (Depends on the duration of the activity/ event)	<i>Administrative Aide</i>



	2.3 Make final selection of the photos to be uploaded and edit as required	None	30mins - 1 Hour (Depends on how big or small is the activity/ event)	
	2.4 Prepare caption of the edited photos		30 Mins - 1Hour (Depends on how big or small is the activity/ event)	
	2.5 Submit the edited photos and draft caption to the editor to review		10 Mins - 1 Hour (Depends on the internet speed and number of photos to be uploaded)	<i>City Information Officer, CGADH-1, Administrative Officer V, Administrative Officer IV, Administrative Assistant VI, Administrative Assistant I, Administrative Aide I, Administrative Aide</i>
3. Publish Final Output				
3.1 Client may like/share the uploaded photos of the events document through the social media forms	3.1 Once the edited photos and drafted caption are approved, publish the final output to the LGU Alaminos City, Pangasinan Facebook Page	None	10 Mins - 30 Mins (Depends on the internet speed and number of photos to be uploaded)	<i>City Information Officer, CGADH-1, Administrative Officer V, Administrative Officer IV, Administrative Assistant VI, Administrative Assistant I, Administrative Aide I, Administrative Aide</i>
	TOTAL	None	2 - 12 Hours (depends on the factors indicated)	

21.2 Preparation of Business Correspondence

This service shall facilitate better flow of internal and external communication in the organization and in the other government line agencies and entities.

Office or Division:	City Information Office			
Classification:	Simple			
Type of Transaction:	G2G, G2C, G2B			
Who may avail:	Local Government Unit, Government Line Agencies, NGOs and other			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter and Action Slip				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Client/s (external) writes a request letter to the Office of the City Mayor and/or the City Administrator for approval and action slip.				



	1. Log the received request letter with action slip from the Records Office. Once logged, request shall be forwarded to the CIO Head or Officer - In - Charge.	None	5 minutes	<i>City Information Officer, CGADH-1 Administrative Officer V, Administrative Officer IV, Administrative Assistant VI, Administrative Assistant I, Administrative Aide I, Administrative Aide</i>
	2. Upon receipt of approved request from the Records Section, the CIO Head or <i>CGADH-1</i> shall delegate/assign the request to the CIO Staff assigned in preparing business correspondence.	None	5 minutes or depends on the availability of the CIO Head / Officer - in- charge	City Information Officer, <i>CGADH-1</i>
	3. The CIO Staff shall draft the business correspondence based on the action slip.	None	10 minutes (templated) 15 minutes (simple correspondence MEMO, short letters) 30 minutes (Message) 45 minutes to 1 hour (Executive Orders)	<i>City Information Officer, CGADH-1 Administrative Officer V, Administrative Officer IV, Administrative Aide</i>
	4. The assigned CIO Staff shall forward the drafted business correspondence to the City Administrator for checking/comments	None	Depends on the availability of the City Administrator	
	5. Upon approval of the business correspondence by the City Mayor/ Administrator, the CIO staff shall finalize it by integrating the revisions based on the comments provided for the signature of the City Mayor and/or the City Administrator. (Printing is included)	None	15-30 minutes	<i>City Information Officer, CGADH-1, Administrative Officer V, Administrative Officer IV, Administrative Aide</i>
	6. Once signed, the CIO Staff shall log the final copy of the Business Correspondence to the Business Correspondence and Outgoing Logbook.	None	5 minutes	<i>City Information Officer, CGADH-1, Administrative Officer V, Administrative Officer IV, Administrative Aide</i>



	7. After logging, the staff shall bring the final copy of the business correspondence at the Records Section for release.	None	5 minutes	City Information Officer, CGADH-1, Administrative Officer V, Administrative Officer IV, Administrative Aide
B. Client/s (internal and without action slip) request/coordinate to the City Information Head for the request of business correspondence				
	1. Upon receipt of the request, the CIO Head shall delegate/assign the request to the CIO Staff assigned in preparing business correspondence.	None	5 minutes or depends on the availability of the CIO Head / Officer - in- charge	City Information Officer, CGADH-1,
	2. The CIO Staff receives the request and have the requestor fill- out and sign the Office Services Logbook.	None	5 minutes	City Information Officer, CGADH-1, Administrative Officer V, Administrative Officer IV, Administrative Aide
	3. The assigned CIO Staff shall draft the business correspondence based on the instruction of the CIO Head/requestor	None	10 minutes (templated) 15 minutes (simple correspondence - MEMO, short letters) 30 minutes (Message) 45 minutes to 1 hour (Executive Orders)	Administrative Aide
	4. The CIO Staff shall coordinate with the requestor to have the drafted business correspondence be checked.	None	Depends on the availability of the requestor	City Information Officer, CGADH-1, Administrative Officer V, Administrative Officer IV, Administrative Aide
	5. Once approved by the requestor, the assigned CIO Staff shall finalize it by integrating the revisions based on the comments provided.	None	15 minutes	Administrative Aide
	6. Once finalized, the assigned CIO Staff shall forward the drafted business correspondence to the City Administrator for checking/comments.	None	Depending on the availability of the City Administrator	City Information Officer, CGADH-1, Administrative Officer V, Administrative Officer IV, Administrative Aide



	7. Upon approval of the business correspondence by the City Mayor/ Administrator, the CIO staff shall finalize it by integrating the revisions based on the comments provided for the signature of the City Mayor and/or the City Administrator. (Printing is included)	None	15-30 minutes	<i>City Information Officer, CGADH-1, Administrative Officer V, Administrative Officer IV, Administrative Aide</i>
	8. Once signed, the CIO Staff shall log the final copy of the Business Correspondence to the Business Correspondence and Outgoing Logbook.	None	5 minutes	<i>City Information Officer, CGADH-1, Administrative Officer V, Administrative Officer IV, Administrative Aide</i>
	9. After logging, the staff shall bring the approved requested business correspondence at the Records Section for release.	None	5 minutes	
2. Client gets the requested business correspondence.	1. The Records Section Staff shall receive and release the approved requested business correspondence.	None	5 minutes	<i>Records Office</i>
	TOTAL	None	2 Hours 5 Mins (Approximate) it depends upon the availability of the approving authorities	



INSTITUTIONAL SERVICES

22. City Planning & Development Office External Services



22.1 Requesting data and other information about the City

The City Planning and Development Office collates and store various information about the City. Information ranges from socio-economic data, development plans, maps, land use, and other information which are available to the general public upon request.

Office or Division:	City Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Service Request Form (CPDO-IM-F04)		City Planning and Development Office (CPDO)		
Approved Letter Request		Requesting Client		
Enrollment in the Personal Information System (PIS)		Management Information Section (MIS)		
Data Protection Officer Clearance (For Demographic Data and Sensitive Information); if applicable		City Legal Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients secures a copy of Letter Request received by the Records Officer.	1.1 Receive the Approved Letter Request or Duly accomplished Service Request Form	None	5 minutes	<i>Administrative Aide I, Planning Officer I, Planning Officer II, CGADH I, Planning Officer IV, Project Dev't Officer III, Project Evaluation Officer II or Senior Administrative Assistant II</i>
	1.2. Staff in-charge verifies if client has been enrolled in the PIS system. If he/she is already enrolled, staff in-charge will get the client's PIS number.		30 minutes	
	1.3. Staff in-charge refers the approved letter and service request form of the client to the City Planning and Development Coordinator (CPDC)		2 minutes	
	1.4. The CPDC assesses request and if available, coordinates with the concerned staff for provision of data, document or map.		15 minutes	
	I. Core Areas:			
	1. Financial Administration and Sustainability		8 hours	<i>City Government Assistant Department Head I</i>
	2. Disaster Preparedness		8 hours	<i>Senior Administrative Assistant II</i>



	3. Social Protection and Sensitivity		8 hours	<i>Project Evaluation Officer II</i>
	4. Health Compliance and Responsiveness		8 hours	<i>Senior Administrative Assistant II</i>
	5. Sustainable Education		8 hours	<i>City Government Assistant Department Head I</i>
	6. Business Friendliness and Competitiveness		8 hours	<i>Project Dev't Officer III</i>
	7. Safety, Peace and Order		8 hours	<i>Project Evaluation Officer II</i>
	8. Environmental Management		8 hours	<i>Planning Officer IV</i>
	9. Tourism, Heritage Development, Culture and the Arts		8 hours	<i>Administrative Aide I</i>
	10. Youth Development		8 hours	<i>Planning Officer IV</i>
	II. Development Sectors:			
	1. Social Sector		8 hours	<i>City Government Assistant Department Head I</i>
	2. Environment		8 hours	<i>Planning Officer IV</i>
	3. Economic Sector		8 hours	<i>Project Evaluation Officer II</i>
	4. Infrastructure Sector		8 hours	<i>Project Dev't Officer III</i>
	5. Institutional Sector		8 hours	<i>Administrative Aide I</i>
	6. Maps			
	a. Simple Maps		1 hour per map	<i>Project Dev't Officer III or Admin. Assistant I</i>
	b. Complex Maps		8 hours per map	<i>Project Dev't Officer III</i>
	7. Demographic Data and Sensitive Information		4 hours	<i>Senior Administrative Assistant II</i>
	1.5. The staff in-charge logs the released data, documents, or maps in the log sheet. The Client shall sign in the log sheet upon receiving the data, document or map.		2 minutes	<i>CGADH I, Planning Officer IV, Project Dev't Officer III, Project Evaluation Officer II, Senior Admin. Assistant II or Administrative Assistant I</i>
2. The Client receives the requested data and accomplishes the Client Satisfaction Survey Form (CAo-CSS-F05)	2. Staff in-charge provides client with Client Satisfaction Survey Form (CAo-CSS-F05).	None	3 minutes	<i>Administrative Aide I, Planning Officer I, Planning Officer II, CGADH I, Planning Officer IV, Project Dev't Officer III, Project Evaluation Officer II or Senior Administrative Assistant II</i>
	2.1 Staff in-charge collects the Client Satisfaction Survey Form (CAo-CSS-F05) for filing.		2 minutes	
	TOTAL	None	8 hours and 59 minutes	



INSTITUTIONAL SERVICES

23. City Management Information System Section External Services



23.1 Enrollment in the Personal Information System

The general public is encouraged to enroll in the Personal Information System (PIS) to facilitate availment of services being provided by the City. It involves data capture of basic information of the City's client, including digital photo and biometric which will be stored in the City's database. This will be done only once upon personal appearance of the client.

Office or Division:	Management Information System Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished PIS Capture Form (1 original)		Management Information System Section		
Valid ID Card with photo or proof of identity of the Client to facilitate verification (1 original)		Department of Foreign Affairs, Land Transportation Office, PhilHealth, Bureau of Internal Revenue, Post Office, Commission on Elections, Professional Regulation Commission, Office for Senior Citizens Affairs, Philippine Overseas Employment Administration, Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for a PIS Capture Form	1.1 Issues PIS Capture Form	None	1 minute	<i>Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI, Computer Programmer I, Computer Programmer II</i>
2. Fills up the PIS Data Capture Form	2.1 Assists the client in filling up the form	None	4 minutes	<i>Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI, Computer Programmer I, Computer Programmer II</i>
3. Submits duly accomplished PIS Capture Form and presents valid ID Card or proof of identity	3.1 Verifies the valid ID Card or proof of identity and encodes data in the PIS database	None	3 minutes	<i>Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI, Computer Programmer I, Computer Programmer II</i>
4. Undergo photo capture	4. Captures photo registration	None	1 minute	<i>Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI,</i>



				<i>Computer Programmer I, Computer Programmer II</i>
5. Confirms if the encoded data is correct	5. Reviews and saves encoded personal information	None	1 minute	<i>Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI, Computer Programmer I, Computer Programmer II</i>
6. Undergo thumbprint registration (Optional)	6. Enroll thumbprint if required (Optional)	None	2 minutes	<i>Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI, Computer Programmer I, Computer Programmer II</i>
	TOTAL	None	12 minutes	

23.2 Enrollment in the Personal Information System-by Representation

The general public is encouraged to enroll in the PIS to facilitate availment of services being provided by the City. It involves data capture of basic information of the City's clients, including digital photo and biometrics which will be stored in the City's database. This will be done only once and is available to clients that are indisposed.

Office or Division:	Management Information System Section
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
Duly accomplished PIS Capture Form by the Client (1 original)	Management Information System Section
Duly accomplished PIS Capture Form by the Representative (1 original)	Management Information System Section
Valid ID Card with photo or proof of identity of the Client to facilitate verification (1 original)	Department of Foreign Affairs, Land Transportation Office, PhilHealth, Bureau of Internal Revenue, Post Office, Commission on Elections, Professional Regulation Commission, Office for Senior Citizens Affairs, Philippine Overseas Employment Administration, Company



Valid ID Card with photo or proof of identity of the Representative to facilitate verification (1 original)		Department of Foreign Affairs, Land Transportation Office, PhilHealth, Bureau of Internal Revenue, Post Office, Commission on Elections, Professional Regulation Commission, Office for Senior Citizens Affairs, Philippine Overseas Employment Administration, Company		
Colored 2"x2" picture of the Client (1 original)		Photo Studio		
Letter of Authorization of the Client to enroll in the PIS (1 original)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for a PIS Capture Form	1. Issues PIS Capture Form	None	1 minute	<i>Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI, Computer Programmer I, Computer Programmer II</i>
2. Fills up the PIS Data Capture Form	2. Assists the client in filling up the form	None	3 minutes	<i>Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI, Computer Programmer I, Computer Programmer II</i>
3. Submits duly accomplished PIS Capture Form and presents valid ID Card or proof of identity and Letter of Authorization	3. Verifies the valid ID Card or proof of identity and Letter of Authorization; and encodes data in the PIS database	None	3 minutes	<i>Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI, Computer Programmer I, Computer Programmer II</i>
4. Submits 2x2 picture	4. Captures 2x2 picture for photo registration	None	1 minute	<i>Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI, Computer Programmer I, Computer Programmer II</i>
5. Confirms if the encoded data is correct	5. Reviews and saves encoded personal information	None	1 minute	<i>Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI, Computer Programmer I, Computer Programmer II</i>
TOTAL		None	9 minutes	



23.3 Updating Information in the Personal Information System

This service is available to clients who wish to update their information captured in the Personal Information System.

Office or Division:	Management Information System Section			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished PIS Capture Form by the Client (1 original)		Management Information System Section		
Valid ID Card with photo or proof of identity of the Client to facilitate verification (1 original)		Department of Foreign Affairs, Land Transportation Office, PhilHealth, Bureau of Internal Revenue, Post Office, Commission on Elections, Professional Regulation Commission, Office for Senior Citizens Affairs, Philippine Overseas Employment Administration, Company		
Documents required for updating (1 original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for a PIS Capture Form	1. Issues PIS Capture Form	None	1 minute	<i>Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI, Computer Programmer I, Computer Programmer II</i>
2. Fills up the PIS Data Capture Form	2. Assists the client in filling up the form	None	3 minutes	<i>Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI, Computer Programmer I, Computer Programmer II</i>
3. Submits duly accomplished PIS Capture Form and presents valid ID Card or proof of identity	3. Verifies the valid ID Card or proof of identity and encodes data in the PIS database	None	3 minutes	<i>Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI, Computer Programmer I, Computer Programmer II</i>
4. Undergo photo capture if necessary	4. Captures photo registration if necessary	None	1 minute	<i>Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI,</i>



				<i>Computer Programmer I, Computer Programmer II</i>
5. Confirms if the encoded data is correct	5. Reviews and saves encoded personal information	None	1 minute	<i>Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI, Computer Programmer I, Computer Programmer II</i>
6. Undergo thumbprint registration (Optional)	6. Enroll thumbprint if required (Optional)	None	2 minutes	<i>Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI, Computer Programmer I, Computer Programmer II</i>
	TOTAL	None	11 minutes	

23.4 Updating Information in the Personal Information System-by Representation

This service is available to clients who wish to update their information captured in the Personal Information System thru the clients' representative.

Office or Division:	Management Information System Section
Classification:	Simple
Type of Transaction:	G2C-Government to Citizen
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Duly accomplished PIS Capture Form by the Client (1 original)	Management Information System Section
Duly accomplished PIS Capture Form by the Representative (1 original)	Management Information System Section
Valid ID Card with photo or proof of identity of the Client to facilitate verification (1 original)	Department of Foreign Affairs, Land Transportation Office, PhilHealth, Bureau of Internal Revenue, Post Office, Commission on Elections, Professional Regulation Commission, Office for Senior Citizens Affairs, Philippine Overseas Employment Administration, Company
Valid ID Card with photo or proof of identity of the Representative to facilitate verification (1 original)	Department of Foreign Affairs, Land Transportation Office, PhilHealth, Bureau of Internal Revenue, Post Office, Commission on Elections, Professional Regulation Commission, Office for Senior Citizens Affairs, Philippine Overseas Employment Administration, Company
Documents required for updating (1 original)	



Letter of Authorization of the Client to update information in the PIS (1 original)		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requests for a PIS Capture Form	1. Issues PIS Capture Form	None	1 minute	<i>Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI, Computer Programmer I, Computer Programmer II</i>
2. Fills up the PIS Data Capture Form	2. Assists the client in filling up the form	None	3 minutes	<i>Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI, Computer Programmer I, Computer Programmer II</i>
3. Submits duly accomplished PIS Capture Form and presents valid ID Card or proof of identity and Letter of Authorization	3. Verifies the valid ID Card or proof of identity and Letter of Authorization; and encodes data in the PIS database	None	3 minutes	<i>Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI, Computer Programmer I, Computer Programmer II</i>
4. Submits 2x2 picture	4. Captures 2x2 picture for photo registration	None	1 minute	<i>Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI, Computer Programmer I, Computer Programmer II</i>
5. Confirms if the encoded data is correct	5. Reviews and saves encoded personal information	None	1 minute	<i>Administrative Aide III, Administrative Assistant I, Administrative Assistant III, Administrative Assistant VI, Computer Programmer I, Computer Programmer II</i>
	TOTAL	None	9 minutes	



INSTITUTIONAL SERVICES

24. City Accounting Office Internal Services



24.1 Voucher Processing

Disbursement Vouchers (DV), Petty Cash Vouchers (PCV), and Liquidation Vouchers (LV) go through the process of Allotment Obligation, Pre-Audit, and Issuance of Accountant's Advice of Local Check Disbursement.

Office or Division:	City Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G / G2C			
Who may avail:	City Employees:(1) In-Charge in Voucher Processing, (2) Payees of Voucher/ Authorized Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished DV, PCV, and LV		City Accounting Office (Soft / Hard Copy of Forms)		
Duly approved Obligation Request		City Budget Office		
Complete voucher supporting documents (per COA checklist)		Issuer of Source Documents, City Accounting Office (COA Checklist)		
Approved DV & Issued Check (for Accountant's Advice)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Voucher for Obligation of Allotment	1.1 Claims are charged to respective budgetary allotment	None	2 minutes	<i>Senior Administrative Assistant II (Office Accounts)</i>
			2 minutes	<i>City Government Assistant Department Head-I (Special Purpose, Development Funds, & Continuing Appropriations)</i>
2. Present Voucher for: Pre-Audit	Vouchers are checked as to: (a)Completeness of supporting documents; (b)Obligation of allotment; and (c)Accuracy of computation of claims	None	20min (Travelling), 15min (Cash Advance), 60min (Civil Works), 20min(Services), 20min (Financial Assistance), 20min (Fuel), 5min (Petty Cash Voucher)	<i>Supervising Administrative Office (Disbursement Vouchers & Liquidation Vouchers)</i> <i>Administrative Officer IV (Petty Cash Vouchers)</i>
3.Present Voucher for: Assignment of number	Vouchers and Support Documents are assigned and stamped with a DV Number	None	2 to 15 minutes (depending on the number of sheets attached to the DV)	<i>Administrative Assistant VI</i>
4.Present Voucher for: Signature of the City Accountant	City Accountant signs on Box A of the Disbursement Voucher to certify as to (1)	None	5 minutes	<i>City Accountant</i>



	Allotment Obligated (2) Supporting Documents Complete			
5. Present DV & Check for: Issuance of Accountant's Advice of Local Check Disbursement	5.1 Preparation of Accountant's Advice	None	5.1 5 minutes	<i>Administrative Assistant VI</i>
	5.2 City Accountant signs the Accountant's Advice		5.2 5 minutes	<i>City Accountant</i>
	TOTAL*	None	92 minutes	

*Computed on the longest waiting time

24.2 Issuance of Certificate of Net Take Home Pay

Employees of the City Government are issued Certificate of Net Take Home Pay to form part of the requirements for their Personal Loan Applications and/or for other purposes.

Office or Division:	City Accounting Office			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	City Government Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Document Request Form		City Accounting Office		
Official Receipt (Certification Fee)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Certificate of Net Take Home Pay by filling out the City Accounting Office's Document Request Form.	1.1 City Accountant approves the Accounting Office Document Request Form.	None	1 minute	<i>City Accountant</i>
	1.2 Retrieval of payroll files for data reference	None	5 minutes	<i>Administrative Assistant VI</i>
2. Pay the certification fee at the Office of the City Treasurer	2.1 Receive payment and issue official receipt.	Certification Fee ICT Fee Doc Stamps	Php 50.00 Php 25.00 Php 30.00	<i>Collecting Officer/Staff at the City Treasurer's Office</i>



3. Present the Original Copy of Official Receipt to the City Accounting Office	3.1 Prepare the Certificate of Net Take Home Pay, incorporating the number of Official Receipt on the Certificate	None	5 minutes	<i>Administrative Assistant VI</i>
	3.2 City Accountant signs the Certificate of Net Take Home Pay		2 minutes	<i>City Accountant</i>
4. Receive the original copy of the Certificate of Net Take Home Pay	4.1 Release the original copy of the Certificate of Net Take Home Pay	None	1 minute	<i>Administrative Assistant VI</i>
	TOTAL	None	14 minutes	



INSTITUTIONAL SERVICES

24. City Accounting Office External Services



24.3 Issuance of BIR Form No. 2307

Accredited Suppliers/Contractors of the City Government are issued Certificate of Creditable Tax Withheld at Source (BIR Form No.2307) on Income Payments withheld by the City for remittance to the Bureau of Internal Revenue.

Office or Division:	City Accounting Office			
Classification:	Simple			
Type of Transaction:	G2B			
Who may avail:	Accredited Suppliers of Goods, Services, and Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Disbursement Voucher		City Treasurer's Office / City Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for BIR Form 2307 by filling out the City Accounting Office's Document Request Form	1.1 Prepare BIR Form 2307 in triplicate	None	5 minutes	<i>Administrative Officer IV</i>
	1.2 City Accountant affixes signature on BIR Form 2307	None	2 minutes	<i>City Accountant</i>
2. Receive two copies of the duly accomplished BIR Form 2307	2.1 Issue two copies of the duly accomplished BIR Form 2307	None	1 minute	<i>Administrative Officer IV</i>
	TOTAL	None	8 minutes	



INSTITUTIONAL SERVICES

25. City Treasurer's Office External Services



25.1 Collection of Community Tax

This procedure covers the collection of real property tax, business tax, other general collections, miscellaneous fees, and remittances from economic enterprise, grants and shares from partnership with national government agencies, community tax certificate in the City of Alaminos.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Public G2B - Government to Business Entity			
Who may avail:	All residents 18 years old and above and all registered business owners or who owns real properties in the city			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PIS Registered		Management Information Section Office		
2. One (1) copy Barangay Clearance (original or Photocopy) or Valid Identification Card		Barangay where the requestor is a resident or any valid company or government issued ID		
3. One (1) copy Authorization / SPA (for business representatives)		Business owner / company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Community Tax Certificate at Window 4, 5, or at the Business One Stop Shop (CTO 5) counter.	1.1 Verifies submitted requirements and checks the database for the PIS of the client	None	3 minutes	Window 4 –Adm. Aide Window 5 –Adm. Asst. III, BOSS Counter CTO – 5 - Adm. Aide
2. Payment of required community taxes.	2.1 Receives the required payment, ask the client to sign the CTC Form and issue the Community Tax Certificate		5 minutes	Window 4 –Adm. Aide Window 5 –Adm. Asst. III, BOSS Counter CTO – 5 - Adm. Aide
	Employed Individuals Basic Community Tax ICT Fee	P1.00 for every 1,000 gross income + P5.00 + P25.00 <i>Total: Varies depending on the declared gross receipts.</i>		
	Unemployed Individuals Basic Community Tax ICT Fee	P20.00 + P5.00 + P25.00 <i>Total: Php50.00</i>		
	Senior Citizens:	Php5.00 + Php5.00 +		



	<p>Basic Community Tax ICT Fee</p> <p>Students (18 years old and above): Basic Community Tax ICT Fee</p> <p>Business (Individual): Basic Community Tax ICT Fee</p> <p>Business (Corporation): Basic Community Tax ICT Fee</p> <p>Interest applies for all CTC Request after February.</p>	<p>Php25.00 Total: Php35.00</p> <p>P5.00 + P25.00 Total: Php30.00</p> <p>P1 for every 1,000 gross receipts + P5.00 + P25.00 <i>*Rate varies depending the on declared gross earnings</i></p> <p>P2 for every 5,000 gross receipts + P500.00 + P25.00 <i>*Rate varies depending the on declared gross earnings</i></p> <p>Interest: 2% from the total of Basic community tax and rate from the gross earnings.</p>		
3. Signs the Community Tax Certificate and receives the original copy of CTC.			TOTAL: 8 MINUTES	

25.2 Collection of Business Taxes

All business owners/operators renewing their business permit shall pay their Business Taxes based on their gross receipts of the preceding year.

Office or Division:	City Treasurer's Office
Classification:	Simple
Type of Transaction:	G2B - Government to Business Entity
Who may avail:	All registered business owners in the city
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	



1. One (1) copy Barangay Business Clearance (original or photocopy)		Business One Stop Shop – Issuance of Barangay Clearance		
2. Three (3) copies Payment Order Form for renewal (system generate) (BPLS Form No: 3-B) (original)		Business One Stop Shop (CTO 4)		
3. One (1) copy Community Tax Certificate (Individual) BIR Form 0016 or Community Tax Certificate (Corporate) BIR Form 0017 (original or photocopy)		Business One Stop Shop (CTO 5)		
4. One (1) copy BIR Income Tax Returns for the previous year or Financial Statements (original or photocopy) for corporations.		Bureau of Internal Revenue or from the company		
Principal				
1. PIS Registered		Management Information Section Office		
2. One (1) copy Application form for Business (New / Renewal)		Business Permit and Licensing Office / Business One Stop Shop		
3. One (1) copy each of Sanitary Permits / Clearances (Zoning, RPT, Account Clearances) (original or photocopy)		Business One Stop Shop – CHO 1, CEO 1, CTO 1 and CTO 2		
Representative				
1. PIS Registered		Management Information Section Office		
2. One (1) copy Special Power of Attorney / Authorization (original or photocopy)		Principal / Business Owner		
3. One (1) copy each of Sanitary Permits / Clearances (Zoning, RPT, Account Clearances) (Original or photocopy)		Business One Stop Shop – CHO 1, CEO 1, CTO 1 and CTO 2		
4. One (1) copy Identification card of the principal / person being represented (Original or photocopy)		Any of the following Identification: Company ID or any Government Issued ID (BIR, Postal ID, SSS, GSIS, Pag-ibig or any other government-issued IDs)		
5. One (1) copy Identification card of the representative		Any of the following Identification: Company ID or any Government Issued ID (BIR, Postal ID, SSS, GSIS, Pag-ibig or any other government-issued IDs)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of approved application forms including all clearances	1.1 Receives the application form and checks the completeness of the attached documentary requirements.	None	5 minutes	<i>Supervising Adm. Officer</i>
	1.2 Interview client and assess gross receipts or review financial statements submitted. Staff ask the client to confirm or approve with the assessment thru biometrics.	None	30 minutes	<i>Supervising Adm. Officer</i>



	1.3. City Treasurer approve or deny the assessment - Gross receipts with increase or decrease and those from top taxpayers	None	10 minutes	City Treasurer
	1.4 Inform the client the amount of tax due. Provide the option for payment and issue three (3) original print copies of Payment Order Form (POF)–BPLS Form 3-B Mode of Payment Annually On or before January 20 of the current year Semi-Annual On or before January 20 and July 20 of the current year Quarterly On or before January 20, April 20, July 20 and October 20 of the current year	None	5 minutes	SAO / Adm. Aide VI
2. Payment of required taxes.	2.1 Receives the required payment, ask the client to sign the CTC Form and issue the Community Tax Certificate – <i>Business One Stop Shop Counter CTO 5</i>	Community Tax Certificate: Business (Individual): P1.00 for every P1,000.00 gross receipts + P5.00 Basic community tax + P25.00 ICT Fee Business (Corporation): P2.00 for every P5,000.00 gross receipts + P500.00 Basic community tax + P25.00 ICT Fee <i>*Rate varies depending the on declared gross earnings</i>	5 minutes	Community Tax Certificate: <i>BOSS Counter CTO 5 – Adm. Aide</i>



		<p>Interest applies for all CTC Request after February. Interest: 2% from the total of Basic community tax and rate from the gross earnings</p>		
	<p>2.2 Receives the required payment, and issue Official Receipt (AF Form No. 51) – <i>Business One Stop Shop Counter CTO 6</i></p>	<p>The business taxes due Tax Ordinance No. 2022-01</p> <p>Tax Code A – Article K, Section 60 Local Revenue Code of 2022 (Page 29)</p> <p>Tax Code B – Article K, Section 60 Local Revenue Code of 2022 (Page 29-30)</p> <p>Tax Code C-A – Article K, Section 60 Local Revenue Code of 2022 (Page 31)</p> <p>Tax Code C-B – Article K, Section 60 Local Revenue Code of 2022 (Page 31-32)</p> <p>Tax Code C-D Not to Exceed 400,000.00 (Gross Receipts) = One and One-Half Percent (1.5%)</p> <p>More than 400,000.00 First 400,000.00 (Gross Receipts) = One and One-Half Percent (1.5%) plus In excess of 400,000.00 (Gross Receipts) = Seventy-Five Hundredths Percent (0.75%)</p>	<p>5 minutes</p>	<p>Business Tax: <i>BOSS Counter CTO 6 – Revenue Collection Clerk I</i></p>



Tax Code D
Not to Exceed 400,000.00
(Gross Receipts) = **Three Percent (3%)**

More than 400,000.00
First 400,000.00 (Gross Receipts) = **Three Percent (3%) plus**
In excess of 400,000.00 (Gross Receipts) = **One and One-Half Percent (1.5%)**

Tax Code E – Article K, Section 60 Local Revenue Code of 2022 (Page 33)

Tax Code F – Seventy-Five Percent (75%) of One Percent (1%) from of the gross receipts.

Tax Code G – Seventy-Five Pesos (P 75.00) per peddler annually

Tax Code H– Two Percent (2%) of One Percent (1%) from of the gross receipts.

Tax Code I – Article K, Section 60 Local Revenue Code of 2022 (Page 34-35)



Tax Code J – Article K, Section 60 Local Revenue Code of 2022 (Page 35-36)

Tax Code K – **Twenty Percent (20%)** of the gross receipts from general admission fees.

Tax Code L – **One Percent (1%)** of the gross receipts from general admission fees.

Tax Code M – **Five Hundred Pesos (P 500.00)** per day.

Tax Code N – Article N, Section 68 Local Revenue Code of 2022 (Page 37)

Tax Code O – **Not More than Ten Percent (10%)** of fair market value in locality per cu.m. of sand, gravel and other quarry resources

**Penalties apply after the quarterly deadline and interest apply after it is due.*

Penalty: *Principal x Twenty-Five Percent (25%)*

Interest: *(Principal + Penalty) x (Two Percent (2%)/30 days) x (No. days with Interest)*



2. Client receives AF 51 (Official Receipt) and proceeds to the next counter for the next step.		Total business taxes vary depending on the assessment of gross earning including penalties and interests (if applicable)	Total: 60 MINUTES (1 HOUR)	
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25.3 Collection of Real Property Tax

Collection of tax levied on Real Property such as land, building, machinery & other improvement which are determined on the basis of a fixed proportion of the value of the property.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2B & G2C			
Who may avail:	All real property tax owners in the City of Alaminos			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PIS Registered	Management Information Section Office			
2. One (1) copy Tax Declaration (original or photocopy) or Tax Declaration Number.	City Assessor's Office			
3. One (1) copy Statement of Accounts (original or photocopy)	City Treasurer's Office			
4. One (1) copy Old Official Receipts (AF Form No. 56 Revised 1992) (original or photocopy)	City Treasurer's Office			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-In Clients Client requests for payment of real property taxes and present the required documentary requirements to the cashier for verification of status of tax dues. Client informs cashier their	1.1 Staff reviews the Statement of Account, Tax Declaration, Old Receipts (AF 56) or Tax Declaration Number from the client and verify the record of the taxpayers from the Land Tax System (LTS) or from the Real Property Tax Account Register (RPTAR) if the subject property is delinquent or not.	None	5 minutes	<i>Window 9 – Revenue Collection Clerk III</i> <i>Window 11 - Revenue Collection Clerk III,</i> <i>Window 12 - Revenue Collection Clerk II,</i> Land Tax Section (augmenting counters) – Local Revenue



<p>preferred mode of payment</p>	<p>1.2 Inform the client the amount of tax due and provide the option for payment.</p> <p>Schedule of Payment: Q1: Jan. 2 - Mar. 31 Q2: Apr. 1 - June 30 Q3: July 1-Sept. 30 Q4: Oct. 1 - Dec. 31</p>	<p>None</p>	<p>5 minutes</p>	<p>Collection Officer IV, Local Revenue Collection Officer III, Adm. Aide Window 9 – Revenue Collection Clerk III Window 11 - Revenue Collection Clerk III, Window 12 - Revenue Collection Clerk II,</p> <p>Land Tax Section (augmenting counters) – Local Revenue Collection Officer IV, Local Revenue Collection Officer III, Adm. Aide</p>
<p>2. Payment of Required Taxes:</p>	<p>2.1. Receives the required payment, and issue Official Receipt (AF Form No. 56)</p>	<p>Tax Due Assessed Value x One percent (1%) x 2 (Basic & SEF) + ICT Fee (P25.00)</p> <p>(Delinquent) Assessed Value x One percent (1%) x 2 (Basic & SEF) + Interests + ICT Fee (P25.00)</p> <p>(Advance Payment) <i>RPT payments made before the 1st of January in succeeding year shall be entitled to twenty (20%) discount</i></p> <p>(Prompt Payment) <i>RPT payments made on or before 31st of March in the current shall be entitled to fifteen percent (15%) discount:</i></p>	<p>5 minutes per receipt.</p>	<p>Window 9 – Revenue Collection Clerk III Window 11 - Revenue Collection Clerk III, Window 12 - Revenue Collection Clerk II,</p> <p>Land Tax Section (augmenting counters) – Local Revenue Collection Officer IV, Local Revenue Collection Officer III, Adm. Aide</p>



		Assessed Value x One percent (1%) x 2 (Basic & SEF) less Fifteen percent (15%) + ICT Fee (P25.00) Interest two percent (2%) per month on the unpaid amount		
3. Client receives AF 56 (Official Receipt)			Total: 15 MINUTES	
Online Clients (Inter-bank Transfer or IBT):				
1. Client request for SOA via Email or Facebook Official Page.	1.1 email receiving staff ask in-charge to prepare the SOA and email back the client the prepared SOA together with the instructions for online payment and Linkbiz Portal.	None	Preparation and Sending of SOA 2 hours	<i>Supervising Adm. Officer, Ticket Checker I, Local Revenue Collection Officer IV, Local Revenue Collection Officer III.</i>
2. Payment of Required Taxes. Client deposits the exact amount from the SOA sent by the CTO at any Land Bank Branch or via online Banking and send proof of deposit to the City Treasurer's Office for validation and issuance of official receipt. <i>(Note: Commercial Bank to Land Bank Transfer is not accessible). Clients emails or send via messenger (Official FB Page) the image (picture, scanned copy) of the</i>	2.1. Staff receives and prints the emailed validated deposit slip and submit to the Liquidating Officer for validation from the bank	Tax Due Assessed Value x One percent (1%) x 2 (Basic & SEF) + ICT Fee (P25.00) (Delinquent) Assessed Value x One percent (1%) x 2 (Basic & SEF) + Interests + ICT Fee (P25.00) (Advance Payment) <i>RPT payments made before the 1st of January in succeeding year shall be entitled to twenty percent (20%) discount.</i> Assessed Value x One percent (1%) x 2 (Basic & SEF) less twenty percent (20%) + ICT Fee (P25.00)	Receipt of Proof of Payment: 5 minutes Validation of deposit (IBT) from the bank: 1 day	<i>Supervising Adm. Officer, Ticket Checker</i> <i>Adm. Asst. VI</i>



<p>teller-validated deposit slip</p>		<p>(Prompt Payment) <i>RPT payments made on or before 31st of March in the current shall be entitled to fifteen percent (15%) discount:</i></p> <p>Assessed Value x One percent (1%) x 2 (Basic & SEF) less Fifteen percent (15%) + ICT Fee (P25.00)</p> <p>Interest two percent (2%) per month on the unpaid amount</p>		
	<p>2.2. Issue Official Receipt (AF No. 56)</p>		<p>5 minutes per receipt.</p>	<p><i>Window 9 – Revenue Collection Clerk III</i> <i>Window 11 - Revenue Collection Clerk III,</i> <i>Window 12 - Revenue Collection Clerk II,</i></p> <p>Land Tax Section (augmenting counters) – Local Revenue Collection Officer IV, Local Revenue Collection Officer III, Adm. Aide</p>
	<p>2.3 Email the scanned official receipts to the client and send original receipts via registered mail or courier. <i>(Clients may also opt to pick up official receipts at the City Treasurer’s Office)</i></p>	<p>None</p>	<p>Scan & Email of Official Receipts: 1 hour</p>	<p><i>Supervising Adm. Officer</i></p>
			<p>Total: 1 DAY, 3 HOURS, 10 MINUTES</p>	
<p>LinkBiz Portal Payments:</p>				
<p>1. Client opens the link https://www.landbank.com/e-banking/other-e-</p>	<p>1.1 Staff in-charge Open the LinkBiz Portal Account of the city and verify all payments if already credited to the city’s account.</p>	<p>Tax Due</p>	<p>1 hour</p>	<p><i>Adm. Asst. VI</i></p>



<p><u>banking-services/linkbizportal</u> and follow all the instructions required by the system (from data entry up to online payment of exact amount)</p>		<p>Assessed Value x One percent (1%) x 2 (Basic & SEF) + ICT Fee (P25.00)</p> <p>(Delinquent) Assessed Value x One percent (1%) x 2 (Basic & SEF) + Interests + ICT Fee (P25.00)</p> <p>(Advance Payment) <i>RPT payments made before the 1st of January in succeeding year shall be entitled to twenty percent (20%) discount.</i></p> <p>Assessed Value x One percent (1%) x 2 (Basic & SEF) less twenty percent (20%) + ICT Fee (P25.00)</p> <p>(Prompt Payment) <i>RPT payments made on or before 31st of March in the current shall be entitled to fifteen percent (15%) discount.</i></p> <p>Assessed Value x One percent (1%) x 2 (Basic & SEF) less Fifteen percent (15%) + ICT Fee (P25.00)</p> <p>Interest two percent (2%) per month on the unpaid amount</p>		
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	1.2 Staff in charge verify from the bank if the payments were credited to the account of the city.	None	1 day	Adm. Asst. VI
	1.3. Once verified, the cashier will issue Official Receipt based on the SOA sent by the City Treasurer's Office	None	5 minutes per receipt.	Window 9 – Revenue Collection Clerk III Window 11 - Revenue Collection Clerk III, Window 12 - Revenue Collection Clerk II, Land Tax Section (augmenting counters) – Local Revenue Collection Officer IV, Local Revenue Collection Officer III, Adm. Aide
2. Client receives the Official receipt or acknowledge the receipt of the email of the scanned copy of the ORs.	1.4 Initially send scanned copy of the Official Receipt to the email of the taxpayer and send the Official Receipt to the mailing address of the taxpayer via registered mail	None	1 hour	Supervising Adm. Officer
			Total: 1 DAY, 2 HOURS and 5 MINUTES	

25.4 Collection of Other Fees and Charges

Collection of fees and charges for services, documents and other legal instruments from other offices.

Office or Division:	City Treasurer's Office
Classification:	Simple
Type of Transaction:	G2B & G2C
Who may avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. PIS Registered	Management Information Section Office



2. One (1) copy Payment Order Form / Slip from the Department issuing service or Accomplished Payment Request Form (original)		Department / Office Concerned		
3. One (1) copy Ordinance Violation Receipt (original)		POSO / PNP		
4. One (1) copy Contract of Lease (For Payment of Tomb Rental) (original)		City Market and Cemetery Section		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Walk-in Clients				
1. Client present the Payment Order Form / Slip from the Department issuing service and all the required documents to the Cashier	1. Verifies POF and the client's PIS.	None	5 minutes	Window 4 – Adm. Aide Window 5 – Adm. Asst. III Window 6 – Revenue Collection Clerk II Window 7 – Adm. Aide
	1.2 If PIS is not Available, instruct the client to register his / her PIS to the MIS Office and return to the payment window after PIS registration.	None	2 minutes	Window 4 – Adm. Aide Window 5 – Adm. Asst. III Window 6 – Revenue Collection Clerk II Window 7 – Adm. Aide
2. Payment of Required Fees	2.1 Cashier collect fees according to the POF from the concerned department and issue corresponding Official Receipt.	Refer to the Schedule of Fees excerpt from <i>Tax Ordinance No. 2022-01</i> entitled “An Ordinance Revising Tax Ordinance No. 1, series of 1993, otherwise known as “The Revenue Code of the Municipality of Alaminos, Pangasinan dated November 15, 2022	5 minutes	Window 4 – Adm. Aide Window 5 – Adm. Asst. III Window 6 – Revenue Collection Clerk II Window 7 – Adm. Aide
3. Client receives AF 51 (official receipt) and proceed to the department issuing services or document requested.			Total: 12 MINUTES	
For Grants				
1. Other agencies shall inform the city to collect / or have deposited a grant / donation / or share from	3.1 CTO staff shall update from the bank if the grant, donation or share is credited to the LGU bank account.	None	Bank Validation: 1 day	City Treasurer / Adm. Asst. VI



PCSO, STL and from any other offices.				
	3.2 CTO staff shall claim the check and issue corresponding Official Receipt Accountable Form No. 51-C	None	Pick-up: 1 day	<i>City Treasurer / LRCO II / Sr. Adm. Asst. II</i>
2. Client receives AF 51 (Official Receipt)			TOTAL: 2 DAYS	

25.5 Issuance of Account Clearance

Account Clearance is issued to all business owners / tricycle operators renewing their business permits / tricycle legalization without outstanding balances.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2B & G2C			
Who may avail:	All Tricycle operators and business and real property owners			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Business				
1. PIS registered		Management Information Section Office		
2. Renewal: One (1) copy - Application Form (original)		Business Permit and Licensing Section		
3. Retirement: One (1) copy Retirement - Application Form for Retirement of Business (original)		Business Permit and Licensing Section		
For Tricycle				
1. PIS registered		Management Information Section Office		
2. One (1) copy - Application Form for Tricycle Legalization (original or photocopy)		Transportation and Regulation Office		
For Real Property Tax				
1. PIS registered		Management Information Section Office		
2. One (1) copy - Tax Declaration (original or photocopy)		City Assessor's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Business				



1. Client present the accomplished application form required to the Cashier at Window 4, 5, 6 or 7	1.1 Verify the information indicated in the application form	None	2 minutes	BOSS Counter CTO 1 –LRCO I Window 4 –Adm. Aide Window 5 – Adm. Asst. III Window 6 – Revenue Collection Clerk II Window 7 – Adm. Aide
	1.2. Verify from the record if applicant (business) has outstanding obligation and inform the client of the amount to be paid at the cashier	None	3 minutes	BOSS Counter CTO 1 –LRCO I
2. Payment of required fees	2. Collection corresponding payment and Issue Official Receipt Accountable Form No. 51-C upon payment	<p>Delinquent: Outstanding balance + twenty-five percent (25%) penalty from the business tax penalties + two percent (2%) monthly interest + P50.00 Account Clearance Fee + P30.00 Doc. Stamp Tax + P25.00 ICT Fee</p> <p><i>*Rate varies depending the on the amount of delinquency.</i></p> <p>Non-delinquent: P50.00 Account Clearance Fee + P30.00 Doc. Stamp + P25.00 ICT Fee Total: P105.00</p> <p>Business Retirement: P20.00 Certification of Business Closure P50.00 Account Clearance Fee: P30.00 Doc. Stamp:</p>	2 minutes	BOSS Counter CTO 1 –LRCO I Window 4 –Adm. Aide Window 5 – Adm. Asst. III Window 6 – Revenue Collection Clerk II Window 7 – Adm. Aide



		P25.00 ICT Fee: Total: P155.00		
	2.1. Prepare account clearance for approval of the City Treasurer and release the approved clearance to the client.	None	5 minutes	<i>BOSS Counter CTO 1 – Local Revenue Collection Officer I City Treasurer’s Office – Adm. Asst. VI, Adm. Aide</i>
3. Client receives the approved account clearance and in the receiving logbook.			TOTAL: 12 MINUTES	
For Tricycle Legalization				
1. Client present the accomplished application form and Payment Order Form from the Transportation Regulation Unit (TRU) for verification of request and PIS for account clearance.	1. Verify the information indicated in the application form and encode in the system the nature of fees to be paid.	None	2 minutes	<i>Window 4 – Adm. Aide Window 5 – Adm. Asst. III Window 6 – Revenue Collection Clerk II Window 7 – Adm. Aide</i>
2. Payment of required fees	2.1 Collect the corresponding fees based on the POF and issue corresponding Official Receipt.	Renewal (per unit) Franchise Fee -P200.00 Mayor's Permit -P100.00 Account Clearance -P50.00 Sticker -P65.00 POSO Clearance -P50.00 Registration / Filing Fee - P150.00 ICT Fee -P25.00 Total: P 640.00 Surcharge: Twenty-five percent (25%) of the total fees for failure to renew the required permit on time.	3 minutes	<i>Window 4 – Adm. Aide Window 5 – Adm. Asst. III Window 6 – Revenue Collection Clerk II Window 7 – Adm. Aide</i>
	2.2 concerned employee records all the necessary information in the log	None	5 minutes	<i>Adm. Asst. VI</i>



	book and issue the Account Clearance			
3. Client receives AF 51 (Official Receipt) together with the Account Clearance and acknowledge receipt in the CTO logbook or receiving copy.		None	2 minutes	<i>Adm. Asst. VI</i>
			TOTAL: 12 MINUTES	
For Real Properties				
1. Client requests cashier for payment of Account Clearance and verification of PIS	1.1 Verify the information indicated in the Official Receipt or Tax Declaration presented	None	5 minutes	<i>Window 4 – Adm. Aide Window 5 – Adm. Asst. III Window 6 – Revenue Collection Clerk II Window 7 – Adm. Aide</i>
	For properties with delinquencies: 1.2. Cashier inform the client to settle the outstanding balances prior to issuance of Account Clearance	None	5 minutes	<i>Window 9 – Revenue Collection Clerk III Window 11 - Revenue Collection Clerk III, Window 12 - Revenue Collection Clerk II, Land Tax Section (augmenting counters) – Local Revenue Collection Officer IV, Local Revenue Collection Officer III, Adm. Aide</i>
2. Payment of required fees and proceed to staff-in-charge for preparation of account clearance after receipt of AF 51 (Official Receipt)	2.1 Cashier Collects the amount of Real Property tax due	Delinquent property: Outstanding balance + 2% interest / month for a maximum of 72 months + ICT Fee P25.00	10 minutes	<i>Window 9 – Revenue Collection Clerk III Window 11 - Revenue Collection Clerk III, Window 12 - Revenue Collection Clerk II,</i>



		Account Clearance: Account Clearance -P50.00 Doc. Stamp -P30.00 ICT Fee -P25.00 Total P105.00	5 minutes	Land Tax Section (augmenting counters) – Local Revenue Collection Officer IV, Local Revenue Collection Officer III, Adm. Aide Window 4 – Adm. Aide Window 5 – Adm. Asst. III Window 6 – Revenue Collection Clerk II Window 7 – Adm. Aide
	2.3 Issue the approved RPT Clearance to the Client.	None	5 minutes	Local Revenue Collection Officer IV, Local Revenue Collection Officer III, Adm. Asst. II
3. Client receives the approved Tax Clearance and in the receiving logbook.		None	5 minutes	Local Revenue Collection Officer IV, Local Revenue Collection Officer III, Adm. Asst. II
			TOTAL: 35 MINUTES	

25.6 Issuance of Accountable Forms to Bonded Officers of City and Barangays

All bonded officers of the City and Barangay are issued with Accountable Forms (CTC, Accountable Form No. 51 and Ordinance Violation Tickets).

Office or Division:	City Treasurer's Office
Classification:	Simple
Type of Transaction:	G2G
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. PIS Registered	Management Information Section Office
2. All Duplicate copy of AF No. 51 issued (for LGU Accountable Officers)	All LGU bonded Accountable Officers
3. All Duplicate copy of CTC (Individual, Corporation) issued (for LGU Accountable Officers)	All LGU bonded Accountable Officers



4. One (1) copy Report of used Accountable Form 51 and CTC (individual) (For Barangay Treasurers) (original or photocopy)		Barangay		
5. One (1) copy Bank deposit slip of remittance of Accountable Form 51 (for Barangay Treasurers) (original or photocopy)		Land Bank of the Philippines (LBP)		
6. One (1) copy Accountable Form 51 (remittance of CTC Collection) (for Barangay Treasurers) (original or photocopy)		City Treasurer's Office		
7. Two (2) copies of Requisition Issue Slip (RIS) (original and duplicate)		Barangay		
8. One (1) request for issuance Ordinance Violation Receipts (original or photocopy) approved by the City Mayor or by the City Administrator		POSO, City Veterinary Office, Philippine National Police (PNP) - Alaminos City		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For the Barangay Officials				
1. Barangay Treasurer request for Accountable Forms and CTC and liquidates the previous issuance of accountable forms and pay to the cashier.	1.1 CTO Staff receive remittance consumed accountable forms and approved RIS	amount varies depending on the collection of barangay treasurer.	5 minutes	Window 4 – Adm. Aide Window 5 – Adm. Asst. III Window 6 – Revenue Collection Clerk II Window 7 – Adm. Aide
2. Payment of Accountable Forms (AF 51 and CTC)	2.1 Collect payment for Accountable Forms (AF 51 and CTC) and issue Official Receipt.	AF No. 51 = P 120 /pad CTC = Free	5 minutes	Window 4 – Adm. Aide Window 5 – Adm. Asst. III Window 6 – Revenue Collection Clerk II Window 7 – Adm. Aide
3. Barangay Treasurer receives the Accountable Forms Requested and confirm receipt at the logbook of issued accountable forms	3.1 Issue the requested Accountable Form to the requesting Barangay Treasurer.	None	5 minutes	LRCO I, Adm. Aide VI, Adm. Asst. II
			TOTAL: 15 MINUTES	
LGU Bonded Officers				
1. Bonded officer liquidate the previous issuance of accountable forms to the Accountable Forms Officer	1.1 CTO Staff will process the request for accountable form for approval of the City Treasurer	None	5 minutes	LRCO II
2. Bonded officer receives the Accountable Forms Requested and		None	5 minutes	LRCO II



confirm receipt at the logbook of issued accountable forms				
			TOTAL: 10 MINUTES	

25.7 Issuance of Ownership and Transfer of Ownership of Large Cattle

Anybody owning large cattle shall register their ownership and anybody transferring ownership of large cattle shall register the same at the CTO

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2B & G2C			
Who may avail:	All owners of Large Cattles			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PIS Registered		Management Information Section Office		
2. One (1) copy Certification from the Barangay Captain of real ownership of large cattle (original).		Barangay where the owner resides.		
3. One (1) Individual Brand (original)		Cattle Owner		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Issuance of Ownership				
1. Present the proof of ownership and brand used to the personnel in-charge for verification and schedule of inspection	1.1 Verify the authenticity of the Brgy. Captain's certification and brand used and schedule the inspection of large cattle and prepare the certificate of ownership/	None	1 day	<i>Adm. Aide VI, Adm. Aide IV</i>
2. Payment of required fees	2.1 Issue corresponding Official Receipt.	Issuance of Ownership of Large Cattle: P 200.00/head ICT Fee: P 25.00/issuance Accountable Form No. 53 - Certificate of Ownership of Large Cattle = P 5.00/head Total = P 230.00	5 minutes	<i>Window 4 – Adm. Aide Window 5 – Adm. Asst. III Window 6 – RCC II Window 7 – Adm. Aide Adm. Aide IV</i>



		Registration of Individual Brand: P 200.00 ICT Fee: P 25.00 Total: P 225.00		
3. Client received the Certificate of Ownership	3.1. Register in the Registry of Large Cattle Book and issue the ownership to the client	None	5 minutes	<i>Adm. Aide VI</i>
			TOTAL: 1 DAY and 10 MINUTES	
Transfer of Ownership				
1. Client present original copy of certificate of ownership to the Personnel in charge for verification and schedule of inspection	1.1 Verify the authenticity Certificate of Ownership, Brgy. Captain's certification and brand used and prepare all documents for signature of the buyer and seller for approval of the City Treasurer	None	1 day	<i>Adm. Aide VI, Adm. Aide IV</i>
2. Payment of required fees	2.2 Issue corresponding Official Receipt.	Transfer of Ownership of Large Cattle: P200.00/head ICT Fee: P25.00/issuance Accountable Form No. 52 - Certificate of Record of Transfer of Large Cattle = P10.00/head Total = P 235.00	5 minutes	<i>Window 4 – Adm. Aide Window 5 – Adm. Asst. III Window 6 – RCC II Window 7 – Adm. Aide Adm. Aide IV</i>
3. Client received the Certificate of Record of Transfer of Large Cattle	2.2 Register in the Registry of Book and issue the Certificate of Record of Transfer of Large Cattle	None	5 minutes	<i>Adm. Aide VI</i>
			TOTAL: 1 DAY and 10 MINUTES	



25.8 Payment of Approved Vouchers

Payment of duly approved expenses of the City Government of Alaminos.

Office or Division:	City Treasurer's Office			
Classification:	Simple			
Type of Transaction:	G2G, G2B & G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) copies duly approved disbursement vouchers (Original and Duplicate including all supporting documents as pre-audited by the Accounting Office.		Accounting Office		
2. One (1) Official Receipts of Payee (original)		Payee		
3. One (1) copy of Identification card of payee / authorized representative (Any Valid I.D.) (original or photocopy)		Any of the following Identification: Company ID or any Government Issued ID (BIR, Postal ID, SSS, GSIS, Pag-ibig or any other government-issued IDs)		
4. One (1) copy Authorization of the Authorized Representative / Special Power of Attorney (SPA) (original or photocopy)		Business Owner, Board of Directors of the Business		
5. One (1) Community Tax Certificate (original or photocopy)		City Treasurer's Office / Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Collection				
1. Client / payee shall present duly approved vouchers for payment	1.1 Receive the approved voucher	None	Approval of Voucher 3 minutes	<i>City Treasurer / OIC Asst. City Treasurer</i>
	1.2. CTO staff shall prepare the check based on the approved voucher and forward the check for signature of the City Mayor or the City Administrator	None	5 minutes per check	<i>Sr. Administrative Asst. II, RCC II, Adm. Aide</i>
	1.3. City Treasurer signs sign all the check forwarded from the City Mayor or the City Administrator's Office	None	2 minutes per check	<i>City Treasurer / OIC Asst. City Treasurer</i>
			TOTAL:	



			10 MINUTES per CHECK	
Check Claim				
1. Client request to claim check and present an identification (for representatives) and present an Official Receipt as acknowledgement of Collection (for collections), ID for individual claimants	1.1 CTO Staff verifies the identification presented	None	3 minutes	<i>Sr. Administrative Asst. II, RCC II, Adm. Aide</i>
2. Client receives check and acknowledge receipt in the voucher and into the CTO logbooks		None	5 minutes	<i>Sr. Administrative Asst. II, RCC II, Adm. Aide</i>
			TOTAL: 8 MINUTES per CHECK	

25.9 Payment of Approved Petty Cash Vouchers

Duly approved expenses, one thousand pesos (Php 1,000.00) and below are paid out of the Petty Cash Fund.

Office or Division:	City Treasurer's Office
Classification:	Simple
Type of Transaction:	G2G, G2B & G2C
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Two (2) copies duly approved petty cash vouchers (Original and Duplicate including all supporting documents as pre-audited by the Accounting Office.	Accounting Office
2. One (1) or all Official Receipts of Payee	Payee
3. One (1) copy of Identification card of payee / authorized representative (Any Valid I.D.) (original or photocopy)	Any of the following Identification: Company ID or any Government Issued ID (BIR, Postal ID, SSS, GSIS, Pag-ibig or any other government-issued IDs)



4. One (1) copy Authorization of the Authorized Representative / Special Power of Attorney (SPA) (original or photocopy)		Business Owner, Board of Directors of the Business		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
REQUEST FOR COLLECTION				
1. Client / payee shall present duly approved petty cash vouchers together with the corresponding receipts to the Petty Cash custodian	1.1 Petty cash custodian verify the petty cash voucher(s) presented.	None	3 minutes	<i>Supervising Adm. Officer</i>
2. Payee acknowledge receipt of payment by signing on the cash received portion of the Petty Cash Voucher.	2.1 Petty cash custodian will pay the payee the amount of petty cash.	None	5 minutes	<i>Supervising Adm. Officer</i>
			TOTAL: 8 MINUTES	



INSTITUTIONAL SERVICES

26. City Budget Office Internal Services



26.1 Allotment Obligation

To account and monitor all obligations incurred against government funds and appropriations of the City Government of Alaminos.

Office or Division:	City Budget Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Various Departments / Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Payroll purposes				
1.1 Payroll (3 original)		Accounting		
1.2 Obligation Request (4 original)		Budget		
1.3 Summary of Payroll (2 original)		Accounting		
1.4 Daily Time Record (for casual and Job Order employees) (1 original)		HRMO		
2. Other financial transactions				
2.1 Disbursement / Petty Cash Voucher (2 original)		Originating Office		
2.2 Obligation Request (4 original)				
2.3 Acceptance and Inspection Report (4 original)		Originating Office		
2.4 Requisition and Issue Slip (4 original)		GSO		
2.5 Purchase Order (4 original)				
2.6 Purchase Request (4 original)		GSO		
2.7 BAC Resolution (3 original)		GSO		
2.8 Notice of Award (if applicable) (3 original)		GSO		
3. Travelling				
3.1 Disbursement Voucher / Petty Cash Voucher (2 original)		Originating Office		
3.2 Itinerary of Travel (2 original)				
3.3 Obligation Request (4 original)		Originating Office		
3.4 Travel Order (1 original)		Originating Office		
3.5 Communication Letter (1 photocopy)		HRMO		
3.6 Terminal Report (1 original)		Host / Inviting Organization		
3.7 Certificate of Appearance (1 original)		Originating Office		
3.8 Airline / Bus ticket (if applicable)		Airline / Bus Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Sign in the Incoming / Outgoing Logbook to register Obligation Request	1. Receive Obligation Request	None	1 minute	<i>Budget Office Staff</i>
	1.1 Review authenticity and completeness of documents	None	2 minutes	<i>Budget Office Staff</i>
	1.2 Verify availability of fund allocation	None	1 minute	<i>Budget Office Staff</i>
	1.3 Fill out the obligation request with the control number, date, office code, account to be charged and amount to be obligated	None	1 minute	<i>Budget Office Staff</i>
	1.4 Forward complete documents to Budget Officer for approval	None	1 minute	<i>City Budget Officer</i>
	1.5 Record the duly signed Obligation Request to the departments' respective Registry of Allotments, Obligations and Balances	None	1 minute	<i>Budget Office Staff</i>
	1.6 Update soft copy of Statement of Appropriations, Allotments and Obligations	None	1 minute	<i>Budget Office Staff</i>
	1.7 Register the approved documents in the Incoming / Outgoing Logbook	None	1 minute	<i>Budget Office Staff</i>
TOTAL		None	9 minutes	

26.2 Barangay and Sangguniang Kabataan Annual/Supplemental Budget Review

To review Barangay and Sangguniang Kabataan Annual and Supplemental Budget Review.

Office or Division:	City Budget Office		
Classification:	Simple		
Type of Transaction:	G2G-Government to Government		
Who may avail:	Various Departments / Offices		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Budget Forms			
1.1 Barangay Budget Preparation Form No. 1 (Budget of Expenditures and Sources of Financing) (1 original, 14 photocopy)		DBM / Budget Office	



1.2 Barangay Budget Preparation Form No. 2 (Programmed Appropriation by Projects, Programs and Activities (PPA), Expense Class, Object of Expenditure and Expected Results) (1 original, 14 photocopy)		DBM / Budget Office		
1.3 Barangay Budget Preparation Form No. 2A (List of Projects Chargeable Against the 20% Development Fund) (1 original, 14 photocopy)		DBM / Budget Office		
1.4 Barangay Budget Preparation Form No. 3 (Plantilla of Personnel) (1 original, 14 photocopy)		DBM / Budget Office		
1.5 Barangay Budget Preparation Form No. 4 (Statement of Indebtedness) (1 original, 14 photocopy)		DBM / Budget Office		
1.6 Barangay / SK Appropriation Ordinance (1 original, 14 photocopy)		Barangay Multi-Purpose Hall		
1.7 Budget Message (1 original, 14 photocopy)		Barangay Multi-Purpose Hall		
1.8 Annual Investment Plan (1 original, 14 photocopy)		Barangay Multi-Purpose Hall		
1.9 Barangay Expenditure Program (1 original, 14 photocopy)		Barangay Multi-Purpose Hall		
1.10 Functional Statement and General Objectives (1 original, 14 photocopy)		Barangay Multi-Purpose Hall		
2. Budgetary Requirements				
2.1 20% Development Fund (1 original, 14 photocopy)		Barangay Multi-Purpose Hall		
2.2 10% Sangguniang Kabataan Fund (1 original, 14 photocopy)		Barangay Multi-Purpose Hall		
2.3 5% Barangay Disaster Risk Reduction and Management Fund (1 original, 14 photocopy)		Barangay Multi-Purpose Hall		
2.4 Statutory and Contractual Obligations (1 original, 14 photocopy)		Barangay Multi-Purpose Hall		
2.5 Other Attributions (1 original, 14 photocopy)		Barangay Multi-Purpose Hall		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Receiving / Outgoing Logbook to register the request for Budget Review	1. Receive Barangay Budget documents	None	5 minutes	<i>Budget Office Staff</i>
	1.1 Review all forms attached	None	4 hours	<i>Budget Office Staff</i>



2. Provide copies to concerned departments / offices	2. Prepare endorsement letter and forward together with the Budget documents to the Sanggunian	None	1 hour	<i>Budget Office Staff</i>
3. Attend budget hearing	3. Attend Budget Hearing	None	30 minutes per barangay	<i>City Budget Officer and/or Budget Office Staff</i>
	3.1 Keep original copies of Budget documents	None		<i>Budget Office Staff</i>
	TOTAL		40 minutes	



INSTITUTIONAL SERVICES

27. City Human Resource Management Office Internal Services



27.1 Filing of Application for Leave

An employee shall file application for leave if he/she may not able to go to work and leave of absence shall be deducted from their accrued leave credits. Application leave must be filed at least 5 days before the leave. For sick leave, the application must be filed immediately after an employee returns to work.

Office or Division:	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	LGU Plantilla personnel and casual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CSC Form No. 1 Application for Leave (2 original)		Human Resource Management Office		
Medical Certificate for Sick leave exceeding 5 days (1 original)		Government Physician		
Clearance for money and/or property responsibilities. If leave will last for 30 calendar days or more (2 original)		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File Application for Leave	1.1 Receive the application for leave	None	1 minute	<i>Administrative Aide III, Administrative Aide I or Administrative Aide</i>
	1.2 Enter application for leave in the Employee's Leave Card	None	2 minute	
	1.3 Sign Certification of Leave Credits	None	1 minute	<i>City Government Department Head I</i>
	1.4 Forward Application for Leave at the City Administrator's Office for approval	None	1 day	<i>Administrative Aide III, Administrative Aide I or Administrative Aide</i>
2. Receive personal copy of Application for Leave	2. Release copy of Application for Leave	None	1 day	<i>Administrative Aide IV</i>
	TOTAL	None	2 days & 4 minutes	



27.2 Securing a Pass Slip

City Government employees who go out of the office for field work are advised to secure a Pass Slip for security purposes.

Office or Division:	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All employees of LGU Alaminos, Pangasinan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CHRMO-GHRS-F15		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill-up CHRMO-GHRS-F15	1. Issue CHRMO-GHRS-F15.	None	1 minute	<i>Administrative Aide III, Administrative Aide I or Administrative Aide</i>
2. Submit approved CHRMO-GHRS-F15 to timekeeper.	2.1 Receive approved CHRMO-GHRS-F15.	None	1 minute	
		2.2 Update daily time record of city employees.	None	1 minute
TOTAL		None	3 minutes	

27.3 Securing Official Travel

Official Travel Order is only required if an employee or a barangay vehicle who goes out of town or outside the territories of Alaminos City for an official business.

Office or Division:	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Government			
Who may avail:	All employees of LGU Alaminos, Pangasinan			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved letter request to travel		Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for an official travel order and sign in the logbook.	1.1 Prepare and print travel order	None	5 minutes	<i>Administrative Aide I</i>
	1.2 Release the printed Travel Order to requesting employee for signature of Department Head.	None	2 minutes	



2. Return the Travel Order to CHRMO.	2. Sign Travel Order for approval.	None	1 minute	<i>Supervising Administrative Officer</i>
3. Receive the approved Travel Order.	3. Released the approved travel order.	None	2 minutes	<i>Administrative Aide I</i>
TOTAL		None	10 minutes	

27.4 Issuance of Service Record, Certificate of Employment, Certificate of No Pending Administrative Case, Certificate of Leave Authority to Travel and Copy Documents from 201 File to active personnel

Issuance of Service Record (SR), Certificate of Employment (CE), Certificate of No Pending Administrative Case (CNPAC), Certificate of Employment and Compensation (CEC), Certificate of Leave Credits (CLC), Copy Documents from 201 Files Permit to Travel is issued upon request.

Office or Division:	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	LGU Employees and former employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (CHRMO-DRF-FO11) (1 original)		Human Resource Management Office		
Authorized Representative				
Authorization Letter (1 original copy)		Requesting party		
1 Photocopy of ID duly signed by the authorized representative		Requesting party		
1 Photocopy of ID duly signed by the requestor		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill-up HR Document Request Form (CHRMO-DRF-FO11)	1.1 Receive & review the HR Document Request Form (CHRMO-DRF-FO11) and advice the client to proceed to the City Treasurer's Office if Certificate of Employment and Certificate of Leave Credits is requested	None	2 minutes	<i>Senior Administrative Assistant II, Administrative Officer V, Supervising Administrative Officer or Administrative Aide I</i>
2. Pay the required fees at the Office of the City Treasurer and return to City	2.1 CTRo shall accept payment for the certification and issue Official Receipt.		5 minutes	City Treasurer's Office



Human Resource Management Office <i>*If Certificate of Employment and Certificate of Leave Credits is requested</i>	Certificate of Employment (CE) + ICT Fee – Php105.00			
	Certificate of Employment and Compensation (CEC) + ICT Fee – Php105.00			
	Certificate of Leave Credits (CLC) + ICT FEE – PHP105.00			
	2.2 Prepare and print requested HR Document or Certification		5 minutes	<i>Senior Administrative Assistant II, Administrative Officer V, Supervising Administrative Officer or Administrative Aide I</i>
	2.3 Sign the document	None	2 minutes	
	a. Certification			<i>City Government Department Head I</i>
b. Certified True Copy of Documents			<i>Senior Administrative Assistant II, Administrative Officer V, Supervising Administrative Officer or Administrative Aide I</i>	
3. Receive the document requested	3.1 Released the document and certification requested	None	1 minute	<i>Senior Administrative Assistant II, Administrative Officer V, Supervising Administrative Officer or Administrative Aide I</i>
TOTAL		Php 105.00	15 minutes	



INSTITUTIONAL SERVICES

27. City Human Resource Management Office External Services



27.5 Issuance of Service Record, Certificate of Employment and Certificate of Leave Credits to former employee

Issuance of Service Record (SR), Certificate of Employment (CE) and Certificate of Leave Credits (CLC) are issued upon request.

Office or Division:	City Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G, G2C			
Who may avail:	LGU Employees and former employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (CHRMO-DRF-FO11) (1 original)		Human Resource Management Office		
Authorized Representative				
Authorization Letter (1 original copy)		Requesting party		
1 Photocopy of ID duly signed by the authorized representative		Requesting party		
1 Photocopy of ID duly signed by the requestor		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request and fill-up HR Document Request Form (CHRMO-DRF-FO11)	1.1 Receive & review the HR Document Request Form (CHRMO-DRF-FO11) and advise the client to proceed to the City Treasurer's Office if Certificate of Employment and Certificate of Leave Credits is requested	None	2 minutes	<i>Senior Administrative Assistant II, Administrative Officer V, Supervising Administrative Officer or Administrative Aide I</i>
2. Pay the required fees at the Office of the City Treasurer and return to City Human Resource Management Office <i>*If Certificate of Employment and Certificate of Leave Credits is requested</i>	2.1 CTRo shall accept payment for the certification and issue Official Receipt.		5 minutes	City Treasurer's Office
	Certificate of Employment (CE) + ICT Fee – Php105.00			
	Certificate of Employment and Compensation (CEC) + ICT Fee – Php105.00			
	Certificate of Leave Credits (CLC) + ICT FEE – PHP105.00			
	2.2 Prepare and print requested HR Document or Certification			5 minutes
2.3 Sign the document				
a.Certification		None	2 minutes	<i>City Government Department Head I</i>



	b. Certified True Copy of Documents			<i>Senior Administrative Assistant II, Administrative Officer V, Supervising Administrative Officer or Administrative Aide I</i>
3. Receive the document requested	3. Released the document and certification requested	None	1 minute	<i>Senior Administrative Assistant II, Administrative Officer V, Supervising Administrative Officer or Administrative Aide I</i>
	TOTAL	Php 105.00	15 minutes	



INSTITUTIONAL SERVICES

28. City Archives Office External Services



28.1 Issuance of Mayor's Clearance

This covers the issuance of Mayor's Clearance for the following purposes: for Local Employment, OJT/Work Immersion Requirement, PNP/AFP/BFP/PCG Application, Marriage Requirement, Graduation, Board Examination

Office or Division:	City Archives Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Municipal Trial Court in Cities Clearance		Municipal Trial Court in Cities		
Police Clearance		Philippine National Police		
Official Receipt (Fee: Clearance - Php 50.00 + ICT - 25.00 + Doc. Stamp - 30.00)		City Treasurer's Office		
Authorization (<i>in case the requestor is not available</i>)		Client		
Photocopied Identification Card		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at the City Records Services Logbook	1.1 Ask client to log at the City Records Services logbook	None	1 minute	<i>City Archives Office Staff</i>
2. Present the needed requirements (MTCC Clearance, Police Clearance and the receipt)	2.1 Check the validity of the requirements.	None	2 minutes	<i>City Archives Office Staff</i>
	2.2 Photocopy the MTCC and Police Clearance			
3. Double check for any misspelled name or wrong entry	3.1 Input needed data using the Mayor's Clearance template	None	4 minutes	<i>City Archives Office Staff</i>
	3.2 Print Mayor's Clearance			
4.1 Affix signature over printed full name and date on the Records' file copy.	4.1 Stamp "Released" and write the sequential number.	None	2 minutes	<i>City Archives Office Staff</i>
4.2 Get copy.	4.2 Give the other copy to the client to acknowledge receipt			
5. Accomplish the client satisfaction survey form	5.1 Give the client the satisfaction survey form	None	2 minutes	<i>City Archives Office Staff</i>
TOTAL*		Php 105.00	11 minutes	



28.2 Issuance of Special Permit to Conduct Motorcade

This covers the issuance of Special Permit to conduct motorcade / parade within the City.

Office or Division:	City Archives Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Letter Request		Client		
Route		Client		
Official Receipt (Fee: Parade / Motorcade - Php 500.00 + ICT - 25.00)		City Treasurer's Office		
Barangay Permit (if they will utilize barangay roads)		Concerned Barangay		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at the City Records Services Logbook	1.1 Ask client to log at the City Records Services logbook	None	1 minute	<i>City Archives Office Staff</i>
2. Present the needed requirements (Approved letter request, route, official receipt, brgy permit - if applicable)	2.1 Check presented requirements.	None	2 minutes	<i>City Archives Office Staff</i>
3. Double check for any misspelled name or wrong entry	3.1 Input needed data using the Special Permit template	None	4 minutes	<i>City Archives Office Staff</i>
	3.2 Print Special Permit			
4. Affix signature over printed full name and date on the Records' file copy.	4.1 Stamp "Released" and write the sequential number.	None	2 minutes	<i>City Archives Office Staff</i>
4.1 Get copy.	4.2 Give the other copy to the client to acknowledge receipt			
5. Accomplish the client satisfaction survey form	5.1 Give the client the satisfaction survey form	None	2 minutes	<i>City Archives Office Staff</i>
	5.2 File copy			
TOTAL		Php 525.00	11 minutes	



28.3 Issuance of Special Permit to Conduct Fund Raising

This covers the issuance of Special Permit to conduct fund raising activities through fun run, raffle, popularity contest, etc.

Office or Division:	City Archives Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Letter Request		Client		
Accomplished Solicitation Permit		City Social Welfare and Development Office		
Official Receipt (Fee: Fund Raising Activity - Php 500.00 + ICT - 25.00 + 30.00 - Doc. Stamp)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at the City Records Services Logbook	1.1 Ask client to log at the City Records Services logbook	None	1 minute	<i>City Archives Office Staff</i>
2. Present the needed requirements (Approved letter request, accomplished solicitation permit, official receipt)	2.1 Check presented requirements.	None	2 minutes	<i>City Archives Office Staff</i>
3. Double check for any misspelled name or wrong entry	3.1 Input needed data using the Special Permit template	None	4 minutes	<i>City Archives Office Staff</i>
	3.2 Print Special Permit			
4.1 Affix signature over printed full name and date on the Records' file copy.	4.1 Stamp "Released" and write the sequential number.	None	2 minutes	<i>City Archives Office Staff</i>
4.2 Get copy.	4.2 Give the other copy to the client to acknowledge receipt			
5. Accomplish the client satisfaction survey form	5.1 Give the client the satisfaction survey form	None	2 minutes	<i>City Archives Office Staff</i>
	5.2 File copy			
TOTAL		Php 525.00	11 minutes	



28.4 Issuance of Special Permit to Conduct Group Activities

This covers the issuance of Special Permit to conduct group activities (conference meetings, rallies and demonstration in outdoor, parks, plazas, roads and streets, promotional sales, dances, coronation and balls, other group activities).

Office or Division:	City Archives Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Letter Request		Client		
Barangay Permit (if venue is in brgy.)		Client		
Official Receipt (Fee: Group Activities - Php 500.00 + ICT - 25.00; Promotional Sales - Php 1,000.00)		City Treasurer's Office		
Rental Fee for the use of City plazas (Php 1,000.00 + ICT 25.00) + Electric Consumption		City Engineering Office (electric consumption)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at the City Records Services Logbook	1.1 Ask client to log at the City Records Services logbook	None	1 minute	<i>City Archives Office Staff</i>
2. Present the needed requirements (Approved letter request, official receipt, brgy permit - if applicable)	2.1 Check presented requirements.	None	2 minutes	<i>City Archives Office Staff</i>
3. Double check for any misspelled name or wrong entry	3.1 Input needed data using the Special Permit template	None	4 minutes	<i>City Archives Office Staff</i>
	3.2 Print Special Permit			
4.1 Affix signature over printed full name and date on the Records' file copy.	4.1 Stamp "Released" and write the sequential number.	None	2 minutes	<i>City Archives Office Staff</i>
4.2 Get copy.	4.2 Give the other copy to the client to acknowledge receipt			
5. Accomplish the client satisfaction survey form	5.1 Give the client the satisfaction survey form	None	2 minutes	<i>City Archives Office Staff</i>
	5.2 File copy			
	TOTAL	Php 2,550.00	11 minutes	



28.5 Issuance of Certification

This covers the issuance of Certification for various purposes but not limited to certificate of posting, residency, renewal of license to officiate marriage, etc. Issuance of certificate of posting must first meet the required number of days the document should be posted at the bulletin board.

Office or Division:	City Archives Office			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Letter Request		Client		
Certification from Barangay		Client		
Certificate of Ordination (for certification to renew license to officiate marriage)		Client		
Official Receipt (Fee: certification - Php 50.00 + ICT - 25.00 + Doc. Stamp - 30.00)		City Treasurer's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in at the City Records Services Logbook	1.1 Ask client to log at the City Records Services logbook	None	1 minute	<i>City Archives Office Staff</i>
2. Present the needed requirements (Approved letter request, official receipt, brgy certification and Certificate of Ordination (for certification to renew license to officiate marriage)	2.1 Check presented requirements.	None	2 minutes	<i>City Archives Office Staff</i>
3. Double check for any misspelled name or wrong entry	3.1 Input needed data using the Certification template	None	4 minutes	<i>City Archives Office Staff</i>
	3.2 Print Certification			
	3.3 Forward to the City Administrator's Office for initial then to Mayor's Office for Signature.	None	depends on the availability of the signatory/ies	<i>City Archives Office Staff</i>
4. Affix signature over printed full name and date on the Records' file copy.	4.1 Upon signature of the City Mayor, the staff will call/text the requestor to drop by at the office for the releasing of the certificate.	None	3 minutes	<i>City Archives Office Staff</i>



	4.2 Stamp "Released" and write the sequential number.			
5. Get copy.	5.1 Give the other copy to the client to acknowledge receipt			
6. Accomplish the client satisfaction survey form	6.1 Give client the satisfaction survey form	None	2 minutes	City Archives Office Staff
	6.2 File copy	None		
	TOTAL	Php 105.00	11 minutes	



INSTITUTIONAL SERVICES

29. Office of the Secretary to the Sanggunian External Services



29.1 Issuance of Official Records of the Sanggunian

The Office of the Secretary to the Sanggunian or the SP Secretariat provides the necessary secretarial support so that the SP may carry out its mandate. As part of its administrative support function, the SP Secretariat keeps the records of the enacted ordinances, adopted resolutions, minutes and journals proceeding of SP Sessions, and notes of committee hearings and public hearings of the Sangguniang Panlungsod. These official documents can be accessed by the general public.

Office or Division:	Sangguniang Panlungsod Secretariat			
Classification:	Simple			
Type of Transaction:	G2C-Government to Client			
Who may avail:	The General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Requisition Letter			SP Secretariat	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive request				
1.1 Submit request (if none, fill up Requisition Letter form)	1.1 Receive request/filled up Requisition Letter form and forward to the Records Unit	None	5 minutes	<i>Administrative Aide III</i>
	1.2 Record in the logbook	None	2 minutes	<i>Administrative Assistant I</i>
	1.3 Check availability	None	30 mins. (depending on the no. of docs. being requested)	<i>Local Legislative Staff Officer IV</i>
	1.4 Refer to the Secretary to the Sanggunian for approval	None	1 minute	
1.2 Undergo interview/query	1.5 Interview the requestor as to the purpose of the request	None	5 minutes	<i>Sec. to the Sangguniang Panlungsod</i>
	1.6 Photocopy the document Note: If the request is photocopy, release the document as is	None	5 minutes (Depending on the no. & pages of the docs.)	<i>Administrative Assistant I</i>
2. Payment				
2.1 Pay corresponding fees (if a certified true copy is being requested)	2.1 If the request is certified true copy, advise the client to proceed to the City Treasurer's Office (City Hall) for payment	Secretary's fee = P70.00/ page ICT Fee = P25.00	1 minute	<i>Local Legislative Staff Officer IV</i>
2.2 Present OR	2.2 Check proof of payment and stamp "Certified True Copy" on the document/s	None	5 minutes (Depending on the no. & pages of the docs.)	



3. Release document				
3.1 Acknowledge receipt of the document in the Logbook	3.1 Release the document/s	None	1 minute	<i>Local Legislative Staff Officer IV</i>
	Total	Php 95.00	55 minutes	

29.2 Adoption of Proposed Resolution

The Office of the Secretary to the Sanggunian or the SP Secretariat provides the necessary secretarial support so that the Sangguniang Panlungsod may carry out its mandate.

Office or Division:	Sangguniang Panlungsod Secretariat			
Classification:	Highly Technical			
Type of Transaction:	G2G/G2C-Government to Government/Client			
Who may avail:	LGU and the general public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of request		Requesting party		
Pertinent attachment/s		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive request/communication				
1.1 Submit the request/communication	1.1 Receive the request	None	5 minutes	<i>Administrative Aide III</i>
	1.2 Attach routing slip	None	1 minute	<i>Administrative Aide VI</i>
	1.3 Register the document in the log sheet and forward to the Secretary to the Sanggunian for information & instruction	None	4 minutes	<i>Administrative Aide VI or Local Legislative Staff Officer VI</i>
	1.4 Recommend inclusion in the initial draft of the agenda	None	1 minute	<i>Sec. to the Sangguniang Panlungsod</i>
	1.5 Include in the initial draft of the Agenda	None	4 minutes	<i>Senior Administrative Assistant II</i>
	1.6 Furnish the Research Unit for the preparation of the initial draft of the proposed measure	None	10 minutes	<i>Administrative Aide VI</i>
	1.7 Prepare initial draft of the proposed measure and forward to the Correspondence Unit for attachment in the SP Members' individual folder	None	2 - 3 days	<i>Local Legislative Staff Officer VI or Administrative Officer III</i>



	1.8 Transmit the initial draft of the Agenda to the Chairperson on Comm. on Laws & Rules for approval	None	2 minutes	<i>Senior Administrative Assistant II</i>
	1.8.1 Follow up approval of the Agenda	None	10 minutes	
	1.9 Upon approval of the Agenda, prepare the SP Members' individual folder	None	1 hour	<i>Local Legislative Staff Employee II</i>
	1.10 Furnish the SP Members with advance copy of the Agenda via e-mail	None	2 minutes	<i>Senior Administrative Assistant II</i>
	1.11 Prepare invitation letter for resource speaker	None	20 minutes	
1.2 Acknowledge receipt of the invitation letter	1.12 Send invitation letter	None	30 minutes	<i>Administrative Aide II, Administrative Aide VI or Local Legislative Staff Officer VI</i>
	1.13 Prepare the SP Session Hall and equipment	None	1 hour	<i>Supervising Administrative Officer, Administrative Aide III or Administrative Aide II</i>
2. SP sessions and committee hearing/s				
	2.1 First reading			
2.1. Attend the SP session to provide an overview on the proposed measure	2.1.1 Follow up attendance of resource speakers	None	5 minutes	<i>Local Legislative Staff Officer VI</i>
	2.1.2 Secure signatures of SP Members & speakers present	None	10 minutes	
	2.1.3 Record the proceedings of the SP session	None	1 - 2 hours	<i>Senior Administrative Assistant I</i>
	2.1.4 Transcribe the journal of the session and forward to the head of the Plenary Unit for proofreading	None	3 days	
	2.1.5 Prepare the minutes of the SP session	None	2 days	<i>Administrative Officer V</i>
	2.1.6 Forward the draft journal and minutes to the Secretary for review	None	5 minutes	<i>Senior Administrative Assistant I or Administrative Officer V</i>
	2.1.7 Review the draft of the journal & minutes	None	1 hour	<i>Sec. to the Sangguniang Panlungsod</i>



	2.1.8 Provide advance copy of the journal & minutes to the SP Members	None	1 hour	<i>Administrative Officer V</i>
	2.1.9 Include the journal & minutes in the Agenda for its adoption	None	3 minutes	<i>Senior Administrative Assistant II</i>
	2.1.10 Prepare final copy of the journal and minutes	None	1 hour	<i>Senior Administrative Assistant I or Administrative Officer V</i>
	2.1.11 Forward the final copy of the journal and minutes to the Correspondence Unit for signatures of the SP Members	None	5 minutes	
	2.1.12 If the proposed legislative measure is adopted, prepare the final draft of the approved proposed measure	None	1 - 2 days	<i>Sec. to the Sangguniang Panlungsod</i>
Note: Proposed measure may be scheduled for committee hearing, deferred or deleted from the agenda				
	2.1.13 Prepare Calendar of Activities and furnish the SP Members	None	1 hour	<i>Senior Administrative Assistant II</i>
	2.1.14 Print final copy of the approved legislative measure and forward to the Secretary to the Sanggunian for signature	None	30 minutes	
	2.1.15 Release the same for the signatures of the SP Members	None	5 minutes	<i>Administrative Aide VI or Local Legislative Staff Officer VI</i>
	2.1.16 Secure the signatures of the SP Members on the legislative measure	None	1 – 3 days	<i>Administrative Aide II</i>
	2.1.17 Furnish the offices in the Executive Department and other offices/individuals concerned	None	40 minutes	<i>Administrative Aide II, Administrative Aide VI, Senior Administrative Assistant II or Local Legislative Staff Officer VI</i>
	2.1.18 Prepare notices/invitations to concerned parties/agencies to attend the committee hearing	None	30 minutes	<i>Senior Administrative Assistant II</i>



2.2 Acknowledge receipt of the invitation letter	2.1.19 Send notices for committee hearing	None	1 – 2 days	<i>Administrative Aide II, Administrative Aide VI or Local Legislative Staff Officer VI</i>
2.2 Committee Hearing				
2.3 Attend the committee hearing	2.2.1 Follow up attendance of the SP Members & resource speakers	None	10 minutes	<i>Local Legislative Staff Officer VI</i>
	2.2.2 Secure signatures of the SP Members & resource speakers present	None	10 minutes	
	2.2.3 Record the proceedings	None	30 minutes - 1 hour	<i>Senior Administrative Assistant I</i>
	2.2.4 Prepare notes of committee hearing	None	3 days	<i>Administrative Assistant VI or Administrative Aide VI</i>
	2.2.5 Prepare draft of the Committee Report	None	1 day	<i>Local Legislative Staff Officer VI or Local Legislative Staff Officer V</i>
2.3 Second Reading				
	2.3.1 Include the proposed measure in the Agenda under Committee Report	None	4 minutes	<i>Senior Administrative Assistant II</i>
	Note: After being reported by the concerned committee, the recommendation/s shall be taken into consideration by the August Body either to: a. Conduct another committee hearing b. Elevate the measure to the business of the day for consideration, or temporarily archive/defer for further study c. Remand the barangay ordinance for the necessary amendment/s			
2.4 Third reading				
	2.4.1 Include the proposed measure in the Agenda under Business of the Day	None	4 minutes	<i>Senior Administrative Assistant II</i>
	2.4.2 Upon adoption of the resolution, prepare the final draft	None	1 – 2 days	<i>Sec. to the Sangguniang Panlungsod</i>
	2.4.3 Print the final draft	None	30 minutes	<i>Senior Administrative Assistant II</i>
	2.4.4 Secure signatures of the SP Members	None	1 – 3 days	<i>Administrative Aide II</i>
2.4 Sign the resolution (City Mayor)	2.4.5 For AIP/SAIP, forward to the City Mayor for approval	None	30 minutes	<i>Senior Administrative Assistant II ,</i>



				<i>Administrative Aide VI or Administrative Aide II</i>
	2.4.6 Upon approval, cause the posting of the measure in the designated posting areas	None	20 minutes	<i>Local Legislative Staff Officer IV</i>
	2.4.7 Prepare the measure including the required attachments for submission to the Sangguniang Panlalawigan	None	1 hour	
	2.4.8 Transmit the measure to the Sangguniang Panlalawigan	None	1 – 2 hours	<i>Sec. to the Sangguniang Panlungsod</i>
	Note: The Sangguniang Panlalawigan may: a. render a legal opinion b. schedule a committee hearing			
3. Furnish the resolution				
3.1 Acknowledge receipt of the document	3.1 If a Certification from the Sangguniang Panlalawigan approving the AIP/SAIP is received, furnish copies of the measure and certification to offices/agencies/ parties concerned	None	1 hour	<i>Senior Administrative Assistant II , Administrative Aide VI or Administrative Aide II</i>
	Total		variable	



INSTITUTIONAL SERVICES

30. City Mayor's Office External Services



30.1 Scholarship Program Application

This service provides educational assistance to all residents of this City.

Office or Division:	City Mayor's Office	
Classification:	Simple	
Type of Transaction:	G2C-Government to public	
Who may avail:	College Students residing in Alaminos City Pangasinan	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For new applicants:		
1) Duly accomplished Scholarship Form (<i>issued by the Office of the Scholarship Board</i>)	1) Issued by the Office of the Scholarship Board thru City Mayor's Office	
2) Certified True Copy of Form 137A (<i>for incoming/new College students</i>)	2) High School Registrar	
3) Certified True Copy of Good Moral Character (<i>for incoming/new College students</i>)	3) High School Registrar	
4) Photocopy of birth certificate	4) Local Civil Registrar or PSA	
5) Two (2) 2x2 size pictures with name tag	5) N/A	
6) Certified True Copy of the registration form issued by the school in duplicate copies (<i>enrollment form</i>)	6) College/University Registrar	
7) Indigent Certificate issued by the Barangay	7) Office of Barangay Captain	
8) Photocopy of Parent's/ Legal Guardian's I.D. with signature who signed the Application Form	8) Parent's/ Legal Guardian's of Applicant	
9) Photocopies of all requirements submitted to serve as a receiving copy for the applicant	9) N/A	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
For ongoing (Old Scholars):		
1) Duly accomplished Scholarship Form (<i>issued by the Office of the Scholarship Board</i>)	1) Issued by the Office of the Scholarship Board thru City Mayor's Office	
2) Two (2) 2x2 size pictures with name tag	2) N/A	
3) Certified True Copy of the registration form issued by the school in duplicate copies (<i>enrollment form</i>)	3) College/University Registrar	
4) True copy of grades on previous semester.	4) College/University Registrar	
5) Latest Certificate of Scholarship (<i>photo copy</i>)	5) Issued by the office of the Scholarship Board thru City Mayor's Office during the release of allowance	



6) Photocopy of Parent's/ Legal Guardian's I.D. with signature who signed the Application Form		6) Parent's/ Legal Guardian's of Applicant		
7) Photocopies of all requirements submitted to serve as a receiving copy for the applicant		7) N/A		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Register the Logbook	1. Release of Application Form and Checklist of Requirements.	None	3 minutes <i>Note: The release of Application form is done every 2nd quarter of the year</i>	<i>Administrative Officer</i>
2) Submit complete documentary requirements in duplicate copies.	2. Check the completeness of submitted documents. 1.1. Conduct a short interview with the applicant. 1.2. Release the receiving copy to the applicant.	None	4 minutes <i>Note: Submission of complete documentary requirements is on the following:</i> • <u>New Applicants:</u> <i>May-August (C.Y.) and;</i> • <u>Renewal:</u> <i>February-March (F.Y.)</i>	<i>Administrative Officer</i>
3) Check the name in the Official List of Approved Applications in the Scholarship Program.	3. Release Scholarship Certificate and Allowance to the recipient Scholar.	None	4 minutes <i>Note: Releasing of Scholarship Certificate and Allowance to the Scholar is scheduled every end of each semester.</i>	<i>Administrative Staff and Disbursing Officer/Supervising Admirative Officer</i>
TOTAL		None	11 minutes	



INSTITUTIONAL SERVICES

31. City Vice Mayor's Office External Services



31.1 Request for Appointment

The City Vice Mayor's Office responds to clients based on the provisions of Section 5 of Republic Act 6713 or the Code of Conduct and Ethical Standards for Public Officials and Employees, which states that public officials have certain duties, to wit:

“(a) Act promptly on letters and requests. — All public officials and employees shall, within fifteen (15) working days from receipt thereof, respond to letters, telegrams or other means of communications sent by the public. The reply must contain the action taken on the request...”

xxx

“(d) Act immediately on the public's personal transactions. — All public officials and employees must attend to anyone who wants to avail himself of the services of their offices and must, at all times, act promptly and expeditiously.”

Office or Division:	City Vice Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	The General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request thru phone, email or walk-in	1.1 Receive and log request. It may be through phone, email or walk-in	None	5 minutes	<i>Executive Assistant III or Front Desk Staff</i>
	1.2 Process request	None	variable	<i>Private Secretary I</i>
	a. Verify the availability of City Vice Mayor with VM, EA III or EA II			
	b. Once availability of the VM has been ascertained and date and time of appointment have been determined, confirm schedule:		5 minutes	<i>Executive Assistant III or Private Secretary I</i>
	• by phone, call the requestor		5 minutes	
• by email, respond to pertinent request		2 minutes		
	• by walk-in, inform client of > estimated waiting time until meeting, if VM is available > scheduled date and time, if VM is not available.		variable	



2. Meet the Vice Mayor or Authorized Representative.	2.1 Meet the client.	None	variable	Vice Mayor or Authorized Representative
TOTAL*		None	7 minutes minimum excluding variable time	

* Depending on manner of communication and availability of the City Vice Mayor

31.2 Request for Assistance

The City Vice Mayor's Office responds to clients based on the provisions of Section 5 of Republic Act 6713 or the Code of Conduct and Ethical Standards for Public Officials and Employees, which states that public officials have certain duties, to wit:

“(a) Act promptly on letters and requests. — All public officials and employees shall, within fifteen (15) working days from receipt thereof, respond to letters, telegrams or other means of communications sent by the public. The reply must contain the action taken on the request...”

xxx

“(d) Act immediately on the public's personal transactions. — All public officials and employees must attend to anyone who wants to avail himself of the services of their offices and must, at all times, act promptly and expeditiously.”

Office or Division:	City Vice Mayor's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Client			
Who may avail:	The General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Assistance form		CVMO		
Request letter		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Request for Assistance form (with or without request letter)	1.1 Receive and log request in logbook	None	5 minutes	Administrative Aide I or Front Desk Staff on duty
	1.2 Review request		variable	Administrative Aide I
	1.3 Route/ Delegate action		5 minutes	Administrative Aide I
	1.4 Prepare requested item and/or endorsement letter to concerned agency		variable	Administrative Aide I
	1.5 Feedback on action taken		5 minutes	Administrative Aide I



2. Receive requested item or endorsement letter	2.a If within the purview of the Vice Mayor, release requested assistance	None	variable	<i>Administrative Aide I or Administrative Aide III</i>
	2.b If outside of the purview of the Vice Mayor, release endorsement letter to concerned agency/ office		5 minutes	<i>Administrative Aide III or Executive Assistant III</i>
TOTAL*		None	20 minutes minimum excluding variable time	



INSTITUTIONAL SERVICES

32. City Legal Office External Services



32.1 Request for Free Legal Advice

This procedure covers all legal matters referred to by the constituents such as but not limited to legal advice, opinion, and inquiry.

Office or Division:	City Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2C, G2B, and G2G			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavits		Client		
Court Decisions and Resolutions		Court		
Contracts		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Legal Request and Action Slip.	1. Eileen L. Rabadon, Jio Schneider Arguilles or Latrell Fontelera shall give Legal Request and Action Slip to the client. 1.1. Check whether all the information are given by the client. 1.2. He/ She shall endorse the Legal Request and Action Slip to Atty. Melanie P. Aoanan, City Legal Officer or Maryjoanne C. Nicolas, Legal Assistant II.	None	5 minutes	Executive Assistant II, Process Server or Administrative Aide
2. Present the problem.	2. Atty. Melanie P. Aoanan or Maryjoanne Nicolas shall give legal advice.	None	40 minutes (depending on the complexity of the problem) the complexity of the problem)	City Legal Officer or Legal Assistant II
3. Fill-out Customer Satisfaction Survey Form.	3. Eileen L. Rabadon, Jio Schneider Arguilles or Latrell Fontelera shall give and explain the Customer Satisfaction Survey Form 3.1. He/ She shall now complete the details in the Request for Free Legal Advice Logbook.	None	5 minutes	Executive Assistant II, Process Server or Administrative Aide
	TOTAL*	None	50 minutes (depending on the complexity of the problem)	



32.2 Request for Preparation of Legal Documents

This procedure covers preparation of affidavits, memoranda or contracts for the external clients.

Office or Division:	City Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2C and G2B			
Who may avail:	Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Government issued ID		Client		
Contracts, Memoranda, Affidavits		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Legal Request and Action Slip.	1. Eileen Rabadon, Jio Schneider Arguilles or Latrell Fontelera shall give Legal Request and Action Slip. 1.1. He/She shall check whether all the information are given by the client. 1.2 He/She shall endorse the Legal Request and Action Slip to Atty. Melanie Aoanan, City Legal Officer or Maryjoanne Nicolas, Legal Assistant II.	None	3 minutes	Executive Assistant II, Process Server or Administrative Aide
2. Present request.	2. Atty. Melanie Aoanan or Maryjoanne Nicolas shall prepare the requested documents.	None	4 hours	City Legal Officer or Legal Assistant II
3. Fill-out Customer Satisfaction Survey Form.	3. Eileen Rabadon, Jio Schneider Arguilles or Latrell Fontelera shall give and explain the Customer Satisfaction Survey Form 3.1. He/She shall now complete the details in the Outgoing Logbook for External Clients.	None	2 minutes	Executive Assistant II, Process Server or Administrative Aide
	TOTAL*	None	4 hours and 5 minutes	



INSTITUTIONAL SERVICES

32. City Legal Office Internal Services



32.3 Request for Preparation of Legal Documents

This procedure covers preparation of affidavits, memoranda, executive orders or contracts for the internal clients.

Office or Division:	City Legal Office			
Classification:	Highly Technical			
Type of Transaction:	G2G			
Who may avail:	Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Government issued ID		Client		
Contracts, Memoranda, Executive Orders, Affidavits		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive the request and/or interview the requestor for the preparation of legal documents.	1.1 Eileen L. Rabadon, Jio Schneider Arguilles or Latrell Fontelera shall receive the request for the preparation of legal documents, record the date, name or office in the Logbook and endorse the request to the City Legal Officer 1.2 Atty. Melanie Aoanan or in her absence, Maryjoanne Nicolas shall interview the internal client to determine the specific document needed.	None	5 – 10 minutes	Executive Assistant II, Process Server, City Legal Officer or Legal Assistant II or Administrative Aide
2. Prepare the legal document/s.	2.1 Atty. Melanie Aoanan shall prepare the needed document or instruct Maryjoanne Nicolas to prepare the needed document. 2.2 In case Maryjoanne Nicolas prepared the document, Atty. Melanie Aoanan shall review the document.	None	3 days	City Legal Officer or Legal Assistant II
3. Release the legal document/s.	3. Eileen Rabadon, Jio Schneider Arguilles or Latrell Fontelera shall release the document and update the Logbook on action taken, date released, remarks, provided by and let the internal client receive sign in the Logbook.	None	5-10 minutes	Executive Assistant II, Process Server or Administrative Aide
TOTAL*		None	3 days and 20 minutes	



INSTITUTIONAL PUBLIC SERVICES

33. City Administrator's Office External Services



33.1 Handling of Clients for Courtesy Call

This procedure covers the handling of clients who wish to pay courtesy visit to the City Administrator for official business.

Office or Division:	City Administrator's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizens; G2G – Government to Government; G2B - Government to Business			
Who may avail:	Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Courtesy Call Logbook		City Administrator's Office		
Communications Logbook		City Administrator's Office		
Appointment Slip		City Administrator's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Courtesy Call Logbook/Appointment Slip.	1. Administrative Staff shall give the Appointment Slip to the client.	None	2 minutes	Administrative Staff
2. Present the Appointment Slip to the Administrative Staff	2.1 Check whether the Appointment Slip is properly filled out by the client. For Benchmarking: 2.2 Check the communication letter received by the Record's Office. For Walk-in Client: 2.3 Review and validate the purpose of visit. 2.4 Endorse the clients/s to the City Administrator. 2.5 If requested after the courtesy call has concluded, the City Administrator shall instruct the Administrative Staff to issue a Certificate of Appearance to the visitors.	None	3 minutes	Administrative Staff
3. Fill-out Customer Satisfaction Survey Form.	3. Administrative Staff shall give and explain the Customer Satisfaction Survey Form.	None	3 minutes	Administrative Staff
TOTAL*		None	8 minutes	



33.2 Management of Client Complaints

This procedure covers all complaint received by the City.

Office or Division:	City Administrator's Office			
Classification:	Highly Technical			
Type of Transaction:	G2C and G2B			
Who may avail:	Constituents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letters of Complaints		Client		
Client's Complaints Logbook		City Administrator's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Complaint.	1.1 The Administrative Staff shall receive the complaint. For Verbal Complaint: 1.2 The Administrative Staff shall assist the client in registering his/her complaint and to acknowledge it. 1.3 The Administrative Staff shall endorse the complaint to the City Administrator.	None	3 minutes	Administrative Staff
	1.4 The City Administrator shall assess the nature and extent of the complaint and to act promptly on the complaint.	None	(it depends on the nature and extent of the complaint)	City Administrator
	1.4.1 Complaint against employees shall be endorsed to City Legal Office or City Human Resource and Management Office for appropriate action.	None	3 minutes	City Administrator
	1.4.2 Complaint regarding poor services rendered by the employees shall be endorsed to the concerned department.	None	3 minutes	City Administrator
	1.4.3 Complaint or other matters not related to employees conduct shall be referred to appropriate	None	3 minutes	City Administrator



	office, if not resolved and cannot be resolved by the City Administrator.			
	For Written Complaint: 1. Filed to Records Section.	None	2 minutes	Administrative Staff
	2. Endorsed to the City Administrator's Office for appropriate action.			
	3. Complaint shall be assessed by the City Administrator's Office.	None	3 minutes	City Administrator
	4. Endorsed to appropriate office for appropriate action.			
2. Fill-out Customer Satisfaction Survey Form.	2. Administrative Staff shall give and explain the Customer Satisfaction Survey Form.	None	2 minutes	Administrative Staff
	TOTAL*	None	19 minutes	



V. FEEDBACK AND COMPLAINTS

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Media/Social Media LGU Alaminos City Facebook Page Suggestion Box Email Verbal - Visit City Human Resource Management Office Call: +63 997 710 8391 External Customer Satisfaction Survey Form Internal Customer Satisfaction Survey Form
How are feedback processed	Feedbacks are evaluated and forwarded to Operating Units concerned for appropriate action. A letter reply is mailed to the customer/client regarding actions taken.
How to file a complaint	External Customer Satisfaction Survey Form or submit Letter of Complaint to Public Assistance and Complaint Desk, City Human Resource Management office or email at cgoalaminospangarta@gmail.com .
How complaints are processed	Complaints are evaluated and forwarded to Operating Units concerned for appropriate action. A letter reply is mailed to the customer/client regarding actions taken.
Contact Information of Contact Center ng Bayan (CCB)	CCB: SMS: 0908-8816565 Call: 1-6565 (Php5.00+VAT per call anywhere in the Philippines via PLDT landline) EMAIL: email@contactcenterngbayan.gov.ph WEB: www.contactcenterngbayan.gov.ph
Contact Information of Presidential Complaint Center (PCC)	PCC: Call: +63(2)-8736-8645 +63(2)-8736-8603 +63(2)-8736-8629 +63(2)-8736-8621 Telefax: +63(2)-87368621 Postal Service: Bahay Ugnayan, J.P. Laurel Street Malacanang, Manila eMail: pcc@malacanang.gov.ph



Contact Information of Anti-Red Tape Authority (ARTA)	ARTA: 8-478-509 complaints@arta.gov.ph
Contact Information of Bilis Aksyon Partner	ARTA: SMS or CALL +63 997 710 8391

VI. LIST OF OFFICES

NAME OF OFFICES	CONTACT INFORMATION
1. City Agriculture Office	FB: Agriculture Alaminos Email: agricultureoffice_alaminoscity@yahoo.com Contact No: +63 905 290 1598 +63 906 264 7049
2. City Veterinary Office	FB: Veterinary Office Alaminos City, Pangasinan Email: cityvetalaminoscitypang@gmail.com Contact No: +63 998 546 5754
3. City Cooperatives and Development Office	FB: Alaminos CityCoop FB Page: Cooperatives Office, Alaminos City, Pangasinan Email: citycoop_alaminoscity@yahoo.com.ph Contact No: +63 908 104 3296
4. City Market and Cemetery Section	FB: www.facebook.com/AlaminosMarketCemetery Email: acmarcem2020@gmail.com Contact No: +63 917 818 0630
5. City Business Permit and Licensing Office	FB: Business Permit and Licensing Office Alaminos City, Pangasinan Email: bploalaminoscity@yahoo.com Contact No: +63 908 314 8542
6. Alaminos City Tourism and Cultural Affairs Office	FB: Alaminos City Tourism and Cultural Affairs Office Email: alaminoscitytourism@gmail.com CP No.:: +63917 828 4001
7. City Health Office	FB: City Health Office - Alaminos City Email: choalaminoscity@gmail.com Tel No: (075) 654 1142
8. City Engineering Office	FB: City Engineering Office - Alaminos City, Pangasinan Email: ceoalaminoscity@gmail.com Tel No.: (075) 551 3034



9. City General Services Office	Email: generalservicesoffice@gmail.com Contact No: +63 909 227 1130
10. City Social Welfare and Development Office	FB: CSWD Office Alaminos City Email: cswdo.alaminocity@gmail.com Tel No.: (075) 654 0015 Contact No: +63 976 033 1940
11. City Civil Registrar's Office	FB: Civil Registry Alaminos Email: ccr.alaminos@gmail.com Tel No.: (075) 551 3104 Contact No: +63 928 746 1929 +63 945 744 9761
12. City Library Office	FB: Alaminos City Library Email: alaminocitylibrary@yahoo.com Tel No.: (075) 636 3248
13. City Information Office	FB: LGU – Alaminos City, Pangasinan Email: cio_cityofalaminos@yahoo.com.ph Tel No.: (075) 551 2249 Contact No: +63 917 501 1108 +63 920 977 9842
14. City Planning and Development Office	FB: CPDO Alaminos City Email: cpdoalam@gmail.com and cpdoalam2019@yahoo.com
15. City Management Information System	FB: www.facebook.com/AlaminosCityMIS Email: cmis@alaminocity.gov.ph
16. City Accounting Office	FB: Alaminos City Accounting Office Email: accountingalaminos@yahoo.com Contact No: +63 995 889 4582
17. City Treasurer's Office	FB: CTOAlaminos Email: cto.alaminocity.pangasinan@gmail.com Tel No.: (075) 551 5562
18. City Budget Office	FB: City Budget Office - LGU Alaminos City Email: cbo.alaminocity@gmail.com Tel No: (075) 551 2420 CP No.: +63 919 440 5130
19. City Assessor's Office	Email: alaminocityassessor@gmail.com



	CP No.: +63 906 036 2029
20. City Human Resource Management Office	FB: Hrmo AlaminosCity Email: alaminoscitychrmo@gmail.com CP No.: +63 997 710 8391
21. City Archives Section	Email: records.alaminocity@gmail.com Tel No: (075) 636 3283
22. City Transportation Regulation Unit	FB: CTRU Alaminos City Email: ctru.alaminospangasinan@gmail.com CP No.: +63918 404 6831
23. SP Secretariat Office	FB: www.facebook.com/SPAlaminosCity Email: spsect.alaminocity@gmail.com
24. City Disaster Risk Reduction and Management Office	FB: Alaminos City, Pangasinan - DRRMO Email: cdrmmoffice.alaminos@gmail.com Contact No: +6377 707 6881 +6347 551 1420
25. City Mayor's Office	FB: LGU – Alaminos City, Pangasinan Email: citymayor'soffice00@gmail.com
26. City Vice Mayor's Office	FB: www.facebook.com/kuyaantonperez Email: vm.secretariat.100islands@gmail.com Tel No.: (075) 529 7861 Contact No: +63 908 867 5226
27. City Public Order and Safety Office	FB: POSO Alaminos City, Pangasinan Email: poso.alaminocity@gmail.com Tel No.: (075) 529 5952 Contact No: +63 929 279 4513
28. City Legal Office	FB: City Legal Office, Alaminos City, Pangasinan Email: citylegaloffice.alaminos@gmail.com CP No: +63981 761 1846
29. City Youth and Sports Development Office	FB: Alaminos City Youth and Sports Development Office Email: citysportsdevelopmentlqu@gmail.com CP No: +63917 132 4014
30. City Public Employment Service Office	FB: PESO Alaminos Email: peso.cityofalaminos@gmail.com CP No: +63939 987 1105




31. City Administrator's Office	Email: leanvs23@gmail.com Tel No.: (075) 551 2146 CP No: +63998 843 1346
32. City Agriculture and Biosystems Engineering Office	FB: Agricultural and Biosystems Engineer Office – City Government of Alaminos Email: abeoffice.alaminocity@gmail.com CP No: +63977 627 4519
33. City Environmental and Natural Resources Office	FB: Alaminos City ENRO Email: alaminocityenro@gmail.com CP No: +63917 234 4938 +63909 227 1130



VII. CLIENT SATISFACTION SURVEY FORMS

I. INTERNAL CUSTOMER SATISFACTION SURVEY FORM

CHRMO-ICSS-F19
Rev. 01



Republic of the Philippines
Province of Pangasinan
CITY OF ALAMINOS

CITY HUMAN RESOURCE MANAGEMENT OFFICE


INTERNAL CUSTOMER SATISFACTION SURVEY FORM

Check which best describes your feelings about the following aspects of your employment.
This information will be kept confidential.
(Suriin kung alin ang pinakamahusay na naglalarawan sa iyong damdamin tungkol sa mgasumusunod na aspeto ng iyong trabaho. Ang impormasyong ito ay pinanatiling lihim.)

5 – Strongly Agree (Lubos na sumasang-ayon)
4 – Agree (Sumasang-ayon)
3 – Neutral (Sumasang-ayon/Hindi sumasang-ayon)
2 – Disagree (Hindi sumasang-ayon)
1 – Strongly Disagree (Lubos na hindi sumasang-ayon)

Aspect (Aspeto)	Rating (Marka)				
	5	4	3	2	1
Work Responsibility (Tungkulin sa trabaho) Ang iyong kakayahan at kwalipikasyon ay tugma sa posisyon, trabaho at tungkulin na ginagampanan.					
Training and Development Program (Programa para sa pagsasanay at pag-unlad) Nabibigyan at nagkakaroon ng oportunidad na makapagsanay para sa sariling pag-unlad.					
Promotion (Promosyon) Nabibigyan ng pagkakataon para malangat ang posisyon sa trabaho.					
Benefit (Benepisyo) Nakakatanggap ng monetary at non-monetary na benepisyo.					
Salary (Sahod) Naibibigay ang pagtaas ng sahod alinsunod sa mga umiiral na batas at ordinansa.					
Working Condition (Kalagayan sa pagtrabaho) Nakakaramdam ng galak at naipapakita ang kagalingan sa trabaho.					
Co-workers (Katrabaho) Maayos, magiliw at propesyonal na pakikitungo at ugnayan sa katrabaho.					
Supervisor (Tagapangasiwa) Nagpapakita ng suporta sa pagsisikap ng mga empleyado para sa kanilang paglago at pag-unlad at patas ang pakikitungo sa lahat.					
Over-all job satisfaction (Pangalahatang kasiyahan sa trabaho)					

CHRMO-ICSS-F19
Rev. 01



Republic of the Philippines
Province of Pangasinan
CITY OF ALAMINOS

CITY HUMAN RESOURCE MANAGEMENT OFFICE

INTERNAL CUSTOMER SATISFACTION SURVEY FORM

Comments (Mga Komento):

Gender (Kasarian): Male (Lalaki) Female (Babae) Age (Edad): _____
(Optional)

Status of Employment (Istado ng Trabaho):
 Permanent Temporary Co-terminous Casual Job Order

Office (Tanggapan): _____ Designation (Titulo): _____
(Optional)


Date (Petsa)

After answering the survey, please fold the form in half and submit it to Human Resource Management Office.
(Pagkatapos sumagot sa survey, mangayring itiklop ang form sa kalahati at isumite ito sa Human Resource Management Office.)



II. EXTERNAL CUSTOMER SATISFACTION SURVEY FORM

Control No. _____



PAMAHALAANG LUNGSOD NG ALAMINOS

TULUNGAN NIYO PO KAMING MAS MAPABUTI ANG AMING MGA PROSESO AT SERBISYO!

Ang Client Satisfaction Measurement (CSM) ay naglalayong masubaybayan ang karanasan ng taumbayan hinggil sa kanilang pakikitransaksyon sa mga tanggapan ng gobyerno. Makatutulong ang inyong kasagutan ukol sa inyong naging karanasan sa kakatapos lamang na transaksyon, upang mas mapabuti at lalong mapahusay ang aming serbisyo publiko. Ang personal na impormasyon na iyong ibabahagi ay mananatiling kumpidensyal. Maaari ring pilin na hindi sagutan ang sarbey na ito.

Uri ng Kliyente: Mamamayan Negosyo Gobyerno (Empleyado o Ahensya)
 Petsa: _____ Kasarian: Lalaki Babae Edad: _____
 Rehiyon: _____ Uri ng transaksyon o serbisyo: _____

PANUTO: Lagyan ng **tsek (✓)** ang iyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa isang ahensya/ opisina ng gobyerno, makikita rito ang mga kinakailangan na dokumento, kaukulang bayarin, at pangkabuuang oras ng pagproseso.

CC1 Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa Citizen's Charter (CC)?

1. Alam ko ang Citizen's Charter (CC) at nakita ko ito sa napuntahang opisina
 2. Alam ko ang Citizen's Charter (CC) pero hindi ko ito nakita sa napuntahang opisina
 3. Nalaman ko ang Citizen's Charter (CC) nang makita ko ito sa napuntahang opisina
 4. Hindi ko alam kung ano ang Citizen's Charter (CC) at wala akong nakita sa napuntahang opisina (Lagyan ng tsek ang 'N/A' sa CC2 at CC3 kapag ito ang iyong sagot)

CC2 Kung alam ang Citizen's Charter (CC) (Nag-tsek sa opsyon 1-3 sa CC1), masasabi mo ba na ang Citizen's Charter (CC) nang napuntahang opisina ay...






1. Madaling makita 4. Hindi makita
 2. Medyo madaling makita 5. N/A
 3. Mahirap makita

CC3 Kung alam ang Citizen's Charter (CC) (nag-tsek sa opsyon 1-3 sa CC1), gaano nakatulong ang Citizen's Charter (CC) sa transaksyon mo?

1. Sobrang nakatulong 3. Hindi nakatulong
 2. Nakatulong naman 4. N/A

Mangyaring sagutin ang likurang bahagi ng form

PANUTO: Para sa SQD 0-8, lagyan ng **tsek (✓)** ang hanay na pinakaangkop sa iyong sagot.

	 Lubos na hindi sumasagayon	 Hindi sumasagayon	 Walang kinikilangan	 Sumasagayon	 Labis na sumasagayon	N/A Not Applicable
SQD0. Nasiyahan ako sa serbisyo na aking natanggap sa napuntahan na tanggapan.						
SQD1. Makatwiran ang oras na aking ginugol para sa pagproseso ng aking transaksyon.						
SQD2. Ang opisina ay sumusunod sa mga kinakailangang dokumento at mga hakbang batay sa impormasyong ibinigay.						
SQD3. Ang mga hakbang sa pagproseso, kasama na ang pagbayad ay madali at simple lamang.						
SQD4. Mabilis at madali akong nakahanap ng impormasyon tungkol sa aking transaksyon mula sa opisina o sa website nito.						
SQD5. Nagbayad ako ng makatwirang halaga para sa aking transaksyon. (Kung ang serbisyo ay ibinigay ng libre, maglagay ng tsek sa hanay ng N/A.)						
SQD6. Pakiramdam ko ay patas ang opisina sa lahat, o "walang palakasan", sa aking transaksyon.						
SQD7. Magalang akong trinato ng mga tauhan, at (kung sakali ako ay humingi ng tulong) alam ko na sila ay handang tumulong sa akin.						
SQD8. Nakuha ko ang kinakailangan ko mula sa tanggapan ng gobyerno, kung tinanggihan man, ito ay sapat na ipinaliwanag sa akin.						

Mga suhestiyon kung paano pa mapapabuti pa ang aming mga serbisyo (opsyonal): _____

Email address (opsyonal): _____

MARAMING SALAMAT PO!