



CITY OF CANDON

CITIZEN'S CHARTER

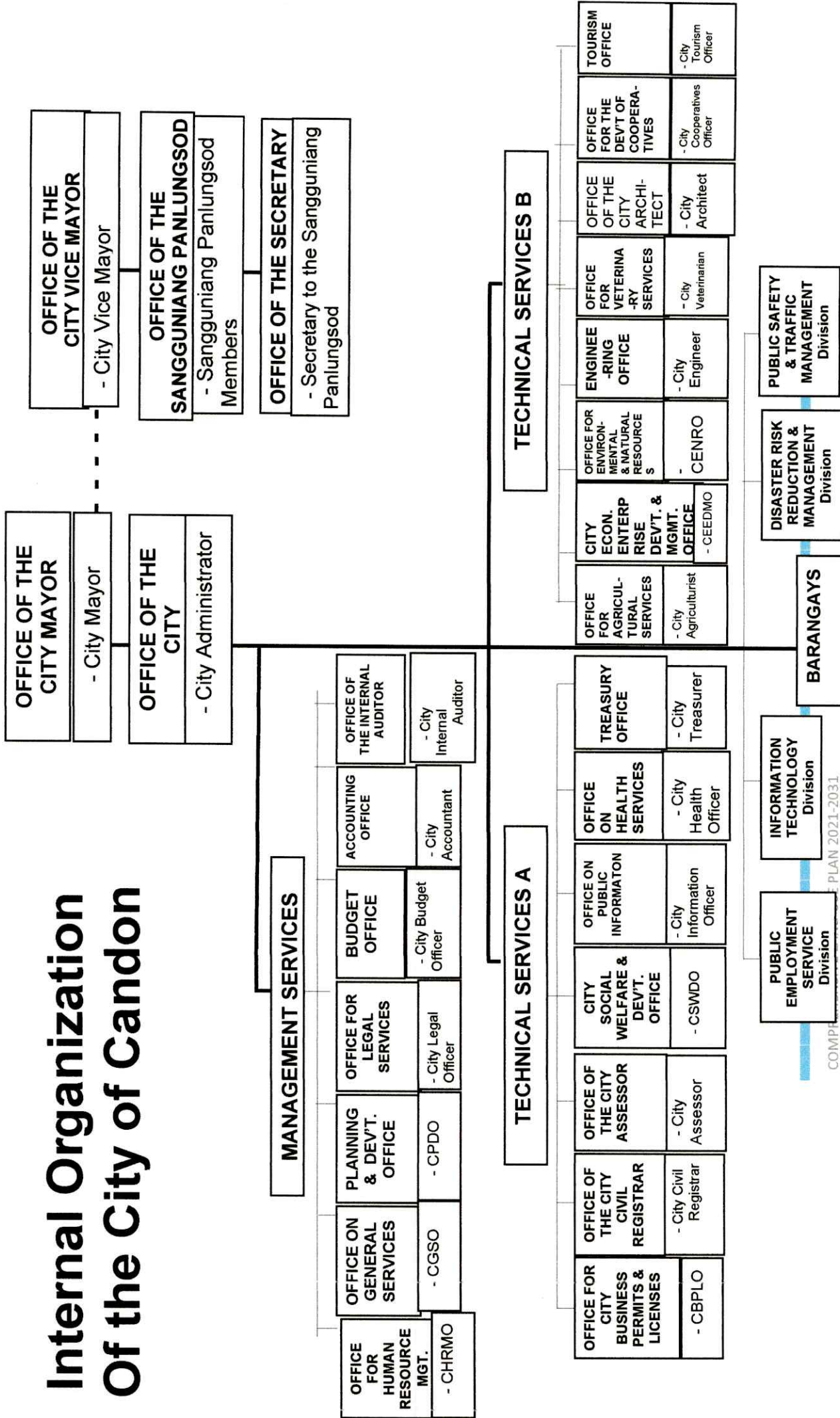
2023

*A Guide on
Key City Government Services*



SERVICES OF **T**HE
CITY **G**OVERNMENT OF **C**ANDON

Internal Organization Of the City of Candon



+ VISION/MISSION STATEMENT

VISION:

Candon: A SMART CITY

MISSION STATEMENT:

To improve the quality of life of Candonians by advancing:

S-afe and sustainable practices towards

M-odernization championing on

A-gricultural Development, Trade & Eco-Tourism and

R –etrofitting emerging challenges via

T-echnology and Science-Based Governance

ORGANIZATIONAL VALUES

C-ommitment

A-ccountability

N-eutrality

D-iscipline

O-penness

N-urturing

+ OBJECTIVES

- + SECURITY** – To attain food, economic and social security
- + EQUITY** – To provide equal access to resources and opportunities to all citizens
- + CIVIC ENGAGEMENT AND CITIZENSHIP** – To promote a culture of public participation with enhanced stakeholder linkages
- + TRANSPARENCY AND ACCOUNTABILITY** – To institutionalize systems for information access, transparent policy- and decision-making, and professional ethics
- + SUSTAINABILITY** - To ensure a balanced prioritization of programs with active stakeholders' involvement
- + DECENTRALIZATION AND SUBSIDIARITY**- To promote local autonomy and efficient delegation
- + EFFICIENCY** - To constantly improve service delivery as well as effective investments particularly in infrastructure



Republic of the Philippines
Province of Ilocos Sur
CITY OF CANDON

SANGGUNIANG PANLUNGSOD

Certified correct:

Hon. KRISTELLE G. SINGSON

*Vice Mayor
and Presiding Officer*

Hon. VINCENT JAN N. TUDAYAN

SP Member

Hon. JAIME "JIMBOY" M. SINGSON, MDE

SP Member

Hon. GEORGE T. VALDEZ

SP Member

Hon. JOHNNY NESTOR R. ITCHON

SP Member

Hon. JOANNE ASCENCION G. VALDEZ

SP Member

Hon. LERISA M. LLANES

SP Member

Hon. GODOFREDO M. ABRERO

SP Member

Hon. ROLANDO P. TOQUERO

SP Member

Hon. OSCAR MATERNO L. BALAGOT

SP Member

Hon. ERIC OWEN G. SINGSON, JR.

SP Member

Hon. JOHN PAUL G. SINGSON

Ex Officio Member

Hon. EMIL GRACE L. CORTADO

Ex Officio Member

Hon. NORM M. OMAOENG

Ex Officio Member

Attested:

JERRY B.A. MALAMION

Secretary to the Sangguniang Panlungsod

Noted:

Hon. ERIC D. SINGSON

City Mayor

Date:

Began and held at the Sanggunian Session Hall on Wednesday, the
Fifth day of July, Two Thousand and Twenty-Three

RESOLUTION NO. 297-2023

RESOLUTION ADOPTING THE CITIZEN'S CHARTER OF THE CITY OF CANDON PROVINCE OF ILOCOS SUR

WHEREAS, R.A. 9485, otherwise known as the Anti-Rec
Tape Act (ARTA) of 2007 mandates for the formulation of
Citizen's Charter in every LGU and other Government Offices to
hasten all Government transactions and efficient service to clients;

WHEREAS, the City of Candon had formulated its
existing Citizen's Charter last 2018, but it needs revision to
efficiently serve as a guide for clients when having official
business transactions with the offices concerned;

NOW, THEREFORE, the Sangguniang Panlungsod of the
City of Candon, Province of Ilocos Sur, in a regular session
assembled,

RESOLVED, AS IT IS HEREBY RESOLVED, to adopt
the Citizen's Charter of the City of Candon, Province of Ilocos Sur

RESOLVED, FURTHER, that copies of this resolution be
forwarded to all persons and offices concerned for information
and action,

APPROVED and ADOPTED this 5th day of July,
2023.

1. SERVICE NAME : **ISSUANCE OF ACCOUNTANT'S ADVICE OF LOCAL CHECK DISBURSEMENT**

Service Information : The Accountant's Advice is issued to the Authorized Government Depository Bank as proof that all checks issued are complete with documentary requirements.

OFFICE	: OFFICE OF THE CITY ACCOUNTANT
CLASSIFICATION	: SIMPLE
TYPE OF TRANSACTION	: Internal, Government to Depository Banks
WHO MAY AVAIL	: Government and Private Clients

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Approved Disbursements Voucher and complete supporting documents.	Mayor's Office
2. Check prepared by City Treasurer's Office	Treasurer's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Client submits Disbursement Voucher (DV) with signed and countersigned check.	Receives and Verify the name of payee in the DV with the name in the check.	None	2 minutes	Katherine Abaya
	Prepares Journal Entry Voucher	None	5 minutes	Juvy Fuerte
	Prepares Advice of Checks Issued and assigns number thereto			
	Reviews accuracy of entry in the Accountant's Advice and signs afterwards	None	5 minutes	Rowell Jimenez (City Accountant)
	Delivers Accountant's Advice to Authorized Government Depository Bank	None	Within 1 hour	Stevenson Malapira
TOTAL			1 hour and 12 minutes	

2. SERVICE NAME : **PROCESSING OF SALARIES/PAYROLL**

Service Information : To prepare and process salaries/payroll for all City Officials and Employees.

OFFICE	: OFFICE OF THE CITY ACCOUNTANT
CLASSIFICATION	: SIMPLE
TYPE OF TRANSACTION	: Government to Government
WHO MAY AVAIL	: All City Officials and Employees

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Daily Time Record (DTR)	Originating Department

2. Accomplishment Report (JO/Casuals)	Owner
3. Appointment Paper	Human Resource Management Unit
4. Payroll Feed-ins	Human Resource Management Unit
5. Employee's Payrolls	Office of the City Accountant
6. Copy of Circular/Issuance (for other benefits)	Human Resource Management Unit
7. Project/Proposals/Design/Program of Works	Office of the City Engineer
8. Labor Payrolls	Office of the City Engineer
9. Picture of the Project	Office of the City Engineer
10. Obligation Request and Status (ORS)	City Budget Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Employees payroll. Submit documents marked.	Receives and review all documents marked. Prepare payroll for checking.	None	1 day	Warner Pascua (payroll of permanent employees) Stephanie Naungayan (payroll of JO and Casuals)
	Finalize payroll and print.	None	15 minutes	Warner Pascua (payroll of permanent employees) Stephanie Naungayan (payroll of JO and Casuals)
	Sign printed payroll.	None	5 minutes	Rowell Jimenez (City Accountant)
	Forward payroll and supporting documents to Budget Office.	None	2 minutes	Stephanie Naungayan
	Delivers Debit Memo to Authorized Government Depository Bank	None	30 minutes	Stevenson Malapira
2. Labor Payroll. Receive Payroll and supporting documents.	Receive and record the DV together with supporting documents and forward to JEV	None	2 minutes	Katherine Abaya
	Prepare JEV	None	2 minutes	Juvy Fuerte
	Final Review and approval and signature on DV and JEV	None	6 minutes	Rowell Jimenez (City Accountant)
	Release of approved DV	None	2 minutes	Stevenson Malapira

3. SERVICE NAME : **ISSUANCE OF BIR WITHHOLDING TAX CERTIFICATES TO SUPPLIERS, CONTRACTORS AND CONSULTANTS**

OFFICE	: OFFICE OF THE CITY ACCOUNTANT
CLASSIFICATION	: SIMPLE
TYPE OF TRANSACTION	: Internal, Government to Suppliers, Contractors & Consultants
WHO MAY AVAIL	: Suppliers, Contractors & Consultants

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. BIR Certificate of Registration, Photocopy of Paid Disbursement Voucher	Accounting Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the required documents to Accounting Office	Receive and review the submitted requirements.	None	2 minutes	Katherine Abaya
	Prepare the BIR Withholding Tax Certificates	None	10 minutes	Rosemarie Sanchez
	Review and verified the BIR Withholding Tax Certificates.	None	2 minutes	Jennifer Alvarade
	Sign and approve the BIR Withholding Tax Certificate	None	2 minutes	Rowell Jimenez (City Accountant)
TOTAL			16 minutes	

4. SERVICE NAME : **RECEIPT OF BARANGAY ACCOUNTS AND REPORTS**

OFFICE	: OFFICE OF THE CITY ACCOUNTANT
CLASSIFICATION	: SIMPLE
TYPE OF TRANSACTION	: Government to Government
WHO MAY AVAIL	: Barangay Treasurers

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Disbursements Voucher and supporting documents.	Barangay Treasurer
2. Official Receipt (AF 51)	Barangay Treasurer
3. Community Tax Certificate (CTC)	Requesting Party
4. Monthly NGAs Reports	Requesting Party

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit transmittal together with DVs and supporting documents,	Check transmittal against Punong Barangay Certification, CTC against Summary of Collection and Remittance,	None	20 minutes	Brian Aquino

ORs, CTCs, NGAS reports	OR(AF51) against Summary of Collection and Deposit			
Receive signed transmittal letter	Signature on transmittal and return to Barangay Official	None	1 minute	Brian Aquino
TOTAL			21 minutes	

5. SERVICE NAME : **PROCESSING OF CASH ADVANCES FOR TRAVEL**

OFFICE	: OFFICE OF THE CITY ACCOUNTANT
CLASSIFICATION	: SIMPLE
TYPE OF TRANSACTION	: Government to Government
WHO MAY AVAIL	: All City Officials and Employees

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Disbursement Voucher	Originating Department
2. Travel Order	Originating Department
3. Itinerary of Travel	Originating Department
4. Letter of Invitation from the sponsoring agency	Originating Department
5. Project Proposal Design (for group travels)	Originating Department
6. Obligation Request and Status (ORS)	City Budget Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Disbursement Voucher and Supporting documents	Receive and record the DV together with the supporting documents	None	2 minutes	Katherine Abaya
	Verify whether the claimant has any outstanding cash advance	None	2 minutes	Jennifer Alvarade
	Comprehensive review on the validity and completeness of DV and supporting document	None	5 minutes	Jennifer Alvarade
	Prepare JEV	None	2 minutes	Jennifer Alvarade
	Final review and approval and signature on DV and JEV	None	3 minutes	Rowell Jimenez (City Accountant)
TOTAL			14 minutes	

CITY AGRICULTURE SERVICES OFFICE (CASO)

The City Agricultural Services Offices shall dispose services to empower the farming constituents of the City of Candon. This office look upon the welfare of the farmers by facilitating the provision of goods and services that will support the efforts of small farmers and fisher-folk families to achieve a sustainable productivity and create a lucrative source of income to uplift their lives.

ERIC A. GACUTAN
City Agriculturist

RICE BANNER

Arnold R. Ugalde	Agriculturist II
Perlita G. Gacusana	Agriculturist II
Michael Angelo W. Casino	Project Evaluation Officer
Arvee R. Ugalde	Agricultural Technologist
Mellany D. Bacolong	Agriculturist II

CORN BANNER

Albert R. Valdez	Agriculturist II
Reynaldo V. Gacusan	Agriculturist II
Ronalyn R. Pascua	Agricultural Technologist

FISHERIES

Marites C. Mecos	Agriculturist II
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NATIONAL ORGANIC AGRICULTURE PROGRAM & HIGH VALUE CROPS DEVELOPMENT PROGRAM

Lerriza G. Guerrero	Farm Supervisor
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SECRETARIAT

Roxanne G. Gallardo	Administrative Aide III (Clerk)
Nissan C. Omaoeng	Administrative Aide III (Clerk)

AGRO-ECOTOURISM PROJECT

Jonathan A. Barredo	Farm foreman
Jun Novida	Administrative Aide I
Francisco D. Ragudo	Administrative Aide I
Jerryboy Galcon	Administrative Aide I
Edzel Pomado	Administrative Aide I
Wilborn Lopez	Administrative Aide I

FARM AIDE

Gaudencio Jerry Batin	Farm Worker
Samuel Deoso	Farm Worker

SERVICES SCHEDULE

MONDAY THROUGH FRIDAY-8AM TO 5PM

1. RSBSA (REGISTRY SYSTEM FOR BASIC SECTOR IN AGRICULTURE)

As the arm of Candon involved in the city's agricultural development, we create a connection, to National Information Network that is set up from our LGU to provincial, regional and ultimately to the National (Department of Agriculture) level).

OFFICE: CITY AGRICULTURE SERVICES OFFICE

CLASSIFICATION: SIMPLE

TYPE OF TRANSACTION: GOVERNMENT TO CITIZEN (FARMERS)

WHO MAY AVAIL: ALL CANDON CITY FARMERS

CHECKLIST OF REQUIREMENTS:

APPLICATION FORM

ATTACHMENTS/SUPPORTING DOCUMENTS

*Proof of Land Ownership/Certificate of Tenancy

*(1) 2x2 Picture

*(1) Valid I.D. (Driver's License, Voters I.D., Postal I.D., Philhealth I.D., GSIS/SSS I.D.)

CLIENTS STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Accomplish/fill-out application form	Assist and conduct preliminary interview	None	5 mins	Arnold R. Ugalde Albert R. Valdez Reynaldo V. Gacusan Perlita G. Gacusana Marites C. Mecos Michael Angelo W. Casino Jonathan A. Barredo Arvee R. Ugalde Lerriza G. Guerrero Ronald R. Pascua Mellany D. Bacolong Roxanne G. Gallardo Nissan C. Omaoeng
2. Gathering and Collating of information gathered to (CASO) database system	Enter and encode information	None	2 mins	Nissan C. Omaoeng
3. Farmers inclusion in the RSBSA List	Approval of the membership at the RSBSA	None	1 min	Eric A. Gacutan

2. RELEASING OF CERTIFIED/HYBRID PALAY SEEDS/YELLOW CORN AND FERTILIZERS

Using hybrid seeds improves the characteristics of the resulting plants, such as better yield, greater uniformity and disease resistance. Equally vital is the use of fertilizers that complements these good characteristics of improvements to come up a better crop productivity. This office creates opportunities for farmers to avail of these services from LGU Candon and other attached agencies involved in crop production.

OFFICE: CITY AGRICULTURE SERVICES OFFICE

CLASSIFICATION: SIMPLE

TYPE OF TRANSACTION: GOVERNMENT TO CITIZEN (FARMERS)

WHO MAY AVAIL: ALL CANDON CITY FARMERS

CHECKLIST OF REQUIREMENTS:

VALID I.D.

Name included in the farmers master list

CLIENTS STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON/S RESPONSIBLE
1. REGISTRATION	Assist the farmers to fill-out the book	None	30 secs	Jonathan A. Barredo Lerriza G. Guerrero
2. VERIFICATION	Look/search for the name of the farmers in the masterlist	None	30 secs	Jonathan A. Barredo Lerriza G. Guerrero & Technicians In-charge per area
3. PAYMENT	The farmers pay the corresponding equity as set by the office	Equity	30 secs	Jonathan A. Barredo Lerriza G. Guerrero & Technicians In-charge per area
4. ACKNOWLEDGEMENT	The farmers signs the acknowledgement receipt (list of recipients)	None	30 secs	Jonathan A. Barredo Lerriza G. Guerrero & Technicians In-charge per area
5. CLAIMING	Issuance of stubs/release slip	None	20 secs	Jonathan A. Barredo Lerriza G. Guerrero & Technicians In-charge per area

3. CONDUCT OF FARMERS FIELD SCHOOL (FFS)

There's a need to bring together concepts and methods of agriculture, experimental education and community development. As part of farmer empowerment, this office teaches farmers to reduce the use of pesticides and improve the sustainability of food production as well.

OFFICE: CITY AGRICULTURE SERVICES OFFICE

CLASSIFICATION: SIMPLE

TYPE OF TRANSACTION: GOVERNMENT TO CITIZEN (FARMERS)

WHO MAY AVAIL: ALL CANDON CITY FARMERS

CHECKLIST OF REQUIREMENTS:

1. List of Participants
2. Commitment of farmers to finish (w/o absent) the course

CLIENTS STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submission of resolution or letter of intent/request to undergo	1. Confirm availability of fund	None	30 secs	Corn Banner: Albert R. Valdez Reynaldo V. Gacusan Ronalyne R. Pascua
	2. Consolidate/verify participants from the masterlist			Rice Banner: Arnold R. Ugalde Perlita G. Gacusana Michael Angelo W. Casino Arvee R. Ugalde Mellany D. Bacolong
				Vegetable Banner: Eric A. Gacutan Arnold R. Ugalde Lerriza G. Guerrero
				Organic Farming: Lerriza G. Guerrero Eric A. Gacutan Arnold R. Ugalde
	3. Training proposal preparation	None	2 hrs	Eric A. Gacutan Arnold R. Ugalde Albert R. Valdez Michael Angelo W. Casino
	4. Conduct of FFS	None	64 hrs (16 weeks, 4 hrs a week, once a week)	Arnold R. Ugalde Eric A. Gacutan Albert R. Valdez Reynaldo V. Gacusan Michael Angelo W. Casino Arvee R. Ugalde Lerriza G. Guerrero Ronalyne R. Pascua Mellany D. Bacolong
	5. Awarding of certificates to FFS graduates	None	2 hrs	ALL STAFF

4. CONDUCT OF TECHNO DEMO ON HYBRID AND INBRED PALAY SEEDS/CORN

This is an avenue to revitalize production and to assert farmers gain knowledge about the modern farming systems. This office keeps the farmers abreast of the current trend in farming through demonstration forum.

OFFICE: CITY AGRICULTURE SERVICES OFFICE

CLASSIFICATION: SIMPLE

TYPE OF TRANSACTION: GOVERNMENT TO CITIZEN (FARMERS)

WHO MAY AVAIL: ALL CANDON CITY FARMERS

CHECKLIST OF REQUIREMENTS:

1. Identification of farmer-cooperator
2. Commitment of farmer-cooperator

CLIENTS STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Signify interest to undergo techno demo	a. Identification of area	None	1 hr	ALL STAFF
	b. Conduct of technical briefing and discuss mechanics of demo	None	1 hr	ALL STAFF
	c. Monitoring and Supervision	None	1 hr	ALL STAFF

5. FARMERS ASSOCIATION & COOPERATIVES ORGANIZATION

Empowerment role is one the cornerstones of the City Agriculture Services Office (CASO). Every Agriculture Extension Worker (AEW) in this office make no stone unturn to develop a philosophy to help farmers and rural communities organize themselves and be empowered to take charge of their growth and development.

OFFICE: CITY AGRICULTURE SERVICES OFFICE

CLASSIFICATION: SIMPLE

TYPE OF TRANSACTION: GOVERNMENT TO CITIZEN (FARMERS)

WHO MAY AVAIL: ALL CANDON CITY FARMERS

CHECKLIST OF REQUIREMENTS:

1. Registered RSBSA Farmer
2. List of members
3. Endorsement of City Agriculturist

CLIENTS STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Letter of intent	1. Form the association/cooperative	None	1 day	Eric A. Gacutan Arnold R. Ugalde Perlita G. Gacusana Marites C. Mecos
	2. Create a masterlist of farmers, fishermen/women & youth	None	1 hr	Arnold R. Ugalde Perlita G. Gacusana Marites C. Mecos
	3. Conduct of seminar on cooperation	None	3 hrs	Eric A. Gacutan Arnold R. Ugalde Marites C. Mecos Michael Angelo W. Casino Albert R. Valdez Lerriza G. Guerrero To be assigned by the city cooperative office

6. CONDUCT OF MEETINGS & SEMINARS AT THE DIFFERENT BARANGAYS

Felt needs need to be diagnosed. This is the avenue where we came to know how we can truly help the farmers by knowing what they need, giving them what they want and empowering them what they lack of.

OFFICE: CITY AGRICULTURE SERVICES OFFICE

CLASSIFICATION: SIMPLE

TYPE OF TRANSACTION: GOVERNMENT TO CITIZEN (FARMERS)

WHO MAY AVAIL: ALL CANDON CITY FARMERS

CHECKLIST OF REQUIREMENTS:

1. Letter request/verbal
2. Draft of agenda
3. List of participants

CLIENTS STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Letter of Verbal request for the Farmers Association or Punong Barangay	1. Prepare Training proposal for approval of LCE	None	2 hrs	ALL STAFF
	2. Finalize agenda of the meeting	None	2 hrs	ALL STAFF
	3. Conduct of farmers meeting/seminar	None	1 hr 2-3 days	ALL STAFF

7. RELEASING OF AGRICULTURAL FARM MACHINERIES

To ensure sustainable agricultural activities and food production, farm mechanization plays a vital role. Thus the City Agricultural Services Office introduce the modern machineries to farmers to secure their agricultural production and make them more competitive within the context of more environmentally sustainable and efficient in growing crops.

OFFICE: CITY AGRICULTURE SERVICES OFFICE

CLASSIFICATION: SIMPLE

TYPE OF TRANSACTION: GOVERNMENT TO CITIZEN (FARMERS)

WHO MAY AVAIL: ALL CANDON CITY FARMERS

CHECKLIST OF REQUIREMENTS:

1. Resolution
2. Farmer inclusion in the RSBSA/Masterlist of Candon Farmers
3. Farmers Association must be SEC/DOLE/CDA registered

CLIENTS STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submission of Resolutions (Letter of intent)	1. Prepare project proposal for approval of the LCE	None	2 days	Eric A. Gacutan Arnold R. Ugalde
	2. Conduct of technical briefing	None	2 hrs	Eric A. Gacutan Arnold R. Ugalde Mellany D. Bacolong
	3. Awarding of machineries	None	2 hrs	ALL STAFF
	4. Signing of Acceptance/ Invoice Receipt	None	30 secs	ALL STAFF

8. DISTRIBUTION OF VEGETABLE SEEDS/FRUIT BEARING TREES & FOREST TREES

The City Agricultural Services Office (CASO) is sensible to respond for the realization of farmers to grow their own food in their backyards to meet both ends of the supply chain making vegetable not a scarce commodity.

OFFICE: CITY AGRICULTURE SERVICES OFFICE

CLASSIFICATION: SIMPLE

TYPE OF TRANSACTION: GOVERNMENT TO CITIZEN (FARMERS)

WHO MAY AVAIL: ALL CANDON CITY FARMERS

CHECKLIST OF REQUIREMENTS:

1. Submit request (letter/verbal)
2. Registered RSBSA farmer

CLIENTS STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Submit request (letter or verbal) or Resolutions	a. Prepare project proposal	None	2 mins/ farmer	Eric A. Gacutan Lerriza G. Guerrero
	b. Conduct technical briefing	None	30 mins	Eric A. Gacutan Lerriza G. Guerrero
	c. Preparation of post master list of recipients	None	15 mins	Lerriza G. Guerrero Mellany D. Bacolong Arvee R. Ugalde
	d. Submission of post master list of recipients	None	10 mins	Lerriza G. Guerrero Mellany D. Bacolong Arvee R. Ugalde
	e. Distribution of assorted vegetable seeds and fruit bearing trees/forest trees	None	1 hr	ALL STAFF

9. AVAILMENT OF FINGERLINGS FOR FISH CULTURE PROJECT

To augment the income of farmers and to sustain their production. This office shall ensure the continuous provision of subsidized fingerlings to farmer/fisherfolks.

OFFICE: CITY AGRICULTURE SERVICES OFFICE

CLASSIFICATION: SIMPLE

TYPE OF TRANSACTION: GOVERNMENT TO CITIZEN (FARMERS)

WHO MAY AVAIL: ALL CANDON CITY FARMERS

CHECKLIST OF REQUIREMENTS:

Inclusion of recipient in the FISH-R & BOAT-R

CLIENTS STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Request/ Resolution for Fish Culture Project	a. Identify recipients based on the FISH-R	None	15 secs	Marites C. Mecos Ronilyn R. Pascua
	b. Project proposal preparation	None	2 hrs	Eric A. Gacutan Marites C. Mecos Ronilyn R. Pascua
	c. Submit proposal for funding LCE	None	20 mins	Eric A. Gacutan Marites C. Mecos
	d. Project briefing	None	1 hr	Marites C. Mecos Ronilyn R. Pascua
	e. Distribution of fingerlings	None	1 hr	Marites C. Mecos Ronilyn R. Pascua

10. ISSUANCE OF FISH-R CERTIFICATE

To enhance, fast-track and standardized the registration of fishing vessels for the costal barangays the FISH-R is being adopted by this office in order to develop and promote a simplified and standardized registry systems and to design fisheries management and biodiversity measures in the LGU level.

OFFICE: CITY AGRICULTURE SERVICES OFFICE

CLASSIFICATION: SIMPLE

TYPE OF TRANSACTION: GOVERNMENT TO CITIZEN (FARMERS)

WHO MAY AVAIL: ALL CANDON CITY FARMERS

CHECKLIST OF REQUIREMENTS:

Inclusion of Fisherman to FISH-R

CLIENTS STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Registration	a. Assist fishermen to sign the logbook	None	15 secs	Ronalyn R. Pascua
	b. Verify documents based on FISH-R	None	3 mins	Marites C. Mecos Ronalyn R. Pascua
2. Request for FISH-R Certificate	a. Preparation FISH-R Certificate	None	10 mins	Marites C. Mecos Ronalyn R. Pascua
	b. Post master list of fingerlings.	None	2 mins	Marites C. Mecos Ronalyn R. Pascua
	c. Approval of FISH-R Certificate	None	2 mins	Eric A. Gacutan

11. ISSUANCE OF BOAT-R CERTIFICATE

To enhance, fast-track and standardized the registration of fishing vessels for the costal barangays the BOAT-R is being adopted by this office in order to develop and promote a simplified and standardized registry systems and to design fisheries management and biodiversity measures in the LGU level.

OFFICE: CITY AGRICULTURE SERVICES OFFICE

CLASSIFICATION: SIMPLE

TYPE OF TRANSACTION: GOVERNMENT TO CITIZEN (FARMERS)

WHO MAY AVAIL: ALL CANDON CITY FARMERS

CHECKLIST OF REQUIREMENTS:

Inclusion of Fisherman to BOAT-R

CLIENTS STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Registrati on	a. Assist fishermen to sign the logbook	None	15 secs	Ronalyn R. Pascua

	b. Verify documents based on BOAT-R	None	3 mins	Marites C. Mecos Ronaldyn R. Pascua
2. Request for BOAT-R Certificate	a. Preparation BOAT-R Certificate	None	10 mins	Marites C. Mecos Ronaldyn R. Pascua
	b. Post master list of fingerlings	None	2 mins	Marites C. Mecos Ronaldyn R. Pascua
	c. Approval of BOAT-R Certificate	None	2 mins	Eric A. Gacutan

12. MONITORING & VALIDATION/ DAMAGED CROPS, FISHERIES & AGRI-INFRASTRUCTURE

Force majeure is unpredictable. This office needs to be on its watch always for the aftermath of every calamity.

OFFICE: CITY AGRICULTURE SERVICES OFFICE

CLASSIFICATION: SIMPLE

TYPE OF TRANSACTION: GOVERNMENT TO CITIZEN (FARMERS)

WHO MAY AVAIL: ALL CANDON CITY FARMERS

CHECKLIST OF REQUIREMENTS:

Requisition from farmer/s involved

CLIENTS STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Registration	Register Farmer/s at the logbook	None	2 mins	Roxanne G. Gallardo Nissan C. Omaoeng
2. Submission of damaged reports (narrative, photos)	a. Evaluation of the damage	None	5 mins	ALL AEW
	b. Ocular inspection & evaluation of damage	None	1 hr	ALL AEW
	c. Written report with photos for submission to LCE for financial assistance	None	2 hrs	ALL AEW
3. Rehab of damaged crops	a. Post master listing of farmers for submission for LCE & other concerned agencies	None	8 hrs/ barangay	ALL AEW
	b. Drafting of Project for funding	None	4 hrs	Eric A. Gacutan
	c. Submission for funding	None	4 hrs	Eric A. Gacutan

CLIENTS STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Letter of intent	1. Form the association/cooperative	None	1 day	Eric A. Gacutan Arnold R. Ugalde Perlita G. Gacusana Marites C. Mecos
	2. Create a masterlist of farmers, fishermen/women & youth	None	1 hr	Arnold R. Ugalde Perlita G. Gacusana Marites C. Mecos
	3. Conduct of seminar on cooperation	None	3 hrs	Eric A. Gacutan Arnold R. Ugalde Marites C. Mecos Michael Angelo W. Casino Albert R. Valdez Lerriza G. Guerrero To be assigned by the city cooperative office

6. CONDUCT OF MEETINGS & SEMINARS AT THE DIFFERENT BARANGAYS

Felt needs need to be diagnosed. This is the avenue where we came to know how we can truly help the farmers by knowing what they need, giving them what they want and empowering them what they lack of.

OFFICE: CITY AGRICULTURE SERVICES OFFICE

CLASSIFICATION: SIMPLE

TYPE OF TRANSACTION: GOVERNMENT TO CITIZEN (FARMERS)

WHO MAY AVAIL: ALL CANDON CITY FARMERS

CHECKLIST OF REQUIREMENTS:

1. Letter request/verbal
2. Draft of agenda
3. List of participants

CLIENTS STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Letter of Verbal request for the Farmers Association or Punong Barangay	1. Prepare Training proposal for approval of LCE	None	2 hrs	ALL STAFF
	2. Finalize agenda of the meeting	None	2 hrs	ALL STAFF
	3. Conduct of farmers meeting/seminar	None	1 hr 2-3 days	ALL STAFF

13. SEED CERTIFICATION SUPPORT

Seed certification keeps pedigree records which provide the most practical and reliable method of verifying genetic identity. This office provides the farmers access to certified seeds; the starting point to a successful crop production.

OFFICE: CITY AGRICULTURE SERVICES OFFICE

CLASSIFICATION: SIMPLE

TYPE OF TRANSACTION: GOVERNMENT TO CITIZEN (FARMERS)

WHO MAY AVAIL: ALL CANDON CITY FARMERS

CHECKLIST OF REQUIREMENTS:

1. Inclusion in the RSBSA & Farmers Masterlist

CLIENTS STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Filling out in the log book	Assist client to log-in	None	20 secs	Roxanne G. Gallardo Nissan C. Omaoeng
2. Fill out application form	Filled out forms and advise to pay corresponding fee	200	15 mins	Albert R. Valdez
3. Accompany City Seed Inspector to the field/seed farm	a. Assess the farm	None	3 days	Albert R. Valdez
	b. Permit payment of the seed producer to the National Seed Quality Control (NSQS)	None	1 day	Albert R. Valdez
4. Accompany City Seed Inspector to the field/seed farm	a. Conduct second field inspection (25 days after transplanting)	None	4 hrs	Albert R. Valdez
5. Accompany City Seed Inspector to the field/seed farm	a. Conduct final field inspection for approval or disapproval	None	4 hrs	Albert R. Valdez
	b. If it disapprove, it terminates the services			
6. Harvest, thresh, dry and pack the seeds temporarily in a clean sack	Supervise seed producer	None	7 days	Albert R. Valdez
7. Assist City Seed Inspector in seed sampling	Conduct seed sampling	None	1 hr	Albert R. Valdez
8. Pay laboratory fee	a. Receive payment and issue temporary receipt	None	15 mins	Albert R. Valdez

	b. Submit seed samples and Remit to the National Seed Quality Control Services (NSQCS)	None	1 day	Albert R. Valdez
	c. Notify client the result of Laboratory analysis	None	30 mins	Albert R. Valdez
9. Pay the tags (If seed samples passed required standards)	a. Receive payment	1.80/ tag	15 mins	Albert R. Valdez
	b. . Remit and pick up tags at the NSQCS	None	1 day	Albert R. Valdez
10. Seed cleaning, weighing, seed packing and tagging	Supervise	None	1 hr	Albert R. Valdez

14. ASSISTANCE FOR CROP INSURANCE

Candon City like any other towns of Ilocos Sur is vulnerable to natural disasters that result damage on crops and miseries to farmers. Candon being limited to marginality of farmers land holdings often resulted to great losses which devastates the finances of our farmers. The City Agricultural Services Office (CASO) provides access to farmers for insurance system that will address not only the welfare aspect of the other-loss event but also help them achieve their objective of a stabilize farm incomes. This office assists our farmers access insurance policy system to the Philippine Crop Insurance Corporation (PCIC).

OFFICE: CITY AGRICULTURE SERVICES OFFICE

CLASSIFICATION: SIMPLE

TYPE OF TRANSACTION: GOVERNMENT TO CITIZEN (FARMERS)

WHO MAY AVAIL: ALL CANDON CITY FARMERS

CHECKLIST OF REQUIREMENTS:

1. RSBSA inclusion of the farmer
2. Xerox/Photocopy of Valid I.D.

CLIENTS STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON/S RESPONSIBLE
A. APPLICATION				
1. Accomplish application form	Assess and conduct preliminary interview	Optional	5 mins	ALL AEW
a. Photocopy of the accomplished form and Valid I.D.	a. Verify attachment of all information needed	None	15 mins	ALL AEW

	b. Encode all information needed	None	15 mins	Roxanne G. Gallardo Nissan C. Omaoeng
	c. City Agriculturist Certification	None	15 mins	Eric A. Gacutan
	d. Transmit for submission to PCIC	None	1 day	Arnold R. Ugalde
B. CLAIMS FOR INDEMNITY				
1. Accomplish/fill out PCIC form of Claims for Indemnity	Assist and conduct preliminary interview	None	5 mins	ALL STAFF
2. Photocopy of the accomplished Claims for Indemnity form and Valid I.D.	a. Verify all information needed	None	2 mins	ALL AEW
	b. Encode all information needed	None	15 mins	Roxanne G. Gallardo Nissan C. Omaoeng
	c. City Agriculturist Certification	None	15 mins	Eric A. Gacutan
	d. Transmit for submission to PCIC	None	1 day	Arnold R. Ugalde
3. Follow-up Claims	Follow-up to PCIC	None	5 mins	Arnold R. Ugalde

15. CANDON CITY MICROFINANCE PROGRAM

This program is intended to eligible small farmers/fisherfolks, farm workers and marginal farmers in the production of crops, livestock, poultry, fishery products and other livelihood activities within the City in accordance with these lending guidelines not contrary to the guidelines under the Memorandum of Agreement (MOA) signed between the Local government Unit - City of Candon and Ilocos Consolidated Cooperative Bank.

OFFICE: CITY AGRICULTURE SERVICES OFFICE

CLASSIFICATION: SIMPLE

TYPE OF TRANSACTION: GOVERNMENT TO CITIZEN (FARMERS)

WHO MAY AVAIL: ALL CANDON CITY FARMERS

CHECKLIST OF REQUIREMENTS:

1. RSBSA inclusion of the farmer
2. Xerox/Photocopy of Valid I.D.

CLIENTS STEPS	AGENCY ACTION	FEES	PROCESSING TIME	PERSON/S RESPONSIBLE
	1. Assess and conduct preliminary interview	None	5 mins	ALL AEW

	2. Verify all information needed	None	5 mins	Nissan C. Omaoeng Roxanne G. Gallardo
	3. Encode all information needed	None	5 mins	Nissan C. Omaoeng Roxanne G. Gallardo
	4. Area Technician Certification	None	5 mins	ALL AEW
	5. Issuance of Endorsement/RSBSA Certification	None	2 mins	Nissan C. Omaoeng Roxanne G. Gallardo

1. SERVICE NAME : SECURING LOCATIONAL CLEARANCE FOR BUILDING PERMIT

Service Information : Constructing or renovating residential, commercial and other types of of buildings are required to secure a Locational Clearance upon application for a Building Permit. This is done before the start of the construction or renovation to ensure that the building is allowed in the chosen location as per City Land Use Plan (CLUP) and other relevant zoning and land use ordinances.

OFFICE	: OFFICE OF THE CITY ARCHITECT/ZONING ADMINISTRATOR
CLASSIFICATION	: COMPLEX
TYPE OF TRANSACTION	: Government to Citizen/ Government to Government
WHO MAY AVAIL	: Any individual or entity applying for Locational Clearance

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Duly Accomplished form	Architect's Office
2. Architectural Plans	
3. Bill of Materials	
4. Specifications	
5. Land Title/Tax Declaration (photocopy }	
6. Updated Real Property Tax Payment Receipt (photocopy)	City Treasurer's Office
7. Environmental Compliance Certificate (ECC) (if required)	DENR
8. Authorization to use land (if land is not owned by the applicant)	
9. Contractt of lease (if needed)	
10. Barangay Clearance	Barangay where the project is located
11. Community Tax Certificate	
12. Other documents maybe required for more exhaustive evaluation in support with the application.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Submit Application form and requirements	Review application and requirements	none	5 minutes	Antonio Mati Jr. Ar.Jayson Toquero Ar.Ernesto Gonzalo
2. When inspection is required, the applicant is advised to wait for the scheduled inspection.	Conduct inspection as scheduled	none	1-3 days	Antonio Mati Jr. Ar.Jayson Toquero Ar.Ernesto Gonzalo
3. Wait for assesment of fees / order of payment, pay to City Treasurer's the corresponding fee.	Issue Order of Payment	Depends upon the assesment	10 minutes	Antonio Mati Jr. Ar.Jayson Toquero Ar.Ernesto Gonzalo
4. Receive a copy of the Locational Clearance	Prepare, sign and issue the Locational Clearance	none	3 minutes	Ar.Jayson Toquero Ar.Ernesto Gonzalo

2 SERVICE NAME

**: SECURING LOCATIONAL CLEARANCE FOR
SPECIAL / ENVIRONMENTALLY CRITICAL
TYPES OF PROJECT**

Service Information

: Constructing or renovating Special types of buildings are required to secure a Locational Clearance upon application for a Building permit. This is done before the start of the construction to ensure that the building is allowed in the chosen location as per City Land use Plan (CLUP) and other relevant zoning and land use ordinances.

OFFICE	: OFFICE OF THE CITY ARCHITECT/ZONING ADMINISTRATOR
CLASSIFICATION	: COMPLEX
TYPE OF TRANSACTION	: Government to Citizen/ Government to Government
WHO MAY AVAIL	: Any individual or entity applying for Locational Clearance

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Duly Accomplished form	Architect's Office
2. Architectural Plans	
3. Bill of Materials	
4. Specifications	
5. Land Title/Tax Declaration (photocopy)	
6. Updated Real Property Tax Payment Receipt (photocopy)	City Treasurer's Office
7. Environmental Compliance Certificate (ECC)	DENR
8. Authorization to use land (if land is not owned by the applicant)	
9. Contract of lease (if needed)	
10. Zoning Certification	
10. Affidavit of Consent of Abutting Lot Owners	
11. Barangay Resolution endorsing the project with the information that a public hearing was conducted.	Barangay where the project is located
12. Sangguniang Palungsod Resolution for social acceptability with interposing no objection.	Office of the Sangguniang Panlungsod
12. Other documents maybe required for more exhaustive evaluation in support with the application.	

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application form and requirements	Review application and requirements	none	5 minutes	Antonio Mati Jr. Ar.Jayson Toquero Ar.Ernesto Gonzalo
2. When inspection is required, the applicant is advised to wait for the scheduled inspection.	Conduct inspection as scheduled	none	1-2 days	Antonio Mati Jr. Ar.Jayson Toquero Ar.Ernesto Gonzalo
3. The client is advised that their application will be endorsed to the Office of the City Mayor and to the Office of the Sangguniang Panlungsod for their reference and approval.	Make an endorsement letter for the application address to the Office of the City Mayor for its endorsement to the Office of the Sangguniang Panlungsod	none	1 week more or less	Ar.Ernesto Gonzalo
4. Upon approval of the SP and the Mayor, a copy of the resolution and or the ordinance shall be submitted to the office of the City Architect followed with the assessment of fees and issuance of the Order of Payment and pay to the City Treasurer's Office.	Issue Order of Payment	Depends upon the assessment	10 minutes	Ar.Jayson Toquero Ar Ernesto Gonzalo
4. Receive a copy of the Locational Clearance	Prepare, sign and issue the Locational Clearance	none	3 minutes	Ar.Jayson Toquero Ar.Ernesto Gonzalo

3 SERVICE NAME : SECURING PRELIMINARY APPROVAL FOR LOCATIONAL CLEARANCE AND DEVELOPMENT PERMIT FOR SUBDIVISION APPROVAL

Service Information : Pursuant to RA 7160 , yet EO 71 series of 1993, the approval of subdivision plans has been devolved to cities and municipalities and the exercise of such devolved powers shall be in accordance with the implementing rules and standards of PD 957 and other related laws as promulgated by HLURB

OFFICE	: OFFICE OF THE CITY ARCHITECT/ZONING ADMINISTRATOR
CLASSIFICATION	: COMPLEX
TYPE OF TRANSACTION	: Government to Citizen/ Government to Government
WHO MAY AVAIL	: Any individual or entity applying for Locational Clearance and Development Permit

CHECKLIST REQUIREMENTS for PALC	WHERE TO SECURE
1. Duly Accomplished form	Architect'sOffice
2.Site Development Plan	
3. Vicinity Map	
4. Topographic Plan- Boundary lines, Utilities, Ground Elevation to the sibdivision Water courses, Proposed public improvements	
5.Survey plan(s) of the lot(s) as described in the TCT(s).	
6. At least 2 copies of original TCT (s) and current Tax current tax receipt.	
7. Right to use, or deed of absolute sale of right of way for access road, and other utilities when applicable, subject to compensation of private lands.	
8. Certified true copy of DAR conversion order (if agricultural)	DAR
9. Zoning Certification	Architect'sOffice
10. Barangay Resolution endorsing the project with the information that a public hearing was conducted.	Barangay where the project is located
11. Sangguniang Palungsod Resolution for social acceptability with interposing no objection.	Office of the Sangguniang Panlungsod
12. Other documents maybe required for more exhaustive evaluation in support with the appucation.	

CHECKLIST REQUIREMENTS for DP	WHERE TO SECURE
1. Duly Accomplished form	Architect's Office
2. Site Development Plan	
3. Vicinity Map	
4. Topographic Plan- Boundary lines, Utilities, Ground Elevation to the subdivision Water courses, Proposed public improvements	
5. Survey plan(s) of the lot(s) as described in the TCT(s).	
6. At least 2 copies of original TCT (s) and current Tax current tax receipt.	
7. Right to use, or deed of sale of right of way for access	
8. Certified true copy of DAR conversion order (if agricultural)	DAR
9. Civil and Sanitary work design	
10. Four copies of water layout duly signed and sealed by appropriate professional.	
11. Zoning Certification	Architect's Office
12. Certified True Copy of ECC	DENR
13. Certified true copy of DAR Conversion	DAR
14. At least 2 copies of project description for projects of having an area of at least 1 hectare and above.	
15. Plans, specifications, bill of materials and costs of estimates duly signed and sealed by appropriate professionals.	
16. Application for permit from the National Water resource Board (NWRB).	NWRB
17. Traffic Impact Assessment (TIA) for subdivision 30 hectares and above.	
18. Barangay Resolution endorsing the project with the information that a public hearing was conducted.	Barangay where the project is located
19. Sangguniang Palungsod Resolution for social acceptability with interposing no objection.	Office of the Sangguniang Panlungsod
20. Other documents maybe required for more exhaustive evaluation in support with the application.	

CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Submit Application form and requirements	Review application and requirements	none	1-3 days	Ar.Ernesto Gonzalo
2. When inspection is required, the applicant is advised to wait for the scheduled inspection.	Conduct inspection as scheduled	none	1 day	Ar.Jayson Toquero Ar Ernesto Gonzalo
3. The client is advised that their application will be endorsed to the Office of the City Mayor and to the Office of the Sangguniang Panlungsod for their reference and approval.	Make an endorsement letter for the application address to the Office of the City Mayor for its endorsement to the Office of the Sangguniang Panlungsod	none	1week more or less	Ar.Ernesto Gonzalo
4. Upon approval of the SP and the Mayor, a copy of resolution shall be submitted to the Architects Office followed with the assessment of fees and issuance of the Order of Payment.	Issue Order of Payment	Depends upon the assessment	5 minutes	Ar.Jayson Toquero Ar.Ernesto Gonzalo
5. Receive a copy of the Locational Clearance/ Development Permit	Prepare, sign and issue the Locational Clearance	none	3 minutes	Permit prepared in the Office of the City Architect, signed and approved by the City Mayor.

4 SERVICE NAME : **SECURING ZONING CLEARANCE FOR BUSINESS PERMIT**

Service Information : All new Enterprises shall secure a Zoning Clearance for Business Permit to ensure that the enterprise is allowed in the chosen location as per City Land Use Plan (CLUP), and other relevant land use and zoning ordinances.

OFFICE	: OFFICE OF THE CITY ARCHITECT/ZONING ADMINISTRATOR
CLASSIFICATION	: SIMPLE
TYPE OF TRANSACTION	: Government to Citizen
WHO MAY AVAIL	: Any individual or entity applying for Locational Clearance and Development Permit

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Duly Accomplished Business Permit form	Business Permit and Licensing Office
2. Architectural Plans (if needed)	
3. Bill of Materials (if needed)	
5. Land Title/Tax Declaration (photocopy)	
6. Updated Real Property Tax Payment Receipt (photocopy)	City Treasurer's Office
7. Authorization to use land or Contract of Lease (if land is not owned by the applicant)	
8. Barangay Clearance	Barangay where the business is located
9. Community Tax Certificate	
10. Other documents maybe required for more exhaustive evaluation in support with the application.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application form and requirements	Review application and requirements	none	2 minutes	Antonio Mati Jr. Ar.Jayson Toquero Ar.Ernesto Gonzalo
2. When inspection is required, the applicant is advised to wait for the scheduled inspection.	Conduct inspection as scheduled	none	1- day	Antonio Mati Jr. Ar.Jayson Toquero Ar.Ernesto Gonzalo
3. Wait for assesment of fees / order of payment, pay to City Treasurer's the corresponding fee.	Issue Order of Payment	Depends upon the assessment	3 minutes	Antonio Mati Jr. Ar.Jayson Toquero Ar.Ernesto Gonzalo
4. Receive a copy of the Zoning Clearance for Business Permit.	Prepare, sign and issue the Locational Clearance	none	3 minutes	Ar.Jayson Toquero Ar.Ernesto Gonzalo

5 SERVICE NAME

: SECURING ZONING CERTIFICATION FOR LAND USE OR ZONING CLASSIFICATION

Service Information

: Zoning Certification for Land Use or Zoning Classification is secured or required by individuals or entity to ascertain the land use or zoning classification of a certain parcel of land as reference for land development that shall conform with the City Land Use Plan (CLUP). It is also required by the Department of Environment and Natural Resources (DENR) as a requirement in their issuance of Environmental Compliance Certificate (ECC), and Pre-patent Land Titling

OFFICE	: OFFICE OF THE CITY ARCHITECT/ZONING ADMINISTRATOR
CLASSIFICATION	: SIMPLE
TYPE OF TRANSACTION	: Government to Citizen / Government to Government
WHO MAY AVAIL	: Any individual or entity applying for Locational Clearance and Development Permit

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Land Title/Tax Declaration (photocopy }	
2. Updated Real Property Tax Payment Receipt (photocopy)	City Treasurer's Office
3. Deed of Absolute Sale or any Legal Document to prove land ownership (if land is not owned by the applicant)	
4. Vicinity Map / Locatiion Map	Assessor's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSIN G TIME	PERSON RESPONSIBLE
1. Submit requirements and file application	Review application and requirements	none	3 minutes	Antonio Mati Jr. Ar.Jayson Toquero Ar.Ernesto Gonzalo
2. When inspection is required, the applicant is advised to wait for the scheduled inspection.	Conduct inspection as scheduled	none	1- day	Antonio Mati Jr. Ar.Jayson Toquero Ar.Ernesto Gonzalo
3. Wait for assesment of fees / order of payment, pay to City Treasurer's the corresponding fee.	Issue Order of Payment	Depends upon the assessment	5 minutes	Antonio Mati Jr. Ar.Jayson Toquero Ar.Ernesto Gonzalo
4. Receive a copy of the Zoning Certification	Prepare, sign and issue the Zoning Certification	none	3 minutes	Ar.Ernesto Gonzalo

1. SECURING OWNER'S COPY OF TAX DECLARATION FOR NEWLY DECLARED PROPERTY (LAND, BUILDING & MACHINERIES)

The Owner's copy of updated tax declaration is secured upon transfer of ownership of real property from the previous to the new owner. This is done to update the records of the city government and to transfer real property taxation to the new owner.

OFFICE	CITY ASSESSOR'S OFFICE
CLASSIFICATION	SIMPLE
TYPE OF TRANSACTION	G2C- Government to Citizen
WHO MAY AVAIL	Land Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Photocopy Deed of Conveyance	From the owner
Photocopy Certificate Authorizing Registration (CAR)	From the owner
Photocopy of Title (if titled)	From the owner
Photocopy of Approved Plan (If subdivision/consolidation)	From the owner
Sworn Statement	From the owner
Building Permit & Plan	Personal File of the Owner
O.R. of Real Property Tax	City Treasury Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILE	Evaluate the documents submitted by the owner.	None	5 minutes	Belinda Lomuntad or any Officer of the Day
	Prepare the following documents: <ul style="list-style-type: none">• Projection of Approved Subdivision Plan• Field Appraisal Assessment Sheets• Tax Declaration prepared & numbered• Encodes data• Owner's Record Form, Property Record Form, Notice of Assessment	None	1 hour to 5 days depending on the complexity of the transaction	Engr. Will Art Pe Benito Arlene Debina Grace Barandino David Galus

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Advise the client to pay the tax after appraisal /assessment of the declared property	None	1 minutes	Engr. Will Art Pe Benito Arlene Debina Grace Barandino David Galus
	Endorse the documents to the assistant city assessor for review and recommendation to the city assessor for approval	None		Engr. Wally Banasan Engr. Denia Rubang

	Accept payment and issues OR	Depending on the computed tax	5 minutes	Elvira Valdez Marissa Gabor or any CTO Personnel who is presently available at the time
	Release the owner's copy and retain 1 copy & all required documents for office file	None	3 minutes	Belinda Lomuntad Remedios Gacusana Joy Banasan

2. SECURING OF CERTIFICATIONS & CERTIFIED TRUE COPY OF TAX DECLARATION OF PROPERTY

A certified true copy of Tax Declaration and Certifications of various property holdings, without (no) or with improvements, latest tax declaration thereon may be requested from the City Assessor's Office.

OFFICE	CITY ASSESSOR'S OFFICE
CLASSIFICATION	SIMPLE
TYPE OF TRANSACTION	G2C- Government to Citizen
WHO MAY AVAIL	Land Owners or Authorized Representantive

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	At the Office (Fill up)
Valid ID	Personal file of the client
Authorization Letter (if not the landowner)	From the Owner
O.R. of True Copy or Certification Fees	City Treasury Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILE	Search the property if existing and prepares the requested documents then advises the client to pay the required fees	None	7 minutes	Any CAO Personnel who is presently available at the time
PAY	Accept payment and issues OR	True Copy P 55.00 Certifications P 80.00	5 minutes	Elvira Valdez Marissa Gabor or Any CTO Personnel who is presently available at the time
	Print the Certification / Certified True Copy as requested.	None	1 minute	Arlene Debina Belinda Lomuntad Remedios Gacusana Joy Banasan Jojit Barredo Mark Raymund Madarang
	Approve and sign the certification/true copy			Engr.Denia Rubang Engr. Wally Banasan
CLAIM	Issue the Certification / Certified True Copy	None	1 minute	Any CAO Personnel who is presently available at the time.

3. CANCELLATION, REVISION & CORRECTION OF ASSESSMENTS

This service is requested by clients who would like to cancel, adjust or correct assessment on their real property. The City Assessor's assessment records are used by the Land Tax Division of the City Treasurer's Office in computing the annual tax to be paid by owners of land and buildings.

OFFICE	CITY ASSESSOR'S OFFICE
CLASSIFICATION	SIMPLE
TYPE OF TRANSACTION	G2C- Government to Citizen
WHO MAY AVAIL	Land Owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter	From the Land Owner
Updated payment of the property	City Treasury Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILE	Search the property record	None	2 minutes	Any CAO Personnel who is presently available at the time
Accompany Tax Mapper for ocular inspection	Conduct ocular inspection accompanied by the client if required	None	1 hour to 3 hours depending on the complexity of the place	Jojit Barredo Will Art Pe Benito Mark Raymund Madarang
	Validate changes, if any then prepare new copy of tax Declaration Approve and sign the new Tax Declaration	None		Will Art Pe Benito Arlene Debina Engr.Denia Rubang Engr. Wally Banasan
CLAIM	Release copy of the new Tax Declaration	None	1 minute	Belinda Lomuntad Remedios Gacusana Joy Banasan

4. ANNOTATION OF MORTGAGE, CANCELLATION OF BAILBONDS, LIENS & ENCUMBRANCES ON TAX DECLARATION

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

OFFICE	CITY ASSESSOR'S OFFICE
CLASSIFICATION	SIMPLE
TYPE OF TRANSACTION	G2C- Government to Citizen
WHO MAY AVAIL	Land Owners or Authorized Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Mortgage Contract	From the Land Owner/Authorized Representave
Cancellation and Discharge of Mortgage	From the Land Owner/Authorized Representave
Bailbond Court Documents	From the Land Owner/Authorized Representave
Official Receipt	City Treasury Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILE	Search the property record and verify it Advise client to pay annotation fee	None	5 minutes	Arlene Debina Grace Barandino
PAY	Accept payment and issue OR	P 80.00	5 minutes	Elvira Valdez Marissa Gabor or any CTO Personnel who is presently available at the time
CLAIM	Prepare and Release annotated copy of Tax Declaration & Mortgage Contract	None	3 minutes	Arlene Debina Grace Barandino

5. VERIFICATION OF HISTORY OF REAL PROPERTY TAX ASSESSMENTS AND BASIS OF TRANSFER

The History of a certain property such as ownerships, improvements, assessments and others may be verified at the City Assessor's Office.

OFFICE	CITY ASSESSOR'S OFFICE
CLASSIFICATION	SIMPLE
TYPE OF TRANSACTION	G2C- Government to Citizen
WHO MAY AVAIL	Land Owners or Authorized Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Proof of Ownership	From the Land Owner/Authorized Representative
Copy of Tax Declaration/ Title	From the Land Owner/Authorized Representative
Official Receipt	City Treasury Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILE	Search and trace back the history and basis of transfer. Advise client to pay verification fee	None	30 minutes to 2 days (depending on the property/ies)	Belinda Lomuntad Remedios Gacusana Joy Banasan
PAY	Accept payment and issue OR	P 80.00	5 minutes	Elvira Valdez Marissa Gabor or any CTO Personnel who is presently available at the time
CLAIM	Release copy of verified property (if needed)	None	1 minute	Belinda Lomuntad Remedios Gacusana Joy Banasan

6. VERIFICATION AND PRINTING OF LOCATION / VICINITY MAPS

The History of a certain property such as ownerships, improvements, assessments and others may be verified at the City Assessor's Office.

OFFICE	CITY ASSESSOR'S OFFICE
CLASSIFICATION	SIMPLE
TYPE OF TRANSACTION	G2C- Government to Citizen
WHO MAY AVAIL	Land Owners or Authorized Representative

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Copy of Tax Declaration/ Title	From the Land Owner/Authorized Representative
Official Receipt	City Treasury Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FILE	Verify and search the property records. Then advise client to pay map fee Print the requested document (if existing)	None	10 minutes	Any CAO Personnel who is presently available at the time Engr. Will Art Pe Benito
PAY	Accept payment and issue OR	P 80.00	5 minutes	Elvira Valdez Marissa Gabor or Any CTO Personnel who is presently available at the time
CLAIM	Release the printed maps	None	1 minute	Any CAO Personnel who is presently available at the time

1.SERVICE NAME : NEW BUSINESS PERMIT APPLICATION
Service Information : To provide clients information and guide on how to secure permits and licenses.

OFFICE	: BUSINESS PERMITS AND LICENSING OFFICE
CLASSIFICATION	: SIMPLE AND COMPLEX
TYPE OF TRANSACTION	: G2C (Government to Citizen)
WHO MAY AVAIL	: Business owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Unified Business Application Form	CBPLO
Locational Clearance	Office of the City Architect
Occupancy Permit for such purpose	City Engineering Office
Proof of business registration, incorporation or legal personality	DTI/SEC/CDA
Barangay Business Clearance	CBPLO
Sanitary Permit/Health Certificate (for food and other related business)	City Health Office
Market Clearance (For stall holders of City Econ. Enterprise)	CEEDMO
Contract of Lease (if renting) or Proof of Ownership (if Lessor)	Client

CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Application, Filing and Verification				
• Secure and fill out application form and submit it together with requirements at CBPLO	• Issue Unified Application Form; Accept, review and evaluate filled out application form with requirements. • Endorse to JIT inspection (for complex business)	None	5 minutes	Rhea Mae Lumang Mary Ann Gadia Mylenne Sabate Mary Jean Abrero JIT Members
2. Assessment and Payment				
• Submit application to co-located office for the assessment of fees: 1. City Engineering Office	Assess building fees and other charges	• Building fee: ₱120 - 240 • Mechanical Insp. Fee: ₱40 - 100 • Plumbing Insp. Fee: : ₱40 - 120 • Electrical Insp. Fee: ₱60-120 • Signboard fee: ₱20-120 <i>Note: Fees to be paid depend on line of business</i>	5 minutes	Rommel Galdones Engr. Keisa Jane Apilado Engr. Archie De Gracia
2. City Health Office	Assess Sanitary Permit Fee and issue the same	• Sanitary Permit fee – P50	5 minutes	Israel Martinez Rowena Chua Fe Ponce Angie Rubang
3. Bureau of Fire Protection	Assess & collects fire fees	• Fire Safety Insp Fee: 15% of all fees charged by the LGU but in no case shall be lower than ₱500.00.	10 minutes	BFP Representative/s

<ul style="list-style-type: none"> • Proceed to Treasury for assessment of capital investment & other fees 	Assess Capital Investment, barangay clearance fees, garbage fees & other required fees	None	5 minutes	Rodel Gabor Janette Galdones Angielyn Corpuz Marissa Leonila Soliven
<ul style="list-style-type: none"> • Proceed to BPLO for Tax Order of Payment 	Print tax order of payment and recommend for approval	None	5 minutes	Rhea Mae Lumang Mary Ann Gadia Mylenne Sabate Mary Jean Abrero
<ul style="list-style-type: none"> • Pay at the Treasury Office 	Approve TOP, accept payment and issue receipt	Depends on the assessment Of Treasury	3 minutes	Marissa Gabor Elvira Valdez Marissa Leonila Soliven
3. Printing/Claiming of Permit				
<ul style="list-style-type: none"> • Submit application with complete requirements 	Release Mayor's Permit or Issue claim stub/Deliver+ Mayor's Permit <ul style="list-style-type: none"> • For sari-sari stores and other simple transaction, permits are released immediately • 1-2 days for other complex transactions 	None	5 minutes/ 1-2 days	Mary Jean Abrero Mylenne Sabate Rhea Mae Lumang Mary Ann Gadia Julimar Valdez Marlou Gacquing Roy Taoaguen City Mayor

1. SERVICE NAME: : **RENEWAL BUSINESS PERMIT APPLICATION**
Service Information : To provide clients information and guide on how to secure permits and licenses.

OFFICE : BUSINESS PERMITS AND LICENSING OFFICE
CLASSIFICATION : SIMPLE AND COMPLEX
TYPE OF TRANSACTION : G2C (Government to Citizen)
WHO MAY AVAIL : Business owners

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Unified Application Form for Business Permit	CBPLO
Barangay Business Clearance	CBPLO
Health Certificate (<i>For food and other related businesses</i>)	City Health Office
Clearance from concerned offices (For business listed in the negative list)	Concerned Regulatory Offices
Basis of computing Taxes, fees and charges	Client

CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Application, Filing and Verification				
• Secure and fill out Unified Application Form for Business Permit	Issue Unified Application Form and Barangay Business Clearance (<i>if not included in the negative list</i>) and verify attached requirements	None	5 minutes	Rhea Mae Lumang / Mary Ann Gadia / Mylene Sabate/ Mary Jean Abrero
2. Assessment and Payment				
• Submit application to co-located office for the assessment of fees:				
1.City Engineering Office	Assess building fees and other charges	<ul style="list-style-type: none">• Building fee: ₱120-240• Mechanical Insp. Fee: ₱40-100• Plumbing Insp. Fee: ₱40-20• Electrical Insp. Fee: ₱60-120• Signboard fee: ₱20-120 <i>Note: Fees to be paid depend on line of business</i>	2 minutes	Rommel Galdones Engr. Keisa Jane Apilado Engr. Archie De Gracia
2.City Health Office	Assess Sanitary Permit Fee and issue the same	<ul style="list-style-type: none">• Sanitary Permit fee – ₱50	5 minutes	Israel Martinez Rowena Chua Fe Ponce Angie Rubang
3.Bureau of Fire Protection	Assess & collect fire safety inspection fees	<ul style="list-style-type: none">• Fire Safety Insp Fee: 15% of all fees charged by the LGU but in no case shall be lower than ₱500.00.	10 minutes	BFP Representative/s

<ul style="list-style-type: none"> • Proceed to Treasury for assessment of Gross Receipts/Sales & other fees 	Assess gross sales; barangay clearance fees, garbage fees & other required fees	None	5 minutes	Rodel Gabor Janette Galdones Angielyn Corpuz Marissa Leonila Soliven
<ul style="list-style-type: none"> • Proceed to BPLO for Tax Order of Payment 	Print tax order of payment and recommend for approval	None	5 minutes	Rhea Mae Lumang Mary Ann Gadia Mylene Sabate Mary Jean Abrero
<ul style="list-style-type: none"> • Pay at the Treasury Office 	Approve TOP, accept payment and issue receipt	Depends on the assessment of Treasury	5 minutes	Marissa Gabor Elvira Valdez Marissa Leonila Soliven
3. Printing/Claiming of Mayor's Permit				
<ul style="list-style-type: none"> • Submit application with complete requirements 	Release Mayor's Permit or Issue claim stub/Deliver Mayor's Permit <ul style="list-style-type: none"> • For sari-sari stores and other simple transaction, permits are released immediately • 1-2 days for other complex transactions 	None	5 minutes/ 1-2 days	Mary Jean Abrero Mylene Sabate Rhea Mae Lumang Mary Ann Gadia Julimar Valdez Marlou Gacquiring Roy Taoaguen City Mayor/ City Administrator

1. ISSUANCE OF OBLIGATION REQUESTS (ObR's)

Service Information	The Purchase Request must be duly signed by the head of office requesting			
OFFICE	CITY BUDGET OFFICE			
CLASSIFICATION	SIMPLE			
TYPE OF TRANSACTION	G2C- Government to Citizen/ G2G- Gov't to Gov't			
WHO MAY AVAIL	Contractors, Creditors,LGU Personnel, Brgy Officials			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Purchase Request being signed by the head of office	Concerned Office			
Letter of Request approved by the City Mayor	City Mayor's Office			
Existence of Appropriation	City Budget Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Purchase Request signed by the head of office	Check if the Purchase Request is property filled up & signed by the proper authority	none	1 min	Melba Abejon Perla Gapatan
2. Source of fund should be properly filled up	Look for the source of fund for that particular request	none	2 mins	Melba Abejon Perla Gapatan
3. Handed the voucher to the City Budget Office	Preparation of Obligation Request (ObR) on that particular voucher Signed the Prepared Obligation Requests (ObR's)	none	3 mins	Carmelita Llanes Melba Abejon Marivic Tabon Perla Gapatan

2. REVIEW OF BARANGAY ANNUAL/ SUPPLEMENTAL BUDGET

Service Information	Barangay Annual/ Supplemental Budget must be submitted on or before Oct 16 of the fiscal year.			
OFFICE	CITY BUDGET OFFICE			
CLASSIFICATION	COMPLEX			
TYPE OF TRANSACTION	G2G- Gov't to Gov't			
WHO MAY AVAIL	Barangay Officials			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Approved Annual Investment Plan	Brgy Captain,Treasurer & Secretary			
Approved Annual PPMP	Brgy Captain,Treasurer & Secretary			
Approved GAD Plan	Brgy Captain,Treasurer & Secretary			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the approved Annual AIP, PPMP & GAD to the City Budget Office	Checked the Annual AIP, PPMP and GAD presented by the Brgy Treasurer if it is received by the DILG	none	1 min	Carmelita Llanes Melba Abejon Marivic Tabon

2. Present the draft Annual/ Supplemental Budget to the City Budget Office	Checked the Source of of fund, Plantilla,Budget of Expenditures if they are correctly recorded to their proper accounts, the PS limitation,Brgy Message, Resolution,Appropriation Ordinance,Clamity Fund, Development Fund, SK Fund and correct computation of their budget	none	3 hrs	Carmelita Lanes Perla Gapatan Melba Abejon
3.Let the Brgy Officials signed in the prepared Brgy Annual/ Supplemental Budget and return to the City Budget Office for final review	Check for the final review of the Annual/Supplemental Budget for the computation and duly signed by the brgy officials	none	30 mins	Carmelita Llanes Perla Gapatan Melba Abejon
	Preparation of the Preliminary Review of the Brgy Annual and Supplemental Budget	none	3 mins	Melba Abejon Carmelita Llanes
	Signed the prepared Preliminary Review of the Brgy Annual & Supplemental Budget	none	1 min	Perla Gapatan
	Forwarded the reviewed Brgy Annual/Supplemental Budget to the Chairman on Committee on Appropriation for signature	none	2 hrs	Alfonso Singson

3. PREPARATION OF THE CITY ANNUAL BUDGET

Service Information	Upon receipt of the Statement of Income & Expenditures from the City Treasury Office,budget proposals of the heads of the offices & the estimates of income &		
OFFICE	CITY BUDGET OFFICE		
CLASSIFICATION	COMPLEX		
TYPE OF TRANSACTION	G2G- Gov't to Gov't		
WHO MAY AVAIL	LGU		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
1. Issue the Budget Call	City Mayor		
2. Prepare & Submit Budget Proposals	All Department Heads		
a. Firm up Major Outputs, Identify Performance Indicators and set Targets			
b. Estimate Costs for the Budget Year (PS, MOOE & Capital Outlay) for each PPA			
c. Prepare the Project Procurement Management Plan (PPMP)			
d. Consolidate the PPMP'S into APP			
e. Review and consolidate the Budget Proposals			
3.Conduct Budget Hearings & Evaluate Budget Proposals	City Mayor/ All Department Heads		

4. Prepare the Local Expenditure Program	City Budget Office
5. Prepare the Budget Message	City Mayors Office
6. Submit the Local Expenditure Program to the Local Sanggunian	City Mayor/ City Budget Office
LBP Form I- Budget of Expenditures and Sources of Financing	
LBP Form 2- Programmed Appropriation & Obligations by Object of Expenditures	
LBP Form 2A-Programmed Appropriation & Obligations for Special Purpose Appropriations	
LBP Form 3- Personnel Schedule	
LBP Form 4- Mandate, Vision/Mission, Major Final Output, Performance Indicators & Targets by the Department/ head	
LBP Form 5- Statement of Indebtedness	
LBP Form 6- Statement of Statutory & Contractual Obligations & Budgetary Requirements	
LBP Form 7- Statement of Fund Allocation by Sector	
LBP Form 8- Statement of Funding Source	
LBP Form 9- Statement of Supplemental Appropriation	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Issuance of the Budget Call	Provide a copy of the Budget Call to the different Offices	none	1 day	Local Chief Executive
2. Conduct Budget Forum	The City Budget Officer explains the sources of income, spending ceilings and budget strategies	none	1 day	Local Chief Executive Perla Gapatan
3. Prepare and submit Budget Proposals	The City Budget Office review & consolidate the budgt proposals from diff. departments & determine the expected outputs for the budget year and estimated costs	none	30 days	Perla Gapatan Carmelita Llanes All Department Heads
4. Conduct Budget Hearings	The Local Finance Committee validates the revenue sources, cost estimates and expected outputs for the budget year	none	5 days	Mayor Ericson Singson Perla Gapatan Marissa Soliven Rowell Jimenez Naulie Cabanting Carmelita Llanes All Department Heads
5. Evaluate Budget Proposals	The City Budget Officer together w/ the City Mayor evaluates all budget proposals	none	60 days	Local Chief Executive Perla Gapatan Carmelita Llanes
6. Prepare the Budget Message	The Local Chief Executive prepares the Budget Message	none	5 days	Local Chief Executive
7. Submit the Executive Budget to the Sanggunian	The Proposed Executive Budget approved by the Local Chief Executive shall be submitted to the Sangguniang Panlungsod	none	60days	Local Chief Executive Perla Gapatan Carmelita Llanes

4. PREPARATION OF STATUS OF APPROPRIATIONS, ALLOTMENTS & OBLIGATIONS (SAAOB)

Service Information	SAAOB must be submitted to the Commission on Audit before the exit conference
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OFFICE	CITY BUDGET OFFICE
CLASSIFICATION	COMPLEX
TYPE OF TRANSACTION	G2G- Gov't to Gov't
WHO MAY AVAIL	Different Offices of LGU-Candon, COA

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
List of Approved Ordinances	Sangguniang Panlungsod
List of Appropriations	City Budget Office
List of Obligations per Account	City Budget Office
Balances of all accounts	City Budget Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get the total Appropriations per Ordinance and arrange it accordingly.	The City Budget Office segregates the Ordinances if it is RA 7171, RA 8240, CDF, GAD, CDRRM, SEF, and separate the Current Appropriations and Continuing Appropriations	none	2 days	Melba Abejon
2. Check balances of Appropriations	The City Budget Office prepares the balances of all Appropriations and tally with the Accounting and Treasury Office	none	15 days	Melba Abejon
3. Prepares the itemized SAAOB per Ordinance	The City Budget Office prepares the Statement of Appropriations, Allotments & Obligations (SAAOB) manually & Budget System	none	15 days	Melba Abejon
4. Finalize the report & submit to the Commission on Audit (COA)	Finalize the SAAOB prepared and submit to the Commission on Audit and copy furnish to City Mayors Office, Accounting Office & Treasury Office	none	10 days	Perla Gapatan Melba Abejon Commission on Audit (COA)

SERVICE NAME :REQUEST OF DISASTER RISK REDUCTION MANAGEMENT-RELATED DATA

Service Information : The office extends help for any government or private individuals, business sector and students that seeks plan, data or information regarding the following:

- 1. City Disaster Risk Reduction and Management Plan
- 2. Disaster Preparedness and Contingency Plan
- 3. Local Climate Change Action Plan
- 4. Public Service Continuity Plan

5. Data/ Information such as: Hazard/Risk Maps, vulnerability maps, Disaster Records, Element at risk, Directory of Vital Installations, Inventories of Evacuation Center and others

OFFICE : City Disaster Risk Reduction Management Officer

CLASSIFICATION : Simple to Complex

TYPES OF TRANSACTION : Government to Government

: Government to Business Entity

: Government to Citizen

WHO MAY AVAIL : Any individual gathering/searching for city plan/data/information

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Request Letter	Requesting government offices/agencies, private organizations and students
<i>*address to the City Mayor signifying the intent, needed information and purpose</i>	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to the Office of the City Mayor	1. Receive the required documents in person or via email and check for completeness	NONE	3 minutes	Ishmael A. Ganaban
	2. Approval of the request. 2.1. The approval of the request will be forwarded to the CDRRMO for appropriate action			
2. Provide a copy of the letter to the Disaster Risk Reduction and Management Office	3. Receive the required documents and check for completeness	NONE	1 working days	Engr. Ishmael A. Ganaban, Wilson L. Wagayen, Engr. Gregorio Novida
	4. Upon approval of the Office of the City Mayor, the CDRRMO will check for the availability of the data requested.			
3. Provide details on the requested training or orientation	5. The CDRRMO will coordinate with the requesting student/agency regarding the data being requested and its availability.	NONE	30 minutes	Engr. Ishmael A. Ganaban, Wilson L. Wagayen, Engr. Gregorio Novida
	6. For Interview, the CDRRMO will set a date for the discussion with the person of interest.			
	7. The CDRRMO will send the requested data via email or other data sharing method			
TOTAL:		NONE	1 working days amd 33 minutes	

END OF TRANSACTION

SERVICE NAME : REPAIR/CLEANING OF CLOGGED CANALS/CREEKS, PRUNING OF TREES

Service Information : The office extends help for any government or private individuals or groups that request for the above- given services

OFFICE : City Disaster Risk Reduction and Management Office

CLASSIFICATION : Complex

TYPE OF TRANSACTION : Government to Government

: Government to Business Entity

: Government to Citizen

WHO MAY AVAIL : All

CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Request Letter <i>address to the City Mayor signifying the intent, needed</i>		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive approve request letter from the office of the City Mayor	Provide Registration or Log Book	NONE	3 Minutes	Ishmael A. Ganaban
2. When required for inspection, the client is advised to wait for the scheduled inspection and	Conduct site inspection on the said request	NONE	1 Day	Engr. Gregorio Novida, Ernanie Tupasi
3. Monitor actual repair/cleaning of clogged canals or creeks, pruning of trees	Carry out repair/cleaning of clogged canals or creeks	NONE	2 Days	Engr. Gregorio Novida, Ernanie Tupasi
TOTAL:		NONE	3 Days and 3 Minutes	
END OF TRANSACTION				

SERVICE NAME : CONDUCT OF DISASTER DRILLS, BASIC EMERGENCY RESPONSE TRAININGS, IEC ON HAZARDS, VULNERABILITIES AND RISKS, KNOWLEDGE MANAGEMENT ACTIVITIES ON DRRM

Service Information : The office provides trainings/orientations on the above given services to requesting agencies/establishments in the City of Candon

OFFICE : City Disaster Risk Reduction and Management Office

CLASSIFICATION : Complex

TYPE OF TRANSACTION : Government to Government

: Government to Business Entity

: Government to Citizen

WHO MAY AVAIL : Barangays, Schools, Government Offices, Private Entities

CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Request Letter <i>(containing the host, type of training(s); date(s), venue and number of participants</i>		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter for training/seminar/orientation to the Office of the City Mayor	1. Receive the required documents and check for completeness	NONE	5 Minutes	Chief of Staff/ Mayor's Office Staff
	2. Approval of the request. 2.1. The approval of the request will be forwarded to the CDRRMO for appropriate action			

2. Provide a copy of the letter to the Disaster Risk Reduction and Management Office	3. Receive the required documents and check for completeness 4. Upon approval of the Office of the City Mayor, the CDRRMO will coordinate with the requesting agency or institution.	NONE	10 Minutes	Ishmael A. Ganaban
3. Provide details on the requested training or orientation	5. Discuss and finalize with the requesting agency the following: Schedule date and venue of the training/orientation Participants (Profile, Number,etc.) Type of Training	NONE	10 Minutes	Wilson L. Wagayen, Engr. Gregorio Novida
4. Attend to the training and orientation	6. Conduct training or orientation	NONE	Depending on the training/seminar requested	Wilson L. Wagayen, Engr. Gregorio Novida, Ernanie Tupasi
5. Collect the post activity evaluation form	7. Request participants to accomplish the Trainor's Evaluation Form	NONE	3 Minutes	Wilson L. Wagayen, Engr. Gregorio Novida, Ernanie Tupasi
6. Accomplish the postactivity evaluation form	8. Conclude the training or orientation	NONE	3 working days after the training	Wilson L. Wagayen, Engr. Gregorio Novida, Ernanie Tupasi
TOTAL:		NONE	3 working days and 25 minutes	
END OF TRANSACTION				

SERVICE NAME : **PROVISION OF EMERGENCY RESPONSE TEAM STANDBY (CITY-WIDE AND SPECIAL EVENTS)**

Service Information : Provision and deployment of Emergency Response Team as requested during city-wide and special events.

OFFICE : City Disaster Risk Reduction and Management Office

CLASSIFICATION : Simple to Complex

TYPE OF TRANSACTION : Government to Citizen
: Government to Government
: Government to Business Entity

WHO MAY AVAIL : Host of Events, All

CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (contains what kind of activity, date and time, and location/venue)		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter from the Office of the City Mayor	1. Receive the required documents in person or via email and check for completeness	NONE	2 minutes	Chief of Staff / Mayor's Office Staff
	2. Approval of the request. 2.1. The approval of the request will be forwarded to the CDRRMO for appropriate action			

2. Provide a copy of the letter to the Disaster Risk Reduction and Management Office	3. Receive the required documents and check for completeness 4. Upon approval of the Office of the City Mayor, the CDRRMO will coordinate with the requesting agency or institution and endorse to Operations and Warning Section/Concerned Staff for appropriate action	NONE	15 minutes	Engr. Ishmael Ganaban
3. Provide details on the requested standby ERT	5. Discuss and finalize with the requesting agency the following: <i>Schedule date and venue</i> <i>No. of Participants</i> <i>Type of Activity</i>	NONE	3-15 Minutes	Wilson L. Wagayen, Engr. Gregorio Novida, Ernanie Tupasi
4. Attend to the activity	6. Conduct training or orientation	NONE	Depending on the training/seminar requested	Engr.. Ishmael A. Ganaban Wilson L. Wagayen, Engr. Gregorio Novida, Ernanie Tupasi
5. Accomplish the postactivity evaluation form	7. Collect the post activity evaluation form 8. Conclude the training or orientation	NONE	20 Minutes	Wilson L. Wagayen, Engr. Gregorio Novida, Ernanie Tupasi
TOTAL:		NONE	52 Minutes	

1. SERVICE NAME: : APPLICATION FOR STALL

Service Information : To provide clients with an affordable but decent stall

OFFICE : CITY ECONOMIC ENTERPRISE DEVELOPMENT and MANAGEMENT OFFICE

CLASSIFICATION : SIMPLE AND COMPLEX

TYPE OF TRANSACTION : G2C (Government to Citizen)

WHO MAY AVAIL : Businessmen

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Stall Application Form	CEEDMO Office
Valid I.D.	Provided by the applicant
NBI Clearance for Non-residents of Candon City	NBI Office Outlets

CLIENT STEP/S	AGENCY ACTION/S	FEES TO BE PAID	PROCESSING TIME	PERSON/S RESPONSIBLE
1. Application				
• Secures and fills out Stall Application Form	Issues Stall Application Form	FREE	2 minutes	Any from the following CEEDMO Staff: Ana Marie Martinez Annabelle Tolentino Catherine Gironella Gener Ramos
2. Verification of Requirements				
•Submits to CEEDMO staff	Verify requirements and recommend proper business location within the CEEDMO Areas	FREE	1 minute	Any from the following CEEDMO Staff: Ana Marie Martinez Annabelle Tolentino Catherine Gironella Gener Ramos
3. Orientation of rules and regulations				
•Listen carefully to the discussion of rules and regulations and asks for clarifications	CEEDMO Office discuss and explains to the applicant the rules and ordinances governing the stalls	FREE	5 minutes	Any from the following CEEDMO Staff: Loida Gacusana Ana Marie Martinez Annabelle Tolentino Catherine Gironella Elmo Acance Gener Ramos
4. Endorsement and Awarding of Stall Application to City Market Committee				
•Wait for confirmation by the CEEDMO Office	1. CEEDMO submits stall application and other requirements to the City Market Committee	FREE	5 minutes / 20 minutes	CEEDMO Staff
	2 The City Market Committee awards applied vacant stall to lucky applicant as per existing market rules and ordinances		30 minutes	City Mayor City Market Administrator City Treasurer City Engineer City BPLO
5.Contract Signing				
•Sign the Contract	1 CEEDMO Office prepares the contract 2 The Market Committee signs the contract	FREE	5 minutes	City Mayor City Market Administrator City Treasurer

1. **SERVICE NAME** : Requisition for garbage collection
Certifications / Permit to Cut Tree
NGO / Business establishment tree planting.
Coastal/ Creek Cleaning
Siphoning

OFFICE	: CITY ENVIRONMENT AND NATURAL RESOURCES
CLASIFICATION	: Office and Fieldwork
TYPE OF TRANSACTION	: Government to Citizen
WHO MAY AVAIL	: Citizen

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Request Letter (Garbage Collection, tree planting, cleaning)	NGO, Business Establishment Barangay Concern
Clearance / Permit to Cut tree	Barangay Concern
Proof of Ownership	Assessor's Office/Treasury
Residential Certificate	Barangay/ City Hall

CLIENT STEPS	AGENCY ACTIONS	FEES TO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed Cenro for Inquiry	Interview and register on the logbook	NONE	5 mins	Engr. Ishmael Ganaban Louie Garnace Rommel Acance Angela Galanto
2. CENRO personnel site Inspection	Conduct site inspection	NONE	1 day	Louie Garnace Rommel Acance
3. Call CENRO or submit request Letter and fill out request form.	Interview the client (Location Information and contact person) and register on the logbook	NONE	5 mins	Louie Garnace
4. Receive schedule of garbage pick up	Schedule pick up date/time and prepare the job order	NONE	5 mins	Louie Garnace
5. Sign the job order after the service had been delivered.	Let the client signs the job order	NONE	2 mins	Louie Garnace
6. Call CENRO or proceed to CENRO for Inquiry	Interview the client and register on the logbook	NONE	5 mins	Engr. Ishmael Ganaban Louie Garnace Rommel Acance Angela Galanto
7. Accompany CENRO personnel for site inspection	Conduct site inspections/assessment and implement mitigating measure (if needed)	NONE	1 day	Engr. Ishmael Ganaban Louie Garnace Rommel Acance Cenro Staff
8. Ask procedure on how to secure permit to cut tree	Interview and register the client on the logbook, then advice and needed requirements.	NONE	5 mins	CENRO STAFF
9. Present needed documents	Conduct site inspection and assessment the Advise client to Pay Permit fee	NONE	1 day	Engr. Ishmael Ganaban Louie Garnace Rommel Acance Angela Galanto Cenro Staff
10. Pay permit fee	Accept payment and issue OR	P 300.00	5 mins	Collecting Clerk
11. Present OR and receive permit	Prepare and issue permit	NONE	5 mins	Engr. Ishmael Ganaban Louie Garnace
Request for septic Vault Siphoning	Schedule Siphoning	2,440.00	1 day	Rommel Acance Darius Consolacion Roderick Ablero

SERVICE NAME :

AVAILING OF OUT PATIENT CONSULTATION

Service Information :

The purpose of this service is to diagnose and treat illness and give appropriate medical services. Services is available at the City Health Office (CHO) to any person/ individual who needs medical assistance.

OFFICE	:	OFFICE OF THE CITY HEALTH
CLASSIFICATION	:	SIMPLE
TYPE OF TRANSACTION	:	Government to Citizen
WHO MAY AVAIL	:	Citizen

CHECKLIST REQUIREMENTS		WHERE TO SECURE	
NONE		CHO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PERSON RESPONSIBLE
1. Request medical consultation	Admit and register the client on the logbook, then assign control number	none	Alicia Neri , Gina Paulina Nitura
2. Enter the Physician's room when the number is called Notification	Examine the patient and provide prescription note	none	Dr. Narciso Ramos Jr. Dr. Joy P. Villanueva Dr. Noreen Escobar Dr. Rose ann Asuncion
3. Show prescription and receive medicines (if available)	Read prescription note and provide the needed medicines (if available) and institute intervention/s as the physician may require as suturing, dressing and administration of injectable medicines send client to NHS thru CHM for follow -up	none	Grace Ragandap Fe Diasen Donalyn Lique Jo ann April Castillo Earl Kristian Martinez Caterina Cabillan Kazeleen Kaye Racela

SERVICE NAME :

AVAILING OF REPRODUCTIVE TRACT EXAMINATIONS

Service Information :

The CHO runs an aggressive reproductive tract health program, especially for worker in the entertainment industry. The purpose of the program is to identify and treat with Sexually. Transmissible infections. Those who pass the examinations are given a Health Card.

OFFICE	:	OFFICE OF THE CITY HEALTH
CLASSIFICATION	:	SIMPLE
TYPE OF TRANSACTION	:	Government to Citizen
WHO MAY AVAIL	:	Citizen

CHECKLIST REQUIREMENTS		WHERE TO SECURE	
Assessment Form Official Receipt		CHO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PERSON RESPONSIBLE
Request medical lab examination	Assess the client needs and provide assessment form for payment and issues OR	none	Medical Technologists

Pay laboratory fees	Accept payment and issues OR	CBC - 80.00 Blood Typing - 60.00 Fecalysis - 50.00 urinalysis - 50.00 Hepatitis B - 200.00 Hepatitis A - 500.00 Drug Test - 200.00 FBS - 100.00 syphilis - 200.00 BUA -100.00 BUN - 100.00 Creatinine - 100.00 ALT/SGPT - 100.00 AST/SGOT - 100.00 TOTAL CHOLESTEROL - 100.00 LDL - C- 100.00 HDL - C- 100.00 Skin Smear - Free Gene Expert - free HIV - Free RAT - Free	Treasury Personnel
Present OR	Examine the patient and provide necessary laboratory examinations	none	Medical Technologists
Receive results & health card	Release the results and advise to proceed to the physician for those with pertiner results	none	Medical technologist , Laboratory Aide

SERVICE NAME :

AVAILING OF IMMUNIZATION

Service Information :

The purpose of this service is to immunize children 0 to 11 months old from 7 immunizable diseases. The CHO also immunizes pregnant mothers to prevent the occurrence of Tetanus

OFFICE :	OFFICE OF THE CITY HEALTH		
CLASSIFICATION :	SIMPLE		
TYPE OF TRANSACTION :	Government to Government		
WHO MAY AVAIL :	Citizen of Candon		
CHECKLIST REQUIREMENTS		WHERE TO SECURE	
Vaccination card		CHO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PERSON RESPONSIBLE
Request immunization	Register the client and provide vaccination card.	none	Midwife on duty nurse on duty
Avail vaccination procedure	Provide vaccination procedure	none	Midwife on duty nurse on duty
Undergo orientation after the vaccination procedure	Orient the mother about the side effect of the vaccines and provide next schedule of the next immunization	none	Jo anneApril Castillo midwife on duty

SERVICE NAME :

AVAILING OF MATERNAL HEALTH SERVICE

Service Information :

The CHO provides a comprehensive maternal care program for pregnant and lactating mothers. The service is free.

OFFICE :	OFFICE OF THE CITY HEALTH		
CLASSIFICATION :	SIMPLE		
TYPE OF TRANSACTION :	Government to Citizens		
WHO MAY AVAIL :	Citizen		
CHECKLIST REQUIREMENTS		WHERE TO SECURE	

HBMR Form		CHO	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PERSON RESPONSIBLE
Request maternal health services	Admit the client and accomplish the Home Based Maternity Record Card of the mother	None	Dr.Noreen Escobar Midwife on duty
Enter the Pre -Natal Room	Accompany the client to the Pre-Natal Room and examines the client	None	Dr.Noreen Escobar Midwife on duty
Receive medicines	Provide medicines, vitamins and Tetanus Toxoid if due (if available)	None	Dr.Noreen Escobar Midwife on duty
Listen to advices and instructions	Give health education on proper nutrition, maternity care, breastfeeding and immunization. Emphasize the importance of pre-natal check up	None	Dr.Noreen Escobar Midwife on duty Fe Diasen

SERVICE NAME	:	AVAILING FAMILY PLANNING
Service Information	:	The CHO manages a Family Planning Program. This is available for free to all
OFFICE	:	OFFICE OF THE CITY HEALTH
CLASSIFICATION	:	SIMPLE
TYPE OF TRANSACTION	:	Government to Citizens
WHO MAY AVAIL	:	Citizen

CHECKLIST REQUIREMENTS		WHERE TO SECURE	
application form from CSWD		CSWD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PERSON RESPONSIBLE
Request for Family Planning services	Admit the client and the register at the logbook	none	Donalyn Lique Carmelita Soliven
Undergo FamilyPlanning lecture 7 counseling	Provide Family Planning lecture and counseling	none	Donalyn Lique Carmelita Soliven
Receive contraceptives such as pills, injectible, condom, etc. if requested and available	conduct medical evaluation for new acceptors only. Then interview the past history of contraceptive and the register at the logbook /DMPA card	none	Donalyn Lique Carmelita Soliven

SERVICE NAME	:	AVAILING ANTI TUBERCULOSIS DRUGS
Service Information	:	The CHO manages an anti-tuberculosis control program. The purpose is to identify and treat patients with tuberculosis (TB). Drugs and medicine are provided free -of-charge
OFFICE	:	OFFICE OF THE CITY HEALTH
CLASSIFICATION	:	SIMPLE
TYPE OF TRANSACTION	:	Government to Citizens
WHO MAY AVAIL	:	Citizen of Candon

CHECKLIST REQUIREMENTS		WHERE TO SECURE	
X-RAY RESULTS DOCTORS / REFERRAL SPUTUM EXAM PPD TEST		HOSPITAL CHO/ PRIVATE PHYSICIAN CHO/ TB DOTS	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PERSON RESPONSIBLE
Patient comes for consultation at CHO	Doctor consults the patients needs	none	Dr. Narciso S. Ramos Jr. Dr. Joy P. Villanueva
* Referred by Private Physician	Refer to TB -DOTS for further management	none	
	Referred patients comes directly at TB DOTS for further management	none	
Request services on TB	Provide instructions and requirements needed	none	Grace Ragandap

Submit requirements	Receive requirements and gives sputum cup to the client for admission at the laboratory	none	Grace Ragandap
Collect sputum for Gene Expert	instruct the patient on how to collect sputum	none	Grace Ragandap Michelle Bucalen
Enrol to DOTS program	Enrol or register the patient and issues treatment card and Enter to IT IS	none	Grace Ragandap Rowela Madarang
Listen to the Lectures	Give lectures about DOTS program	none	Grace Ragandap
Receive initial medicines and other prescriptions	Issue initial drugs supply and advise patient to come back for monitoring	none	Grace Ragandap
Listen to instructions and IEC	instruct the patient on how to take TB Meds.	none	Grace Ragandap
	gives initial day and advise to return for follow up at TB DOTS Center or to private doctor		

SERVICE NAME : **AVAILING ANTI LEPROSY DRUGS**

Service Information : The CHO manages an anti-tuberculosis and leprosy control program. The purpose is to identify and treat patients with leprosy. Drugs and medicine are provided free -of-charge

OFFICE	:	OFFICE OF THE CITY HEALTH
CLASSIFICATION	:	SIMPLE
TYPE OF TRANSACTION	:	Government to Citizens
WHO MAY AVAIL	:	Citizen of Candon

CHECKLIST REQUIREMENTS	WHERE TO SECURE
KOH EXAM SKIN SLIT SMEAR	CHO- LABORATORY CHO- LABORATORY/ PRIVATE DOCTOR

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PERSON RESPONSIBLE
Patients comes for consultation or referred by a private doctor	Doctor consults the patients needs and refer to infectious diseases room	none	Dr. Narciso S. Ramos Jr. Dra. Joy P. Villanueva
Request services on Leprosy Program of CHO	Provide instructions and requirements needed	none	Grace Ragandap
Submit requirements	Receive requirements and gives	none	Grace Ragandap
For KOH or Skin Slit Smear	If patient has not tests done - refer it to laboratory for confirmation test	none	Grace Ragandap Lydia Pagaduan Marites cortes
Presents Laboratory result	for medication	none	Grace Ragandap
	gives medicines		
	instruct on hoe to take meds.		
	advise to return for follow up		

SERVICE NAME : **AVAILING OF DENTAL EXAM**

Service Information : This service is a available to pre-school and school-age children, pregnant mothers and other adults to prevent the treat periodontal diseases. Clients may avail of the service at the CHO.

OFFICE	:	OFFICE OF THE CITY HEALTH
CLASSIFICATION	:	SIMPLE
TYPE OF TRANSACTION	:	Government to Citizens
WHO MAY AVAIL	:	Citizen
CHECKLIST REQUIREMENTS		WHERE TO SECURE
PATIENT FORM		CHO
HEALTH DECLARATION FORM		

CONSENT FORM MEDICAL CERTIFICATE(WITH MEDICAL CONDITION)		PATIENT'S DOCTOR (HOSPITAL)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PERSON RESPONSIBLE
PATIENTS REGISTRATION	Admit patient, interview patient's complete	None	Agnes Sagun
VITAL SIGNS MONITORING	Get vital signs	None	Agnes Sagun
PRESENT VACCINATION CARD	Check status	None	Agnes Sagun
FILL -UP HEALTH ASSESSMENT & CONSENT FORMS	Check forms/status	None	Agnes Sagun
PATIENTLY WAITS THEIR NAME/NUMBER TO BE CALLED	Call patient/Patients number	None	Agnes Sagun
UNDERGO MONTH EXAMINATION	Thorough mouth examination	None	Dr. Elizabeth Manzano
UNDERGO TOOTH EXTRACTION/ CLAIM DENTAL CERTIFICATE/OTHER DENTAL SERVICES	Do procedures, Issuance of dental certificate	None	Dr. Elizabeth Manzano
PAY DENTAL FEE AT THE TREASURY OFFICE	Cleaning and Sterilizing the instruments	60.00	Treasury Staff
PRESENT OFFICIAL RECEIPT	Copy DR number	None	Agnes Sagun
PATIENTS' POST OPERATION HOMECARE. INSTRUCTIONS AND PRESCRIPTION F MEDICINES	After instructions, disinfection of dental room	None	Dr. Elizabeth Manzano

INFORMATION EDUCATION CAMPAIGN, TOOTH BRUSHING ACTIVITY, FLOURIDE APPLICATION (IF AVAILABLE) -BARANGAY LEVEL

SERVICE INFORMATION: Patients' education and well-informed are ways for a better dissemination of dental concerns through early learners with their parent or guardian. Early tooth awareness and early prevention of dental concerns must be delivered. Tooth brushing activity for the young ones is a way of reducing and preventing dental caries likewise the fluoride application are necessary for their teeth to be strong and free of caries.

OFFICE	CITY HEALTH OFFICE - DENTAL SECTION		
CLASSIFICATION	: SIMPLE AND COMPLEX		
TYPE OF TRANSACTION	: Government to Citizen		
WHO MAY AVAIL	DAY CARE PUPILS (WITH PARENT /GUARDIAN)		
	9-11 MONTHS		
	1-4 YRS. OLD		
CHECKLIST REQUIREMENTS		WHERE TO SECURE	
PATIENT FORM		CHO- DENTAL SECTION	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PERSON RESPONSIBLE
PATIENT'S REGISTRATION	Admit patient, interview patient's complete	None	Agnes Sagun
SIT AND LISTEN	Information Education Campaign	None	Dr. Elizabeth Manzano
PATIENTLY WAIT THEIR NAME/NUMBER TO BE CALLED	Prepare instruments call patient /patient's number	None	Agnes Sagun
UNDERGO MONTH EXAMINATION	Thorough mouth examination	None	Dr. Elizabeth Manzano
TOOTH BRUSHING ACTIVITY	Supervise brushing activity	None	Dr. Elizabeth Manzano
UNDERGO FLUORIDE APPLICATION	Fluoride application procedure	None	Dr. Elizabeth Manzano
PATIENTS' HOMECARE INSTRUCTIONS	Instruct patient pack dental instruments/materials	None	Dr. Elizabeth Manzano/ Agnes Sagun

SERVICE NAME : DRINKING SITE CLEARANCE

Service Information

Access to safe drinking water is essential to human life. It is a basic human right and a person's survival hinges on its availability. The City Health Office provides services for Site Selection & Sanitary Survey of drinking water supply sources and issue Drinking Site Clearance if the said water supply sources pass the standards stipulated in PD 856 and PNSDW 2017.

OFFICE	:	OFFICE OF THE CITY HEALTH
CLASSIFICATION	:	SIMPLE AND COMPLEX
TYPE OF TRANSACTION	:	Government to Citizens
WHO MAY AVAIL	:	HOUSEHOLDS AND BUSINESS OWNERS

CHECKLIST REQUIREMENTS		WHERE TO SECURE	
APPLICATION		CHO - SANITATION SECTION	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PERSON RESPONSIBLE
Filing up the Application Form			
Submit application for Drinking Water Site Clearance	Receive the application form, and schedule the conduct of sanitary survey /site selection	none	Angie Rubang Fe Ponce Rowena Chua Israel Martinez
	Conduct site inspection/ sanitay survey	None	
	Collect Water Sample * BACTERIOLOGICAL/PHYSICAL AND CHEMICAL TEST	none	
OPTIONAL:			
Submit water sample to DOH accredited water testing laboratory and issue Certificate of Potability to water samples passed the standards	Submit water sample to DOH accredited water testing laboratory and issue Certificate of Potability for water samples passed the standrads	None	
Evaluation			
Receive the results	Recommended approval and print certification or Drinking Site Clearance if ewater source found potable and safe.	none	Angie Rubang Fe Ponce Rowena Chua Israel Martinez
	For FAILED Lab resulys:		
	Re-inspection for possible contamination OR recommend for control measures and reschedule for a. 2nd or 3rd test, for 3rd failure, the water source will be condemned and not fit for human sonsumption	None	
	Approve the issuance of certification or Drinking Site Clearance	NONE	Dr. Narciso Ramos Dr. Joy P. Villanueva Dr. Noreen N. Escobar Rose Ann Asuncion
3. Release			
Get Assessed	Assess the client	none	Angie Rubang Fe Ponce Rowena Chua Israel Martinez
Payment of fees	Advise to pay at the City Treasury Office	Health Certificate 80.00	CITY TREASURY OFFICE
		Stool Exam (fecalysis) 50.00	
		Hepa A 5 00.00 (optional)	
		Hepa B 200.00 (optional)	
		EBC w/ platelet 80.00 (optional)	
		Urinalysis 50.00 (optional)	
		Drug test 200.00 (optional)	
Proceed to laboratory for submission/collection/examination of specimen	Advise to proceed to the CHO - Laboratory		CHO -LABORATORY
	Release of Laboratory Results		CHO -LABORATORY
2. Evaluation of Laboratory Results / recommendations / Release			

Proceed to Sanitation Office for the preparation of Health Certificate	Record, prepare and recommend the issuance of health certificate		Angie Rubang Fe Ponce Rowena Chua Israel Martinez
Proceed to Health Officers for approval and issuance of health certificate	Approve and issue health certificate		Dr. Narciso Ramos Dr. Joy P. Villanueva Dr. Noreen N. Escobar Rose Ann Asuncion

SERVICE NAME : SECURING SANITARY PERMIT
Service Information : Improper preparation, handling, protection and storage foods

OFFICE	:	OFFICE OF THE CITY HEALTH
CLASSIFICATION	:	SIMPLE
TYPE OF TRANSACTION	:	Government to Citizens
WHO MAY AVAIL	:	Citizen

CHECKLIST REQUIREMENTS		WHERE TO SECURE	
Health Certificate Application form		CHD	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PERSON RESPONSIBLE
RENEWAL BUSINESS (NON-COMPLIANT)			
Submit the Unified application form	Receive and verify the application, if not compliant to his/her operation; advise the applicant to comply first the recommendation of inspectors before the issuance of Sanitary Permit	Included in the One-Time assessment /payment	Angie Rubang Fe Ponce Rowena Chua Israel Martinez
Receive back the application and comply with the recommendations and Assist the inspector during inspection	Carry out inspection, if the application meets the requirement; recommend the issuance of sanitary permit		Joint Inspection Team (JIT) Angie Rubang, Fe Ponce, Rowena Chua , Israel Martinez
	Record /Print and recommend for approval		Fe Ponce Rowena Chua
Proceed to Health Officer for the approval and issuance	Approve the issuance of Sanitary Permit		Dr. Narciso Ramos Jr. Dr. Joy P. Villanueva
Carry out compliance to recommendation and assist the inspectors during inspection	If not yet complied for the 1st inspection, Carry out 2 nd inspection after the time given for correction and if applicant meets the requirement/recommend the issuance of Sanitary Permit		Joint Inspection Team (JIT) Angie Rubang, Fe Ponce, Rowena Chua , Israel Martinez
	Record/Print and recommend for approval		Angie Rubang
	Approve and issue Sanitary Permit		Dr. Narciso Ramos Jr.
	If failed to institute corrective measures; recommend		Dr. Narciso S. Ramos Jr.

SERVICE NAME : ACCESS TO SAFE WATER
Service Information : Provision of safe and potable drinking water will prevent the community from

OFFICE	:	OFFICE OF THE CITY HEALTH
CLASSIFICATION	:	SIMPLE
TYPE OF TRANSACTION	:	Government to Citizens
WHO MAY AVAIL	:	Citizen
CHECKLIST REQUIREMENTS		WHERE TO SECURE
Application Form Sanitary Survey form Sampling Bottle Official Receipt Water Analysis result Water Analysis result Certificate of Potability		CHD

Chlorine			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PERSON RESPONSIBLE
DRINKING SITE CLEARANCE			
Submit application for drinking water siteclearance	Receive the application form, and schedule the conduct of sanitary survey/inspection	None	Angie Rubang Fe Ponce Rowena Chua Israel Martinez
	Conduct inspection/sanitary survey		
WATER SAMPLING (FOR REGISTRATION)			
Preparepayment for water laboratory fee	Collect water sample	Bacteriological- 450.00 Physical and Chemical Analysis (Mandatory)	Angie Rubang Fe Ponce Rowena Chua
	Submit water samples to DOH - accredited water testing laboratory		
Receive result of water analysis	Issue result of water analysis		Angie Rubang Fe Ponce Rowena Chua Israel Martinez
Receive Certificate of Potability	Issue Certificate of Potability of Drinking Water	none	Dr. Narciso Ramos Jr . Dr. Joy P. Villanueva

CHLORINATION OF WATER SOURCE FOUND POSITIVE OF CONTAMINATION

Inspect for possible source of contamination, mitigate/ correct/repair the cause	Give Chlorine and advice/instruct process of disinfection, monitor and supervise		Angie Rubang Fe Ponce Rowena Chua Israel Martinez
Prepare payment for water laboratory fee	Collect water sample to check if disinfection and	None	Angie Rubang
	Submit water samples to DOH- Accredited Water Testing Laboratory		
Receive result of water analysis	Issue result of water analysis		Angie Rubang Fe Ponce Rowena Chua Israel Martinez
Receive Certificate of Potability	Issue Certificate of Potability of Drinking Water		Dr. Narciso Ramos Jr Dr. Joy P. Villanueva

WATER SAMPLING (FOR WATER QUALITY SURVEILLANCE)

Assist the Sanitation inspector in identifying water source to be sampled	Collect water sample to check if disinfection and		Angie Rubang Fe Ponce Rowena Chua Israel Martinez
	Put the samples in the Portable incubator		
	Read the result using presence /absence comparator and UV light		
	Inform /advise concern officials/owner about the result of samples		

DRINKING SITE CLEARANCE

Submit application for drinking water site	Receive the application form, and schedule	none	Angie Rubang Fe Ponce Rowena Chua
	Conduct inspection/sanitary survey		
WATER SAMPLING (FOR REGISTRATION)			
Prepare payment for water laboratory fee	Collect watersamples	Bacteriological Php 450.00 Physical and Chemical analysis (mandatory) Php 2,300.00	Angie Rubang Fe ponce Rowena Chua Israel Martinez
	Submit water samples to DOH-accredited water	none	Angie Rubang
Receive result of water analysis			
Receive Certificate of	Issue Certificate of potability of drinking water		

SERVICE NAME	:	COVID-19 (ARRIVAL & MONITORING OF RR/LSI/ROF)
Service Information	:	
OFFICE	:	OFFICE OF THE CITY HEALTH
CLASSIFICATION	:	SIMPLE
TYPE OF TRANSACTION	:	Government to Citizen
WHO MAY AVAIL	:	Citizen of Candon

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Travel Authority	Philippine National Police
2. Medical Clearance / Certificate	Accredited Hospitals, RHU, Clinics
3. Laboratory Test (Rt-PCR, Ag Test)	Accredited Hospitals, RHU, Clinics
4. Certificate of Acceptance	Candon Local IATF

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PERSON RESPONSIBLE
1. Secure Travel Authority, Medical Clearance & Laboratory Test			RR/LSI/ROF
2. Coordinate with Candon Local IATF for Certificate of Acceptance	Evaluate, review submitted documents	none	Candon Local IATF
3. Submit necessarily requirements	Evaluate, review submitted documents	none	Candon Local IATF
4. Arrival in Candon - Report at CHO	Health status assessment Interview Quarantine Delegation	none	Triage on Duty
5. Undergo laboratory test if needed	Conduct testing	none	Lydia ragaanan Marites Cortes Michelle Bunculan
6. Mandatory 14 days Quarantine	Monitoring in AM & PM	none	CHO assigned personnel (Nurse / Midwife)
7. Rt-PCR Test on the 8th / 11th day of Quarantine	Filling up of CIF Conduct Testing	none	Lydia ragaanan Marites Cortes Michelle Bunculan
8. Wait for result	Print document Contact tracing	none	Rowela Madarang
9. If Rt-PCR Result is positive	Zoning Containment Identify persons to undergo quarantine & testing	none	
9. Finish quarantine	Re-assess health status, give medical clearance	none	CHO assigned personnel

1. SERVICE NAME	PRE-NATAL CHECK UP		
Service Information	Prenatal care is medical care a patient gets during pregnancy. At each visit, the OB-GYN/Midwife checks on the patient and her growing baby		
OFFICE	CANDON CITY HEALTH OFFICE (OPD SECTION)		
CLASSIFICATION	SIMPLE		
TYPE OF TRANSACTION	GOVERNMENT TO CITIZEN		
WHO MAY AVAIL	PREGNANT MOTHERS		
CHECKLIST REQUIREMENTS		WHERE TO SECURE	
POSITIVE PREGANANCY TEST		LABORATORY/DRUGSTORE	
PRENATAL BOOKLET		OPD	
LABORATORY AND ULTRASOUND RESULTS		LABORATORY	
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PERSON RESPONSIBLE
Request Maternal Health Services	- Admit the client and fill up the Prenatal Booklet of	NONE	Nursing Attendant on Duty
	- Check vital signs and record weight and height		
Pre-Natal Check up	- Instruct the mother to wait in queue	NONE	OB-GYN MIDWIFE
	- Examination and Assessment of the pregnant		
Receiving of Medicines and Vaccination	- Provision of vitamins, medicine, and tetanus toxoid (if due)	NONE	NURSE
Health Teaching	- Give health education on Proper Nutrition, Maternity	NONE	FE DIASEN

1. SERVICE NAME	LYING- IN SERVICES
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Service Information	Pregnant mothers who are eligible to give birth on the facility are admitted for 24 hours after their delivery. Eligible mothers are those on their 2nd, 3rd and 4th pregnancy and have undergone Vaginal delivery prior to the current pregnancy.		
OFFICE	CANDON CITY HEALTH OFFICE (OPD SECTION)		
CLASSIFICATION	COMPLEX		
TYPE OF TRANSACTION	GOVERNMENT TO CITIZEN		
WHO MAY AVAIL	PREGNANT MOTHERS DUE FOR DELIVERY		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PERSON RESPONSIBLE
Request to give birth in the facility	• Admit the client and fill up the Lying Chart	NONE	NURSE MIDWIFE
	• Check vital signs, weight, height and fetal heart rate		
	• Perform initial Internal Examination		
	• Fill up Partograph		
	• Update Client Record		
LABOR and DELIVERY	• Monitor progress of labor	NONE	MIDWIFE
	• Assist the delivery of the baby and placenta		
	• Perform Essential Newborn Care		NURSE
	• Assist patient and baby to ward		
	• Monitor vital signs of the mother and baby until		
	• Watch out for Danger signs. Prepare for referral as necessary		
NEWBORN SCREENING and HEARING TEST	• Collect blood sample from the newborn after 24 hours of birth	NONE	NURSE or MED TECH
REGISTRATION OF BIRTH	• Fill up Temporary Registration Form to be passed at		
DISCHARGE and HEALTH TEACHING	• Advise Post Partum and Newborn Care services.	NONE	NURSE
	• Advise schedule of the newborn's vaccination		
	• Inform mother on the different Family Planning		

SERVICE NAME	:	PRE-MARRIAGE COUNSELING
Service Information	:	Provide information regarding Family Planning and Responsible Parenthood
OFFICE	:	OFFICE OF THE CITY HEALTH
CLASSIFICATION	:	SIMPLE
TYPE OF TRANSACTION	:	Government to Citizen
WHO MAY AVAIL	:	Any couple which are applying for their Family Planing parenthood

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Application for Pre-marriage counseling	Local Registrar Office
Pre -marriage counselling -responsible parenthood	CSWDO
Pre-marriage counselling - Family planning	City Health Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PERSON RESPONSIBLE
Submit Application	Conduct preliminary interview and check	None	LCR Officer
Attend Pre-marriage counseling -Responsible	Conduct Pre-marriage counseling -Responsible parenthood	None	Erlito Cacayorin
Attend Pre-marriage counseling Family planning	Conduct Pre-marriage counseling Family planning	None	Carmelita Soliven
Release of cetificate	Completionn of the certificate of Pre-marriage	None	Erlito Cacayorin
Requirements review	Checking of requirements	None	LCR Officer

SERVICE NAME	:	NUTRITION
Service Information	:	The City Health Office through the Nutrition Office extends services on nutrition counselling to Candonians who are in need of nutritional advice guidance especially on nutritional status of their children and to identify undernourish pre-schooler through monthly eOPT Plus for supplemental feeding program

OFFICE	:	OFFICE OF THE CITY HEALTH
CLASSIFICATION	:	SIMPLE
TYPE OF TRANSACTION	:	Government to Citizens
WHO MAY AVAIL	:	Citizen of Candon

CHECKLIST REQUIREMENTS		WHERE TO SECURE	
Weighing scale and height board measurement		Barangay Health Station	
Supplemental Feeding		CHD Nutrition Office	
Nutrition Assessment Form		CHD Nutrition Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PERSON RESPONSIBLE
Nutrition Assessment through eOPT	Monthly weight and height measurement	None	BNS/BHWs
Approach the Nutrition Officer for assessment and counselling	Nutrition interview and assess the client and refer:	None	BRANDO CASTRO, RN, CNAO
	a. Laboratory for CBC and Urinalysis	130	MED. TECH.
	b. Dental Office for dental checkup	None	ELIZABETH MANZANO DENTIST
	c. Refer to the Medical Doctor for Medical check up	None	NAREISO S. RAMOS JR., MD. JOY P. VILLANUEVA MD. NGREEN N. ESCOBAR MD. ROSE ANN ASUNCION, MD.
	d. Counsel the client and prepare diet guide	None	BRANDO CASTRO, RN, CNAO
	d. Give assistance to those identified undernourished for supplemental feeding program	None	BRANDO CASTRO, RN, CNAO BNS/BHWs
	e. Schedule for the next visit of the client	None	
Sign the logbook	Let the client sign the logbook for documentation	None	BRANDO CASTRO, RN, CNAO

1. SERVICE NAME : APPLYING FOR A SPECIAL MAYOR'S PERMIT

Service Information : Provide an avenue where people could explore various employment options and actually see job placement they prefer.

OFFICE	: OFFICE OF THE CITY MAYOR
CLASSIFICATION	: SIMPLE
TYPE OF TRANSACTION	: Government to Citizen
WHO MAY AVAIL	: Corporation, groups, association and other entities

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	Accepts the request letter	none	1 minute	Antonino Gagarin Atty. Dacy Imee Calindas Sheryl Acance Luzviminda Collado Anna Maria Balbin
	If request is approved, advise the client to proceed to the:	Based from the assessment		
	Engineering Office for streamers, tarpaulins & signboards CEEDMO for product promotional activities General services Office for use of facilities and equipments Treasury Office for payment of fees			
	Review submitted documents and prepare the Mayor's Permit		5 minutes	
	Issue the permit		1 minute	Antonino Gagarin Atty. Dacy Imee Calindas Sheryl Acance Luzviminda Collado Anna Maria Balbin

2. SERVICE NAME : ISSUANCE OF MAYOR'S CLEARANCE

Service Information : Individuals who wishes to apply for a firearm licenses as well as seeking employment especially to the Philippine National Police and other legal purpose are required to secure Mayor's Clearance.

OFFICE	: OFFICE OF THE CITY MAYOR
CLASSIFICATION	: SIMPLE
TYPE OF TRANSACTION	: Government to Citizen
WHO MAY AVAIL	: Individual, Corporation, groups, association and other entities

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements for clearance	Check requirements then advice client to pay clearance fee at the treasury office		4 minutes	Carolyn Cabanting Sheryl Acance Anna Maria Balbin Luzviminda Collado Dacy Imee Calindas
2. Present Official Receipt (OR)	Prepare the clearance and present to the City Mayor for			
3 Receive the Mayor's Clearance	Issue the clearance			

3. SERVICE NAME : ISSUANCE OF MAYOR'S RECOMMENDATION (EMPLOYMENT/ MEDICAL-A FUNERAL ASSISTANCE

Service Information : Agencies requires their recruits to secure a recommendaton before they are allowed to apply. Likewise, hospitals needing assistance for indigent patients requires the recommendation letter from the mayor.

OFFICE	: OFFICE OF THE CITY MAYOR
CLASSIFICATION	: SIMPLE
TYPE OF TRANSACTION	: Government to Government
WHO MAY AVAIL	: City Officials and Employees

CLIENT STEPS	AGENCY ACTIONS	REQUIREMENTS	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements for recommendation	Check requirements then prepare the recommendation leter and present it together with supporting documents	Letter request Barangay Endorsement Certificate of Indigency from the		Atty. Dacy Imee Calindas Sheryl Acance Anna Maria Balbin Luzviminda Collado
Receive recommendation letter	Issue the recommendation letter/medical/funeral assistance slip			

4 SERVICE NAME : ISSUANCE OF MAYOR'S CERTIFICATION

Service Information : Some schools and overseas employment agencies require their students/recruits to secure a Certification of Good Moral Character before they are allowed to enrol or apply.

CLIENT STEPS	AGENCY ACTIONS	REQUIREMENTS	PROCESSING TIME	PERSON RESPONSIBLE
Submit requirements or certificaion	Check requirements then prepare certification and present to the City Mayor for approval	NBI/Police Clearance	5 minutes	Atty. Dacy Imee Calindas Anna Maria Balbin Luzviminda Collado Carolyn Cabanting Sheryl Acance
Recieve the certification	Issue Certification		5 minutes	Dacy Imee Calindas Anna Maria Balbin Luzviminda Collado Carolyn Cabanting Sheryl Acance

5 SERVICE NAME : SCHEDULE OF MARRIAGE/WEDDING SOLEMNIZATION

Service Information : Likewise, the City Mayor's office extends assistance in conducting civil marriage/wedding solemnization. In the absence of the City Mayor, the City Vice mayor officate the solemnization.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for a schedule of wedding solemnization and present requirements	Review the requirements and coordinate with the City mayor on the wedding schedule	Treasury Office		Carolyn Cabanting Marilyn Pitargue Luzviminda Collado
Receive confirmation of the date of wedding	Confirm date, time and place of wedding			Carolyn Cabanting Marilyn Pitargue Luzviminda Collado

6 SERVICE NAME : REQUESTS FOR AMBULANCE OR OTHER VEHICLES

Service Information : The City Government also provides assistance to its needing urgen transfer of patients thru the ambulance and for groups/organizations requesting for transportation. credits of an employee upon his request without actually going on leave

OFFICE	: OFFICE OF THE CITY MAYOR
CLASSIFICATION	: SIMPLE
TYPE OF TRANSACTION	: Government to Government
WHO MAY AVAIL	: Any individual, group/organization/association

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit letter of request	Check availability of vehicle then present letter to the City Mayor for approval			Marilyn Pitargue Antonino Gagarin Luzviminda Collado
Receive confirmation for the use of vehicle	Confirm reservation and schedule the use of vehicle			

7 SERVICE NAME : REQUEST FOR TRAVEL PERMIT
Service Information : The City Government also provides assistance to its employees and Barangay Captains who wish to travel outside the country at their own expense.

OFFICE	: OFFICE OF THE CITY MAYOR
CLASSIFICATION	: SIMPLE
TYPE OF TRANSACTION	: Government to Government
WHO MAY AVAIL	: Any individual or group

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit fully accomplished	For approval of the City Mayor			Atty. Dacy Imee Calindas
Prepare for Permit to Travel	Issue the Travel Permit			Atty. Dacy Imee Calindas

1. REQUEST FOR COOPERATIVE DOCUMENTARY PRINTOUTS

Service Information: Clients may request for the following:

- Cooperative Directory
- Cooperative Policy Templates
- Copies of RA 8520, IRR, CDA Memorandum Circulars and other issuances

OFFICE	CITY COOPERATIVES OFFICE
CLASSIFICATION	SIMPLE
TYPE OF TRANSACTION	Government to Client
WHO MAY AVAIL	All residents and non-residents of the City of Candon

REQUIREMENT:	WHERE TO SECURE
Duly Accomplished Request Form	City Cooperative Development Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request	Receive the request and refer the client to the concerned personnel	Free	2 minutes	Cynthia Ramos; Elisa Bautista
2. Undergo the interview with the concerned personnel	Interview the client and print the requested document	Free	10 minutes	Cynthia Ramos Richie Andino Grace Ramos
3. Receive the document	Release the document	Free		

2. SCHEDULING OF NEEDS ANALYSIS FOR ORGANIZATION/ REGISTRATION OF COOPERATIVES

Service Information: Orientation on the organization of new cooperatives, amendment on the Articles of Cooperation and By-Laws (ACBL) of operating cooperatives and other concerns

OFFICE	CITY COOPERATIVES OFFICE
CLASSIFICATION	SIMPLE
TYPE OF TRANSACTION	Government to Client
WHO MAY AVAIL	<ul style="list-style-type: none">• Duly registered cooperatives operating/will be operating in the City of Candon• Any group intending to organize and register a cooperative

REQUIREMENT:	WHERE TO SECURE
Request letter addressed to the City Mayor	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request	Receive the request and refer the client to the concerned personnel	Free	2 minutes	Cynthia Ramos; Elisa Bautista
2. Undergo the interview with the concerned personnel	Interview the client	Free	30 minutes	Richie Andino Grace Ramos

3. Confirm the schedule	Schedule the Needs Analysis and Orientation	Free		
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Note: Period of actual conduct of Needs Analysis and Orientation vary depending on the case of each party

3. REQUEST FOR FINANCIAL ASSISTANCE

Service Information: Duly organized cooperatives may apply for financial assistance from the City Government of Candon under the Agricultural Production Program, Cooperative Loan Assistance Program and Seed Capital Assistance Program.

OFFICE	CITY COOPERATIVES OFFICE
CLASSIFICATION	Complex
TYPE OF TRANSACTION	Government to Client Government to Government
WHO MAY AVAIL	<ul style="list-style-type: none"> Duly registered cooperatives operating in the City of Candon

REQUIREMENTS:	WHERE TO SECURE
Request letter addressed to the City Mayor	Concerned Cooperative
Proof of Sangguniang Panlungsod (SP) Accreditation as Civil Society Organization (CSO)	Sangguniang Panlungsod
Pertinent attachments For CLAP, secure an application form	CCDO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Requirements	Receive and inspect the documents	Free	10 minutes	Cynthia Ramos; Richie Andino
	Forward the document to the Office of the City Mayor	Free		Administrative Unit
	Transmit to the Sanggunian for the Resolution			
	Process the voucher			
2. Receive the check	Release the Check	Free	2 minutes	City Treasurer's Office

4. CONDUCT OF COOPERATIVE TRAINING AND SEMINAR

Service Information: Cooperatives may request for the conduct of mandatory and other trainings and seminars as capacity development intervention of the city government.

OFFICE	CITY COOPERATIVES OFFICE
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	Government to Client , Government to Business, Government to Government
WHO MAY AVAIL	<ul style="list-style-type: none"> Duly registered cooperatives operating in the City of Candon

	<ul style="list-style-type: none"> Candon City Cooperative Development Council (CCDC)
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REQUIREMENT:	WHERE TO SECURE
Request letter /Resolution	

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request	Receive the request and refer the client to the concerned personnel	Free	2 minutes	Cynthia Ramos; Elisa Bautista
	Prepare Training Proposal		30 minutes	Grace L. Ramos
	Process procurement of meals and snacks to be served during the training/seminar		Dependent on the approval and completion of the required procurement process	Cynthia Ramos; Richie Andino
	Coordinate with the CCDC for the schedule		10 minutes	Grace L. Ramos
	Contact/coordinate with accredited training provider/s or with CDA		10 minutes	Grace L. Ramos
	Prepare program and certificates for the training/seminar		3 hrs	Cynthia Ramos Richie Andino
	Conduct of the training/seminar	free	Dependent on the type of seminar and classification of the cooperative	

Note: Period of actual conduct of Trainings and Seminars vary depending on the type of seminar and classification of the cooperative

5. INTERVENTION FOR AILING AND DISTRESSED COOPERATIVES

Service Information: Cooperatives may request for technical assistance on CDA and other regulatory agencies’ findings that need resolution or compliance.

OFFICE	CITY COOPERATIVES OFFICE
CLASSIFICATION	SIMPLE
TYPE OF TRANSACTION	Government to Client
WHO MAY AVAIL	<ul style="list-style-type: none"> Duly registered cooperatives operating in the City of Candon

REQUIREMENTS:	WHERE TO SECURE
Request letter	Concerned cooperative
Articles of Cooperation and By-Laws	Concerned cooperative
Policies and other pertinent documents	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	Receive the request and refer the client to the concerned personnel	Free	2 minutes	Cynthia Ramos; Elisa Bautista
2. Undergo the interview	Interview the Client and assess the background of the cooperative and the need for intervention	Free	45 minutes	Richie Andino; Grace L. Ramos
3. Confirm the schedule	Record the schedule	Free		

6. FACILITATION OF ACCREDITATION FOR COOPERATIVES

Service Information: Accreditation for cooperatives is granted to duly registered cooperatives applying for accreditation in order to avail government assistance and or to be able to have a representation in the local special bodies as mandated by the DILG and COA.

OFFICE	CITY COOPERATIVES OFFICE
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	Government to Client Government to Business Government to Government
WHO MAY AVAIL	<ul style="list-style-type: none"> Duly registered cooperatives operating in the City of Candon

REQUIREMENTS:	WHERE TO SECURE
Request letter	Concerned Cooperative Applicant
Duly Accomplished Application Form	Sangguniang Panlungsod
Duly Approved Board Resolution	Concerned Cooperative
Certificate of Registration	Concerned Cooperative
ACBL	Concerned Cooperative
Profile of the Cooperative	Concerned Cooperative
Latest Certificate of Compliance	Concerned Cooperative
Original Sworn Statement that the Cooperative is an independent, non-partisan organization and that it will retain its autonomy while pursuing the advancement of the peoples' interest through its members in a local special body, after satisfying all the requirements and set of criteria, and after securing a Certificate of Accreditation from the concerned Sanggunian;	Concerned Cooperative

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure checklist for cooperative accreditation	Give checklist for Cooperative accreditation	Free	2 minutes	Cynthia Ramos Elisa Bautista Richie Andino
2. Submit original copies of documents as per checklist for evaluation	Receive and review as to completeness of documentary requirements and advise client in case of lacking documents	Free	15 minutes	Richie Andino; Grace L. Ramos

	After assessment, endorse complete documents to the Office of the City Mayor for submission to the Sangguniang Panlungsod for inclusion in the agenda during SP session	Free	Dependent on the action of the Administrative Unit and SP	Grace Ramos
	Follow up to the SP Office for its approval and if approved, secure copy of the approved Resolution and update client for the approval.		5 minutes	Cynthia Ramos; Richie Andino; Grace Ramos

7. REQUEST FOR MICROFINANCE (LIVELIHOOD EMPOWERMENT AND DEVELOPMENT SERVICES or LEDS)

Service Information: Microfinance Program dubbed as LEDS is a lending program to provide for capital to MSMEs, cooperatives, farmers, fisherfolks, market vendors, barangay officials and tricycle drivers from Candon City.

OFFICE	CITY COOPERATIVES OFFICE
CLASSIFICATION	Complex
TYPE OF TRANSACTION	Government to Client Government to Government Government to Partner CSO
WHO MAY AVAIL	<ul style="list-style-type: none"> Duly registered cooperatives and barangay officials of the City of Candon (MSMEs and tricycle drivers should apply at CBPLO or CEEDMO; OFWs at PESO and farmers/fisherfolks at the City Agriculture Office)

REQUIREMENTS:	WHERE TO SECURE
Application Form	City Cooperative Office/ICCB
For cooperatives: CDA Registration, business permit, audited financial statement, BIR Registration and other basic cooperative documents	Applying Cooperative
For Barangay Officials: Oath of Office, latest payroll, barangay clearance, valid ID with photo, MOA	Barangay / Barangay Official
Endorsement	City Cooperative Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Requirements	Receive and inspect the documents	Free	10 minutes	Richie Andino Grace Ramos
	If complete, the staff prepares the endorsement for signature of the City Cooperative Development Officer	Free	3 minutes	Richie Andino Grace Ramos
2. Receive the endorsement for	Release the endorsement	Free	1 minute	Richie Andino Grace Ramos

submission to ICCB.				
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Location: The City Cooperative Development Office is located at the 2nd floor, south wing, of Candon City Hall.

GRACE L. RAMOS
City Cooperative Officer

You can also contact us at:
09053511488

Or email us at:
coopofficecandoncity@gmail.com

SERVICE NAME : SECURING CITY DATA/INFORMATION

Serrvice Information

The office extends help for any private individuals, business sector and students that seek data or information regarding the following:

1. Comprehensive Land Use Plan,
2. Annual Investment Program
3. Local Development Investment Program
4. Comprehensive Development Plan
5. Economic Development and Community Based Monitoring System (CBMS) Data
6. City profiles and other statistics such as Socio-Economic and Ecological Profile,

OFFICE	OFFICE OF THE CITY PLANNING AND DEVELOPMENT COORDINATOR			
CLASSIFICATION	: SIMPLE			
TYPES OF TRANSACTION	: Government to Citizen			
WHO MAY AVAIL	: Any individual gathering/searching for city data/information			
A. SECURING STATISTICAL DATA <i>Statistical data are socio-economic in category like ecological and socio economic profile, maps and community based monitoring sytem data.</i>				
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
1. Request letter <i>address to the City Mayor signifying the intent, needed information and purpose</i>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive approved request letter from the office of the City Mayor	Provide Registration or log book	NONE	3 minutes	Any OCPDC /MIS STAFF
2.Inquire& request data/ information	Verify data or information availability	NONE	5 Minutes	Any OCPDC /MIS STAFF
	Access and ask the clients preference: Print/ photo copy a hard copy or Copy the e-file to a flash drive or cd	NONE (Note: Clients requesting copies of city maps should pay the amount of 50 pesos at the City Treasurer's Office except for students)	5 Minutes	Any OCPDC /MIS STAFF
3. Receive a copy of the data/information	Review, verify and release the data/information	NONE	2 Minutes	Engr. Naulie G. Cabanting

B. SECURING Non- STATISTICAL DATA

Non-Statistical data are files that generally related to plans and projects and are consolidated for Annual Reports like Annual Investment Program, Annual Development Plan and Local Development Investment Program.

CHECKLIST REQUIREMENTS	WHERE TO SECURE

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the Office's Logbook and write data you wish to request	Refer to person in charge	NONE	3 minutes	Any OCPDC /MIS STAFF
2. Inquire & request data/ information	Verify data or information	NONE	3 Minutes	Any OCPDC /MIS
	Access and ask the clients preference: a. Print/ photo copy a hard copy b. Copy the file to a flash drive or cd	NONE	5 Minutes	Any OCPDC /MIS STAFF
3. Receive a copy of the data/information	Review, verify the correctness of data written in the logbook and release the data/information	NONE	3 Minutes	Engr. Naulie G. Cabanting

SERVICE NAME

: **APPLYING FOR A JOB OVERSEAS**

Serrvice Information

Serve as referral and information center for the various agencies and programs of POEA and other government and private recruitment agencies in the area.

OFFICE		PUBLIC EMPLOYMENT SERVICES OFFICE		
CLASSIFICATION		SIMPLE		
TYPES OF TRANSACTION		Government to Citizen		
WHO MAY AVAIL		Any individual applying for a job overseas		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
1. Passport		Department of Foreign Affair		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check posted job vacancies abroad and or inquire at the PESO	Let the client register in the logbook and in Manpower Registration Form	NONE	2 Minutes	Judy W. Liao
2.Fill out Application Form/Preliminary interview by the agency/SRA	Make referral and Conduct PEOS	NONE	5 Minutes	Judy W. Liao
3. Ready for Hiring/Placement	The agency will submit deployment report for evaluation of the PESO Manager	NONE	5 Minutes	Judy W. Liao

1. SERVICE NAME: ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATION (AICS)

Service Information: A form of assistance provided to individuals and families who are in extremely difficult circumstances and have inadequate resources.

OFFICE	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
CLASIFFICATION	Simple
TYPE OF TRANSACTION	Government to Citizen
WHO MAY AVAIL	Individuals/Family Member of the Individual in Need of Assistance

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>MEDICAL ASSISTANCE</i>	
- Medical Certificate	Hospital/Clinic where the patient sought medical intervention
- Hospital Bill/Statement of Account/Prescriptions/Treatment Protocol	Hospital/Clinic where the patient sought medical intervention
- Certificate of Indigency/Low Income	Barangay
<i>BURIAL ASSISTANCE</i>	
- Death Certificate	Civil Registrar's Office
- Funeral Contract	Concerned Funeral Homes
- Certificate of Indigency/Low Income	Barangay
<i>EDUCATIONAL ASSISTANCE</i>	
- Enrolment Assessment Form/Certificate of Enrolment or Registration	School
- Statement of Account for College Students	State University/Universities or State College/Colleges
- Certificate of Indigency/Low Income	Barangay
- Valid School ID of the student/beneficiary	School
<i>TRANSPORTATION ASSISTANCE</i>	
- Any valid ID of the client	COMELEC, POST OFFICE etc.
- Police Blotter or Certification (for victims of pick pockets, illegal recruitment, etc.) or	PNP
- Other supporting documents/such as, but not limited to, justification of the social worker, medical certificate, death certificate, and/or court order/subpoena.	CSWDO Office/Hospital/Civil Registrar/Court
- Barangay Certificate of Residency/Indigency or Certificate that Client is in Need of Assistance	Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Secure complete requirements as per type of assistance needed and submit to CSWDOOffice	<ul style="list-style-type: none"> - Accept and validate requirements - Once verified complete, interview and assess client as per need presented and socio-economic status for the amount of assistance to be given - Prepare and process attachments (BA Forms, Voucher ...) 	-	<p>5 minutes</p> <p>3 days</p>	<p>Alma M. Gabor Maribel A. Galima Shyne M. Rahon Almira G. Pontejos Mark Jason G. Choy-awen</p> <p>City Budget Office City Accounting Office City Treasury Office City Mayor's Office</p>
2) Receive financial assistance	<ul style="list-style-type: none"> - Release of financial assistance (check, petty cash) 		3 minutes	City Treasury Office

2. SERVICE NAME: **ISSUANCE OF CERTIFICATE OF INDIGENCY**

Service Information: Certificate is being issued by the Office as per requirement by concerned agency/ies before it accepts program beneficiaries.

OFFICE	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
CLASIFFICATION	Simple
TYPE OF TRANSACTION	Government to Citizen
WHO MAY AVAIL	Individuals/Families belonging to Indigent Families

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Barangay Certificate of Indigency duly signed by the Punong Barangay	Designated Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Present secured barangay certificate of indigency to the CSWDOffice	<ul style="list-style-type: none"> - Accept submitted barangay certificate - Interview and validate name of client in the masterlist of indigent families. - Upon validation, prepare the certificate. 	-	3 minutes	Alma M. Gabor Maribel A. Galima Shyne M. Rahon Almira G. Pontejos Mark Jason G. Choy-awen
2) Sign at the Issuance of Certificate Logbook before receiving the certificates	<ul style="list-style-type: none"> - Issue certificate of indigency duly signed by the CSWDOfficer. 	-	2 minutes	Alma M. Gabor Maribel A. Galima Shyne M. Rahon Almira G. Pontejos Mark Jason G. Choy-awen

3. SERVICE NAME: **SECURING OF A SOCIAL CASE STUDY REPORT (SCSR)**

Service Information: SCSR is a type of report issued by the CSWDO office duly prepared and signed by a registered social worker as per requirement by concerned agency/ies before it can provide/refer for assistance.

OFFICE	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
CLASIFICATION	Simple
TYPE OF TRANSACTION	Government to Citizen
WHO MAY AVAIL	Individuals who are found extremely in need of financial/medical assistance; CICLs with filed cases in court ; Victims of cases referred to Commission on Human Rights (CHR)/Department of Justice (DOJ) for Financial Assistance.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
FOR REQUEST OF FINANCIAL /MEDICAL ASSISTANCE	
- Medical Certificate/Clinical Abstract	Hospital where the client sought medical intervention
- Statement of Account/Prescriptions/Treatment Protocol	Hospital where the client sought medical intervention
COURT RELATED CASES/Other line agency e.g. CHR	
- Assessment of the Level of Discernment	CSWDO office
- Referral/Case Report from PNP	PNP

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit complete requirements (as per clientele category)	<ul style="list-style-type: none"> - Validate requirements - Interview and assess client's background. (For Court Related Cases: Other than securing information for the standard SCSR, ask the CICL to answer the Discernment Level Tool and Moral Reasoning Tool) - Conduct Home Visitation and Collateral Interview - Prepare and finalize the SCSR. 	-	6 days	Alma M. Gabor Erlito R. Cacayorin Maribel A. Galima Shyne M. Rahon
2) Sign at the Receiving Logbook for SCSR before claiming the duly signed SCSR.	<ul style="list-style-type: none"> - Issue Social Case Study Report. 	-	1 minute	Alma M. Gabor Erlito R. Cacayorin Maribel A. Galima Shyne M. Rahon

4. SERVICE NAME: **ISSUANCE OF SOLICITATION PERMIT**

Service Information: A solicitation permit is being issued to regulate the conduct of a solicitation program by a legitimate organization or associations within the City.

OFFICE	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
CLASIFFICATION	Simple
TYPE OF TRANSACTION	Government to Citizen
WHO MAY AVAIL	Any legitimate group, association and organization

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Request Letter to the City Mayor	From the Office of the requesting group/association/organization
Minutes of Meeting (discussing the solicitation agenda)	From the Office of the requesting group/association/organization
Sample of the Envelope	From the Office of the requesting group/association/organization

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit Request Letter , Minutes of Meeting and sample of the envelope	<ul style="list-style-type: none"> - Validate submitted requirements - Provide application form 	-	2 minutes	Alma M. Gabor Erlito R. Cacayorin Maribel A. Galima Shyne M. Rahon
2) Accomplish the application form before returning to the attending staff	<ul style="list-style-type: none"> - Review accomplished application form for corrections and validation. - Advise the client to pay permit fee. 	-	5 minutes	Alma M. Gabor Erlito R. Cacayorin Maribel A. Galima Shyne M. Rahon
3) Proceed to City Treasury Office to pay corresponding permit fee	<ul style="list-style-type: none"> - Accept payment and issue official receipt (OR). 	P100.00	3 minutes	City Treasury Office
4) Return to CSWDOoffice and present OR	<ul style="list-style-type: none"> - Prepare Solicitation Permit to be signed by CSWDOfficer and City Mayor - Issue duly signed Solicitation Permit 	-	10 minutes	Alma M. Gabor Erlito R. Cacayorin Maribel A. Galima Shyne M. Rahon

5. SERVICE NAME: **ISSUANCE OF SOLO PARENT IDENTIFICATION CARD (ID)**

Service Information: Solo Parent ID is being issued to qualified Solo Parent/s in the City for identification purposes and as per requirement in availing existing national and local benefits and privileges.

OFFICE	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
CLASIFFICATION	Simple
TYPE OF TRANSACTION	Government to Citizen
WHO MAY AVAIL	<ul style="list-style-type: none"> - Birth of a child as a consequence of rape; - Widow/widower - Spouse of person deprived of Liberty (PDL) - Spouse of person with disability (PWD) as defined in RA 11861 - Due to de facto separation - Due to nullity of marriage - Abandoned - Spouse of the OFW as defined in RA 11861 - Relative of the OFW as defined in RA 11861 - Unmarried mother or father who keeps and rears his/her child or children - Legal guardian, adoptive or foster parent who solely provides parental care and support to a child or children. - Any relative within fourth (4th) degree of consanguinity or affinity - A parent woman who provides sole parental care and support to her unborn child or children.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Solo Parent from the barangay	Barangay
Affidavit of Solo Parent	Public Attorney's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Present needed requirements as per category under RA 11861	<ul style="list-style-type: none"> - Accept and validate submitted requirements. - Interview and assess eligibility of the client. - Provide Solo Parent Application Form 	-	3 minutes	Alma M. Gabor Maribel A. Galima
2) Accomplish the form before returning to the attending staff	- Prepare solo parent ID for the approval of the CSWDOfficer and the City Mayor.	-	15 minutes	Alma M. Gabor Maribel A. Galima City Mayor
3) Sign at the Issuance of Solo Parent ID Logbook before receiving the ID.	- Issue Solo Parent ID.	-	2 minutes	Alma M. Gabor Maribel A. Galima

Note: The office is entitled to 7 days prior to issuance of Solo Parent ID, as period to assess and establish the qualification of the applicant.

6. SERVICE NAME: **FINANCIAL ASSISTANCE TO SOLO PARENT**

Service Information: *Please refer to ASSISTANCE TO INDIVIDUALS IN CRISIS SITUATION (AICS)*

7. SERVICE NAME: **PRE-MARRIAGE COUNSELLING**

Service Information: A type of counselling being provided to would be couples who are seeking marriage license from City Civil Registrar's Office.

OFFICE	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
CLASIFFICATION	Simple
TYPE OF TRANSACTION	Government to Citizen
WHO MAY AVAIL	All would be couples 18 years and above

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Parent's Consent for applicant/s 18-24 years old	Civil Registrar's Office (signed by the parents of the concerned 18-24 yr old applicant)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Personal appearance at the CSWDOOffice	<ul style="list-style-type: none"> - Verify age of applicants (with parents' consent for 18-24 applicants) - Furnish applicants the Individual Information Form and then the Marriage Expectation Inventory Questionnaire after. 	-	3 minutes	Erlito R. Cacayorin
2) Fill up the Individual Information Form an answer the Marriage Expectation Inventory Questionnaire	<ul style="list-style-type: none"> - Conduct of pre-marriage counselling 	-	1 hour	Erlito R. Cacayorin
3) Sign at the Pre-Marriage Counselling Logbook before receiving the Certificate.	<ul style="list-style-type: none"> - Issue Pre-marriage Counselling Certificate. 	-	2 minutes	Erlito R. Cacayorin

8. SERVICE NAME: **RICE ASSISTANCE PROGRAM TO INDIGENT FAMILIES**

Service Information: An augmentation provided to indigent families assessed to be in need of food subsidy in the form of rice.

OFFICE	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
CLASIFFICATION	Simple
TYPE OF TRANSACTION	Government to Citizen
WHO MAY AVAIL	Indigent Families

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Indigency	Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit Certificate of Indigency to the CSWDOffice	<ul style="list-style-type: none"> - Verify eligibility through the conduct of socio-economic assessment. - Request for Rice Slip approved by the CSWDOfficer and the City Mayor. 	-	20 minutes	Alma M. Gabor Maribel A. Galima Shyne M. Rahon Jyzille V. Brillantes
2) Sign at the Rice Assistance Logbook before receiving the approved rice slip.	<ul style="list-style-type: none"> - Issue rice slip and advise client to claim rice at the designated claiming rice store. 	-	2 minutes	Alma M. Gabor Maribel A. Galima Shyne M. Rahon Jyzille V. Brillantes

9. SERVICE NAME: **ASSISTANCE TO WOMEN AND CHILDREN IN DIFFICULT CIRCUMSTANCES**

Service Information: A service provided to disadvantaged women ages 18-59 to promote their welfare with specific attention to the prevention and/or eradication of their exploitation in any form as well as the promotion of skills for employment and self-actualization. While the assistance to children in difficult circumstances is a kind of service being provided to help the child/victim cope/overcome underlying negative circumstance associated with the type of violence/abuse they have been unfortunately caught/involved into.

OFFICE	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
CLASIFFICATION	Simple
TYPE OF TRANSACTION	Government to Citizen
WHO MAY AVAIL	Women and children who are victims of violence such as rape, physical and emotional abuse, etc.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Referral from the Punong Barangay	Concerned Barangay
Referral from the WCPD-PNP	PNP
Referral from the M/CSWDO (for referred cases from other municipality/city)	Referring Municipality/City

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Proceed to CSWDO office with the referral or together with either of the ff. respective PB/WCPD/ C/MSWDO depending on the referring party.	- Interview and assess the presented problem/case of the client.	-	30 minutes	Alma M. Gabor Maribel A. Galima Erlito R. Cacayorin Shyne M. Rahon
2) Attend and cooperate during the process.	- Provide appropriate initial intervention as per assessment e.g. counselling. (Conduct home visitation and further assessment if found necessary). - Refer client to other line agency if necessary.	-	30 minutes	Alma M. Gabor Maribel A. Galima Erlito R. Cacayorin Shyne M. Rahon

10. SERVICE NAME: AFTER CARE AND FOLLOW UP SERVICES FOR DISCHARGED CLIENTS FROM REHABILITATION CENTER

Service Information: A service designed to maintain benefit even after client has been discharged from the rehabilitation center. It involves a continuation of counselling and other support to ensure sustainability of the full turn recovery of the client.

OFFICE	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
CLASIFFICATION	Simple
TYPE OF TRANSACTION	Government to Citizen
WHO MAY AVAIL	Client/s who are discharged from Rehabilitation Center

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Order from the Court	Assigned Regional Trial Court (RTC) handling the case

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Present Court Order	<ul style="list-style-type: none"> - Interview and assess client - Prepare After Care Program Plan with the client. - Provide client a copy of the approved plan. - Conduct counselling as initial intervention (and regular counselling session during reporting schedule). Home visitation and monitoring shall be conducted in part of the After Care Program. 	-	1 hour	Alma M. Gabor Maribel A. Galima Erlito R. Cacayorin Shyne M. Rahon
2) Report at the Office as per scheduled.	<ul style="list-style-type: none"> - Follow up and assess compliance of the client. 	-	30 minutes	Alma M. Gabor Maribel A. Galima Erlito R. Cacayorin Shyne M. Rahon

11. SERVICE NAME: **SELF-EMPLOYMENT ASSISTANCE (SEA)/MARKET LOAN**

Service Information: A type of loan extended to any small enterprise assessed qualified to be granted.

OFFICE	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
CLASIFICATION	Simple
TYPE OF TRANSACTION	Government to Citizen
WHO MAY AVAIL	Small Enterprises

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Business Permit	CBPLO
Request Letter to the City Mayor	From the owner of the enterprise

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Request for Capital Assistance	<ul style="list-style-type: none"> - Interview client then review and validate requirements. - Advice client to present Request Letter to the City Mayor for endorsement. - City Mayor to provide endorsement for the Approval of the City Treasurer on the availability of funds. 	-	2 minutes	Erlito R. Cacayorin City Mayor's Office City Treasurer's Office
2) Submit endorsement letter with the approval of City Treasurer on the availability of funds to the CSWDOffice.	<ul style="list-style-type: none"> - Conduct home visit for business inspection. 	-	1 day	Erlito R. Cacayorin
3) Return to the office for the signing of the agreement	<ul style="list-style-type: none"> - Prepare the loan agreement papers. - Prepare and process voucher 	- -	5 minutes 1 day	Erlito R. Cacayorin
4) Claim Market Loan	<ul style="list-style-type: none"> - Release signed check. 	-	2 minutes	City Treasury Office

12. SERVICE NAME: **ISSUANCE OF SENIOR CITIZEN/PERSON WITH DISABILITY IDENTIFICATION CARD (ID) AND PURCHASE BOOKLETS**

Service Information: Issuance of SC/PWD ID and Purchase Booklets are being governed by national laws and is being used as for Identification Purposes and in availing benefits and privileges relative therein nationwide.

OFFICE	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
CLASIFFICATION	Simple
TYPE OF TRANSACTION	Government to Citizen
WHO MAY AVAIL	Senior Citizens and Persons with Disabilities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>SENIOR CITIZENS</i>	
- Birth Certificate/Baptismal Certificate	Civil Registrar's Office/Church
<i>PERSONS WITH DISABILITIES</i>	
- Medical Certificate with identified Type of Disability issued by the CHOfficer/Private Physician	CHO/Private or Public Hospital
- 4 (1 x1 ID Picture)	Photo Center

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Secure complete requirements and submit to CSWDOoffice	<ul style="list-style-type: none"> - Accept and validate requirements - Once verified complete, provide the SC/PWD a registration form to fill up. 	-	5 minutes	Alma M. Gabor Shyne M. Rahon Espiritu C. Baclayen Mark Jason G. Choy-awen Susan T. Nono
2) SC/PWD to fill up the registration form	<ul style="list-style-type: none"> - Prepare the PWD/SC ID and Purchase Booklets - Issue duly signed SC/PWD ID and Booklets by the City Mayor 	-	5 minutes	City Mayor Alma M. Gabor Shyne M. Rahon Espiritu C. Baclayen Mark Jason G. Choy-awen Susan T. Nono

13. SERVICE NAME: FINANCIAL ASSISTANCE TO DECEASED SENIOR CITIZENS (FADSC)/PERSON WITH DISABILITIES (FADPWD)

Service Information: An assistance granted to the immediate family of the deceased Senior Citizen or PWD in case of death of a membered SC/PWD.

OFFICE	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
CLASIFFICATION	Simple
TYPE OF TRANSACTION	Government to Citizen
WHO MAY AVAIL	Family Member of the Deceased Senior Citizen/Person with Disability

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Death Certificate	Civil Registrar's Office
PWD/Senior Citizen's ID	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE
1) Submit photocopy of the Death Certificate of the Deceased PWD/SC and surrender SC/PWD ID	<ul style="list-style-type: none"> - Accept and validate requirements - Once verified complete, interview client 	-	5 minutes	Alma M. Gabor Shyne M. Rahon Espiritu C. Baclayen Susan T. Nono
2) Receive Certificate of Eligibility (CE)	<ul style="list-style-type: none"> - Prepare and issue Certificate of Eligibility (CE) to the client for signature of the respective Punong Barangay and PWD/SC President. 		5 minutes	
3)Return to the CSWDOoffice the duly signed CE	<ul style="list-style-type: none"> - Process accomplished papers 	-	3 days	Budget Office Accounting Office Treasury Office Mayor's Office
4) Claim financial assistance	<ul style="list-style-type: none"> - Release of financial assistance 	-	5 minutes	Treasury Office

14. SERVICE NAME: **RICE ASSISTANCE TO FAMILY OF DECEASED SENIOR CITIZENS/PERSON WITH DISABILITIES**

Service Information: A one (1) cavan of rice granted to the immediate family of the deceased Senior Citizen or PWD in case of death of a membered SC/PWD apart from the FADSC/FADPWD as a form of assistance.

OFFICE	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
CLASIFFICATION	Simple
TYPE OF TRANSACTION	Government to Citizen
WHO MAY AVAIL	Family Member of the Deceased Senior Citizen/Person with Disability

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Death Certificate	Civil Registrar's Office
PWD/Senior Citizen's ID	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSI NG TIME	PERSON RESPONSIBLE
1) Submit photocopy of the Death Certificate of the Deceased PWD/SC and surrender SC/PWD ID	<ul style="list-style-type: none"> - Accept and validate requirements - Once verified complete, interview client 	-	5 minutes	Alma M. Gabor Shyne M. Rahon Espiritu C. Baclayen Susan T. Nono
2) Receive Rice Slip and claim to the designated rice store.	<ul style="list-style-type: none"> - Issue Rice Slip duly approved by the CSWDOfficer and the City Mayor. - Advise the client to claim the 1 cavan of rice using the Rice Slip at the designated rice store. 		5 minutes	

15. SERVICE NAME: **SOCIAL PENSION FOR INDIGENT SENIOR CITIZEN/PERSON WITH DISABILITY**

Service Information: A grant awarded to qualified Senior Citizen/Person with Disability as an offset to their existing socio-economic incapacity to meet the demands of daily living.

OFFICE	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
CLASIFFICATION	Simple
TYPE OF TRANSACTION	Government to Citizen
WHO MAY AVAIL	Indigent Senior Citizens Indigent Persons with Disabilities (0-59 years old)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<i>SOCIAL PENSION FOR SENIOR CITIZEN (SC)</i>	
Accomplished Endorsement Form	Barangay Senior Citizens' President
Senior Citizen's ID	City Senior Citizen's Office
<i>SOCIAL PENSION FOR PERSONS WITH DISABILITIES (PWD)</i>	
Accomplished Endorsement Form	Barangay PWD President/Coordinator
PWD ID	Person with Disabilities Office (PDAO)/ City Social Welfare and Development Office (CSWDO)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit to the CSWDO office accomplished endorsement form and photocopy of ID of the SC/PWD	<ul style="list-style-type: none"> - Accept and validate submitted requirements - Interview client and validate eligibility. - If found eligible, include SC/PWD in the list of social pensioners. (Noting that no slot is available as per given slot/barangay has already been occupied, applying grantee shall be placed under the waiting list until such time a social pensioner dies requiring for a replacement or if additional slots are made available then an applying grantee shall be enrolled whichever then comes first. 	-	15 minutes	Alma M. Gabor Shyne M. Rahon Susan T. Nono Almira G. Pontejos

Note: If the indigent Senior Citizen/Person with Disability has been enrolled, she/he will be informed of the schedule of the pay-out which will be announced as to where and when by the CSWDO office through the Barangay SC/PWD Presidents. She has to bring his/her SC/PWD ID and a photocopy of which. To those with special cases like those who are bedridden and with mental disability, an immediate family member only is allowed to be authorized to claim the grant.

DISABILITY (PWD)

Service Information: Assistive devices are being awarded to in-need SC/PWDs to help them restore their mobility apart from their old age or medical condition that had caused them.

OFFICE	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
CLASIFFICATION	Simple
TYPE OF TRANSACTION	Government to Citizen
WHO MAY AVAIL	Senior Citizens and Persons with Disabilities recommended for assistive device

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Medical Certification with recommendation of the type of assistive device needed.	Hospital/Clinic/City Health Office
Price Quotation of the Assistive Device	Medical Stores/General Merchandise Stores
Barangay Certificate of Indigency/Low Income	Barangay

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit complete requirements to the CSWDO Office	<ul style="list-style-type: none"> - Accept and validate requirements then interview client. - Prepare and process necessary papers and endorsement to the City Mayor for approval. - Purchase Assistive Device 	-	5 minutes 3 days	Alma M. Gabor Maribel A. Galima Shyne M. Rahon Espiritu C. Baclayan City Budget Office City Treasury Office City Accounting Office City Mayor's Office
2) Receive Assistive Device through signing at the Acknowledgement Receipt	<ul style="list-style-type: none"> - Issue assistive device 	-	5 minutes	Alma M. Gabor Shyne M. Rahon Espiritu C. Baclayan

17. SERVICE NAME: **CENTER-BASED REHABILITATION FOR CHILDREN WITH DISAILITIES**

Service Information: This is extended to Children with Disabilities needing comprehensive rehabilitation program and services. Children with disabilities are brought to Stimulation and Therapeutic Activity Center (STAC) where the rehabilitation services like, Physical Therapy, Special Education and other social services are provided free of charge.

OFFICE	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
CLASIFFICATION	Simple
TYPE OF TRANSACTION	Government to Citizen
WHO MAY AVAIL	Children and Young Adult with Disabilities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Referral Letter from the attending Physician of the Child with Disability	Hospital/Clinic where the child was seen and diagnosed

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit referral letter	<ul style="list-style-type: none"> - Accept and validate referral - Interview parent/guardian of the child for profiling. Explain the rules and regulations governing the rehabilitation of the child in the Center including parents' responsibilities towards the general welfare of the child, their partnership to the staff and to the Center in general. 	-	30 minutes	Alma M. Gabor Shyne M. Rahon Sherly S. Gamueta Josephine G. Villegas
2) Proceed to the concerned STAC Staff to handle the rehabilitation of the child.	<ul style="list-style-type: none"> - Direct the child and parent/guardian to the concerned STAC Staff, Physical Therapist or SPED Teacher depending on the referral for orientation, scheduling and initial treatment. 			

18. SERVICE NAME: ASSISTANCE AND REFERRAL OF CLIENTS IN NEED OF PSYCHOLOGICAL/PSYCHIATRIC INTERVENTIONS

Service Information: A type of assistance provided to referred clients needing the service of other profession like psychologist or psychiatrist depending on the case presented.

OFFICE	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
CLASIFFICATION	Simple
TYPE OF TRANSACTION	Government to Citizen
WHO MAY AVAIL	Clients assess and referred needing the service of a psychologist or a psychiatrist.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Letter from the referring party/agency e.g. City Prosecutor's Office	From the Referring Party
Court Order	Regional Trial Court of Municipal Trial Court

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit referral letter/Court Order to the CSWDOffice	<ul style="list-style-type: none"> - Accept and validate referral - Interview client including the parent/guardian. (May conduct counselling when assessed client needs). - Check availability and schedule of the attending Psychologist/Psychiatrist before scheduling the transportation vehicle and finalizing the travel date. - Inform the client, the parent/guardian of the scheduled travel date. 	-	30 minutes	Alma M. Gabor Erlito R. Cacayorin Maribel A. Galima Shyne M. Rahon
2) Proceed with the travel together with the accompanying Social Worker.	<ul style="list-style-type: none"> - Assist and refer client together with parent/guardian to the psychologist and or psychiatrist. 		1 day	Alma M. Gabor Erlito R. Cacayorin Maribel A. Galima Shyne M. Rahon

Service Information: A type of assistance provided to eligible OSYs to help them continue their studies in college.

Service Information: A type of assistance provided to eligible OSYs to help them continue their studies in college.

OFFICE	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
CLASIFFICATION	Simple
TYPE OF TRANSACTION	Government to Citizen
WHO MAY AVAIL	Indigent Out-of-school youth

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Indigency	Barangay
School Record of the last SY attended	School last attended

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit needed requirements	<ul style="list-style-type: none"> - Accept and validate referral - Interview and assess OSY. - Conduct home visit and collateral interview. - (If OSY is found eligible), call his/her attention for endorsement to the City Mayor. 	-	20 minutes 1 day	Alma M. Gabor Jerry R. Reyes
2) Report to the CSWDO office	<ul style="list-style-type: none"> - Prepare and process endorsement papers for the approval of the City Mayor. 	-	30 minutes	Alma M. Gabor Jerry R. Reyes

20. SERVICE NAME: **REHABILITATION SERVICES TO CHILD-AT-RISK (CAR) AND CHILDREN IN CONFLICT WITH THE LAW (CICL)**

Service Information: A type of service being extended to children who are at risk of committing violation, displaying delinquent behaviours, and those who have been apprehended for violating laws and local ordinances for the purpose of deviating them from becoming a recidivist or a perennial client.

OFFICE	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
CLASIFFICATION	Simple
TYPE OF TRANSACTION	Government to Citizen
WHO MAY AVAIL	Children-at-Risk (CAR) and Children in Conflict with the Law (CICL)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Referral from the BCPC Chairperson/Punong Barangay	Barangay
Referral from the PNP-WCPD	PNP
Birth Certificate of the Minor	Civil Registrar's Office/PSA

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR MINORS 15 YEARS OLD AND BELOW UPON COMMISSION OF THE CRIME/VIOLATION				
1) Proceed to the CSWDO office together with the parent/guardian, Punong Barangay/PNP-WCPD Personnel	- Accept and validate referral/circumstance presented by the referring party.	-	5 minutes	Alma M. Gabor Erlito R. Cacayorin Maribel A. Galima Shyne M. Rahon
	- Interview and assess the minor including the parent/guardian. (Include counselling session with in the period)		20 minutes	
	- Interview referring party for additional information.		10 minutes	
	- Community-based Intervention Program formulation		20 minutes	
	- Finalize Intervention Program for contract signing and immediate implementation.		10 minutes	
	- Commit the child to the parent/guardian along with the responsibility presented in the Intervention Program.		2 minutes	

2) Comply with the Intervention Program	- Monitor minor's compliance on the Intervention Plan		6 months to 1 year (depending on the performance of the minor).	Alma M. Gabor Erlito R. Cacayorin Maribel A. Galima Shyne M. Rahon Punong Barangay
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Note: If the social worker finds the child to be abandoned, neglected or abused by parents and the best interest of the child requires referral to a **youth care facility** or **'Bahay Pag-asa'** or **Crisis Intervention Center** managed by LGUs or licensed and/or accredited NGOs monitored by the DSWD, the child shall be committed to the facility.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR MINORS ABOVE 15 YEARS OLD BUT BELOW 18 YEARS OLD UPON COMMISSION OF THE CRIME (With Case Filed in Court)				
1) Proceed to the CSWDO office together with the parent/guardian and PNP-WCPD Personnel	- Accept and validate referral/circumstance presented by the referring party.	-	5 minutes	Alma M. Gabor Erlito R. Cacayorin Maribel A. Galima Shyne M. Rahon
	- Interview and assess the minor including the parent/guardian with guide from CICL discernment tool. (Include counselling session with in the period)		20 minutes	
	- Interview referring party for additional information while allowing the minor to accomplish the Discernment and Moral Reasoning Questionnaire.		20 minutes	
	- Conduct home visit and collateral interview		1 day	
	- Review recordings and prepare the report determining the discernment of the minor.		3 days	
	- Finalize report before submitting to the court.		20 minutes	

Note:

- * If without discernment: the child shall be exempted from criminal liability; shall be subjected to intervention program
- * With discernment: shall be subjected to diversion if imposable penalty is 6 years and if child is qualified
- * With discernment and imposable penalty is above 6 years: diversion shall be done at the level of the court.

If the social worker finds the child to be abandoned, neglected or abused by parents and the best interest of the child requires referral to a **youth care facility** or **'Bahay Pag-asa'** or **Crisis Intervention Center** managed by LGUs or licensed and/or accredited NGOs monitored by the DSWD, the child shall be committed to the facility.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
FOR MINORS ABOVE 15 YEARS OLD BUT BELOW 18 YEARS OLD UPON COMMISSION OF THE CRIME (With No Case Filed in Court)				
1) Proceed to the CSWDO office together with the parent/guardian and referring party.	- Accept and validate referral/circumstance presented by the referring party.	-	5 minutes	Alma M. Gabor Erlito R. Cacayorin Maribel A. Galima Shyne M. Rahon
	- Interview and assess the minor including the parent/guardian (Include counselling session with in the period)		20 minutes	
	- Prepare intervention program for the monitoring of the child.(Home monitoring and reporting at the Office)		20 minutes	
2) Return to Office for reporting	- Counselling session and progress monitoring.		30 minutes	Alma M. Gabor Erlito R. Cacayorin Maribel A. Galima Shyne M. Rahon

Note: If the social worker finds the child to be abandoned, neglected or abused by parents and the best interest of the child requires referral to a **youth care facility** or '**Bahay Pag-asa**' or **Crisis Intervention Center** managed by LGUs or licensed and/or accredited NGOs monitored by the DSWD, the child shall be committed to the facility.

21. SERVICE NAME: **DISASTER RELIEF OPERATION PROGRAM**

Service Information: This refers to provision of timely and appropriate assistance to help alleviate the conditions/situations of distressed/displaced individuals/families and those who are victims of disaster who are in need of food, clothing, temporary shelter, emotional and moral support through efficient and effective management of evacuation center, ready to eat/mass feeding, crisis debriefing sessions and provision of financial/material assistance.

OFFICE	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
CLASIFFICATION	Simple
TYPE OF TRANSACTION	Government to Citizen
WHO MAY AVAIL	Victim/s of Natural and Man Made Calamities

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Damage Report from the Punong Barangay	Barangay
Certificate of Eligibility	School last attended

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit needed requirements	- Accept and validate requirements/reported problem.	-	3 minutes	Alma M. Gabor Erlito R. Cacayorin Maribel A. Galima Shyne M. Rahon Jerry R. Reyes Almira G. Pontejos
	- Interview and assess eligibility of the client		10 minutes	
	- identify immediate need/s		5 minutes	
2) Sign at the Relief Distribution Sheet	- Provide immediate assistance e.g. relief goods.	-	5 minutes	Alma M. Gabor Erlito R. Cacayorin Maribel A. Galima Shyne M. Rahon Jerry R. Reyes Almira G. Pontejos

22. SERVICE NAME: **EMERGENCY SHELTER ASSISTANCE (ESA)/CORE SHELTER ASSISTANCE (CSA)**

Service Information: This refers to the provision of financial/material assistance to help families construct/repair their houses be it partially/totally destroyed by natural or man-made disasters. To ensure its effectiveness, it involves social preparation/mobilization of beneficiaries and the community.

OFFICE	CITY SOCIAL WELFARE AND DEVELOPMENT OFFICE
CLASIFICATION	Simple
TYPE OF TRANSACTION	Government to Citizen
WHO MAY AVAIL	Victim/s of Natural or Man-made Disaster whose houses are partially/totally damaged

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Picture of the damaged house	The owner has to provide
Estimation of Needed Materials	From a carpenter/foreman/Engineer
Barangay Certificate of Eligibility	Barangay/Punong Barangay

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1) Submit needed requirements	- Accept and validate requirements/reported problem.	-	3 minutes	Alma M. Gabor Erlito R. Cacayorin Maribel A. Galima Shyne M. Rahon
	- Interview and assess eligibility of the client		10 minutes	Jerry R. Reyes Almira G. Pontejos
	- Conduct home visit	-	1 day	Alma M. Gabor Erlito R. Cacayorin Maribel A. Galima Shyne M. Rahon Jerry R. Reyes Almira G. Pontejos
	- Prepare and process papers as per approval of the City Mayor		3 days	City Budget Office City Accounting Office City Treasury Office City Mayor's Office
2) Return to claim check	- Release approved/signed check	-	3 minutes	City Treasury Office

CITY ENGINEERING OFFICE

1. SECURING REQUIREMENTS FOR BUILDING/EIP/OCCUPANCY PERMITS & OTHERS

Service Information	The City Engineering Office personnel process the needed documents/forms upon request of the applicant
OFFICE CLASSIFICATION TYPE OF TRANSACTION WHO MAY AVAIL	CITY ENGINEERING OFFICE SIMPLE G2C- Government to Citizen Any individual or entity applying for Building Permit
CHECKLIST OF REQUIREMENTS * Form (requirements listings)	WHERE TO SECURE Engineering Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry requirements	Give the list of the requirements	none	1 minute	Engr. Archie M. De Gracia Engr. Keisa Jane Apelado Rommel Galdones

2. SECURING BUILDING PERMIT

Service Information	A BUILDING PERMIT is required prior to construction, erection, alteration, major, repair, or renovation or conversion of any building structure owned by government or private entitles. The permit becomes null and void if work does not commence within 1 year from the date of such permit, or if the building permit or work is suspended or abandoned at any time after it has been commenced for a period of 120 days.
OFFICE CLASSIFICATION TYPE OF TRANSACTION WHO MAY AVAIL	CITY ENGINEERING OFFICE SIMPLE G2C- Government to Citizen Any individual or entity applying for Building Permit
5 Sets of Plan in Blue Print (Duly Signed by Professionals) * Architectural * Structural * Sanitary * Electrical * Mechanical (if needed) Other requirements	WHERE TO SECURE Engineering Office Engineering Office Engineering Office Engineering Office Engineering Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to secure bldg. permit	Evaluate and review the submitted documents and prepare the Letter of Endorsement to Bureau Fire Protection (BFP)	none	3 minutes	Engr. Archie M. De Gracia Engr. Keisa Jane Apelado Rommel Galdones
2. Submit FSEC to CEO Pay Bldg. permit fees Receive the Bldg. permit	Assess Bldg. permit fees and advise client to pay at the CTO Approval and issuance of Building Permit	Based on Bldg. Code	5 minutes	Engr. Clevenson R. Maranion Engr. Archie M. De Gracia Engr. Keisa Jane Apelado Rommel Galdones

3. SECURING ELECTRICAL INSTALLATION PERMIT (EIP - FOR SMALL SCALE DWELLING

[illegible]

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to secure permit	Evaluate and review the submitted documents. Prepare letter of Indorsement to BFP	none	3 minutes	Engr. Archie M. De Gracia Engr. Keisa Jane Apelado Rommel Galdones
2. Submit FSEC Pay assess fees Received permit	Assess fees and issue order of payment Approval and issuance of the permit	Base on Bldg. Code	1 minute	Engr Clevenson R. Maranion Engr. Archie M. De Gracia Engr. Keisa Jane Apelado Rommel Galdones

4. SECURING BUILDING OCCUPANCY PERMIT

[illegible]

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements to secure permit	Verify and evaluate the submitted documents Assess fees (if documents are complete) and advise client to pay the corresponding fees	none	5 minutes	Engr. Archie M. De Gracia Engr. Keisa Jane Apelado Rommel Galdones
2. Pay corresponding fees at the CTO and submits OR to CEO	Prepare the permit	Based on Bldg. Code	3 minutes	Engr. Archie M. De Gracia Engr. Keisa Jane Apelado Rommel Galdones
3. Receive the permit	Approval and issuance of the permit	none	1 minute	Engr. Clevenson R. Maranion

**5. SECURING ANNUAL BUILDING INSPECTION CLEARANCE/CERTIFICATE
(FOR BUSINESS LICENSE ONLY)**

Service Information		Business Enterprises are required to secure building inspection approval from the City Engineer's Office before the start of commercial operations and during the annual renewal of business permits. This is part of the process for securing a business license/Mayor's Permit.		
OFFICE CLASSIFICATION TYPE OF TRANSACTION WHO MAY AVAIL		CITY ENGINEERING OFFICE SIMPLE G2C- Government to Citizen Any individual or entity applying for Building Permit		
CHECKLIST OF REQUIREMENTS Application Form Assessment Form Previous Year's Clearance		WHERE TO SECURE Engineering Office Engineering Office Engineering Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present application BPLO form and other requirements	Assess fees (Site inspection will be conducted for new applicants by schedule)	none	2 minutes	Engr. Archie M. De Gracia Engr. Keisa Jane Apelado Rommel Galdones
2. (For NEW business applicants) Received copy of inspection report	Prepare inspection report and furnished a copy to applicant	none	10 minutes	Engr. Archie M. De Gracia Engr. Keisa Jane Apelado Rommel Galdones
3. Pay corresponding fees and submits OR	Prepare clearances/permit	Base on assess fee	3 minutes	Engr. Archie M. De Gracia Engr. Keisa Jane Apelado Rommel Galdones
4. Receive the clearance/ permit	Approval and Issuance of permit/clearance permit		2 minutes	Engr. Clevenson R. Maranion Engr. Archie M. De Gracia Engr. Keisa Jane Apelado Rommel Galdones

1. SERVICE NAME : REQUEST FOR THE USE OF TENTS , TABLES AND CHAIRS

Service Information : Through the City General Services Office, the City extends assistance to all individuals, agencies, groups or orgnizations who wish to request for borrowing tents, tables and chairs for their occasions/activities.

OFFICE	: CITY GENERAL SERVICES OFFICE
CLASSIFICATION	: SIMPLE
TYPE OF TRANSACTION	: Government to Citizen / Government to Government
WHO MAY AVAIL	: Any individual, agency, group or organization

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request form	City General Services Office
2. Approved Request form	City Mayor's Office
3. Noted request	City General Services Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form.	Make an assessment	None	2 minutes	Elvira Laiz/Lester Gadiano
	Approve the request	None	1 minute	Reynaldo P. Querubin
2. Proceed to the Mayor's Office for notation.	Receive request form.	None	1 minute	CMO Personnel
	Approve Request form.	None	2 minutes	City Mayor Eric D. Singson
3. Show the noted request duly signed by the Mayor.	Schedule delivery	None	2 minutes	Efren Acance

2. SERVICE NAME : REQUEST FOR THE USE OF FUNCTION ROOMS AND OTHER FACILITIES

Service Information : Likewise, the CGSO extends assistance to agencies, groups or organizations who wish to request for the use of function rooms and other facilities.

OFFICE	: CITY GENERAL SERVICES OFFICE
CLASSIFICATION	: SIMPLE
TYPE OF TRANSACTION	: Government to Citizen / Government to Government
WHO MAY AVAIL	: Any agency, group or organization

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Letter of request duly approved by the City Mayor	Borrowing individual, agency, organization
2. Official Receipt	City Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES- SING TIME	PERSON RESPONSIBLE
1. Present Letter of Request to City Mayor.	Approve Letter of Request	None	2 minutes	CMO Staff, City Mayor Eric D. Singson
2. Proceed to the Treasury Office for payment.	Issue receipt	Civic Center A. Rental: 1. Fund Raising Activities- P3,000.00/day 2. Entertainment Shows- P3,000.00/day	2 minutes	CTO Personnel

		3. School Activities - graduation, etc.- P3,000.00/day B. Electrical Power Consumption: 1. Daytime or Night Time a) Use of Aircon Units: - 20 Toner -P200.00/unit/hr. - 10 Toner -P100.00/unit/hr. - 3 Toner -P50.00/unit/hr. b) Use of Power Outlets & Lights - 1st hr.-P300.00 - Succeeding hrs. – P250.00 C. Ammenities: 1. Chairs-P2.00/chair 2. Sound System-P500.00/day		
2. Present Approved Letter of Request and Official Receipt.	Schedule availability of venue and coordinate for physical arrangement	None	2 minutes	Elvira Laiz/Winnie Feraldo/Lester Gadiano

1. SERVICE NAME : **APPLYING FOR A JOB IN THE LGU**
Service Information : Provide an avenue where people could explore vicious employment options and actually seel job placement they prefer.

OFFICE	: OFFICE FOR HUMAN RESOURCE MANAGEMENT
CLASSIFICATION	: SIMPLE
TYPE OF TRANSACTION	: Government to Citizen
WHO MAY AVAIL	: Any individual seeking for a job

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Application Letter/Resume	
2. Credentials - Authenticated Transcript of Record - Authenticated Examination Records - Authenticated Professional License	School, CSC, PRC
3. NBI Clearance	NBI Office (Tagudin, I. Sur, Vigan City)
4. Medical Examination Results Blood Test, Urinalysis, Chest X-ray, Drug Test, Psychological Test, Neuro-Psychiatric Examination	Accredited Hospitals
5. Clearance from previous employment	Previous Employer
6. Certificate of Employment/Service Record	Previous Employer

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application Letter (Credentials)	Conduct preliminary interview and check credentials	none	5 minutes	Doris G. Manzano
2. Applicant will wait for notification	If qualified applicant is subject to screening by HRMPSB and undergo examination as the case maybe	none	1-2 hours	Doris G. Manzano HRMPSB
3. Submit Medical Results, NBI Clearance, Cert. of Eligibility, PRC License, and other requirements	Evaluate, review submitted documents	none	5 minutes	Doris G. Manzano Any HR Staff
4. Wait for Notification	Process Appointment Papers	none	1-2 days	Doris G. Manzano, Ana Marie Gacilos
5. Undergo Orientation	Conduct Orientation	none	30 minutes	Doris G. Manzano Any HR Staff
6. Take Oath and Introduction	Accompany the employee for Oath taking with the City Mayor	none	10 minutes	Doris G. Manzano
	Introduce to the Head of Office Concerned and during the Monday Flag Ceremony	none	10 minutes	Doris G. Manzano Any HR Staff

2. SERVICE NAME : **APPLYING FOR ON-THE-JOB TRAINING (OJT)/IMMERSION**
- Service Information : Provide a venue where students undergo OJT as part of their school curriculum with proper monitoring and coaching and gain the proper skills and attitudes that will prepare them for future employment.

OFFICE	: OFFICE FOR HUMAN RESOURCE MANAGEMENT
CLASSIFICATION	: SIMPLE
TYPE OF TRANSACTION	: Government to Citizen
WHO MAY AVAIL	: Graduating Students

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Endorsement/Letter by the school head	Respective school
2. Memorandum of Agreement/Undertakings between LGU and school	Respective school
3. Parents/Guardian Waiver	Parents/Guardian

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present Letter Request of School Head	Validate the request and endorse the same for approval of the City Mayor	none	10 minutes	Doris G. Manzano
Undergo Orientation	Conduct Orientation	none	30 minutes	Doris G. Manzano Any HR Staff
Start OJT	Introduction and Deployment to offices	none	30 minutes	Doris G. Manzano Any HR Staff

3. SERVICE NAME : **SECURE SERVICE RECORD, CERTIFICATIONS AND OTHER PERSONNEL RECORDS**

Service Information : The OHRM as the caretaker of personnel records are responsible to process the needed documents of concerned employees upon request.

OFFICE	: OFFICE FOR HUMAN RESOURCE MANAGEMENT
CLASSIFICATION	: SIMPLE
TYPE OF TRANSACTION	: Government to Government
WHO MAY AVAIL	: City Officials and Employees

CHECKLIST REQUIREMENTS	WHERE TO SECURE
NONE	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Register in the logbook and specify the purpose	Encode/Update the needed document	none	5 minutes	Any HR Staff
Pay corresponding fee at the Treasury Office if the request is Certification of Net Take Home Pay	Accept payment and issue Official Receipt	P 85.00	2 minutes	Marissa P. Gabor Elvira G. Valdez
Present Official Receipt	Print the needed document	none	2 minutes	Any HR Staff
Receive the document	Review, sign and release the document	none	2 minutes	Doris G. Manzano

4. SERVICE NAME : APPLYING MONETIZATION OF LEAVE CREDITS
Service Information : Payment in advance of accrued leaves under prescribed limits and subject to specified terms and conditions of the money value of leave credits of an employee upon his request without actually going on leave

OFFICE	: OFFICE FOR HUMAN RESOURCE MANAGEMENT
CLASSIFICATION	: SIMPLE
TYPE OF TRANSACTION	: Government to Government
WHO MAY AVAIL	: City Officials and Employees

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Letter request address to the City Mayor or the City Vice Mayor as the case maybe	OHRM
2. Receipts, Medical Bills, mortgage or any proof to support the purpose of monetization	
3. Leave Form (F-6)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the logbook	Update the leave credits if qualified to avail monetization	none	5 minutes	Any HR Staff
2. If qualified, accomplish the application for leave (F-6)	Process application of monetization	none	5 minutes	Any HR Staff
3. Receive and re-route the voucher to concerned offices	Review and sign the documents	none	2 minutes	Doris G. Manzano

5. SERVICE NAME : **CERTIFICATION OF LOAN APPLICATIONS WITH THE GSIS**
Service Information : As the Agency Authorized Officer, shall perform tasks on the validation of information essential to the determination of the qualifications of loan applicants through the facility of the GEOS.

OFFICE	: OFFICE FOR HUMAN RESOURCE MANAGEMENT
CLASSIFICATION	: SIMPLE
TYPE OF TRANSACTION	: Government to Government
WHO MAY AVAIL	: City Officials and Employees

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Certificate of Net Take Home Pay/Payslip	OHRM or Accounting Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Show Certificate of Net Take Home Pay/Pay Slips	Verify Net Take Home Pay with the payroll system	none	3 minutes	Any HR Staff
2. Apply thru the KIOSK if net take home pay is sufficient as required by the General Appropriations Act (GAA)	Assist the employee, if not familiar/capable to operate the KIOSK	none	5 minutes	Any HR Staff Security Guard on duty
3. Report to the OHRM	Let the client register in the logbook	none	2 minutes	Any HR Staff
4. Wait for the Confirmation/Certification of loan	Certify/Confirm loan	none	3 minutes	Doris G. Manzano

6. SERVICE NAME : **APPLYING FOR LEAVE OF ABSENCE**
Service Information : A right granted to officials and employees not to report for work with or without pay as may be provided by law as the rules prescribed in leave laws.

OFFICE	: OFFICE FOR HUMAN RESOURCE MANAGEMENT
CLASSIFICATION	: SIMPLE
TYPE OF TRANSACTION	: Government to Government
WHO MAY AVAIL	: City Officials and Employees

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Leave Form (F-6)	OHRM
2. Medical Certificate in case of sick leave, maternity leave, paternity leave, rehabilitation leave, and other medical related leave for woman	Medical Doctors
3. Solo parent Certification and ID	CSWDO
4. Barangay Certification for calamity leave	Barangay Captain
5. Proof of availing Special Privilege Leave	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished application for leave at the HR Office	Check completeness of the form	none		Any HR Staff
2. HR Office will compute leave credits of the concerned employee	Process the leave balance	none	5 minutes	Any HR Staff Doris G. Manzano
3. Concerned employee will hand-carry the application to the Mayor's Office/Vice Mayor's Office as the case maybe	Approved/Disapproved application for leave	none	2 minutes	Exec. Asst/Private Sec City Mayor/ City Vice Mayor
4. Record the approved leave and furnish concerned offices	Inform the employee on the action of application for leave	none	2 minutes	Any HR Staff

SERVICE NAME : **DATA / NEWS / PHOTO RELEASES/LGU-Candon Employee's ID**
 Service Information : The office is responsible in publishing any public information, news and other important document regarding the city. Provide a valid printed ID for LGU employees

OFFICE	: OFFICE FOR PUBLIC INFORMATION
CLASSIFICATION	: SIMPLE
TYPE OF TRANSACTION	: Government to Citizen
WHO MAY AVAIL	: Any individual seeking data and information. Any LGU employee securing ID

CHECKLIST REQUIREMENTS	WHERE TO SECURE
1. Registration at the client's logbook	Information Office
2. For data seekers - filled out "request for data/information" form - storage media (e.g. flash drive, DVD-R, HDD) - Short client interview	Information Office
3. For LGU-employees securing ID Filled out ID registration and production form Prescribed uniform for photo capturing	Information Office Uniform provided by the City Government
4. For Clients securing Vaccination Certificate (VaxCertPh) - Vaccination Card - Government-Issued Identification Card	Information Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For DATA SEEKERS				
1. Client upon entering the office will register at the client logbook	Supervise the filling out of logbook and ask client to state its business	none	5 minutes	any office staff
2. Client will wait for the processing of data, retrieval, printing and saving data/information	Depending on the size, availability and complexity of data/information requested, the department head will reviews the document/s prior to release	none	1 hour	any office staff
3. Client gives the storage media and gets interviewed	Department head gives approval and releases the document/s	none	5 minutes	Leoncio Balbin any office staff
4. Client proceed to reasearch at the library	Librarian issues books	none	5 minutes-1 hour	Evangeline O. Querubin
5. Asks the office about tourism services and browse over information	Provides information materials.	none	2 minutes	any office staff

For LGU-employees securing ID				
1. Client upon entering the office registers at the client logbook	Supervise the filling out of logbook and ask client to state its business	none	5 minutes	any office staff.
2. Client fills up the ID registration and production form	encode the form details unto the ID reproduction system	none	10 minutes	any office staff

3. Client have his/her Photo taken	Photo gets recorded on the ID reproduction system	none	1 minute	any office staff
4. Client waits until ID is released	Printing, cutting and lamination of ID	none	10 minutes	any office staff
5. Client receives his/her ID	Directs client to register his/her 2 types of ID and an ID lace at three different logbooks	none	5 minutes	any office staff

For Clients securing Vaccination Certificate (VaxCertPh)	VaxCertPh, VASLL & VaxCertPh Retool Datamanager Photocopy's the Vaxcard ID & rectifies the errors and missing doses found in the VaxCertPh Portal	none	3-24 hrs.	Engr. Patrick C. Cortes
1. Clients presents Vaccination Identification Card & Government-Issued Identification Card				

CITY LEGAL SERVICES

VISION:

A 'Smart City' which legal rights and public interest are fully afforded with utmost respect and being well protected.

MISSION:

The City Legal Office shall support the officials and officers of the City Government of Candon with a sound and independent legal advice and diligent representation, bearing in mind, the best interest of the City, with utmost integrity and accountability.

SERVICE PLEDGE:

The City Legal Office solemnly commits to render its best efforts and avail all resources within its domain to protect the legal rights and interests of the City of Candon as well as provide efficient and competent legal support to the actions and endeavors of the City officials geared towards general welfare and public interest.

CITIZENS' CHARTER:

SERVICE 1: REQUEST FOR LEGAL ADVICE:

Office or Division		City Legal Office		
Classification		Simple		
Type of Transaction		G2C- Government to Client		
Who may Avail		Any Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Clients		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fills up request form	1.1 Receives the request	none	3 minutes	City Legal Staff
	1.2 Interviews client for determination of facts and circumstances of the legal issue/s at hand	none	30 minutes	Lawyer/Legal Officer
	1.3 If it is within the mandate of the City Legal office, then further interview is done if necessary	none	3 days	Lawyer/Legal Officer
TOTAL		NONE	3 Days & 33 minutes	
END OF TRANSACTION				

SERVICE 2: REQUEST FOR LEGAL OPINION:

Office or Division		City Legal Office		
Classification		Simple		
Type of Transaction		G2C- Government to Client		
Who may Avail		Any Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Clients		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit request for Legal opinion	1.1 Receives the request	none	3 minutes	City Legal Staff
	1.2 Checks the request and attachments if complete	none	10 minutes	City Legal Staff

	1.3 Forwards request to Lawyer for preparation of legal opinion	none	3 minutes	City Legal Staff
	1.4 Releases Legal Opinion	none	5 days if simple issue/s; 10 days if involves complex issue/s	Lawyer/Legal Officer
TOTAL		NONE	5 Days & 16 minutes for simple issues 10 days & 16 minutes for complex issues	
END OF TRANSACTION				

SERVICE 3: REQUEST FOR REVIEW OF CONTRACTS AND OTHER DEEDS:

Office or Division		City Legal Office		
Classification		Simple		
Type of Transaction		G2C- Government to Client		
Who may Avail		Any Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Clients		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit deeds for review	1.1 Receive contracts/ deeds for review	none	3 minutes	City Legal Staff
	1.2 Records received deeds for review	none	10 minutes	City Legal Staff
	1.3Endorses document to lawyer for review	none	3 minutes	City Legal Staff
	1.4 Lawyer reviews the document	none	3 maximum days	Lawyer/Legal Officer
	1.5 Release reviewed contracts/ deeds	none	5 minutes	City Legal Staff
TOTAL		none	3 days & 21 minutes	
END OF TRANSACTION				

SERVICE 4: REQUEST FOR CERTIFIED COPY OF DOCUMENT:

Office or Division		City Legal Office		
Classification		Simple		
Type of Transaction		G2C- Government to Client		
Who may Avail		Any Clients		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
		Clients		
CLIENTS STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submits request for needed document/s	1.1 Receives the request	none	3 minutes	City Legal Staff
	1.2 Prepare the requested document/s	none	30 minutes	City Legal Staff
	1.3 Release of requested document	none	5 minutes	City Legal Staff
TOTAL		NONE	38 minutes	
END OF TRANSACTION				

1. COPY ISSUANCE OF CIVIL REGISTRY DOCUMENTS

(Civil Registry Documents refer to Birth, Marriage and Death Records wherein the event took place and was registered in our locality of Candon, Ilocos Sur)

OFFICE	LOCAL CIVIL REGISTRY OFFICE
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C-Government to Citizen
WHO MAY AVAIL	All persons who wish to secure a copy of their/their family members' civil registry records

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID	Personal File of the client
Old copy of their Civil Registry Record (if possible)	Personal File of the client
Authorization Letter (if record being secured is not theirs/their family members')	From the record owner or any of his/her family members
Valid ID of the one giving authorization letter to secure record	From the record owner of any of his/her family members

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE	- Evaluate the presented requirements and check the civil registry if the record is registered and available		5 minutes	Any LCRO Personnel who is presently available at the time
2. PAY	- Tells the client that the record is available or not, and if available, ask whether purpose is for local or international use before instructing client to pay the fee/s to the City Treasurer	P65.00 (For Local Usage) or P80.00 (for International Usage)	3 minutes	City Treasury Office (Teller No. 4 or No. 5)
3. CLAIM	- LCRO personnel encodes the requested record in the prescribed form and asks the client to review details before having the certificate signed by the Head of the LCRO		5 to 10 minutes	Any LCRO Personnel who is presently available at the time

2. ACCEPTANCE AND REGISTRATION OF CIVIL REGISTRY DOCUMENTS

(Refers to all Civil Events such as Births, Deaths, Marriages that occurred in our locality of Candon, Ilocos Sur for recording and registration)

OFFICE	LOCAL CIVIL REGISTRY OFFICE
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C-Government to Citizen
WHO MAY AVAIL	All accredited and recognized civil registry partners like midwives, nurses, doctors (for births and deaths) and the City Mayor, judges, priests, pastors, ministers (for marriages). It can also be the family members or registrants themselves as long as the hospitals, courts, churches have allowed the official form be handled by the registrants themselves.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID	Personal File of the client
Duly accomplished Civil Registry Form in quadruplicates by the document preparer (all four copies should be clearly printed and free of any erasures and markings)	Official Civil Registry Forms are accountable forms that are bought in bulk by the civil registry partners like hospitals, courts, churches from the National Printing Office (NPO).

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE	- Evaluate the presented requirements and check whether all the data items are filled and the necessary signatories have signed on the documents		5 minutes	Any LCRO Personnel who is presently available at the time
2. PAY	- Not Applicable for Birth and Marriage Certificates, As provided under Local Ordinance, all civil registrations in the city are offered free			
	- For Death Certificates, family members of the deceased are going to pay for the burial permit / transfer cadaver permit fees and rent for the cemetery plot (if cemetery is publicly owned by the LGU)	P100.00 (for either Burial Permit or Transfer Cadaver Permit) P1,500 to P3,500 (depending on the type or location of the cemetery plot)	10 to 30 minutes	City Treasurer's Office (Teller No. 4 or 5)
3. CLAIM	- The Head of the LCRO makes the final review and signs the documents before releasing only two original copies for the registrant and for the document preparer (hospital, court, church, etc.)		5 to 10 minutes	ENGR. JOHN G. LOYAC, City Civil Registrar

3. APPLICATION FOR MARRIAGE LICENSE

(Marriage License is a legal requirement for couple intending to get married; this license screens both couples as to their eligibility, singleness, legal age, psychological discernment, blood relations to allow the solemnizing official to administer the oath of legal union between the couples)

OFFICE	LOCAL CIVIL REGISTRY OFFICE
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2C-Government to Citizen
WHO MAY AVAIL	All persons who intends to marry and wish to secure this marriage license as a legal requirement prior to a valid marriage

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid IDs of Couple	Personal File of the client
Three (3) Photocopies of their Birth Certificates	Personal File of the client
Three (3) Photocopies of the latest PSA Certificates of No Marriage (CENOMAR) for both applicants	From the nearest Philippine Statistics Authority (PSA) Provincial Serbilis Center or its Partner Outlet like SaveMore
Three (3) Photocopies of Death Certificates of former spouse/s or Court Orders for Annulment (if previously married)	Personal File of the client
Three (3) Photocopies of Barangay Certificate of Tree-planting (for applicants residing in Candon)	From the Barangay in Candon, Ilocos Sur where any of the applicant is currently residing

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE	- Evaluate the presented requirements and check whether the at least one of the applicants is a resident of Candon and whether both are eligible to marry as provided under the Family Code of the Philippines		5 minutes	Any LCRO Personnel who is presently available at the time
	- Prepare the official Application for Marriage License Form which must be filled, reviewed and signed by the applicants		10 to 20 minutes	Any LCRO Personnel who is presently available at the time
2. PAY	- Tells the client to pay the Marriage License fees from the Treasurer's Office and submit the Official Receipt back to the LCRO personnel who accepted the application	P110.00 (Application Fee) + P50.00 (Counselling Fee) + P100.00 (Certified True Copy) + P20.00 (Secretary's Fee)	3 minutes	City Treasury Office (Teller No. 4 or No. 5)
3. CLAIM	- Direct the client to attend Pre-Marriage Orientation and Counselling at the City Social Welfare Development	P50.00 (Marriage License Fee) prior to release of the Marriage License	10 Calendar days for the posting of the Marriage Application (in which time the	Payment of Marriage License Fee at City Treasury Office and Final Release of

	Office CSWDO) and the City Health Office (CHO) and secure a Certificate of Compliance in the next ten days before returning to submit the Certificate of Compliance and pay the Marriage License Fee prior to release of the Marriage License		couples are expected to attend and secure the Counselling Certification) Payment of Marriage License Fee will be about 5 minutes	Marriage License from ENGR. JOIN LOYAC, City Civil Registrar
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4. APPLICATION FOR CORRECTION OF CLERICAL ERRORS IN CIVIL REGISTRY DOCUMENTS

(Clerical Errors such as wrong spelling and misaligned entries are corrected administratively by the Philippine Statistics Office based on the endorsement of the Local Civil Registrar as provided under RA 9048 and RA 10172)

OFFICE	LOCAL CIVIL REGISTRY OFFICE
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2C (Government to Citizen) and G2G (Government to Government)
WHO MAY AVAIL	Any person who have legal standing to petition and process corrections in civil registry documents that are registered in our locality of Candon, Ilocos Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID	Personal File of the client
Nine (9) Photocopies of the PSA Civil Document to be corrected	Personal File of the client
Four (4) Photocopies of Supporting Documents that shows the correct entries for the data being corrected like Baptismal Certificates, School Records, Old Medical Records, Valid IDs, Affidavits, Barangay Certifications, Police and NBI Clearances, Employment Records, etc.	Personal Files of the Client (*** NOTE: The exact list of requirements can be obtained from the LCRO Office as a result of a free consultation prior to filing the Petition for Correction)
Four (4) Photocopies of Special Power of Attorney (SPA) if the filing petitioner is not a direct family member	From any Lawyer or Notary Public executed by the registrant/registrant's family member for the appointed representative filing the petition on registrant's behalf
Four (4) Photocopies of Valid ID of the one giving the Special Power of Attorney to file Petition for Correction of his/her behalf	From the record owner of any of his/her family members

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE	<ul style="list-style-type: none"> - Evaluate the presented requirements and check completeness - Prepare petition for filing with the attached requirements duly signed by the petitioner 		20 to 30 minutes	Any LCRO Personnel who is presently available at the time
2. PAY	<ul style="list-style-type: none"> - Tells the client to pay Filing Fee and other Local Fees at the City Treasurer 	P3,000.00 (for Change of Child's FIRST NAME or Correction of Child's GENDER or Date of	5 minutes	City Treasury Office (Teller No. 4 or No. 5)

		Birth) or P1,000.00 (for Simple Clerical Errors) + P100.00 (Certified True Copy) + P100.00 (Other Registrable Instruments like Affidavits) + P80.00 (Local Birth/Marriage Death Certification) + P20.00 (Secretary's Fee)		
3. CLAIM	- Direct the client to allow time or wait for posting/publication period and PSA decision before they are contacted again to file endorsement of correction to PSA		2 to 3 months depending on the PSA who will issue the decision to Affirm or Impugn the filed petition	ENGR. JOHN G. LOYAC, City Civil Registrar
	- After the PSA decision is received, client is contacted to return to the LCRO office to secure a proper endorsement of correction to the PSA for annotation of the Civil Document on record in the PSA Database. The PSA decision is photocopied and an endorsement fee is collected from the clients prior to release of the endorsement letter to PSA	P100.00 (Certified True Copy) + P80.00 (Local Birth/Marriage/Death Certification) + P20.00 (Secretary's Fee)	5 Working days	ENGR. JOHN G. LOYAC, City Civil Registrar

5. APPLICATION FOR ANNOTATION OF COURT DECREES AND LEGAL INSTRUMENTS
(Civil Registry Documents like Birth, Marriage and Death Certificates can be amended, altered, corrected by judicial action with the proper court order or legal instrumentations like affidavits that falls outside the simple clerical errors and in fact affect legal status of the registrant pertaining to age, nationality, filial relations and legitimacy)

OFFICE	LOCAL CIVIL REGISTRY OFFICE
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2C (Government to Citizen) and G2G (Government to Government)
WHO MAY AVAIL	Any person who has filed a petition in court and was given a favorable court order, as well as those who have satisfactorily complied to execute legal affidavits in amending, correcting or changing parts of a person's civil registry document registered in our locality of Candon, Ilocos Sur

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID	Personal File of the client
Ten (10) Photocopies of the PSA Civil Registry Document to be affected by the Court Order/Legal Instrument	Personal File of the client (that which was issued by the Court or as subscribed by a Notary Public or Lawyer)

<p>Five (5) Photocopies of Court Certificate of Finality, Court Decree and Court Certificate of Authenticity</p> <p>- <u>Or -</u></p> <p>Five (5) Photocopies of the Subscribed Legal Instruments (like Affidavit of Admission of Paternity, Affidavit of Use of Surname of Father, Joint Affidavit of Legitimation, etc.)</p>	<p>Personal File of the Client (that which was issued by the Court or as subscribed by a Notary Public or Lawyer)</p>
<p>Five (5) Photocopies of Other Supporting Documents as may be deemed necessary by the Local Civil Registrar such as Valid IDs, Affidavits of Two Persons, Personal Records, etc.</p> <p>(*** NOTE: Exact List of requirements can be obtained after a free consultation with the LCRO)</p>	<p>From the record owner of any of his/her family members</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE	- Evaluate the presented requirements and check the civil registry if the record is registered and available		5 to 15 minutes	Any LCRO Personnel who is presently available at the time
2. PAY	- Tells the client to pay the fee/s to the City Treasurer	P100.00 (Filing Fee of Court Order/Legal Instrument) + P100.00 (Certified True Copy) + P100.00 (Other Registrable Instrment like supporting affidavits) + P80.00 (Local Birth/Marriage/Death Certificate) + P20.00 (Secretary's Fee)	3 minutes	City Treasury Office (Teller No. 4 or No. 5)
3. CLAIM	- Directs the client to wait for five (5) working days for the proper verification of documents from the respective courts and agencies, as well as, proper documentation and endorsement to PSA for annotation of the Civil Registry Record in the PSA Computer Database		5 working days	ENGR. JOHN G. LOYAC, City Civil Registrar

6. APPLICATION FOR SUPPLEMENTAL INFORMATION

(Civil Registry Documents with missing details or information can be belatedly supplied with proper legal instrumentation and supporting evidence. IMPORTANT NOTE: Only a maximum of two (2) missing entries can be supplied using this procedure.)

OFFICE	LOCAL CIVIL REGISTRY OFFICE
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2C (Government to Citizen) and G2G (Government to Government)
WHO MAY AVAIL	Any person who wish to make their deficient Civil Registry Documents complete and free of omissions as may be required by end-user agencies like the DFA, DepEd, SSS, etc.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID	Personal File of the client
Eight (8) Photocopies of the PSA Civil Document that has missing entries	Personal File of the client (Obtained from the PSA)
Four (4) Photocopies of the SELF AFFIDAVIT OF SUPPLEMENTAL INFORMATION executed by the registrant himself	From the Notary Public or Lawyer as executed by the registrant himself
Four (4) Photocopies each of Supporting Documents required by the Local Civil Registrar like Valid IDs, Personal Records, Affidavits and Barangay Certificates. Actual List of Supporting Documents can be obtained as a result of free consultation with the LCR.	From the record owner or any of his/her family members

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE	- Evaluate the presented requirements and check the civil registry if the record is duly registered		10 to 15 minutes	Any LCRO Personnel who is presently available at the time
2. PAY	- Tells the client to pay the fee/s to the City Treasurer	P100.00 (Filing Fee) + P100.00 (For Certified Copy) + P100.00 (For Other Registrable Instruments like Supporting Affidavits) + P80.00 (For Local Birth/Marriage/Death Certificate) + P20.00 (Secretary's Fee)	3 minutes	City Treasury Office (Teller No. 4 or No. 5)
3. CLAIM	- Direct client to come back after five (5) working days to allow for further verification of supporting documents and writing of formal endorsement letter to PSA for proper annotation		5 working days	ENGR. JOHN G. LOYAC, City Civil Registrar

7. APPLICATION FOR LATE REGISTRATION

(Civil Registry Documents like Birth, Marriage and Death Certificates can be belatedly filed and registered for persons who cannot secure a copy of their records from both the PSA computer database and the Local Civil Registry)

OFFICE	LOCAL CIVIL REGISTRY OFFICE
CLASSIFICATION	Highly Technical
TYPE OF TRANSACTION	G2C (Government to Citizen) and G2G (Government to Government)
WHO MAY AVAIL	Any person who wish to have a copy of their civil registry records that is currently negative or unavailable at the PSA database and the Local Civil Registry

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID	Personal File of the client
Four (4) Photocopies of recently secured PSA Negative Result	Personal File of the client
Four (4) Photocopies of Supporting Documents that will show that person being registered is real, existing and had history of records since childhood like Baptismal and School Records, Valid IDs, Marriage of Parents, Affidavit of Midwife or Medical Certificate of Hospital where child was born, etc. (** NOTE: Exact list of requirements can be obtained from LCR after initial free consultation)	Personal file of the registrant or his/her family members
Authorization Letter (if record being registered is not theirs nor their family members')	From the record owner or any of his/her family members
Valid ID of the one giving authorization letter to the one registering the civil event	From the record owner of any of his/her family members

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE	- Evaluate the presented requirements and check the civil registry if the record is not yet previously registered		5 minutes	Any LCRO Personnel who is presently available at the time
	Prepare and fill-up the prescribed Civil Registry Form based from the submitted supporting documents and information given by the informant before having it reviewed and signed by the informant		15 to 20 minutes	Any LCRO Personnel who is presently available at the time
2. PAY	- Tells the client to pay the fee/s to the City Treasurer	P80.00 (For Local Birth/Marriage/Death Certificate) + P20.00 (For Secretary's Fee) -ADD- P100.00 (Certified Copy) if this record	3 minutes	City Treasury Office (Teller No. 4 or No. 5)

		is urgently needed by client thus applies for Advance Endorsement for PSA copy		
3. CLAIM	- Direct client to wait for ten (10) calendar days for posting as required by law to allow further verification of attached supporting documents and endorsement to PSA		10 working days	ENGR. JOHN G. LOYAC, City Civil Registrar

8. CERTIFICATION OF DOCUMENTS AS CERTIFIED TRUE COPIES

(End-user agencies like DFA, SSS, BIR etc. would require photocopied documents originating from the Local Civil Registry as "Certified True Copies" from the original, which is just a stamp and signed certification by the City Civil Registrar)

OFFICE	LOCAL CIVIL REGISTRY OFFICE
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C-Government to Citizen
WHO MAY AVAIL	Anyone can have photocopied documents stamped as "CERTIFIED TRUE COPIES" so long as the said document had indeed originated from and is available for comparison at the Local Civil Registry Office

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID	Personal File of the client
Old copy of their Civil Registry Record	Personal File of the client
Authorization Letter (if record being secured is not theirs nor their family members')	From the record owner or any of his/her family members
Valid ID of the one giving authorization letter to secure record certification	From the record owner or any of his/her family members

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. FILE	- Evaluate the presented document for certification whether it originated from the Local Civil Registry Office		5 minutes	Any LCRO Personnel who is presently available at the time
2. PAY	- Tells the client to pay the fee/s to the City Treasurer	P100.00 (For Certified True Copy)	3 minutes	City Treasury Office (Teller No. 4 or No. 5)
3. CLAIM	- LCRO personnel stamps the photocopied document as "Certified True Copy by: " before submitting to the Head of Office for signature prior to release		5 to 10 minutes	ENGR. JOHN G. LOYAC, City Civil Registrar

9. CONSULTATION AND ASSISTANCE FOR PROBLEMATIC CIVIL REGISTRY DOCUMENTS

(The LCR Office also gives out free consultation, assistance and referral to clients with problematic civil registry documents like for those who were born or were married abroad and there are errors in their certificates)

OFFICE	LOCAL CIVIL REGISTRY OFFICE
CLASSIFICATION	Simple
TYPE OF TRANSACTION	G2C (Government to Citizen) and G2G (Government to Government)
WHO MAY AVAIL	Any person who comes seeking advice on their problems

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Valid ID	Personal File of the client
Photocopy of their Civil Registry Record that are problematic	Personal File of the client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
10. FILE	- Evaluate the presented requirements and determine a viable solution		5 minutes	ENGR. JOHN G. LOYAC, City Civil Registrar
11. PAY	- This is free for verbal advice but if the resolution of their problems would warrant a certification or referral letter, a minimal fee of P100.00 is charged so the client is told to pay the fee/s to the City Treasurer	P100.00 (For Certified True Copy)	3 minutes	City Treasury Office (Teller No. 4 or No. 5)
12. CLAIM	- The City Civil Registrar will prepare a formal letter or certification of referral or opinion regarding the problem or issue at hand and give the same to the client/s duly signed		3 minutes	ENGR. JOHN G. LOYAC, City Civil Registrar

I. SERVICE NAME	: Issuance of Sangguniang Panlungsod Documents and Related Certifications
Service Information	:
	The Office of the Sangguniang Panlungsod (Office of the Secretary to the Sangguniang Panlungsod) issues certified copies of the Sanggunian documents enacted and approved ordinances and resolutions, and other certifications.
OFFICE	: Office of the Sangguniang Panlungsod (Office of the Secretary to the Sangguniang Panlungsod)
CLASSIFICATION	: SIMPLE
TYPE OF TRANSACTION	: Government to Citizen
WHO MAY AVAIL	: Any private individual

CHECKLIST REQUIREMENTS	WHERE TO SECURE
A. Request through letters and emails:	
1. Letter of Request	
2. Attached photocopy of Valid I.D. for verification purposes.	
B. Walk-ins:	
1. Students:	
a. Valid ID for verification purposes.	
b. Letter or certification from the school or adviser when the reason for the request is for the educational and academic purposes.	School, Adviser concerned
2. Any Private individual:	
a. Valid ID for verification purposes.	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Submits written request via e-mail/Facebook Messenger	The office acknowledges receipt of request.	none	Immediately upon receipt of request	a. Mails/Couriers Roxanne Taoaguen b. E-mails b.1. candoncity spsec@gmail.com Roxanne Taoaguen Venus Espanto
	Next procedure or action is subject on whether the request is approved or not by the Secretary to the Sangguniang Panlungsod and the City Vice Mayor	none	1-2 days	Jerry B.A. Malamion Maria Lourdes Gonzalo
Waits for notification	Informs the client of the next procedure	none	1-2 days	Jerry B.A. Malamion Maria Lourdes Gonzalo Roxanne Taoaguen Venus Espanto
B. Walk-ins Requests for copies of legislative measures and/or related certification	Advices, provides and asks client to accomplish request form. a. Form 1	none	1-2 minutes	Felipa Molina Roxanne Taoaguen Ritzchelle Agresor Venus Espanto
Accomplishes and submits form	Assess accomplished form and submits to the Secretary to the Sangguniang Panlungsod for approval.	none		Felipa Molina Gloria Karmela Abrero Roxanne Taoaguen Venus Espanto

Payment of Secretary's Fees	Issue the official receipt of payment	<div>(a) For every page typewritten/ computer generated (not including the certificate and notation)</div> <div>₱20.00</div> <div>(b) For each certificate of correctness (with seal of Office) written on the copy or attached thereto</div> <div>₱100.00</div> <div>(c) For certifying the official act of the City Judge or other judicial certificate with seal</div> <div>₱100.00</div> <div>(d) For certified copies of any papers, records, official documents, or decrees, judgement or entry of which any person is entitled to demand and receive a copy (in connection with judicial proceedings) for each page</div> <div>₱50.00</div> <div>(e) Photocopy or any other copy produced by copying machine per page</div> <table><tr><td rowspan="2">Letter/A4 size</td><td>₱ 10.00/ first page</td></tr><tr><td>₱ 5.00/ succeeding pages</td></tr><tr><td rowspan="2">Legal size</td><td>₱ 15.00/ first page</td></tr><tr><td>₱ 5.00/ succeeding pages</td></tr></table> <div>(f) Certified True Copies:</div> <table><tr><td>Resolutions</td><td>₱ 50.00/ page</td></tr></table>	Letter/A4 size	₱ 10.00/ first page	₱ 5.00/ succeeding pages	Legal size	₱ 15.00/ first page	₱ 5.00/ succeeding pages	Resolutions	₱ 50.00/ page	City Treasurer's Office
Letter/A4 size	₱ 10.00/ first page										
	₱ 5.00/ succeeding pages										
Legal size	₱ 15.00/ first page										
	₱ 5.00/ succeeding pages										
Resolutions	₱ 50.00/ page										

		and/or Ordinances	P 10.00/ succeeding pages		
		Minutes of the Session	P 50.00/ page P 10.00/ succeeding pages		
		(g) For other types of P 50.00/ first page P 10.00/ additional copy			
		(Students, PWDs and Senior Citizens are entitled to avail of the 20% discount on Secretary's fees. – Section 4A.03 of Ordinance No. 796, s. 2018)			
Receives document and signs the logbook	Issuance of requested documents with corresponding official receipt of payment.	none	10 minutes	Felipa G. Molina Roxanne Taoaguen Venus Espanto	

N.B.

If the copies to be furnished are for other offices and branches of the government for official business, the documents requested shall be free of charge.

II. SERVICE NAME	: Review of Barangay Ordinances				
Service Information	: Section 57 of the Local Government Code of 1991 (RA No. 7160) states that the barangays are mandated to submit their ordinances for review as to whether the ordinance is consistent with law and city or municipal ordinance.				
OFFICE	: Office of the Sangguniang Panlungsod (Office of the Secretary to the Sangguniang				
CLASSIFICATION	: Complex				
TYPE OF TRANSACTION	: City Government to Barangay				
WHO MAY AVAIL	: 42 Barangay of the City of Candon				

CHECKLIST REQUIREMENTS		WHERE TO SECURE
A. For Barangay Budget Ordinances		Barangay concerned
1. Appropriation Ordinance enacting the Barangay Budget		
2. Supplemental Budget (if any)		
3. Resolution approving the annual investment plan		
4. Resolution approving the barangay development fund		
B. For general and tax ordinances		Barangay concerned
1. Barangay Ordinance		
2. Notice of Public Hearing		
3. Attendance during the Public Hearing		
4. Minutes of Public Hearing (Optional)		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	Receives and checks document	none	3-6 minutes	Ritzchelle Agresor Venus Espanto
	Conducts initial review	none	6-10 minutes	Jerry B.A. Malamion Maria Lourdes Gonzalo
	Includes in the Calendar of Business	none	1 minute	Committee-in-Charge Jerry B.A. Malamion

	Refers the ordinance	none	Succeeding Wednesday	Sangguniang Panlungsod
	Reviews the Ordinance	none	1 week	Committee-in-Charge
	Renders Committee Report	none	1 week	Committee-in-Charge
	Passes review resolution	none	1 week	Committee-in-Charge
	Signs review resolution	none	1-2 days	Vice Mayor Sangguniang Panlungsod Jerry B.A. Malamion
	Preparation and signing of endorsement letter of resolution and attaches committee report (if necessary)	none	2- 5 minutes	Jerry B.A. Malamion Maria Lourdes Gonzalo Felipa Molina Venus Espanto Olivia Gasalao Jenna Joy Galanto Ma. Jamelyn Toquero
	Releases documents	none	1-2 minutes	Ritzchelle Agresor Venus Espanto
	Deliver documents	none	1- 4 hours	Ricky Boy Galinato Andre Llanes Sherman Kyler Geronillo

III. SERVICE NAME	: Issuance of Certificate of Appearance				
Service Information	: This Certificate of Appearance is issued to individuals who have either researched in the Office of the Secretary to the Sangguniang Panlungsod or have observed the Sangguniang Panlungsod while in session.				
OFFICE	: Office of the Secretary to the Sangguniang Panlungsod				
CLASSIFICATION	: Simple				
TYPE OF TRANSACTION	: G2C, G2B,G2G				
WHO MAY AVAIL	: All				

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Letter Request	Requesting Party

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Business Travel Authority	Receive the required document.	none	1 minute	Roxanne Taoaguen Felipa Molina Gloria Karmela Abrero Venus Espanto
Present valid ID	Encoding of Certification of appearance upon request with the submission of valid ID	none	15 minutes	Roxanne Taoaguen Venus Espanto
Receive the certificate of appearance	Releasing of Certificate of Appearance	none	1 minute	Roxanne Taoaguen Venus Espanto



Republic of the Philippines
Province of Ilocos Sur
CITY GOVERNMENT OF CANDON
CANDON CITY TOURISM OFFICE
Email address: lgucandontourismoffice@gmail.com
Mobile No.: 09664458033



Office of the City Tourism

Rhodana C. Abrero / Acting City Tourism Officer
Contact no.: (+63) 9175103030 (Personal)
(+63) 9664458033 (Office)

The City Tourism Office is responsible in providing services and support tourism related programs and awareness in order to enhance and increase visitor access in the City. It also provides promotional materials, facilitate City tour, itineraries and other necessary arrangements. Coordinate with line agencies, civic organizations and local citizens in undertaking Cultural program / History and Heritage protection, preservation and monitoring identified tourism sites / zones that are ecologically sustainable, responsible, culturally sensitive and economically viable. And has active role in information dissemination, promoting products, festivals and other events of Candon City.

I. DIRECTORY ASSISTANCE

ABOUT THE SERVICE: Local and Foreign tourists ask for directory and what the City can offer.

STEP	STEPS/ PROCESS		DURATION	REQUIREMENTS / FORMS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	SERVICE PROVIDER					
1	Asks for directory and assistance by phone and email	Provision of directory and assistance of tourist destination.	1 minute	None	None	Tourism Personnel	2 nd Floor Tourism Office and Museum
TOTAL RESPONSE TIME:			1 minute				

II. ON SITE TOURIST

ABOUT THE SERVICE: Local and Foreign tourists ask directory and what the City can offer.

STEP	STEPS/ PROCESS		DURATION	REQUIREMENTS / FORMS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	SERVICE PROVIDER					
1	Register at the tourist and visitor Registry or Record	Orients the client on tourism services. Informs the client about the destinations, accommodations, etc.	2 minutes	None	None	Tourism Personnel	-Ground Floor, City Hall -Tourist Assistance Desk at Museum
2	Asks the office about tourism services and browse	Provides information materials.	2 minutes	None	None	Tourism Personnel	-Ground Floor, City Hall -Tourist Assistance Desk at Museum

	over information materials.						
3	Interviews and inquiries on needed information about tourists sites	Answers queries and recommends Tourism sites.	2 minutes	None	None	Tourism Personnel	-Ground Floor, City Hall -Tourist Assistance Desk at Museum
4	Short Briefing with the tour guides	Monitors the tour.	3 minutes	None	None	Tour Guide or Tourism Personnel	-Ground Floor, City Hall -Tourist Assistance Desk at Museum
TOTAL RESPONSE TIME:			9 minutes				

III. COORDINATED TOURIST

ABOUT THE SERVICE: Provides assistance to tourist who coordinated their itinerary in visiting the area through letter, calls and email.

STEP	STEPS/ PROCESS		DURATION	REQUIREMENTS / FORMS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	SERVICE PROVIDER					
1	Writes letter for the official visit requesting a tour guide	Inform the client on the details of the services offered.	3 minutes	None	None	Tourism Personnel	2 nd Floor Tourism Office
2	Register at the tourist and visitor Registry or Record	Orients the client on tourism services. Informs the client about the tourist destinations, accommodations, etc.	2 minutes	None	None	Tourism Personnel	-Ground Floor, City Hall -Tourist Assistance Desk at Museum
3	Asks the office about tourism services and browse over information materials	Provides information materials.	2 minutes	None	None	Tourism Personnel	-Ground Floor, City Hall -Tourist Assistance Desk at Museum
4	Interviews and inquiries on needed information about tourist sites.	Answers queries and recommends Tourism sites.	3 minutes	None	None	Tourism Personnel	2 nd Floor Tourism Office and Museum
5	Short briefing	Monitors the tour.	3 minutes	None	None		

	with the tour guides				Rhodana C. Abrero	2 nd Floor Tourism Office and Museum
Total Response Time:		13 minutes				

IV. TOURISM RELATED RESEARCH

ABOUT THE SERVICE: Provides information about the cultural heritage tourism of Candon City.

STEP	STEPS/ PROCESS		DURATION	REQUIREMENTS / FORMS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	SERVICE PROVIDER					
1	(For those who conduct tourism related researches) Inquires about tourism, heritage, culture and other products that may become their possible research topic	Provides information materials	20 to 30 minutes	Identification Card	None	Rhodana C. Abrero and Tourism Personnel	2 nd Floor Tourism Office
Total Response Time:			20 minutes				

V. TOURIST ARRIVALS AND HOTEL GUEST REPORT

ABOUT THE SERVICE: Gather monthly information about the tourist arrivals of the hotels in Candon.

STEP	STEPS/ PROCESS		DURATION	REQUIREMENTS / FORMS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	SERVICE PROVIDER					
1	(For those who request for Certifications) Inquires about the number of tourist arrivals and Hotel guests.	Provides information about the number of tourist arrivals.	5 to 10 minutes	None	None	Tourism Personnel	2 nd Floor Tourism Office
Total Response Time:			10 minutes				

VI. TOURISM CAMPAIGN

ABOUT THE SERVICE: Conduct tourism campaign to promote the City.

STEP	STEPS/ PROCESS		DURATION	REQUIREMENTS / FORMS	FEES	PERSON RESPONSIBLE	LOCATION
	CLIENT	SERVICE PROVIDER					
1	General Public	Conduct tourism campaigns and information drive for the promotion of tourist destinations and products in the City.	As the needed arises/ On a scheduled basis	None	None	Rhodana C. Abrero and Tourism Personnel	2 nd Floor Tourism Office

1. SERVICE NAME: : **PAYMENT OF REAL PROPERTY TAXES**

Service Information : Owner of land and buildings has to pay real property taxes annually. Taxes are a percentage of the property's taxable value. Taxable value is computed by multiplying a land or building's Fair Market Value (FMV) to its assessment Level. Both the FMV and the Assessment Level are based on an ordinance passed by the Sangguniang Panlungsod. Real property tax payments are made at the Land Tax Division of the CTO. Taxpayers may choose to pay on an annual or quarterly basis. Discounts are given to those who pay in advance.

OFFICE	OFFICE OF THE CITY TREASURER
CLASSIFICATION	SIMPLE
TYPE OF TRANSACTION	GOVERNMENT TO CITIZEN
WHOM MAY AVAIL	REAL PROPERTY OWNERS, ADMINISTRATORS, REPRESENTATIVES

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Previous Year's OR	Taxpayer
Tax declaration	Assessor's Office
Billing Statement	Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present copy of previous year's Official Receipt (OR), tax declaration or billing statement	Search for the name of the Taxpayer and the Appraised Real Property (ARP) number.	none	1 minute/TD	Melibeth Toquero April Kara Gacusana
2. Pay computed amount and receives OR	Bill, collect payment and issue OR.	Based on the assessed value of the property	1 minute/TD	Melibeth Toquero April Kara Gacusana

2. SERVICE NAME: : **CERTIFICATION OF 5 YEARS PAYMENT OF REAL PROPERTY TAX**

Service Information : A Certificate of Real Property Tax Payments for 5 years is required, in certain transactions, such as securing a Building Permit, to prove that taxes on real property have been paid and updated. This may be secured from the Land Tax Division of the CTO.

OFFICE	OFFICE OF THE CITY TREASURER
CLASSIFICATION	SIMPLE
TYPE OF TRANSACTION	GOVERNMENT TO CITIZEN
WHOM MAY AVAIL	TAXPAYERS

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Current year Real Property Tax Official Receipt	Taxpayer
Latest Tax Declaration/ARP Number	Assessor's Office
Official Receipt	CTO Windows 4 & 5

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present current year OR or latest tax declaration/ARP number.	Check/validate if real property tax was paid for the current year.	none	1 minute/TD	Melibeth Toquero April Kara Gacusana

2. Pay certification fee & Documentary Stamp	Accept payment and issue OR	P 80.00	1 minute/TD	Marissa Gabor Elvira Valdez Rodel Gabor
3. Present OR and wait for the certification	Prepare Certification		3 minutes	Melibeth Toquero April Kara Gacusana
4. Receive copy of the certification	Sign and issue the certification		1 minute	Melibeth Toquero April Kara Gacusana Marissa Leonila M. Soliven Angielyn G. Corpuz

3. SERVICE NAME: : **CERTIFICATION OF REAL PROPERTY TRANSFER TAX**

Service Information : A Certificate of Real Property Transfer Tax is required, in certain transactions, such as securing a Building Permit, to prove that taxes on real property transfer have been paid. This may be secured from the Land Tax Division of the CTO.

OFFICE	OFFICE OF THE CITY TREASURER
CLASSIFICATION	SIMPLE
TYPE OF TRANSACTION	GOVERNMENT TO CITIZEN
WHOM MAY AVAIL	TAXPAYERS

CHECKLIST REQUIREMENTS	WHERE TO SECURE
Deed of Conveyance (original)	Law Office/Firm
Tax Declaration	Assessor's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present requirements.	Verify and compute the transfer tax	None	2 minutes	Melibeth Toquero April Kara Gacusana
Pay computed transfer tax	Accept payment and issues OR	Based on conveyance or market value	1 minute	Elvira Valdez Marissa Gabor Rodel Gabor
Present OR	Prepare the Certification	None	2 minutes	April Kara Gacusana Melibeth Toquero
Receive the certification	Sign and release the Certification	None	1 minute	April Kara Gacusana MelibethToquero Marissa Leonila M. Soliven Angielyn G. Corpuz

4. SERVICE NAME: : **PAYMENT OF COMMUNITY TAX CERTIFICATE (CTC)**

Service Information : The City Treasurer's Office (CTO) issues a Community Tax Certificate (CTC) that is required when an individual or corporation:

- acknowledges any document before a notary public
- takes an oath of office upon election or appointment to any position in the government service

- receives any license, certificate or permit from any public authority
- pays any tax or fee
- receives money from any public fund or any salary or wage from any person or corporation
- transacts other official business

OFFICE	OFFICE OF THE CITY TREASURER
CLASSIFICATION	SIMPLE
TYPE OF TRANSACTION	GOVERNMENT TO CITIZEN
WHOM MAY AVAIL	18 YEARS OLD AND ABOVE TAXPAYERS

CHECKLIST REQUIREMENTS	WHERE TO SECURE
information sheet	Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out the information sheet	Encode and print CTC	None	2 minutes	Candy del Rosario Melibeth Toquero Meriam Cortado
Encode and print CTC	Accept payment and issue the CTC	Based on annual income	1 minute	Candy del Rosario Melibeth Toquero Meriam Cortado

5. ISSUANCE OF OFFICIAL RECEIPTS and CTC TO BARANGAY TREASURERS

Service Information : Barangay treasurers may secure Official Receipt (OR) to be used in their own respective barangays for any transactions with payment such as issuance of barangay clearances and certifications, including Community Tax Certificate (CTC).

OFFICE	OFFICE OF THE CITY TREASURER
CLASSIFICATION	SIMPLE
TYPE OF TRANSACTION	GOVERNMENT TO CITIZEN
WHOM MAY AVAIL	BARANGAY TREASURER'S

CHECKLIST REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Requisition Form • RCDs & Cash payments 	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Show Requisition slip	Verify requisition slip	Based on prices of OR to be issued	5 minutes	Elvira Valdez Marissa Gabor Rodel Gabor
Register on the Logbook and receive OR requested	Issue OR requested		1 minute	Emilyn Deoso Miriam May Cabanting

SIGNING OF REAL PROPERTY TAX (RPT) CLEARANCE FOR BUSINESS OWNERS

Service Information

: Real Property Tax Clearance for business owners is required by the City Business Permits and Licensing Office (CBPLO) before issuances of Mayor's Permit to operate a business within the city.

OFFICE	OFFICE OF THE CITY TREASURER
CLASSIFICATION	SIMPLE
TYPE OF TRANSACTION	GOVERNMENT TO CITIZEN
WHOM MAY AVAIL	BUSINESS OWNERS/BOOKKEEPERS/ADMINISTRATORS

CHECKLIST REQUIREMENTS	WHERE TO SECURE
• Documents for Business Permit	CBPLO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to Real Property Section for verification.	Search the business owner properties and verify if payment is updated.	None	1 minute	Melibeth Toquero April Kara Gacusana
Receive signed clearance.	Sign RP Tax Business Clearance, (if payment is updated, or advises client to pay RP Tax first.)	None	1 minute	Melibeth Toquero April Kara Gacusana Marissa Leonila M. Soliven Angielyn G. Corpuz

1. SERVICE NAME : **ANIMAL HEALTH SERVICES**
 Service Information : The CVO conducts animal immunization, diagnostics, treatment, deworming, sterilization, technical advice, and issuance of veterinary health certificate to farmers, livestock traders, and pet owners.

OFFICE	: CITY VETERINARY OFFICE
CLASSIFICATION	: SIMPLE
TYPE OF TRANSACTION	: Government to Citizen
WHO MAY AVAIL	: All Candon City residents

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Vaccination Certificate	Previous Vet
2. Health Certification - Barangay farm permit - Shipper's Business permit - Registered Animal Vehicle	Barangay, DA-BAI
3. Modified Surveillance Form for Swine Diseases	Veterinary Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Animal Consultation	Evaluate and prescribe	none	10 minutes	Clara Lay-yag
B. Diagnostics	> Schedule date and time of farm/animal visit > Sample collection > Submission and Sample processing > Receipt and issuance of tests results	none	2 minutes 3minutes -7 hours 5 minutes-8 hours 2 minutes	Clara Lay-yag Gener Alvaro CVO/PVO
C. Animal Treatment	Evaluate and treat accordingly	none	5 minutes - 2hours	Gener Alvaro Clara Lay-yag
D. Immunization/ Vaccination	> Schedule date of immunization with Barangay Captain > Vaccination	none	2 minutes 1-10days	Gener Alvaro Clara Lay-yag
E. Animal Deworming	> Dispense drug with instruction to farmer > Schedule date and time > Administer drug to animals	none	5 minutes 2 minutes 20-30 minutes	Gener Alvaro Clara Lay-yag
F. Issuance of Veterinary Health Certificate	> Inspect Animals > Evaluate documents > Payment of fees > Issue Animal Certificate	none none pH 80.00 none	10 minutes 3 minute 2 minutes 2 minutes	Clara Lay-yag Gener Alvaro

2. SERVICE NAME : **ANIMAL PRODUCTION SERVICE**
 Service Information : The CVO conducts artificial insemination in large cattle, castration, advice, and conducts Farmers Livestock School

OFFICE	: CITY VETERINARY OFFICE
CLASSIFICATION	: SIMPLE/COMPLEX
TYPE OF TRANSACTION	: Government to Citizen
WHO MAY AVAIL	: All Candon City residents

CHECKLIST REQUIREMENTS	WHERE TO SECURE
None	Not applicable

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. CONSULTATION	Evaluate and give technical advice	none	10 minutes	Clara Lay-yag
B. STERILISATION	> Schedule the date and time > Perform sterilization	none	2 minutes 30 mins - 2hour	Clara Lay-yag Gener Alvaro
C. ARTIFICIAL INSEMINATION	> Schedule the date and time > Perform insemination	none	2 minutes 3-4 hours	Gener Alvaro
D. FARMER LIVESTOCK SCHOOL	> Schedule dates with farmers > Facilitate learning among farmer association/cluster	none	5 minutes 4 hours a week for 25 weeks	Michael Angelo Casino

3. SERVICE NAME : **SLAUGHTERHOUSE SERVICE**

Service Information : Slaughterhouse services cover slaughtering, inspection of meat/meat by-products at the abattoir for the production of wholesome and safe meat for the consumers.

OFFICE	: OFFICE OF THE CITY VETERINARIAN
CLASSIFICATION	: SIMPLE
TYPE OF TRANSACTION	: GOVERNMENT TO CITIZEN
WHO MAY AVAIL	: ALL CANDON CITY LIVESTOCK TRADES AND CITIZEN

CHECKLIST REQUIREMENTS	WHERE TO SECURE
NONE	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit animals for slaughter with valid Animal Health Certificate	Receive animals for slaughter and evaluate documents	none	10 minutes	Receiver and Officer of the day DUO Alexander Almazan Alex Gacutan Celestino Pascua Jr. Mark Anthony Calapini Gilbert Urbano Godofredo Pascua Joel Pascua Jomary Manganaan Jonel Galigaro Jowen Galigaro Michael Del Rosario Rowel Villalobos Jenny Ann Pascua Nino Raguro

Pay registration fee	Accept payment and issue Official Receipt	Swine Ph 230.00 Cattle Ph 270.00	2 minutes	Randy Gallardo Eduardo Enriquez
Prepare animals for anti mortem inspection	Conduct anti-mortem inspection	none	10 minutes	Galahad Rodriguez Gener Alvaro Clara Lay-yag
	Mark proper identification and scheduling of animals for slaughter		10 minutes	Jenny Ann Pascua Nino Raguro Eduardo Enriquez
Schedule slaughter	Slaughter the animals	none	30 minutes	Alexander Almazan Alex Gacutan Celestino Pascua Jr. Mark Anthony Calapini Gilbert Urbano Godofredo Pascua Joel Pascua Jomary Manganaan Jonel Galigaro Jowen Galigaro Michael Del Rosario Rowel Villalobos
Prepare to receive animal carcass	Post mortem examination	none	10 minutes	Galahad Rodriguez Gener Alvaro Clara Lay-yag
Receive meat and meat by-products	Release animal carcass with Inspection Mark	none	5 minutes	Randy Gallardo Jenny Ann Pascua Nino Raguro Eduardo Enriquez

1. SERVICE NAME: RENEWAL OF MOTORIZED TRICYCLE OPERATOR'S PERMIT (MTOPT)

Service Information: MOTORIZED TRICYCLE OPERATOR'S PERMIT (MTOPT) MEANS A DOCUMENT GRANTING FRANCHISE OR LICENSE TO A PERSON, NATURAL OR JURIDICAL ALLOWING HIM TO OPERATE TRICYCLE-FOR HIRE WITHIN THE CITY PROPER WITHOUT A FIXED ORIGIN AND DESTINATION, IT SHALL BE GRANTED UNLESS THE APPLICANT IS IN POSSESSION AND CUSTODY OF THE TRICYCLE UNIT WITH VALID REGISTRATION PAPERS IN HIS/HER NAME FROM THE LAND TRANSPORTATION OFFICE (LTO). OPERATOR'S MAY RENEW HIS/HER MTOPT ONE (1) MONTH BEFORE ITS EXPIRATION DATE.

OFFICE	CITY VICE MAYOR'S OFFICE (FRANCHISING SECTION)
CLASSIFICATION	Simple
TYPE OF TRANSACTION	Government to Citizen
WHO MAY AVAIL	Franchise Holders, Drivers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Official Receipt of Payment	CTO
Application Form	VMO (Franchising Section)
Original copy of OR/CR of Motor vehicle	LTO
Professional Driver's License	LTO
Barangay Clearance of Franchise Holders	Respective Barangay
Community Tax Certificate (CTC)	Respective Barangay / City Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Fill out application form for Motorized Tricycle Operator's Permit (MTOPT) and submit requirements and Official Receipt	Accepts application form, verifies requirements and prepares Motorized Tricycle Operator's Permit (MTOPT) for approval		4 mins.	Rossel Ruiz Frederick Galigaro Vice Mayor Kristelle G. Singson
Receives the MTOPT and signs at the logbook	Issues Approved Motorized Tricycle Operator's Permit (MTOPT) and records at the logbook.		1 min.	Rossel Ruiz Frederick Galigaro

2. ISSUANCE OF FRANCHISE (NEW)

Service Information: FRANCHISE SHALL BE GRANTED FOR MOTORIZED TRICYCLE FOR HIRE OR A VEHICLE COMPOSED OF MOTORCYCLE FITTED WITH A SINGLE WHEELED SIDE CAR OR A MOTORCYCLE WITH A TWO WHEELED CAB USUALLY BEING OPERATED TO RENDER TRANSPORT SERVICES TO THE GENERAL PUBLIC WITH FEE.

OFFICE	CITY VICE MAYOR'S OFFICE (FRANCHISING SECTION)
CLASSIFICATION	Simple
TYPE OF TRANSACTION	Government to Citizen
WHO MAY AVAIL	Any bonafide resident of the City of Candon who wants to operate a tricycle for hire.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Endorsement letters both from respective TODA Pres., Punong Barangay and Fed. TODA Pres.	Respective Barangay / CCTODA Federated President
Original / Photocopy of OR/CR of Motor vehicle	LTO / Company where the unit was purchased
Professional Driver's License	LTO
Barangay Clearance	Respective Barangay
Community Tax Certificate (CTC)	Respective Barangay / City Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits request with requirements	Accepts and verifies requirements	None	30 seconds	Rossel Ruiz Frederick Galigaro
Wait for approval / notification	Recommends for approval to the City Vice Mayor (CTFRB Chairman) if there is an available franchise for issuance and if the applicant is qualified	None	Maximum of 15 days	Rossel Ruiz Frederick Galigaro Vice Mayor Kristelle G. Singson
Receives the approved franchise	Issues the approved request and advise clients to proceed to the following offices: City Health Office – Sputum Test of Tricycle Driver	None Free None		Rossel Ruiz Frederick Galigaro Lydia V. Pagaduan Michelle Bucalen Marites Cortes Sonny Tagal

	PSTMD – For inspection of the motorvehicle			Andres Gadia
	City Business Permit and Licensing Office – For assessment of fees	None		Nora Galigaro Roy Taoaguen Alfie Gray Jero Edward Acance
	Treasury – collect payment	Based from assessment		Marissa Gabor Elvira Valdez CTO personnel

3. ISSUANCE OF CERTIFICATE OF DROPPED OUT /CLEARANCE FOR CANCELLED FRANCHISE

Service Information: Franchise Holder who have cancelled franchise and register their tricycle for not for hire/private at Land Transportation Office (LTO) will secure a dropped out certificates.

OFFICE	CITY VICE MAYOR'S OFFICE (FRANCHISING SECTION)
CLASSIFICATION	Simple
TYPE OF TRANSACTION	Government to Citizen
WHO MAY AVAIL	Franchise Holders

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Original Copy of OR / CR of Motorvehicle	LTO
Official Receipt of payment (Certification Fee)	City Treasurer's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for Clearance / Certification	Verifies record and advise client to pay Certification fee at the Treasurers' Office	P 80.00	30 seconds	Rossel Ruiz Frederick Galigaro
Present Official Request (OR)	Prepares the Certification and present to the City Vice Mayor for approval	None	5 mins.	Rossel Ruiz Frederick Galigaro Vice Mayor Kristelle G. Singson
Receives the certificate / Clearance	Records in the logbook and issues the Certificate / Clearance	None	1 min	Rossel Ruiz Frederick Galigaro

COMPLAINTS PROCEDURES

FILING PROCEDURES/STEPS

If applicants or clients are dissatisfied and may not be happy with the services being provided/availed of, he/she can secure a complaint form from the Complaint Desk, accomplish the forms with the supporting documents if any and submit the accomplished complaint forms to the Desk Officer of the Complaint Desk located at the Lobby of the City Hall or send through the Post Office if the complainant cannot go to the Desk Officer. Complaints should be submitted within a period of 30 days after the commission of such act.

If complainants cannot go to the City Hall but can access to the internet he/she may down load the complaint forms from the website (www.candoncity.gov.ph), accomplished them on line and send together with any supporting documents. He/she may also down load the complaint forms, print them, accomplish the forms and send through the post office addressed to the Complaint Desk Officer at the City Hall. Or the complainant can also call at these telephone numbers (077)742-5235 and (077)742-5931.

MANAGEMENT OF THE COMPLAINT

1. Upon receipt of the complaints whether thru website, post or personally submitted, the Desk Officer shall forward the complaint to the City Mayor for his information. The City Mayor shall route the same to the head of the department where the subject of the complaint (staff) belongs.
2. The head of the department shall call the attention of the concerned staff and inform him/her about the complaints raised against him/her and allow him/her to answer the allegations within three (3) days.
3. After receipt of the answer from the subject employee, the department head shall notify the complainant in writing and inform him of the answer of the subject employee (admitting the mistake being done, apologize with a promise not to do it anymore).
4. The City Mayor /department head shall inform the public and thank them for airing the mistakes being done by employees and will ensure that they will do their best to review policies and procedures to stop from happening again. They will also ensure that complaints against any employee shall be addressed, monitored and treated in order to improve the delivery of services and ensure that the best and quality services are provided to all their clients.

CUSTOMER FEEDBACK FORM

Thank you for visiting City Hall and availing of our services. Because we want to to serve you better, please answer the questions relevant to your visit:

1. Name: _____
2. Address: _____
3. Department/Office Visited: _____
4. Service Availed: _____

OUR OFFICE

- | | YES | NO |
|--|--------------------------|--------------------------|
| 5. Is the office easy to locate? | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Is the office clean and orderly? | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Did you feel comfortable? | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Was there a long waiting line of customers? | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Was there an appropriate signange of direction? | <input type="checkbox"/> | <input type="checkbox"/> |

OUR FRONTLINERS

- | | | |
|--|--------------------------|--------------------------|
| 10. Is the employee-in-charge available? | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Is the employee-in-charge knowledgeable? | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Is the employee-in-charge accommodating? | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. Were you received properly? | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. Were your needs attended to promptly? | <input type="checkbox"/> | <input type="checkbox"/> |
| 15. Were you made to wait long? | <input type="checkbox"/> | <input type="checkbox"/> |

REQUIREMENTS

- | | | |
|---|--------------------------|--------------------------|
| 16. Were you made aware of the requirements? | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. Was there so many additional requirements? | <input type="checkbox"/> | <input type="checkbox"/> |
| 18. Were you given proper information on how to get the requirements? | <input type="checkbox"/> | <input type="checkbox"/> |
| 19. Were you made aware of the fees you will pay? | <input type="checkbox"/> | <input type="checkbox"/> |

OUR OFFICERS

- | | | |
|---|--------------------------|--------------------------|
| 20. Were the authorized official/s available? | <input type="checkbox"/> | <input type="checkbox"/> |
| 21. Did it take him/them long to sign the document? | <input type="checkbox"/> | <input type="checkbox"/> |
| 22. Nagpa-importante ba? | <input type="checkbox"/> | <input type="checkbox"/> |

OUR INFORMATION

- | | | |
|--|--------------------------|--------------------------|
| 23. Is the needed document available? | <input type="checkbox"/> | <input type="checkbox"/> |
| 24. Is the document well-organized? | <input type="checkbox"/> | <input type="checkbox"/> |
| 25. Is the data complete? | <input type="checkbox"/> | <input type="checkbox"/> |
| 26. Is the data relevant to your request? | <input type="checkbox"/> | <input type="checkbox"/> |
| 27. Are instructions clear, brief and concise? | <input type="checkbox"/> | <input type="checkbox"/> |

Other Comments/Suggestions:

Thank you very much.

DROP THIS FORM AT THE SUGGESTION BOX LOCATED AT THE LOBBY OR SEND TO THE MAYOR'S OFFICE, CHRMO OR THE DEPARTMENT CONCERNED.

Signature (Lagda)

Date (Petsa)